4.2 Administrator Guide

OnApp 4.2
Administration Guide

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TABLE OF CONTENTS

1  Key to interface and icons ................................. 24
2  OnApp 4.2 ...................................................... 26
3  Index ............................................................. 28
   3.2  A ...................................................................... 28
   3.3  B ...................................................................... 29
   3.4  C ...................................................................... 31
   3.5  D ...................................................................... 33
   3.6  E ...................................................................... 34
   3.7  F ...................................................................... 34
   3.8  G ...................................................................... 35
   3.9  H ...................................................................... 35
   3.10 I ...................................................................... 35
   3.11 J ...................................................................... 36
   3.12 K ...................................................................... 36
   3.13 L ...................................................................... 36
   3.14 M ...................................................................... 36
   3.15 N ...................................................................... 37
   3.16 O ...................................................................... 37
   3.17 P ...................................................................... 37
   3.18 Q ...................................................................... 38
   3.19 R ...................................................................... 38
### What's New in OnApp Cloud 4.2

- **4.1** Two-factor Authentication based on Yubikey ............................... 44
- **4.2** Virtual Servers Built from ISO(s) .................................................. 44
- **4.3** CPU Flags for Compute Zones ...................................................... 44
- **4.4** Maintenance mode for Xen/KVM Static Compute Resources .............. 44
- **4.5** Zabbix for Autoscaling ................................................................. 45
- **4.6** Centralized Error Collector ........................................................... 45
- **4.7** OnApp Accelerator ........................................................................ 45
- **4.8** DRaaS ............................................................................................. 45
- **4.9** Failover Configuration ..................................................................... 45
- **4.10** SSL Certificates ........................................................................... 46

### Document Conventions

### OnApp Cloud Overview

- **6.1** Main Components & Features ......................................................... 49
  - **6.1.1** Servers ........................................................................................ 49
  - **6.1.2** Storage devices .......................................................................... 51
  - **6.1.3** Networks .................................................................................... 51
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1.2</td>
<td>View Virtual Server Details</td>
<td>79</td>
</tr>
<tr>
<td>8.1.3</td>
<td>Create Virtual Server</td>
<td>82</td>
</tr>
<tr>
<td>8.1.4</td>
<td>Virtual Server Creation Workflow</td>
<td>90</td>
</tr>
<tr>
<td>8.1.5</td>
<td>Edit Virtual Server</td>
<td>92</td>
</tr>
<tr>
<td>8.1.6</td>
<td>Rebuild/Build Virtual Server Manually</td>
<td>93</td>
</tr>
<tr>
<td>8.1.7</td>
<td>Migrate Virtual Server</td>
<td>93</td>
</tr>
<tr>
<td>8.1.8</td>
<td>Autoscale Virtual Server</td>
<td>94</td>
</tr>
<tr>
<td>8.1.9</td>
<td>Set VIP Status for Virtual Server</td>
<td>95</td>
</tr>
<tr>
<td>8.1.10</td>
<td>Segregate Virtual Server</td>
<td>96</td>
</tr>
<tr>
<td>8.1.11</td>
<td>Delete Virtual Server</td>
<td>96</td>
</tr>
<tr>
<td>8.1.12</td>
<td>Virtual Server Power Options</td>
<td>97</td>
</tr>
<tr>
<td>8.1.13</td>
<td>Virtual Server Administrative Options</td>
<td>98</td>
</tr>
<tr>
<td>8.1.14</td>
<td>Virtual Server Networks</td>
<td>100</td>
</tr>
<tr>
<td>8.1.15</td>
<td>Virtual Server Backups</td>
<td>105</td>
</tr>
<tr>
<td>8.1.16</td>
<td>Virtual Server Backup Schedules</td>
<td>109</td>
</tr>
<tr>
<td>8.1.17</td>
<td>Virtual Server Backup Schedules</td>
<td>120</td>
</tr>
<tr>
<td>8.1.18</td>
<td>Virtual Server Statistics</td>
<td>124</td>
</tr>
<tr>
<td>8.1.19</td>
<td>Virtual Server Integrated Console</td>
<td>128</td>
</tr>
<tr>
<td>8.1.20</td>
<td>Virtual Server Transactions and Logs</td>
<td>129</td>
</tr>
<tr>
<td>8.1.21</td>
<td>Virtual Server Recipes</td>
<td>130</td>
</tr>
<tr>
<td>8.1.22</td>
<td>Virtual Server Recipe Custom Variables</td>
<td>131</td>
</tr>
<tr>
<td>8.2</td>
<td>ISO Virtual Servers</td>
<td>132</td>
</tr>
<tr>
<td>8.2.1</td>
<td>View ISO Virtual Servers</td>
<td>133</td>
</tr>
<tr>
<td>8.2.2</td>
<td>View ISO Virtual Server Details</td>
<td>134</td>
</tr>
<tr>
<td>8.2.3</td>
<td>View ISO Virtual Server Transactions and Logs</td>
<td>135</td>
</tr>
<tr>
<td>8.2.4</td>
<td>Create ISO Virtual Server</td>
<td>136</td>
</tr>
<tr>
<td>8.2.5</td>
<td>Manage ISO Virtual Servers</td>
<td>142</td>
</tr>
<tr>
<td>8.2.6</td>
<td>ISO Virtual Server Networks</td>
<td>146</td>
</tr>
<tr>
<td>8.2.7</td>
<td>ISO Virtual Server Disks</td>
<td>151</td>
</tr>
<tr>
<td>8.2.8</td>
<td>ISO Virtual Server Statistics</td>
<td>154</td>
</tr>
<tr>
<td>8.3</td>
<td>Smart Servers</td>
<td>159</td>
</tr>
<tr>
<td>8.3.1</td>
<td>View Smart Servers</td>
<td>161</td>
</tr>
<tr>
<td>8.3.2</td>
<td>View Smart Server Details</td>
<td>162</td>
</tr>
<tr>
<td>8.3.3</td>
<td>Create Smart Server</td>
<td>163</td>
</tr>
<tr>
<td>8.3.4</td>
<td>Smart Server Creation Workflow</td>
<td>166</td>
</tr>
<tr>
<td>8.3.5</td>
<td>Rebuild/Build Smart Server Manually</td>
<td>168</td>
</tr>
<tr>
<td>8.3.6</td>
<td>Edit Smart Server</td>
<td>168</td>
</tr>
<tr>
<td>8.3.7</td>
<td>Delete Smart Server</td>
<td>169</td>
</tr>
<tr>
<td>8.3.8</td>
<td>Autoscale Smart Server</td>
<td>169</td>
</tr>
<tr>
<td>8.3.9</td>
<td>Migrate Smart Server</td>
<td>171</td>
</tr>
<tr>
<td>8.3.10</td>
<td>Smart Server Power Options</td>
<td>171</td>
</tr>
<tr>
<td>8.3.11</td>
<td>Smart Server Administrative Options</td>
<td>172</td>
</tr>
<tr>
<td>8.3.12</td>
<td>Smart Server Networks</td>
<td>173</td>
</tr>
<tr>
<td>8.3.13</td>
<td>Smart Server Disks</td>
<td>176</td>
</tr>
<tr>
<td>8.3.14</td>
<td>Smart Server Backups</td>
<td>179</td>
</tr>
<tr>
<td>8.3.15</td>
<td>Smart Server Backup Schedules</td>
<td>184</td>
</tr>
<tr>
<td>8.3.16</td>
<td>Smart Server Statistics</td>
<td>188</td>
</tr>
</tbody>
</table>
8.3.17 Smart Server Integrated Console ................................................................. 191
8.3.18 Smart Server Transactions and Logs ............................................................. 191
8.3.19 Smart Server Recipes ................................................................................... 192
8.3.20 Smart Server Recipe Custom Variables ......................................................... 193
8.3.21 Smart Server Billing ...................................................................................... 193

8.4 Baremetal Servers ............................................................................................. 194
8.4.1 View the List of Baremetal Servers ................................................................. 195
8.4.2 View Baremetal Server Details ....................................................................... 195
8.4.3 Create Baremetal Server ................................................................................ 195
8.4.4 Baremetal Server Creation Workflow .............................................................. 198
8.4.5 Edit Baremetal Server .................................................................................... 200
8.4.6 Delete Baremetal Server ................................................................................ 200
8.4.7 Manage Baremetal Server Recipes ................................................................. 201
8.4.8 Manage Baremetal Server Recipe Custom Variables ...................................... 201
8.4.9 Baremetal Server Billing ............................................................................... 202
8.4.10 Baremetal Server Recovery Mode .................................................................. 203

8.5 Application Servers .......................................................................................... 203
8.5.1 View Application Servers ............................................................................. 205
8.5.2 View Application Server Details .................................................................... 206
8.5.3 Create Application Server ............................................................................. 208
8.5.4 Edit Application Server ................................................................................ 211
8.5.5 Rebuild/Build Application Server Manually .................................................. 212
8.5.6 Migrate Application Server .......................................................................... 212
8.5.7 Autoscale Application Server ....................................................................... 213
8.5.8 Set VIP Status for Application Server ............................................................ 214
8.5.9 Segregate Application Server ....................................................................... 214
8.5.10 Delete Application Server .......................................................................... 214
8.5.11 Application Server Power Options ............................................................... 215
8.5.12 Application Server Administrative Options ............................................... 216
8.5.13 Application Server Networks ...................................................................... 217
8.5.14 Application Server Disks ............................................................................ 221
8.5.15 Application Server Backups ........................................................................ 225
8.5.16 Application Server Backup Schedules ......................................................... 231
8.5.17 Application Server Statistics ........................................................................ 235
8.5.18 Application Server Transactions and Logs ................................................... 238
8.5.19 Application Server Billing ........................................................................... 240

8.6 Load Balancers ................................................................................................. 241
8.6.1 View Load Balancer Details ......................................................................... 242
8.6.2 Create Load Balancer Cluster ....................................................................... 243
8.6.3 Create Autoscaling Cluster .......................................................................... 245
8.6.4 Edit Load Balancer ....................................................................................... 248
8.6.5 Delete Load Balancer .................................................................................... 248
8.6.6 View Load Balancer Billing Statistics ............................................................ 249
8.6.7 View Load Balancer Autoscaling Monitors ..................................................... 249

8.7 Compute Resources .......................................................................................... 251
8.7.1 Compute resource features ................................................................. 252
8.7.2 Compute resource management ......................................................... 252
8.7.3 Compute Resource Matrix ................................................................. 253
8.7.4 CloudBoot Compute Resources ......................................................... 257
8.7.5 VMware Compute Resources ........................................................... 258
8.7.6 VCloud Compute Resources ............................................................. 258
8.7.7 View Compute Resources ................................................................. 258
8.7.8 View Compute Resource Details ....................................................... 259
8.7.9 Edit Compute Resource Details ......................................................... 260
8.7.10 Reboot Compute Resource ............................................................... 261

8.8 Assets ................................................................................................. 262

9 Applications ......................................................................................... 264

9.1 The List of Available Applications ....................................................... 264
9.1.1 Forums ............................................................................................. 264
9.1.2 Blogs ............................................................................................... 265
9.1.3 CMS ............................................................................................... 266
9.1.4 E-commerce ..................................................................................... 268
9.1.5 Social networking ............................................................................ 269
9.1.6 Educational ..................................................................................... 269
9.1.7 Video ............................................................................................... 270
9.1.8 Admanager ...................................................................................... 270
9.1.9 Galleries ......................................................................................... 270
9.1.10 Projectman ..................................................................................... 271
9.1.11 Files ............................................................................................... 271
9.1.12 Wikis ............................................................................................. 272
9.1.13 Frameworks .................................................................................. 272
9.1.14 Mail ............................................................................................... 273
9.1.15 Customer support ........................................................................ 273
9.1.16 ERP ............................................................................................... 273
9.1.17 DBtools ........................................................................................ 274
9.1.18 Music ............................................................................................. 274
9.1.19 Polls ............................................................................................... 275
9.1.20 Guestbook .................................................................................... 275
9.1.21 Calendars ...................................................................................... 275
9.1.22 Games ........................................................................................... 275
9.1.23 RSS ............................................................................................... 276
9.1.24 Microblog ...................................................................................... 276
9.1.25 Others ........................................................................................... 276

9.2 View Applications ................................................................................ 277

9.3 Create Application ................................................................................ 278

9.4 Delete Application ................................................................................ 282
13.1 Known Limitations and Restrictions

14 Templates

14.1 What templates are

14.2 Windows templates

14.3 Types of templates

14.4 Where templates are stored

14.5 Template store

14.6 My template group

14.7 Configuration Options

14.8 Installation and update

14.9 Billing

14.10 Manage Templates

14.10.1 View Template Details

14.10.2 Edit Template Details

14.10.3 Delete System Templates

14.10.4 Install/Update Templates

14.10.5 Create Custom Templates

14.10.6 Edit Custom Templates

14.10.7 Delete Custom Templates

14.10.8 Make Templates Public

14.10.9 Allow Users to Make Templates Public

14.10.10 Manage Template Recipes

14.10.11 Manage Template Recipe Custom Variables

14.11 Template Software Licenses

14.11.1 KMS Licensing

14.11.2 MAK Licensing

14.12 Template Store

14.13 My Template Groups

15 ISOs

15.1 View ISOs
15.2 Boot from ISO .................................................................................................................. 328
15.2.1 Share the location where the ISOs are stored. .......................................................... 329
15.2.2 Enable ISO Permissions ............................................................................................. 329
15.2.3 Upload ISO(s) into the cloud ..................................................................................... 330
15.2.4 Make ISO(s) public .................................................................................................... 330
15.2.5 Boot virtual or smart server from ISO ........................................................................ 331

15.3 Upload ISOs .................................................................................................................. 331
15.3.1 Upload ISO(s) into the Cloud .................................................................................. 331
15.3.2 Make ISO(s) Public ................................................................................................... 332

15.4 Edit ISOs ...................................................................................................................... 332

15.5 Delete ISOs .................................................................................................................... 333

16 Recipes ............................................................................................................................. 334

16.1 Recipe use ...................................................................................................................... 334

16.2 Recipe variables ............................................................................................................ 335

16.3 View List of All Recipes ............................................................................................... 336

16.4 View Recipe Details ...................................................................................................... 337

16.5 View the List of Assigned Servers ............................................................................... 337

16.6 Create Recipe ............................................................................................................... 338
16.6.1 Create recipe .......................................................................................................... 338
16.6.2 Create steps ............................................................................................................ 339

16.7 Assign Recipe to Multiple Servers ............................................................................. 341

16.8 Edit Recipe .................................................................................................................... 341

16.9 Edit Recipe Step .......................................................................................................... 342

16.10 Delete Recipe .............................................................................................................. 343

16.11 Recipe Permissions .................................................................................................... 344

16.12 Recipe Groups ............................................................................................................. 346

16.13 Recipe Use Examples ................................................................................................. 347
16.13.1 Recipe 1 .................................................................................................................... 347
16.13.2 Recipe 2 .................................................................................................................... 349
16.13.3 Recipe 3 .................................................................................................................... 350
16.13.4 Recipe 4 .................................................................................................................... 350
17.6.5 VOD Push CDN Resource ................................................................. 417
17.6.7 Live Streaming CDN Resource .................................................. 419

17.7 CDN SSL Certificates .................................................................. 422
17.7.1 View Custom SNI SSL Certificates ........................................... 424
17.7.2 Add Custom SNI SSL Certificates ............................................. 424
17.7.3 Edit Custom SNI SSL Certificate ............................................. 425
17.7.4 Delete SNI SSL Certificate ..................................................... 425

17.8 CDN Accelerator ......................................................................... 426
17.8.1 View Accelerators ................................................................. 427
17.8.2 Create Accelerator ................................................................. 430
17.8.3 Manage Accelerators ............................................................. 433
17.8.4 Accelerator Disks .................................................................. 438
17.8.5 Accelerator Networks ............................................................ 440
17.8.6 Accelerator IP Addresses ....................................................... 444
17.8.7 Accelerator Statistics ............................................................. 446

18 AWS ............................................................................................. 448
18.1 Enable/disable AWS ................................................................. 448
18.2 View EC2 Instances .................................................................... 450
18.3 Launch New EC2 ......................................................................... 451

19 Users And Groups ........................................................................ 454
19.1 User Accounts ........................................................................... 454
19.1.1 View Users ........................................................................... 454
19.1.2 View User Account Details .................................................. 455
19.1.3 User Payments ..................................................................... 457
19.1.4 User Billing Statistics .............................................................. 458
19.1.5 User Whitelist IPs ................................................................. 460
19.1.6 Customer Networks .............................................................. 460
19.1.7 Log in as User ....................................................................... 460
19.1.8 Create User ........................................................................ 461
19.1.9 User Additional Fields .......................................................... 462
19.1.10 Edit User ............................................................................ 462
19.1.11 Add SSH Key ..................................................................... 463
19.1.12 Delete User ........................................................................ 464
19.1.13 Suspend and Activate Users ................................................ 465
19.1.14 View User Backups ............................................................. 465
19.1.15 Unlock User ...................................................................... 466

19.2 User Groups .............................................................................. 466
19.2.1 View User Group .................................................................. 467
19.2.2 Create User Group ................................................................. 467
19.2.3 Edit User Group ................................................................. 467
19.2.4 Assign New User to Group .................................................. 468
19.2.5 Change User Group for User .............................................. 468
19.2.6 Delete User Group ............................................................. 468
19.3 Drop Session ........................................................................ 468
19.3.1 Drop Own Sessions ............................................................. 469
19.4 Users with Config Problems .................................................. 469

20 Roles And Sets ........................................................................... 471
20.1 Create New Role ...................................................................... 471
20.2 Edit Role .................................................................................. 472
20.3 Delete Role ............................................................................... 472
20.4 Clone Role ................................................................................ 472
20.5 Restrictions Sets ...................................................................... 473
20.5.1 Configure Reseller Role ....................................................... 474
20.5.2 Create Restrictions Sets ....................................................... 476
20.5.3 List of Restrictions Resources ............................................. 476
20.5.4 Edit Restrictions Sets .......................................................... 483
20.5.5 Delete Restrictions Sets ......................................................... 484

21 Billing Plans ................................................................................ 485
21.1 Master Bucket Billing .............................................................. 485
21.2 Master Template Billing ........................................................... 486
21.3 Create Billing Plan ................................................................. 487
21.4 Set Billing Plan Prices And Resource Limits .............................. 487
21.4.1 Add limits for Instance Types ........................................... 497
21.4.2 Modify/delete Limits for Instance Types ......................... 498
21.5 Billing Plan Configuration Workflow ....................................... 498
21.6 Billing Calculation ................................................................. 499
21.6.1 Hourly and monthly resource limit types ......................... 500
21.6.2 IP addresses .................................................................. 500
21.6.3 Port Speed .................................................................... 502
21.6.4 Guaranteed minIOPS ......................................................... 503
21.6.5 Disk size ................................................................. 504
21.6.6 CPU ................................................................. 506
21.6.7 CPU shares .......................................................... 507
21.6.8 CPU Priority ......................................................... 507
21.6.9 CPU Units ......................................................... 508
21.6.10 Instance Types ...................................................... 509
21.6.11 DRaaS ............................................................... 510

21.7 Assign Users to Billing Plan ........................................ 510

21.8 Edit User Billing Plan .................................................. 511

21.9 Copy Billing Plan ........................................................ 511

21.10 Delete Billing Plan ....................................................... 511

21.11 Create and Manage Payments ..................................... 512
21.11.1 View payments .................................................... 512
21.11.2 Create payment ................................................... 513
21.11.3 Edit payment ....................................................... 513
21.11.4 Delete payment .................................................... 514

22 Instance Types ............................................................. 515

22.1 View Instance Types ................................................... 515

22.2 Set up Instance Types for Cloud ................................... 516
22.2.1 Enable the instance types permission ......................... 516
22.2.2 Add instance types to your cloud .............................. 517
22.2.3 Add the instance type(s) to the users’ billing plan ........ 518
22.2.4 Interface configuration .......................................... 519
22.2.5 Build Virtual Server Using Instance Types .................. 521

22.3 Billing for Instance Types ............................................ 522
22.3.1 Add instance types to your cloud .............................. 523
22.3.2 Add instance types to the billing plan ......................... 523

22.4 Edit Instance Type ...................................................... 526

22.5 Delete Instance Type ................................................... 527

23 Compute Resource Settings ............................................ 528

23.1 Compute Resource Settings .......................................... 528
23.1.1 View Compute Resource Settings ............................... 528
23.1.2 Create Compute Resource ....................................... 529
23.1.3 Create CloudBoot Compute Resource ......................... 530
### 24 Storage Settings ................................. 562

#### 24.1 Data Store Zones Settings.......................... 562
24.1.1 View Data Store Zones................................. 562
24.1.2 View Data Store Zone Details......................... 562
24.1.3 Create Data Store Zone............................ 563
24.1.4 Create Solidfire Data Store Zone................. 563
24.1.5 Edit Data Store Zone.............................. 564
24.1.6 Attach Data Stores to Data Store Zone.......... 564
24.1.7 Remove Data Stores From Data Store Zone........ 564
24.1.8 Delete Data Store Zone........................... 565

#### 24.2 Data Stores Settings.................................. 565
24.2.1 View Data Stores........................................... 566
24.2.2 Create LVM Data Store.............................. 566
24.2.3 Create SolidFire Data Store...................... 567
24.2.4 Edit Data Store............................................. 569
24.2.5 Delete Data Store........................................... 569

#### 24.3 Disks Settings........................................... 570
24.3.1 View Disks.................................................... 570
24.3.2 Enable Disk Auto-backups......................... 570
24.3.3 Backup Disks.............................................. 571
24.3.4 Migrate Disks............................................... 571

### 23 Compute Zones Settings .................................. 549
23.2.1 Manage Compute Zones................................. 549
23.2.2 Create Compute Zone........................................... 551
23.2.3 View Compute Zone........................................... 551
23.2.4 View Compute Zone Details......................... 552
23.2.5 Add Compute Resource to Compute Zone............. 552
23.2.6 Remove Compute Resource from Compute Zone..... 553
23.2.7 Delete Compute Zone........................................... 553
23.2.8 Edit Compute Zone........................................... 554
23.2.9 Create Compute Zone Networks..................... 556
23.2.10 Create Compute Zone Recipes..................... 557
23.2.11 Manage Extended CPU Flags for Compute Zone... 558

### 24 Compute Zones Settings .................................. 549
23.1.4 Manage CloudBoot Compute Resource Devices.......... 535
23.1.5 Edit Xen/KVM Compute Resource..................... 537
23.1.6 Edit CloudBoot Compute Resource................... 538
23.1.7 Edit Baremetal CloudBoot Compute Resource....... 540
23.1.8 Edit Smart CloudBoot Compute Resource........... 541
23.1.9 Delete Compute Resource............................. 543
23.1.10 Manage Compute Resource Data Stores............. 543
23.1.11 Manage Compute Resource Networks................ 543
23.1.12 Maintenance Mode for Xen/KVM Compute Resources 544
23.1.13 Compute Resource Extended CPU Flags............ 546

### 24 Storage Settings ........................................... 562
24.1.1 Data Store Zones Settings.......................... 562
24.1.2 View Data Store Zones................................. 562
24.1.3 View Data Store Zone Details......................... 562
24.1.4 Create Data Store Zone............................ 563
24.1.5 Create Solidfire Data Store Zone................. 563
24.1.6 Edit Data Store Zone.............................. 564
24.1.7 Attach Data Stores to Data Store Zone.......... 564
24.1.8 Remove Data Stores From Data Store Zone........ 564
24.1.9 Delete Data Store Zone........................... 565

### 24 Disks Settings........................................... 570
24.3.1 View Disks.................................................... 570
24.3.2 Enable Disk Auto-backups......................... 570
24.3.3 Backup Disks.............................................. 571
24.3.4 Migrate Disks............................................... 571

### Key to Interface and Icons - A ................................. 14
24.3.5 View Disk IOPS ................................................................. 571
24.3.6 Schedule Disks for Backups ............................................. 572
24.3.7 Delete Disks ................................................................. 572

25 Location Groups ............................................................. 574
25.1 Add Location Groups ...................................................... 574
25.2 View Location Groups .................................................... 575
25.3 Edit Location Groups ..................................................... 575
25.4 Assign Zones to Location Groups ...................................... 576
25.5 Unassign Zones from Location Groups ............................. 577

26 Backup Settings ............................................................. 578
26.1 Auto-backup Presets Settings ........................................... 578
26.2 Backup Servers Settings .................................................. 579
26.2.1 Basic Backup Scheme .................................................. 579
26.2.2 Advanced Backup Scheme .......................................... 580
26.2.3 CloudBoot Backup Scheme ......................................... 581
26.2.4 Create Backup Server ................................................. 581
26.2.5 Create CloudBoot Backup Server .................................. 582
26.2.6 Create Virtual Backup Server .................................... 585
26.2.7 Edit Backup Server .................................................... 588
26.2.8 Backup Server Balancing ............................................. 588
26.2.9 Manage Backups For Backup Server ............................ 589
26.2.10 Delete Backup Server ................................................ 590
26.3 Backup Server Zones Settings ........................................ 590
26.3.1 View Backup Server Zone Details .................................. 590
26.3.2 Create Backup Server Zone ........................................ 590
26.3.3 Edit Backup Server Zone ............................................ 591
26.3.4 Add Backup Server to Backup Server Zone .................... 591
26.3.5 Remove Backup Server From Backup Server Zone .......... 591
26.3.6 Delete Backup Server Zone ......................................... 592
26.4 Schedules Settings ........................................................ 592
26.4.1 View Schedules .......................................................... 592
26.4.2 Edit Schedules .......................................................... 593
26.4.3 Delete Schedules ....................................................... 593

27 Network Settings .......................................................... 595
27.1 **Networks Settings** ........................................................................................................ 595
   27.1.1 View networks ............................................................................................................ 595
   27.1.2 Create Network .......................................................................................................... 595
   27.1.3 Edit Network ................................................................................................................ 596
   27.1.4 Add IP Address to Network ........................................................................................ 596
   27.1.5 Assign IP Address to User .......................................................................................... 597
   27.1.6 Unassign IP Address from User .................................................................................... 598
   27.1.7 Delete IP Address from Network ................................................................................. 598
   27.1.8 Delete Network ........................................................................................................... 598
   27.1.9 View Network Details ................................................................................................ 599

27.2 **Network Zones Settings** ............................................................................................... 599
   27.2.1 Create Network Zone ................................................................................................ 599
   27.2.2 View Network Zone ................................................................................................... 600
   27.2.3 View Network Zone Details ....................................................................................... 600
   27.2.4 Edit Network Zone ..................................................................................................... 600
   27.2.5 Add Networks to Network Zone .................................................................................. 601
   27.2.6 Remove Networks From Network Zone ..................................................................... 601
   27.2.7 Delete Network Zone .................................................................................................. 602

27.3 **Firewalls** .......................................................................................................................... 602
   27.3.1 View/Edit/Delete Firewalls ......................................................................................... 602
   27.3.2 Create firewall ............................................................................................................ 602

27.4 **Resolvers Settings** ......................................................................................................... 603
   27.4.1 View Resolvers .......................................................................................................... 603
   27.4.2 Create Resolver .......................................................................................................... 603
   27.4.3 Edit Resolver .............................................................................................................. 604
   27.4.4 Delete Resolver ........................................................................................................... 604

27.5 **Customer VLANs** .......................................................................................................... 604

27.6 **IP Address Pools** ............................................................................................................ 604

28 **OnApp Configuration** ....................................................................................................... 606

28.1 **Authentication** ............................................................................................................... 606
   28.1.1 OAuth .......................................................................................................................... 606
   28.1.2 SAML Authentication .................................................................................................. 609

28.2 **License** ............................................................................................................................. 616

28.3 **Configuration Settings** .................................................................................................. 617
   28.3.1 Edit System Configuration ......................................................................................... 617
   28.3.2 Edit Backups/Templates Configuration ....................................................................... 624
   28.3.3 Edit Interface Configuration ....................................................................................... 627
   28.3.4 Edit Defaults Configuration ....................................................................................... 628
# Permissions List

## 29.1 List of all OnApp Permissions

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>29.1.1 Accelerators</td>
<td>632</td>
</tr>
<tr>
<td>29.1.2 Activity logs</td>
<td>635</td>
</tr>
<tr>
<td>29.1.3 Application Servers</td>
<td>636</td>
</tr>
<tr>
<td>29.1.4 Autoscaling Configuration</td>
<td>637</td>
</tr>
<tr>
<td>29.1.5 Autoscaling monitors</td>
<td>638</td>
</tr>
<tr>
<td>29.1.6 Auto-backup presets</td>
<td>638</td>
</tr>
<tr>
<td>29.1.7 Availability</td>
<td>638</td>
</tr>
<tr>
<td>29.1.8 Backup server zones</td>
<td>639</td>
</tr>
<tr>
<td>29.1.9 Backup servers</td>
<td>639</td>
</tr>
<tr>
<td>29.1.10 Backups</td>
<td>640</td>
</tr>
<tr>
<td>29.1.11 Base resources</td>
<td>640</td>
</tr>
<tr>
<td>29.1.12 Billing plans</td>
<td>641</td>
</tr>
<tr>
<td>29.1.13 Blueprints</td>
<td>641</td>
</tr>
<tr>
<td>29.1.14 Blueprint templates</td>
<td>641</td>
</tr>
<tr>
<td>29.1.15 Blueprint template groups</td>
<td>642</td>
</tr>
<tr>
<td>29.1.16 Blueprint template group relations</td>
<td>642</td>
</tr>
<tr>
<td>29.1.17 Catalogs</td>
<td>643</td>
</tr>
<tr>
<td>29.1.18 CDN locations</td>
<td>643</td>
</tr>
<tr>
<td>29.1.19 CDN resources</td>
<td>643</td>
</tr>
<tr>
<td>29.1.20 CDN SSL Certificates</td>
<td>644</td>
</tr>
<tr>
<td>29.1.21 CDN usage statistics</td>
<td>644</td>
</tr>
<tr>
<td>29.1.22 CloudBoot</td>
<td>644</td>
</tr>
<tr>
<td>29.1.23 Company Billing Plans</td>
<td>645</td>
</tr>
<tr>
<td>29.1.24 Compute resources</td>
<td>645</td>
</tr>
<tr>
<td>29.1.25 Compute Resource Devices</td>
<td>645</td>
</tr>
<tr>
<td>29.1.26 Compute zones</td>
<td>646</td>
</tr>
<tr>
<td>29.1.27 Control panel</td>
<td>646</td>
</tr>
<tr>
<td>29.1.28 Currencies</td>
<td>646</td>
</tr>
<tr>
<td>29.1.29 Customer networks</td>
<td>647</td>
</tr>
<tr>
<td>29.1.30 Customer VLANs</td>
<td>647</td>
</tr>
<tr>
<td>29.1.31 Dashboard</td>
<td>647</td>
</tr>
<tr>
<td>29.1.32 Data stores</td>
<td>648</td>
</tr>
<tr>
<td>29.1.33 Data store joins</td>
<td>648</td>
</tr>
<tr>
<td>29.1.34 Data store zones</td>
<td>648</td>
</tr>
<tr>
<td>29.1.35 Disks</td>
<td>649</td>
</tr>
<tr>
<td>29.1.36 DNS zone</td>
<td>649</td>
</tr>
<tr>
<td>29.1.37 DRaaS</td>
<td>650</td>
</tr>
<tr>
<td>29.1.38 Edge Gateways</td>
<td>650</td>
</tr>
<tr>
<td>29.1.39 Edge groups</td>
<td>650</td>
</tr>
<tr>
<td>29.1.40 Edge servers</td>
<td>651</td>
</tr>
<tr>
<td>29.1.41 Federation</td>
<td>652</td>
</tr>
<tr>
<td>29.1.42 Firewall rules</td>
<td>652</td>
</tr>
<tr>
<td>29.1.43 Global search</td>
<td>652</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>29.1.44 Groups</td>
<td>653</td>
</tr>
<tr>
<td>29.1.45 Help</td>
<td>653</td>
</tr>
<tr>
<td>29.1.46 High Availability Cluster</td>
<td>653</td>
</tr>
<tr>
<td>29.1.47 Http Caching Rules</td>
<td>653</td>
</tr>
<tr>
<td>29.1.48 iFrame</td>
<td>653</td>
</tr>
<tr>
<td>29.1.49 Instance Types</td>
<td>654</td>
</tr>
<tr>
<td>29.1.50 Internationalization</td>
<td>654</td>
</tr>
<tr>
<td>29.1.51 IO Statistics</td>
<td>654</td>
</tr>
<tr>
<td>29.1.52 IP Address Pools</td>
<td>654</td>
</tr>
<tr>
<td>29.1.53 IP addresses</td>
<td>655</td>
</tr>
<tr>
<td>29.1.54 ISOs</td>
<td>655</td>
</tr>
<tr>
<td>29.1.55 Last access log</td>
<td>656</td>
</tr>
<tr>
<td>29.1.56 Load balancing cluster servers</td>
<td>656</td>
</tr>
<tr>
<td>29.1.57 Location Groups</td>
<td>657</td>
</tr>
<tr>
<td>29.1.58 Log items</td>
<td>657</td>
</tr>
<tr>
<td>29.1.59 Media</td>
<td>658</td>
</tr>
<tr>
<td>29.1.60 Monthly billing statistics</td>
<td>658</td>
</tr>
<tr>
<td>29.1.61 Nameservers</td>
<td>658</td>
</tr>
<tr>
<td>29.1.62 Networks</td>
<td>658</td>
</tr>
<tr>
<td>29.1.63 Network zones</td>
<td>659</td>
</tr>
<tr>
<td>29.1.64 OnApp Storage</td>
<td>659</td>
</tr>
<tr>
<td>29.1.65 OAuth Providers</td>
<td>659</td>
</tr>
<tr>
<td>29.1.66 Payments</td>
<td>659</td>
</tr>
<tr>
<td>29.1.67 Permissions</td>
<td>660</td>
</tr>
<tr>
<td>29.1.68 Recipes</td>
<td>660</td>
</tr>
<tr>
<td>29.1.69 Recipe Groups</td>
<td>661</td>
</tr>
<tr>
<td>29.1.70 Recipe Group Relations</td>
<td>661</td>
</tr>
<tr>
<td>29.1.71 Relation group templates</td>
<td>661</td>
</tr>
<tr>
<td>29.1.72 Resource limits</td>
<td>662</td>
</tr>
<tr>
<td>29.1.73 Resource Pool</td>
<td>662</td>
</tr>
<tr>
<td>29.1.74 Resource Pool Statistics</td>
<td>663</td>
</tr>
<tr>
<td>29.1.75 Restrictions Resources</td>
<td>663</td>
</tr>
<tr>
<td>29.1.76 Restrictions Sets</td>
<td>663</td>
</tr>
<tr>
<td>29.1.77 Roles</td>
<td>663</td>
</tr>
<tr>
<td>29.1.78 SAML Identity Providers</td>
<td>664</td>
</tr>
<tr>
<td>29.1.79 Schedule logs</td>
<td>664</td>
</tr>
<tr>
<td>29.1.80 Schedules</td>
<td>664</td>
</tr>
<tr>
<td>29.1.81 Sessions</td>
<td>665</td>
</tr>
<tr>
<td>29.1.82 Settings</td>
<td>665</td>
</tr>
<tr>
<td>29.1.83 Smart Servers</td>
<td>666</td>
</tr>
<tr>
<td>29.1.84 SSH keys</td>
<td>666</td>
</tr>
<tr>
<td>29.1.85 Storage Servers</td>
<td>666</td>
</tr>
<tr>
<td>29.1.86 Sysadmin tools</td>
<td>667</td>
</tr>
<tr>
<td>29.1.87 Templates</td>
<td>667</td>
</tr>
<tr>
<td>29.1.88 Template groups</td>
<td>668</td>
</tr>
<tr>
<td>29.1.89 Themes</td>
<td>669</td>
</tr>
<tr>
<td>29.1.90 Transactions</td>
<td>669</td>
</tr>
<tr>
<td>29.1.91 Users</td>
<td>670</td>
</tr>
<tr>
<td>29.1.92 User additional fields</td>
<td>671</td>
</tr>
</tbody>
</table>
29.1.93 User groups ................................................................. 671
29.1.94 VA .......s ................................................................. 672
29.1.95 VApp Templates .......................................................... 672
29.1.96 VApp Template Groups .................................................. 672
29.1.97 vCloud Nat Rules ......................................................... 673
29.1.98 Virtual Servers ............................................................. 673
29.1.99 Virtual Server Snapshots ................................................ 675
29.1.100 Virtual Machine Statistics ............................................ 675
29.1.101 Virtual Server’s IP Addresses ....................................... 675
29.1.102 White IPs ................................................................. 676
29.1.103 Zabbix Server ......................................................... 676

29.2 List of Default Permissions for Admin Role ................................ 677
29.2.1 High Availability Cluster ............................................... 680

29.3 List of Default Permissions for User Role ................................. 683

30 Tools ............................................................................. 689

30.1 Logs ............................................................................ 689

30.2 Failover Processes .......................................................... 690

30.3 Statistics ...................................................................... 691
30.3.1 Cloud Usage .............................................................. 691
30.3.2 CDN Usage ............................................................... 691
30.3.3 Top IOPS disks ......................................................... 692

30.4 Alerts ......................................................................... 692

30.5 Sysadmin ..................................................................... 693
30.5.1 Sysadmin Tools .......................................................... 694
30.5.2 Services .................................................................. 696
30.5.3 Application errors ...................................................... 696
30.5.4 Activity Log .............................................................. 697
30.5.5 Zabbix Setup ............................................................. 697
30.5.6 Control Panel Maintenance ........................................... 698

31 Localization and Customization .............................................. 699

31.1 Languages .................................................................. 699
31.1.1 Add Custom Languages ............................................... 699
31.1.2 Enable Custom Language for Specific User .................. 700

31.2 Currencies .................................................................. 700
31.2.1 Create currency ........................................................ 700
31.2.2 Delete Currency ........................................................ 701
31.2.3 Edit Currency ........................................................................................................... 702
31.3 Localization and Customization Search ......................................................................... 702
31.4 Look & Feel .................................................................................................................. 703
31.5 iFrame Configuration .................................................................................................. 705

32 Miscellaneous ............................................................................................................... 707
32.1 Reset Control Panel Administrator Password .................................................................. 707
32.2 Add IPs in Windows Environment .................................................................................. 708
32.3 Create New Linux/Windows Templates .......................................................................... 708
32.4 Transaction Server ...................................................................................................... 708
32.5 Failover Configuration .................................................................................................. 709
32.5.1 How failover works ................................................................................................. 709
32.5.2 Failover settings ...................................................................................................... 710
32.5.3 Failover algorithm ................................................................................................. 711
32.5.4 Failover Logs ......................................................................................................... 712
32.6 Calculate Billing Statistics for the Missing Period ........................................................ 713
32.7 Advanced Configuration Settings .................................................................................. 713
32.7.1 SNMP Statistics ...................................................................................................... 718
32.7.2 VMware Statistics .................................................................................................. 718
32.7.3 SolidFire Statistics ................................................................................................. 718
32.8 Track Daemon Process Activity .................................................................................... 719
32.9 Virtual Server Provisioning ........................................................................................... 720

33 High Availability Control Panel ...................................................................................... 721
33.1 Advanced Deployment ................................................................................................ 722
33.1.1 Physical Infrastructure Configuration ...................................................................... 722
33.1.2 Configuration on CP Side ...................................................................................... 723
33.2 Regular Deployment .................................................................................................... 726
33.2.1 Physical Infrastructure Configuration ...................................................................... 727
33.2.2 Configuration on CP Side ...................................................................................... 727
33.3 Basic Deployment ........................................................................................................ 730
33.3.1 Physical Infrastructure Configuration ...................................................................... 730
33.3.2 Configuration on CP Side ................................................................. 734
33.4 Upgrade Procedure for the Existing HA Deployment ......................... 737
33.5 Hardware Requirements for High Availability ........................................ 739
33.6 Manage Hosts ................................................................................. 739
  33.6.1 View Hosts .............................................................................. 740
  33.6.2 Add a Host ............................................................................ 741
  33.6.3 Edit a Host ............................................................................ 741
  33.6.4 Delete a Host ......................................................................... 741
33.7 Manage Communication ...................................................................... 742
  33.7.1 View Communication Interface .................................................. 742
  33.7.2 Add Communication Interface ................................................... 743
  33.7.3 Edit Communication Interface .................................................. 743
  33.7.4 Delete Communication Interface ............................................... 743
33.8 Manage Clusters ................................................................................ 744
  33.8.1 View Clusters .......................................................................... 744
  33.8.2 Add Cluster ............................................................................ 745
  33.8.3 Edit Cluster ............................................................................ 745
  33.8.4 Deactivate/Activate Cluster ....................................................... 746
33.9 Options - in progress .......................................................................... 746
33.10 Disable High Availability .................................................................... 746

34 Disaster Recovery as a Service (DRaaS) ............... 748
34.1 Prerequisites .................................................................................... 748
34.2 Enable DRaaS for Virtual Server ..................................................... 749
34.3 Disable DRaaS ................................................................................ 750
34.4 DRaaS billing .................................................................................. 750

35 SSL Certificates ................................................................. 752
35.1 Prerequisites ................................................................................... 752
35.2 View SSL certificates ........................................................................ 752
35.3 Add SSL certificate ........................................................................... 753
36   Help  ................................................. 754
This guide provides an overview of OnApp's cloud deployment and management software, and explains in detail how to configure and manage your cloud using the OnApp Control Panel interface.
1 KEY TO INTERFACE AND ICONS

This guide refers to various elements of the OnApp interface, including Menu items, Tabs, Icons and Buttons. These are illustrated below. The specific functions available depend on the permissions assigned to the user currently logged in.

This guide is aimed at Administrators and Users with limited permissions will not be able to access all functionality, or may be denied access to functions they can see.

The following icons are referred to in this guide:
KEY TO INTERFACE AND ICONS

- Add
- Edit
- Delete

- Statistics
- Actions
- Power status

- Hide menu
- Full screen
- Build

- Tools menu
- Switch on/off
2 ONAPP 4.2

Added
- Added the ISO Virtual Servers chapter
- Added the Maintenance Mode for Xen/KVM Compute Resources section
- Added the Virtual Server Backups section
- Added the View Network Details section
- Added the CDN Accelerator chapter
- Added the Accelerated Virtual Server Statistics section
- Added the System Application Settings section
- Added the Compute Resource Extended CPU Flags section
- Added the Manage Extended CPU Flags for Compute Zone section
- Added the Create and Manage Payments section
- Added the Manage CloudBoot Compute Resource Devices section

Updated
- Updated Virtual Server Administrative Options section
- Updated Set Virtual Server Firewall Rules section
- Updated Virtual Server Backups section
- Updated View Virtual Servers section
- Updated View Application Servers section
- Updated SolidFire Integration section
- Updated View Data Store Zones section
- Updated View Network Zone section
- Updated View Compute Zones section
- Updated Create Virtual Server section
- Updated Edit Virtual Server Disks section
- Updated Login Screen section
- Updated User Profile section
- Updated Edit System Configuration section
OnApp 4.2 Administration Guide

- Updated View User Account Details section
- Updated List of all OnApp Permissions section
- Updated List of Restrictions Resources section
- Updated Virtual Server Transactions and Logs section
- Updated Application Server Transactions and Logs section
- Updated View Compute Resources section
- Updated Create Application Server section
- Updated Create Application section
- Updated the Templates section
- Updated the Sysadmin section
- Updated the View Virtual Server Details section
- Updated the Set Billing Plan Prices And Resource Limits section
- Updated the Billing for Instance Types section
- Updated the Schedules Settings section
- Updated the View Compute Resource Details section
- Updated the Create Compute Server section
- Updated Autoscale Virtual Server and Autoscale Smart Server sections
- Updated the View Compute Resource Settings section: added possibility to view activity logs of a particular compute resource.
- Updated the Add New ID Provider section with new parameter Nameid format
- Updated the Set up Instance Types for Cloud section: added possibility to check production_allocation.log to see why some resources are not suitable for a particular virtual server while adding/editing this VS using an instance type.
- Updated the CDN Setup Wizard section: added possibility to check CDN Sync Runner status if synchronization between CDN and OnApp fails.
- Updated the Delete User section: added possibility to protect user deletion by administrator password.
- Updated the Edit Defaults Configuration section: added new slider Enable password protection on user deleting
- Updated the Create Compute Zone, Edit Compute Zone, Create Data Store Zone, Edit Data Store Zone, Create Network Zone and Edit Network Zone sections: added possibility to use the zones for creating only instance type VSs by using the Instance Type VSs slider.
- Updated the The List of Actions. section: added new action "Passthrough HTTP Host Header to Origin".
3 INDEX

3.1 A

administrator password
add IPs in Windows environment
advanced configuration settings
alerts
background processes
zombie data stores
zombie disks
zombie domains
zombie transactions
appliances
application server
administrative options
autoscale
backups
backup schedules
billing
create
delete
disks
edit
migrate
power options
rebuild/build
segregate
set vip status
statistics
transactions and logs
view
view details
applications
backups
create
delete
manage domains
manage FTP users
system application
view
API and integrations
API key
architecture
assets
authentication
OAuth
SAML Authentication
Id Provider
auto-backup presets
AWS

3.2 B

background task daemon
backup servers
cloud boot backup server
create
delete
edit
manage backups
virtual backup server
incremental backups
normal backups
backup servers zones
add backup server
create
delete
edit
remove backup server
view
billing plans
assign users
copy
create
delete
edit
master bucket
master template
prices
resource limits
blueprints
create
delete
edit
templates
template groups
view
blueprint servers
view
view details
create Blueprint
edit
delete
blueprint template groups
blueprint templates
3.3 CDN

edge groups
edge servers
resources
setup wizard
storage servers
upload
HTTP Caching Rules
prepend
override
purge
prefetch
Token Authentication
CDN Accelerator
view
create
manage
disks
networks
IP addresses
statistics
CDN SSL Certificates
add
delete
edit
view
CDN sync runner
CDN raw logs
CloudBoot IPs
view
create
edit
delete
cloud locations step
cloud search tool
Compute Resources
baremetal
CloudBoot
create
delete
edit
location group
reboot
settings
smart
view
VCloud
VMware
Compute zone
view
view details
create
edit
delete
add Compute resource to Compute zone
remove Compute resource from Compute zone
manage Compute zone data stores
manage Compute zone networks
manage Compute zone recipes
control panel
CPU cores
CPU flags
CPU shares
CPU sockets
CPU threads
CPU topology
CPU units
customer networks
customer VLAN
configuration
backups/templates
defaults
interface
system
customization

3.4 D
dashboard
activity log
data stores
delete
edit
LVM
VMware
Solidfire
view
data store zones
attach data stores
create
delete
details
edit
remove data stores
view
disable failover
disks
edit
delete
view
backup
migrate
view IOPS
schedule for backups
DNS
setup
zones
document conventions
DRaaS

3.5 E
error collector

3.6 F
failover algorithm
failover processes
firewalls
delete
edit
view

3.7 G

3.8 H

hardware & software requirements

3.9 I

iFrame
instance types
deleteedit
set up instance types
view
integrated storage
IP address pools
view
createedit
delete
ISO
add
deleteedit
view
make ISO public

ISO Virtual Servers
create
manage
networks
disks
statistics

3.10  J

3.11  K

3.12  L
languages
add custom languages
enable custom language for user
license
load balancers
load balancer clusters
autoscaling clusters
location groups
localization
localization and customization search
logs
look & feel

3.13  M
maintenance mode
3.14 N

network
add IP address
assign IP address
create
delete
delete IP addressedit
unassign IP address
view
network zones
add networks
create
delete
details
edit
remove networks
view

3.15 O

OnApp Dashboard

3.16 P

payment
power cycle command
publishing rules
3.17 Q

3.18 R

recipes
view
create
delete
edit
edit step
manage settings
recovery image
resolvers
create
delete
edit
view
roles
create
edit
delete
clone
reseller role
lastAccess log
restrictions sets
create
edit
delete
rsync
running processes
3.19 S

schedules
view
edit
delete
search
servers
application server
backup server
baremetal servers
blueprint server
cdn edge server
cloudboot backup server
iso virtual server
smart servers
migrate
migrate disks
convert backup to template
storage servers
transaction server
virtual server
virtual backup server
vmware virtual server
SNMP stats runner
snmptrap
SolidFire
SSL certificate
statistics
CDN usage
Cloud usage
sysadmin
3.20 T

templates
view
edit
delete
custom
make public
my template groups
template manager
template store
template recipes
template software licenses
transactions/logs

3.21 U

unicast mode
users
accounts
activate
additional fields
billing statistics
create
delete
drop session
edit
groups
log in as user
payments
ssh key
suspend
view backups
whitelist ips
with config problems
user profile
unicast

3.22 V

virtual servers
autoscale
convert backup to template
build manually
create
delete VS
edit VS
integrated console
manage custom variables
manage networks
manage power options
manage recipes
migrate
migrate disks
provisioning type
rebuild manually
view
view details
segregate
set vip status
statistics
VS transactions and logs

VMware
configuration
create VMware server template
VMware virtual servers
create
create template
build manually
edit
delete
integrated console
manage administrative options
manage custom variables
manage disk space
manage networks
manage power options
manage recipes
migrate
statistics
transactions and logs
view
vCenter installation
Vyatta installation

3.23 W

3.24 X

3.25 Y

yubikey
3.26 Z

Zabbix
zombie data stores
zombie disks
zombie domains
zombie transactions
zombie virtual servers
The OnApp Cloud 4.2 release contains the following changes and new features:

4.1 Two-factor Authentication based on Yubikey

Now cloud administrators can implement two-factor authentication using a Yubikey. To configure this feature the cloud admin has to enable it for their cloud and then individual users can set the Yubikey for their accounts.

4.2 Virtual Servers Built from ISO(s)

Added ability to build a virtual server from ISO. Such virtual servers are based on specific ISO templates which you upload to the cloud. Creating a server from ISO is applicable for virtual and smart servers only.

4.3 CPU Flags for Compute Zones

OnApp now provides the list of extended CPU flags for each KVM compute resource. The extended CPU flag’s feature provides the possibility to get the maximum functionality and performance of the new CPUs with latest processor types. The CPU flags are managed per compute zone.

4.4 Maintenance mode for Xen/KVM Static Compute Resources

Implemented the maintenance mode feature for compute resources. The maintenance mode is used to temporarily take the compute resource out of service, fix or upgrade it. When the
maintenance mode is enabled, the VSs are migrated to another compute resource and you can easily maintain your hardware.

4.5 Zabbix for Autoscaling

Now OnApp allows using Zabbix for autoscaling. OnApp will automatically install and configure Zabbix on a server you indicate in OnApp Control Panel. It can be either a physical server or a virtual one. If you already have a Zabbix server, you can connect it to your cloud.

4.6 Centralized Error Collector

The OnApp error collector records the errors within a CP and aggregates an error list. After that, your Control Panel can send crash reports to OnApp in a form of an encrypted API call.

4.7 OnApp Accelerator

OnApp introduces a new type of virtual server - Accelerator. It is built from specific template and is aimed to serve as a router for traffic between CDN core and CDN-enabled Virtual Servers. Accelerator gives your customers all the benefits of a global CDN without any of the hassle of configuring and maintaining a CDN platform.

4.8 DRaaS

Added possibility to enable Disaster recovery as a service for virtual servers. OnApp DRaaS (Disaster recovery as a service) is a tool which replicates all of a Virtual Server’s data to a remote cloud in real-time. If anything happens to your replicated VS, then you can quickly boot a functionally identical VS on the DRaaS provider cloud.

4.9 Failover Configuration

Now OnApp allows configuring the compute resource failover behaviour. The failover settings are specified per compute zone.
4.10 SSL Certificates

OnApp implements SSL certificates management, so that customers can import their SSL certificates to the cloud via OnApp Control Panel.
## 5 DOCUMENT CONVENTIONS

The following document conventions are used in this guide.

<table>
<thead>
<tr>
<th>Bold</th>
<th>Label or button names in the Control Panel, often clickable. For example: On the VS’s screen, click the <strong>Tools</strong> button, then select <strong>Delete Virtual Server</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italics</td>
<td>Parameters and field labels in the UI. For example: <em>Password</em> - set password for remote Vyatta management.</td>
</tr>
</tbody>
</table>
| Code block                | Source code. For example:                                                                                                              | alter if not: eth0 = public interface  
eth1 = CP Communication interface  
eth2 = VLAN communication interface |
|                           |                                                                                                                                                                                                 | In some cases, code examples can be preformatted. For example:                                                                                     |
|                           | Run the following commands:                                                                                                             | echo "cp <LOCATION OF vnc.xml> /etc/vmware/firewall/vnc.xml" >> /etc/rc.local  
echo "localcli network firewall refresh" >> /etc/rc.local  
echo "esxcli network firewall refresh" >> /etc/rc.local |
| A menu selection          | For example: Go to **Settings** -> **Networks** -> **Add New Network**                                                                   |                                                                                                                                                   |

We use the following formatting elements to draw your attention to certain pieces of information:

**Info**

An info message emphasizes or explains the information within the chapter.

> Clicking the OFF button performs graceful shutdown and then powers off the VS after the timeout set in the **Configuration** settings.

**Note**

A Note message contains information essential for the task completion.
The maximum length of a Mount Point is 256 characters.

**Warning**

A warning message informs you of something you should not do or be cautious.

You won’t be able to restore a VS after deleting it.
OnApp Cloud software enables service providers to turn their existing infrastructure (or any commodity hardware) into a single pool of resources - "a cloud" - which can then be sold to end users on a utility basis. It's a complete cloud deployment and management platform that's designed to make it easy for service providers to sell a wide range of cloud services.

OnApp Cloud can also be used by enterprise IT departments and MSPs to deliver cloud services to end users. For more information, see http://onapp.com/platform/.

This guide explains how to configure and use OnApp Cloud through the OnApp Control Panel management user interface. Depending on your OnApp Cloud license type (free or full), and how your cloud is configured, you can use the Control Panel to set up your own distributed SAN, DNS services and CDN services too, using OnApp's companion products, OnApp Storage and OnApp CDN. All of these functions are covered in this guide.

6.1 Main Components & Features

OnApp Cloud handles cloud deployment, VS deployment, VS management & resource allocation, Compute resource and SAN management, failover, user management, billing, self-provisioning, CDN and DNS, and other associated functions. Here's a brief description of the main components and features of the OnApp installation:

6.1.1 Servers

There are two required server types in an OnApp configuration – Compute resource servers and the Control Panel server. OnApp also requires storage devices for templates, virtual servers and backups.

6.1.1.1 Control Panel server

The Control Panel server (sometimes known as the Base server) hosts the OnApp user interface and manages all the processes controlled by OnApp.

The Control Panel server:

- Provides a web-based user interface
- Assigns a virtual server to a Compute resource
- Creates/starts/stops/deletes virtual servers
- Resizes CPU and storage
• Manages virtual servers through a console session
• Creates backups of virtual servers
• Allows virtual servers to be restored from a backup
• Allows the creation of custom templates from virtual server backups, for future deployment of new virtual servers
• Displays your CPU usage and network utilization

6.1.1.2 Compute resources
Compute resources are Xen, KVM, or VMware ESXi/vSphere 5.0-powered servers running on bare metal, with CentOS Linux as the management operating system. This ensures highly efficient use of available hardware, and complete isolation of virtual server processes. The management OS controls virtual servers as well as handling network/disk connectivity, monitoring, IP address anti-spoofing and more.

Compute resources:
• Provide system resources such as CPU, memory, and network
• Control the virtual differentiation of entities such as virtual servers and application data being delivered to cloud-hosted applications
• Take care of secure virtualization and channeling of storage, data communications and server processing
• Can be located at different geographical zones
• Can have different CPU and RAM

OnApp Cloud supports three Compute resource virtualization platforms:
• Xen - OnApp supports Xen 3 and Xen 4
• KVM
• VMware

VMware Compute resources operate in a slightly different way. With Xen/KVM OnApp controls Compute resources directly. With VMware, OnApp controls the VMware vCenter. This allows vCenter to control the VSs with the full range of VMware functionality including DRS and vMotion to ensure that the operation is optimal.

6.1.1.3 CloudBoot Compute resources
CloudBoot functionality is a method of Compute resource installation without the presence of a local disk or other local storage, utilizing the PXE and DHCP servers. To start using CloudBoot, you must have Integrated Storage configured and the CloudBoot enabled in the system configuration first. See CloudBoot Compute Resources section for details. CloudBoot Compute resources are used for smart and baremetal server provisioning.
6.1.1.4 Virtual Servers

OnApp gives you complete control of your virtual servers (VSs), and all files and processes running on those servers. You can start, stop, reboot and delete virtual servers. You can move VSs between Compute resources with no downtime. OnApp also lets you perform automatic and manual backups, and restore VSs in case of failure. When creating a virtual server, you can choose a Compute resource server with data store attached if you wish. If not, the system will search for Compute resources available that have sufficient RAM and storage for that virtual server, and choose the one with the lowest (but sufficient) amount of RAM available.

You can monitor the CPU usage of each virtual server, and the network utilization of each network interface. This helps you decide if and when to change the resources available to each VS. OnApp also provides detailed logs of all tasks which are running, pending, have failed or have been completed.

6.1.1.5 Smart Servers

Smart servers are dedicated entities based on CloudBoot Compute resources with passthrough enabled. Smart servers are created and managed exactly the same as virtual servers, except only one smart server can be deployed per Compute resource. Smart servers can be organized into zones to create different tiers of service - for example, by setting up different zones for smart appliances, with limits and prices specified per zone. Smart appliance zones can also be used to create private clouds for specific users.

6.1.1.6 Baremetal Servers

Baremetal servers are physical servers that reside directly on the hardware without the virtualization layer. Namely, baremetal server is a Compute resource that runs on the OS installed. Baremetal Compute resources can not have more than one baremetal server located on it.

6.1.2 Storage devices

For VS template and backup storage we recommend that you set up a separate server with SSH (preferred) or NFS (for high end NAS). However, in a CloudBoot environment or for a small scale installation you can use the Control Panel server to host the templates and backups.

You will also need a storage platform for virtual server disk storage. OnApp provides an integrated storage platform that enables you to expose local storage drives across Compute resources as a distributed block SAN with full redundancy and failover properties. Additionally, you can use any block based storage platform, such as local disks in Compute resources, an Ethernet SAN such as iSCSI or AoE, or hardware (fiber) SAN. Storage Area Networks are core segments of the cloud system, and OnApp can control their physical and virtual routing. This control enables seamless SAN failover management, including SAN testing, emergency migration and data backup.

6.1.3 Networks

With OnApp you can create complex networks between virtual servers residing on a single host, or across multiple installations of OnApp. You can configure each virtual server with one or more virtual NICs, each with its own IP and MAC address, to make them act like physical servers.
OnApp ensures that each customer has their own dedicated virtual network, isolated and secure. They can only see their traffic, even if they share the same physical server as another customer. OnApp enables you to modify network configurations without changing actual cabling and switch setups.

6.1.4 Templates

An OnApp template is a pre-configured OS image that is used to build virtual servers. There are two types of templates for virtual server deployment in OnApp: downloadable templates provided by OnApp, and custom templates you create from existing virtual servers. The OnApp template library includes a wide range of VS templates for various distributions of Windows and Linux, both 32- and 64-bit.

At present OnApp does not support VSs/templates with Active Directory Domain Controllers.

6.1.5 Scalability

OnApp is a highly scalable cloud deployment and management tool that allows you to add and remove Compute resources, data stores and resources at any time to meet your changing needs. You can add more CPUs and memory to a specific virtual server to increase its capacity, and increase the total available RAM and CPU by adding new Compute resources.

6.1.6 High availability

OnApp provides high reliability and availability in a number of ways:

- **Compute resource failover management system** — If a Compute resource fails, OnApp's self-healing architecture automatically moves virtual servers to another box. Compute resources regularly update the control panel with their status. If they do not return valid data for a period of time, they are marked as offline, and an appropriate new Compute resource is selected for a virtual server to boot there. This process is fully automatic but may take several minutes. When the crashed Compute resource comes online, it will be again available, but virtual servers previously migrated from it will not be migrated back.

- **Virtual servers** — OnApp keeps virtual servers running even if the Control Panel server goes offline. In such an event, you won’t be able to perform any actions to virtual servers until access to the Control Panel server has been restored.

- **Backup mechanisms** — There is storage security provided by the backup mechanisms on both virtual and physical storage. Both automatic and manual backups provide the ability to capture the current state of a virtual server. You can always restore the virtual server from a backup if needed. There are also emergency mySQL backups as part of the disaster recovery system.

- **Database replication (planned feature)** — OnApp will feature database replication which includes the creation and maintenance of multiple copies of the same database. Database
replication improves availability: when your main database becomes unavailable, the slave copy will take over.

- **High Availability Control Panel** — OnApp High Availability feature brings new opportunity to deploy more than one Control Panel within one cloud. This allows to improve cloud load balancing, minimize server downtime in case of CP issues and enhance scalability of the whole infrastructure.

### 6.1.7 Security

OnApp provides multiple layers of security:

- **Compute resource** — OnApp is a multi-Compute resource cloud system that currently supports Xen, KVM and VMware (Hyper-V and other Compute resources will be added in future releases). The first layer of security is provided by the Compute resource itself. For example, Xen provides full isolation between virtual servers and allows each virtual server to access its own disk only. When a virtual server makes a request for data, it gets redirected to its correct disk. Xen dictates which virtual servers and resources are allowed to run or be accessed at any given time.

- **Firewall** — In addition to the Compute resource security mechanism, there is also an anti-spoof firewall which resides on the server where you store virtual servers. The firewall enables the management operating system of the Compute resource to examine packets entering and leaving the virtual server. It blocks packets that do not belong to the virtual server and accepts those meeting the rules. The firewall prevents IP spoofing and packet sniffing.

- **Control Panel** — Virtual servers in OnApp are completely controlled by the administrator. Administrators have full root (Linux) or Administrator (Windows) access to accounts and servers. The Control Panel also lets you assign different levels of user access to virtual servers, Compute resources, consoles and disks.

- **Network Security** is provided by completely isolating virtual servers from each other using VLANs. Each customer can be assigned their own VLAN, so using their private IP they can only access addresses within that VLAN. Using a public IP, they can only access those boxes which are manually specified, using the Integrated Console.

### 6.2 API and Integrations

Our comprehensive RESTful xml and JSON API enables full integration of OnApp with third party applications.

OnApp integrates with popular billing applications like HostBill, Ubersmith and WHMCS, and with PHP applications via a wrapper (integration modules are available from the OnApp website: Downloads).

The API makes integration straightforward for other applications too, including other control panels, CRM, support and billing systems.

For a detailed API guide with code samples, see [OnApp 4.1 API Guide](#).
6.3 Hardware & Software Requirements

An OnApp installation requires at least two physical machines – one for the Control Panel server, and the other for the Compute resource server. You can have as many Compute resource servers as you need. You will also need storage for your virtual servers (a data store), and we recommend that you set up a separate server for storing backups and templates. These are the minimum requirements for a small cloud. For a larger deployment, OnApp’s technical team will advise you on the best possible setup.

Server Requirements

**Compute resource servers**
- x64 platform with AMD-V/VT-x hardware virtualization support enabled
- Quad Core 2Ghz+ CPU
- 8GB+ RAM
- 3x Gig network interface cards (4 recommended)
- 30 GB of free disk space (SSD Recommended)

**Control Panel server**
- Dual or Quad Core 2Ghz+ CPU
- 8GB RAM (16GB+ recommended)
- 100GB Raid 1
- 2x Gig network interface cards

**Additional Server Recommendations**

**Backup server**
- 1GB RAM
- 2TB+ NAS (alternatively, a large hard disk can be used on the Control Panel server for backups)

**Storage Requirements**

<table>
<thead>
<tr>
<th>Integrated Storage Platform</th>
<th>Local Storage Only</th>
<th>Enterprise SAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any number of integrated storage drives can be</td>
<td>Minimum 1 dedicated partition in</td>
<td>Centralised Block Storage SAN (iSCSI, ATA over Ethernet or Fibre)</td>
</tr>
</tbody>
</table>
6.4 Architecture

OnApp software transforms your server and storage hardware into a virtual network system that employs a Xen Compute resource virtualization architecture to control virtual protocols and security. With this infrastructure in place, OnApp users can host a multitude of secure cloud servers with more fluidity and control. A schematic of the OnApp architecture is shown below.
Hypervisors have been renamed as compute resources. Compute resources is a collective name for hypervisors, vCloud hypervisors and other hypervisor types.

### 6.5 Network Configurations

There are several supported network configurations:
6.5.1 Cloud Only (Xen & KVM)
Basic Backup Scheme
Advanced Backup Scheme
6.5.1.1 Cloud only Network Diagram (BBS)

6.5.1.2

6.5.1.3 Cloud only Network Diagram (ABS)
6.5.2 Cloud & Storage

This allows you to use OnApp Integrated Storage. Data Protection is restricted to Basic Backup Scheme.
6.5.2.1  Cloud and Storage Network Diagram (BBS)
6.5.3 Cloud Only (VMware)

6.5.3.1 Cloud only Network Diagram (VMware)
7 DASHBOARD

The OnApp dashboard is displayed after logging into the system. It provides three main views of usage and activity: Statistics, Cloud and Account. Click the icons by the silver dial to change the view.

7.1 Statistics

This is the default view, showing the Memory (sum total of all Compute resources' RAM resources), total Storage (sum total of all data store capacities) and IOPS in the cloud, along with the space remaining. Storage space and RAM for a normal user are set by the billing plan limits. For administrators, the bars show:

- **CPU** usage, with the following details:
  - total cores - total physical cores on all Compute resources which are configured in OnApp
  - used cores - total virtual cores assigned to running VSs (may be higher than active cores if overselling)
- **Storage** usage (sum total of all VS disks capacities + orphan disks capacities)
- **Memory** usage (sum total of RAM allocated to VSs + RAM allocated to orphaned VSs) of the entire cloud.
- **IOPS /h usage** - the input/output requests for the last hour for the entire cloud.
- **Baremetal servers** - the amount of baremetal servers created in the cloud.
- **Smart servers** - the amount of smart servers created in the cloud.

Active cores (displayed at your OnApp Dashboard) means total physical cores on all Compute resources which have at least one VS running.

For Integrated Storage the Storage usage is displayed in the following way:
- **Used** - sum of all created vdisks in all Data Stores in the cloud
- **Total** - Used + summed up Maximum disk size values of each Data Store in the cloud

## 7.2 Cloud

Clicking this icon shows details of the entire cloud:
- For normal users, it shows the total number of virtual servers, RAM, data stores, backups and disk space they're using.
- For administrators, it shows the total number of virtual servers, Compute resources, data stores and backups in the entire cloud.

## 7.3 Account

Clicking this icon shows details of your account: user's name, CDN status, license type, validity and key, number of cores on license, the date of the last sync with the licensing server.
7.4 Activity log

At the bottom of the screen in each case is a record of recent transactions. To view details of a transaction, click its Ref number.

- Normal users see recent transactions for their virtual servers.
- Administrators see recent transactions for the entire cloud.

7.5 Additional Navigation

**Build** – in the upper right corner, click the **Build** button to create new virtual server, application server, load balancer, edge server, storage server or new blueprint.

Click the **Arrow** button to hide the Control Panel's menu.

Use the **Search** tool for global search across the cloud.

To hide the infobox on a particular page, click the **Close** button in the upper-right corner of the infobox. For more infobox settings, refer to **User Profile** section.

7.6 API Key

The API Key is used instead of the normal username/password credentials during API operations. A key is generated for each user by the system when the user account is created. To change the key, click the **Regenerate Key** button. A new key will be generated, and you'll be taken back to the main **Dashboard** screen.
7.7 Login Screen

To access your Control Panel, you must first provide a username and password. Optionally, you can set up two factor authentication for your cloud using a Yubikey. Authentication means identifying a user and verifying that this user is allowed to access the OnApp Control Panel.

Check the Remember me box to have the CP remember your login details for one month. You will have to enter your login credentials again after you log out or clear your browser cookies.

If you have forgotten your password, press the Forgot your password? link and specify the email to which your reset password instructions will be sent.

To set up two factor authentication for your cloud you need to perform the following steps:

1. Enable the Use Yubico login option at Dashboard > Settings > Configuration > System tab. For more information on OnApp configuration, refer to the OnApp Configuration chapter.
2. Enable the Use Yubikey option for your user and set your Yubikey at Dashboard > Users and Groups > User name. For more information on user profiles, refer to the User Profile section.

Then you will be prompted to provide your OnApp login and password, and afterwards you will be forwarded to a page where you need to enter your Yubikey:

1. Insert the Yubikey into your computer’s USB port. If the Yubikey is connected correctly, its status light will turn green.
2. Click in the Enter your Yubikey field.
3. Press your finger to the gold Yubikey button. A long line of characters will appear in the field. You will be automatically forwarded to your Dashboard page.

7.8 User Profile

Click your account name at the top of the Control Panel screen to view tabs with the details of the user account you're currently logged in with. It also includes infobox options and API Key information. Administrators can view details of all account profiles through the Control Panel's Users & Groups menu. For details, refer to the Users And Groups chapter.

This chapter contains information on the following tabs that comprise the user profile:

- Overview
- Payments
- Billing Plan
- White List
- Backups
- Customer Networks
- iFrame
7.8.1 Overview
This tab contains information on the user’s login, user roles, billing plan, prices and other.

7.8.1.1 Profile

User Details
These are the settings which are specified at user creation process.

- User’s avatar (this feature is available if the Use gravatar option is enabled - Create User).
- User’s name and surname.
- User’s email.
- Last Access Log - click to see information on the IP addresses that logged in to your account, and the time and date of access.
- Drop Other Sessions - click if you want all other IPs that are logged in to your account to be logged out. The only IP address that will still be logged in to the account will be the one you are currently using.
- Login - user’s screen name.
- User Roles - the roles assigned for the user. The roles are set at user creation process.
- User Group - the group to which this user is assigned. The user groups are set at user creation process.
- Time Zone - time zone set for this user.
- Locale - locales set for this user.
- System Theme - the color scheme: light or dark.
- Display infoboxes – whether infoboxes are displayed or not for this user.
- Restore infoboxes - click this button to display infoboxes for the user (this option may be disabled depending on the user's permissions).
- Send Password Reminder - click this button to send the password reminder to the user. The user will receive an email with a link for change password action.

Amazon Web Services
Shows the the status of the Amazon Web Services: disconnected or connected. For more information, see Enable/disable AWS.

Here you can also connect Amazon Web Services:

1. Click the (Connect) icon.
2. On the following page provide your AWS credentials: AWS access key ID and AWS secret access key.
3. Click Submit to connect AWS to your account.
Additional Info
User Additional Fields allow administrators to create custom fields and use them with the API or a third party system. These fields will vary for different users, depending on the information the administrator wants them to fill in.
For more information, see User Additional Fields.

OAuth Authentication
OAuth - open standard for authorization - enables users to log into OnApp using their Google and Facebook accounts. For users to access this feature, it should be enabled by the Cloud Administrator.
- Facebook - click Connect to set up this option. If it is configured correctly, you will be able to log in to your account by entering your Facebook login details.
- Google - click Connect to set up this option. If it is configured correctly, you will be able to log in to your account by entering your Google login details.
For more information, see OAuth.

vCloud Credentials
- Login - the user’s vCloud login
- Password - click the Change Password link to edit the user’s vCloud credentials
For more information, see Manage vCloud Credentials.

API Info
- API key - click the Regenerate Key button to generate a new API key.
For more information, see API Key.

Yubico info
- Use Yubikey - move the slider to the right to enable logging in using a Yubikey for this user. Enter the Yubikey in the form that appears:
  a. Insert the Yubikey into your computer’s USB port. If the Yubikey is connected correctly, its status light will turn green.
  b. Click in the Enter your Yubikey field.
  c. Press your finger to the gold Yubikey button. A long line of characters will appear in the field.
Billing Details

- **Price per hour** - shows the price for VSs, Load Balancers, and other resources per hour.
- **Billing plan** - the billing plan this user is assigned to. Click the plan label to see its details.
- **Outstanding amount** - the total amount of money owned by this user since it has been created, for all resources, minus the amount of Payments. The sum is displayed for the period since a user has been created until the last 24hrs.
- **Monthly fee** - a set monthly price for a billing plan.
- **Total cost** - the sum of used resources cost and virtual servers cost.
- **Payments** - the total amount of payments made.
- **Virtual Server Hourly Statistic** - clicking this link will generate billing statistics for all virtual servers owned by this user. For more information, see Virtual Server Billing Statistics.
- **User Statistic** - clicking this link will generate user's resource usage statistics. For more information, see User Billing Statistics.
- **Monthly Bills** - clicking this link will generate the bills list that shows the total due per each month of the year. To view billing statistics, select a year from the drop-down list and click **Apply**. The list that appears displays a particular month of the selected year and the cost of used resources for that month. At the bottom of the list there is the total amount of money which was to be paid for the selected period.

Prices

The list of all used resources and their price per hour for two states: server powered ON and server powered OFF.

Servers

Shows the list of all virtual servers, load balancers, edge servers, smart servers, application servers in the cloud with their prices for server on and off.

Backups

- **Backups Count** - the price per hour for the quantity of the user's backups.
- **Templates Count** - the price per hour for the quantity of the user's templates.
- **ISOs Count** - the price per hour for the quantity of the user's ISOs.
- **Templates, ISOs & Backups Disk Size** - the price per hour for the disk space user's /ISOs/backups/templates occupy.
- **Autoscaling Monitor Fee** - the price per hour for autoscaling monitors.
- **Backup Server Groups** - the price per hour for the resources consumed by backup server groups.

Edit Profile
To edit the details of the user profile, click the edit button in the upper right corner. You will then be redirected to a page where you can change the details of your profile. Besides the details described above, you can also change the password and auto suspending settings.

### 7.8.2 Payments

This tab contains the list of your paid invoices. Once you have paid an invoice, you can add it to the system:

1. Clicking **Create Payment** or +.
2. On the following page indicate the invoice number and the amount of money paid.
3. Click **Save** and the invoice will be added to the list of payments.

### 7.8.3 Billing Plan

This tab contains the details of the billing plan assigned to the user. The following sections are displayed:

- **User VS limit**
- **Limits for Template Store**
- **Limits for Recipe Groups**
- **Limits & Pricing for Compute resource Zones**
- **Limits & Pricing for Data Store Zones**
- **Limits & Pricing for Network Zones**
- **Limits for Edge groups**
- **Limits & Pricing for Backup server Zones**
- **Limits for guaranteed minIOPS**
- **Limits for Instance Types**

For more information, see **Set Billing Plan Prices and Resource Limits**.

### 7.8.4 White List

This tab includes the list of IPs from which this user can log in to the Control Panel. For each of the IPs, the following details are displayed:

- **IP** - the IP you want to add to the white list.
- **Description** - the description of that IP.
- **Actions** - you can edit or delete the chosen IP address.

To add a white list IP:

1. Click **Create White List IP** or +.
2. On the following page fill in the IP and description of the new IP.
3. Click **Save IP** and the new IP address will be added to the White List.

You can also delete all IPs from the White List by clicking **Clear White List IPs**.

For more information, see [User Whitelist IPs](#).

### 7.8.5 Backups

This tab contains the list of the user’s backups. For each backup the following details are displayed:

- **Date** - the date when the backup was made.
- **Target** - target for which the backup was taken - either a disk (for normal backups) or a virtual server (for incremental backups).
- **Status** - the status of the backup, whether it was built or not.
- **Backup Size** - the size of the backup in MB.
- **Initiated** - how the backup was launched - either manually or automatically on a periodic basis - annual, monthly, weekly or daily.
- **Backup Server** - the backup server where the backup is stored.
- **Note** - an arbitrary note to the backup.
- **VS** - the virtual server for which the backup was taken.
- **Customer** - the customer this backup refers to.
- **Actions** - you can perform the following actions:
  - convert the backup to template
  - restore the system from the chosen backup
  - view Virtual Server backups for this particular VS
  - delete the backup
  - add or edit the backup's note.

### 7.8.6 Customer Networks

This is a VMware vCenter feature only.

This tab contains the list of user's customer networks. Customer networks are used for isolation of customer's virtual servers from other customers' VSs via VLAN.

For each customer network, the following details are displayed:

- **Name** - the name of the customer network.
- **Network address** - the network address of this customer network.
- **Default outside IP address** - the default outside IP address of this customer network.
- **VLAN** - a group of virtual servers functioning as if they’re connected to a single network (even if they are not, in fact).
- **Actions** - you can delete the customer network.

You can add new customer networks to the profile:

1. Click **New Customer Network** or +.
2. On the following page provide the following details of the new customer network:
   - **Label** - the label of the new customer network.
   - **Compute resource** - select the VMware Compute resource to associate the customer network with.
   - **IP Address Pool** - a range of NAT IP addresses.
   - **Network Zone** - specify the network zone to which the customer network will be assigned.
   - **Prefix Size (CIDR)** - the prefix size should be in the range 24-30 and is used to set the subnet size.
   - **Is nated** - select this check box to use NAT for translating the traffic from Vyatta’s single eternal IP to local customer network IPs. Leave this box unchecked if you are using your own firewall with external IP address.
3. Click **Create Customer Network** and the new network will be added to the customer networks list.

If you decide not to add a new network and want to return to the previous page - click **Back**.

For more information, see **Customer vCenter Networks**.

### 7.8.7 iFrame

This tab is iFrame show page. The title of this tab is set by the user when configuring this option. If required you can integrate an iFrame into OnApp which will display a web page within the user OnApp Control Panel. By default, the possibility to configure an iFrame is disabled. To enable, use the **Enable iFrame Window** permission.

For more information, see **iFrame Configuration**.

### 7.9 Cloud Search Tool

The search tool in the upper right corner allows you to search your cloud for:

- **IP addresses**
- Usernames
- Users full names (first or last name, in any order)
- VS labels
- VS identifiers
- Disk identifiers
- Log IDs
- Backups
- Template labels
- Permission labels/identifiers
- OnApp page URLs/titles
- Any word from locale texts (yellow help box texts), if other search results are not successful

Type what you want to search for into the search box and confirm. The results are organized according to the menu item they refer to, e.g., Pages, Virtual Servers, Users, Locales, etc. Click a search result to open the relevant details page.
# Appliances

Appliances is a collective name for all virtual and physical devices that can be provisioned in the cloud. The term *appliance* seizes the following cloud components:

- **Virtual Servers**
- **VMware vCenter Virtual Servers** (of vCenter Implementation guide)
- **Smart Servers**
- **Baremetal Servers**
- **Load Balancers**
- **Compute Resources**
- **Assets**

OnApp Cloud gives you high-end cloud management features for the following appliances including:

<table>
<thead>
<tr>
<th>Server Options</th>
<th>Virtual Servers</th>
<th>Smart Servers</th>
<th>Application Servers</th>
<th>Baremetal Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Rebuild manually</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Migrate</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Segregate</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set VIP status</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autoscale</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

**Power Options**

<table>
<thead>
<tr>
<th>Power Options</th>
<th>Virtual Servers</th>
<th>Smart Servers</th>
<th>Application Servers</th>
<th>Baremetal Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reboot</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reboot in recovery</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Boot from ISO</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suspend</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Shut down</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Server Options</td>
<td>Virtual Servers</td>
<td>Smart Servers</td>
<td>Application Servers</td>
<td>Baremetal Servers</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------</td>
<td>---------------</td>
<td>---------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Startup</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Startup on Recovery</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Administrative Options</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reset Root Password</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change owner</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Set SSH keys</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edit Administrator’s note</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Integrated console</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transactions and logs</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Networks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Configure network interface</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Rebuild network</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Set firewall rules</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual server IP addresses</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Display network speed for network interfaces</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Edit network speed</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create disks</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Edit disks</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Migrate disks</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Delete disks</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Backups</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
## 8.1 Virtual Servers

Virtual servers are based on templates and are deployed on Compute resources. Compute resources give them access to CPU, disk and network resources. OnApp Cloud gives you high-end cloud management features including:

<table>
<thead>
<tr>
<th>Server Options</th>
<th>Virtual Servers</th>
<th>Smart Servers</th>
<th>Application Servers</th>
<th>Baremetal Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convert to template</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restore backup</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Delete backup</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Edit backup note</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Backup Schedules</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View schedules</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create schedule</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Edit schedule</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Delete schedule</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Statistics</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU utilization</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Billing statistics</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Network interface statistics</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Disk IOPS statistics</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Recipes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recipes</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Custom variables</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Virtual Server Options</td>
<td>Power Options</td>
<td>Administrative Options</td>
<td>Network Options</td>
<td>Disks Options</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------</td>
<td>------------------------</td>
<td>-----------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Edit</td>
<td>Reboot</td>
<td>Reset Root Password</td>
<td>Configure network interface</td>
<td>Create disks</td>
</tr>
<tr>
<td>Rebuild manually</td>
<td>Reboot in recovery</td>
<td>Change owner</td>
<td>Rebuild network</td>
<td>Edit disks</td>
</tr>
<tr>
<td>Migrate</td>
<td>Suspend</td>
<td>Set SSH keys</td>
<td>Set firewall rules</td>
<td>Migrate disks</td>
</tr>
<tr>
<td>Delete</td>
<td>Shut down</td>
<td>Edit Administrator's note</td>
<td>Virtual server IP addresses</td>
<td>Delete disks</td>
</tr>
<tr>
<td>Segregate</td>
<td>Startup</td>
<td>Integrated console</td>
<td>Display network speed for network interfaces</td>
<td>Edit backup note</td>
</tr>
<tr>
<td>Set VIP status</td>
<td>Startup on Recovery</td>
<td>Transactions and logs</td>
<td>Edit network speed</td>
<td></td>
</tr>
<tr>
<td>Autoscale</td>
<td>Boot from ISO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enable Disaster Recovery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OnApp supports two kinds of storage for virtual servers: traditional centralized SANs, and the new distributed block storage functionality introduced with OnApp Storage, in which local disks in
Compute resources provide the physical storage space allocated to virtual servers. In each case, the OnApp platform creates virtual data stores from the physical resources, and uses these to provide virtual servers with virtual disks.

Administrators in OnApp have full control over the lifecycle of virtual servers. Virtual servers can be in the following states:

- **Created** - A server is created when you successfully Create Virtual Server from the Virtual servers menu, having selected its template and set its properties, resources and network requirements.
- **Build** - A virtual server must be built after it is created. Building is the process of actually allocating the physical resources specified during its creation. This can be done manually, or automatically if you check the Build Virtual Server Automatically box during the creation process.
- **Powered on** - A power on starts the virtual server, its operating system and processes.
- **Powered off** - If the operating system cannot be stopped, it will be forcefully terminated.
- **Shut down** - A shut down will attempt to gracefully stop a virtual server and its operating system, which typically involves terminating all running applications.
- **Rebuilt** - Rebuilt means a virtual server has been shut down, and then powered on again.
- **Deleted** - When a virtual server is deleted, its backups are still stored on the server and can be restored if required.
- **Failed** - A failed virtual server is one that is down, for example because of hardware or network problems. You will have to start the server manually when those problems have been solved.

### 8.1.1 View Virtual Servers

To view all virtual servers deployed in the cloud:

1. Go to your Control Panel's **Virtual Servers** menu to see an overview of all virtual servers in the cloud.
2. The page that loads will show the list of VSs together with their:
   - operating system
   - label. Click the label to see the VS details.
   - VIP status (enabled or disabled). Click the icon to enable/disable VIP status of a particular VS.
   - IP addresses
   - allocated disk size
   - RAM
   - backups - the number of backups and the space these backups take.
3. Click the Actions button next to the VS for the quick access to the list of VS actions (the list of actions displayed depends on the VS status):

1. 
   - Reboot a VS
   - Recovery reboot
   - Power off a VS
   - CPU usage
   - Backups
   - Shutdown
   - Start up
   - Recovery start up
   - Unlock

To search for a particular virtual server, click the Search icon at the top of the VS list. When the search box appears, type the text you want to search for and click the Search button:

8.1.2 View Virtual Server Details

To view details of a specific virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. The screen that appears loads the VS properties, notes, activity log and tools for managing your VS.

![Virtual Server Properties](image)

8.1.2.1 VS Properties

VS properties page gives general overview of the VS details:
- Template this VS is built on
- Power status & On/Off/Reboot buttons.

Clicking the OFF button performs graceful shutdown and then powers off the virtual server after the timeout set in Configuration settings.

- Hostname
- Compute resource. Click the Compute resource name to see its details
- Location group. Click the location to view the details of the location group with which the VS is associated.
- Login credentials
- Owner. Click the owner name to see its details.
- VIP status (on/off). Click the icon to change the status.
- Price per hour
- Memory
- CPU(s)
- CPU priority or CPU units
- Disk Size
- Disk backups
- Network Speed
- IP Addresses. Only the first five IP addresses are displayed on the virtual server properties page. To view the list of all virtual server IP addresses, mouse over IP addresses area or go to the Networking > IP addresses tab.
- Autoscale - move the slider to enable/disable the autoscaling rules set for this VS.
  - Until the autoscaling rules are configured the autoscaling itself will not start working.
  - If the Autoscale slider is greyed out that means that you have reached the autoscaling limit in billing plan (or the max is set as 0).
- Auto-backups - move the slider to enable/disable automatic backups for this VS. If the incremental backups are enabled in your cloud, you can set auto-backups per VS rather than per disk.
  - If the automation options weren’t enabled during this virtual server creation, you’ll be redirected to the form where you can configure them.
- Accelerate - move the Accelerate slider to the right to enable acceleration for this VS or move this slider to the left to disable acceleration for this VS. For more information, refer to CDN Accelerator section. If VS is accelerated, you can also view the actual Acceleration Status - active or inactive.

### Notes

The Notes section lists brief comments or reminders for a VS. You can add either Admin's or User's notes. The Admin's note will be available to cloud administrators. Click the Actions button in the Notes section of the page to add admin's or user's note.

### VS Management

- Click the Tools button to expand the Tools menu with the VS management options.
- Use the top menu to manage your virtual servers’ statistics/networking/storage options.
8.1.3 Create Virtual Server

Virtual servers are created from templates. To create a virtual server:

1. Go to your Control Panel’s Virtual Servers menu and click the “+” button, or click the Create Virtual Server button at the bottom of the screen. This will start a VS creation wizard.

2. Fill in the wizard step by step. Each of these steps is described in the corresponding sections below.

3. Click the Create Virtual Server button to start the creation process. You will be taken to the virtual server details screen.

On this page:
- Step 1 of 6. Cloud Locations
- Step 2 of 6. Templates
- Step 3 of 6. Virtual Server Properties
- Step 4 of 6. Resources
- Step 5 of 6. Recipes
- Step 6 of 6. Confirmation

OnApp must be configured properly before VSs can be created. You must have:
- At least one data store configured and assigned to a data store zone
- At least one network configured and assigned to a network zone
- At least one Compute resource configured and online
- At least one Compute resource assigned to a Compute zone
- At least one data store attached to a Compute resource
- At least one network attached to a Compute resource
- Assigned a billing plan to the user creating the VS

See also:
- Virtual Servers - the information on managing virtual servers
- Set Billing Plan Prices And Resource Limits - billing plan configuration
- Create Billing Plan - the info on how to set Lincensing Type in billing plans
8.1.3.1 Step 1 of 6. Cloud Locations

The Cloud Locations step applies to those users who have Compute zones assigned to location groups in their billing plan. This step will be present in the wizard if both of the following requirements are met:

- all compute resources available to the user are assigned to location groups
- compute resources are assigned to different locations

If the user's billing plan has several Compute zones, some of which are assigned to location groups, whereas others are not - the cloud locations screen will not be available in the wizard. Also if all compute zones are assigned to the same location this step will be skipped. In this case the wizard will start with the Templates step.

Indicate your virtual server's cloud location:

- **Country** - choose the country, where the cloud is located, from the drop-down menu.
- **City** - specify the city, where the cloud is located, from the drop-down menu.

Click **Next** to proceed to the following step of the wizard to specify the virtual server templates.

8.1.3.2 Step 2 of 6. Templates

At this step, specify the template from which your virtual server will be built. Greyed out templates mean that there are not enough resources to build a VS from this template. To choose a template:
1. Click the required *Operating system* label (Windows, Linux or FreeBSD) to expand the list of template groups.
3. *Template* - select the template.
4. Click **Next**

**Windows Licensing Type**

This option only appears if your billing plan allows it, and if the relevant licensing options have been configured for the template group this template belongs to. If this option is available, choose the license type you require:

- For the KMS type, choose the licensing server.
- For your own license, type your license key.

If you don’t specify the licensing type, MAK licensing will be set by default.

Consider the following when creating a VS on Windows templates:

- It is possible to deploy Windows virtual servers without running sysprep. To do so, you need to disable the **Run Sysprep** option for the Compute zone the virtual server will be built on. See the **Create Compute Zone** section for details.
- If there are several virtual servers simply deployed from the same template in the cloud, they will have identical SIDS. This will result in the system conflict.
- It is not possible to select KMS or own licensing type when creating a Windows virtual server from custom template. As a workaround, you can create a virtual server from the template used for custom template creation.

Proceed to the following step of the wizard and specify the virtual server properties.

Template extraction is performed during server provisioning or taking a backup when using a particular template. To prevent template from being used in other transactions during extraction, template is locked during the extraction and unlocked on accomplishment. If other transaction tries to use the locked template, it will fail after 5 minutes of standby. Transaction which locked template and failed, means that extracted template is broken.

**Storing scheme:**

- template /onapp/templates/your_template.tgz
- extracted template /onapp/backups/templates/your_template
- locked template /onapp/backups/templates/your_template.lock

8.1.3.3 Step 3 of 6. Virtual Server Properties
At this step you need to indicate your virtual server’s properties, such as label, Compute resource, password and other. You can create a virtual server having specified only the required parameters and configure it later.

Specify the following virtual server properties:

- **Label** - the label of the virtual server. The required parameter.
- **Hostname** - the hostname of the virtual server. The required parameter. The hostname should consist of letters [A-Z a-z], digits [0-9] and dash [-]. For more info on hostname validation, refer to RFC standard documentation.

  Particular characters are not allowed for Windows-based virtual servers:
  - percent sign [%]
  - double quotation marks ['"]
  - brackets [<,>]
  - vertical bar [[]]
  - caret ['^']
  - ampersand [&]
  - parentheses [(,)]

- **Time zone** - set the time zone for the virtual server. This parameter is applicable only to Windows XEN and KVM virtual servers.

  Currently, the time zone is set at the Compute resource side only. Therefore, users need to set the target time zone inside a Windows VS manually. Setting correct time zone at the Compute resource side helps to keep correct time inside a VS after starting it if time synchronization is not completed for some reason.

- **Password** - a secure password for the VS. It can consist of 6-99 characters, letters [A-Za-z], digits [0-9], dash [-] and lower dash [ _ ], and the following special characters: ~ ! @ # $ * _ + = ^ \ { } [ ] : ; ‘ , . ? / . You can use both lower- and uppercase letters.

- **Password confirmation** - repeat the password to confirm it.
- **Encrypt password** - move the *Encrypt Password* slider to the right, to encrypt your password, then enter an encryption key in the field that appears.

When the *Show Compute resources on Virtual Machine creation* permission is disabled (so that user cannot select the Compute resource, but can choose the virtualization type), the Compute resource that meets the virtualization type and the resources set will be automatically selected. The data store will be set according to the compute zone selected.
Click **Next** to proceed to the following step of the wizard to specify the virtual server resources.

### 8.1.3.4 Step 4 of 6. Resources

At this step, you can choose to create the virtual server either by selecting a predefined instance type or by setting your virtual server's resources, such as disk size, network configuration and other manually.

- A VS created using instance types is called an Instance Type VS.
- A VS created by setting resources manually is called a custom virtual server.

Depending on the permissions, this step will display either **Instance Types** or **Create your own** tabs, or both of them.

You are forwarded to the next step from the tab you are currently on. If you select an instance type and then click on the **Create Your Own** tab and proceed to the next step, the system will set the resources from the **Create Your Own** tab even if you did not configure any resources there.

### Resources

#### Instance Types

Note that Instance Type VSs can only be created on compute resources within compute zones where all compute resources are assigned the same amount of CPU units. If there are compute resources with different amount of CPU units set in a zone, it will not be possible to create Instance Type VSs in such zones. The reason is that CPU priority for Instance Type VSs in this configuration cannot be set to 100%, which is the default value for such virtual servers.

If there are no available IP addresses during VS creation, all instance types will be grayed out in the wizard.

From this tab, you can choose one of the predefined **Instance Types** for your virtual server.

If you select a compute zone that does not have enough resources during virtual server creation, you will see all instance types available to you, but those that have resources incompatible with the chosen compute zone will be grayed out. Grayed out instance types cannot be selected.

For each of the instance types the following details are displayed:

- **Memory** - the RAM size (GB) available in the instance type
- **CPUs** - the number of CPU cores available in this instance type
- **Disk Size** - the disk size available in this instance type
- **Bandwidth** - the bandwidth available in this instance type
• **Price per Hour:**
  - *Mode ON* - hourly instance type price for the VS powered on
  - *Mode OFF* - hourly instance type price for the VS powered off

• **Price per Month:**
  - *Mode ON* - monthly instance type price for the VS powered on
  - *Mode OFF* - monthly instance type price for the VS powered on

Click the instance type to select it. After that, the instance type you have chosen will be highlighted in green.

**Virtual servers created using instance types do not support autoscaling.**

**Create Your Own**

Using this tab you can define the resources for your virtual server manually:

**Compute Resources**

• *Compute Zone* - the Compute zone to build the VS on

• *Compute Resource* - the specific Compute resource to build the VS on. Compute resource may be selected automatically according to the set provision type.

**Resources**

• *RAM* - set the amount of virtual server's RAM. The maximum RAM depends on your billing plan's settings. The maximum RAM that can be assigned to a VS is 168 GB regardless of the Max RAM value set in the billing plan. The maximum RAM that can be assigned to a VS built on a XEN 32bit (x86) template is 16 GB.

• *CPU Cores* - set the amount of virtual server's CPU cores. For KVM Compute resources, this parameter sets CPU sockets by default, unless CPU topology is enabled.

• *CPU Priority* (or *CPU Units*) - set virtual server's CPU priority. If the CPU units are switched on in the billing plan for this user, then CPU priority is replaced with CPU units. Refer to Billing Calculation section for details on CPU units and CPU priority.

**Do not use CPU Units for KVM Compute resources running on CentOS5.**

The following options are available for VSs based on KVM Compute resources only, providing the Enable CPU topology permission is switched on for the user.

• *Use CPU Topology* - move the slider to the right, to set the following parameters:
  - *CPU Sockets* - set the amount of sockets.
  - *CPU Threads* - set the amount of threads per core.

**CPU topology (CPU sockets and CPU threads) is the Labs feature preview. Pay attention that setting CPU sockets and CPU threads are at your own risk only!**
You may face the following problems when setting CPU topology:

- Currently you cannot set CPU sockets and threads parameters for existing VSs.
- After setting, the new parameters won't be shown at the VS details screen.
- Some Linux VSs fail to boot up.
- When sockets and threads are set incorrectly, you may face huge load on Compute resource's under CentOS 5.x.

### Primary Disk

- **Data Store Zone** - choose a data store zone for VS's primary disk.
- **Primary disk size** - set the primary disk size.

### Swap Disk

- **Data Store Zone** - choose a data store zone for VS's swap disk.
- **Swap disk size** - set the swap disk size. There is no swap disk for Windows-based VSs. In all other cases, swap disk size must be greater than zero.

### Network Configuration

- **Network Zone** - choose a network zone from the drop-down box.
- **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.
- **Show IP address selection for new VS** - if the option is available, you can also assign an IP address for the VS from the drop-down menu. Indicate Compute resource and network to have the list of available IPs.
- **Port Speed** - set the port speed for this VS

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Click **Next** to proceed to the following step of the wizard where you can specify the virtual server recipes.
8.1.3.5 Step 5 of 6. Recipes

At this step you need to indicate the recipes you want to assign to your virtual server. This step is optional. You can create a virtual server without choosing recipes and add them later if required.

1. Choose a recipe you want to assign to this virtual server by dragging the required recipe to the Assigned recipes pane.

2. To add a custom variable, click the "+" button next to the Custom recipe variables title bar, then specify variable details:
   - Specify the recipe name and its value.
   - Move the Enabled slider to the right to allow use of this variable.

3. Click Next to proceed to the next step of the wizard that completes the virtual server creation process.

The recipes step can be missing in the wizard if there are no recipes created in the cloud.

8.1.3.6 Step 6 of 6. Confirmation

At this step, configure the automation settings. This is the final step of the virtual server creation wizard.

- Move the Enable Automated Backup slider to the right if you want this VS to be backed up automatically (according to the backup settings configured in the Settings/Auto-backup Presets menu)
- Move the Build Virtual Server slider to the right if you want the system to automatically build the VS. If you leave this box blank, you will have to build your server manually after it is created.
- Move the Boot Virtual Server slider to the right if you want the virtual server to be started up automatically.
- Move the Enable Autoscale slider to the right to set autoscaling for this VS.
Until the autoscaling rules are configured the autoscaling itself will not start working.

If the Enable Autoscale slider is grayed out that means that you have reached the autoscaling limit in the billing plan (or the max is set as 0).

Move the Accelerate slider to the right to enable accelerator for this VS. For more information, refer to CDN Accelerator section.

After you set up these parameters, click the Create Virtual Server button to start the creation process.

8.1.4 Virtual Server Creation Workflow
The following scheme describes the steps required to create a virtual server:
User wants to create a virtual server

User fills in the VS creation form

Step 1: Cloud Locations
- Choose the country, where the cloud is located
- Specify the city where the cloud is located

Step 2: Templates
- Choose the required OS
- For Windows-based templates, specify the licensing details

Step 3: VS Properties
- Specify the VS label and hostname
- Set the password

Step 4: Resources
- Choose a compute zone and a compute resource
- Configure RAM, CPU cores, CPU priority or CPU units
- Set the disk space
- Specify network configuration
  - or
  - Choose one of the predefined instance types

Step 5: Recipes
- Choose a recipe
- Assign a custom variable

If required:
- Enable Automated Backup
- Build Virtual Server
- Startup Virtual Server Automatically
- Enable Autoscale

Click the Create Virtual Server button to start the creation process
8.1.5 Edit Virtual Server

You can edit resources for all VSs. Depending on the OS it is built on, some VSs can have their CPU and RAM resized without needing to be powered off ("resize without reboot"). If the VS template allows resize without reboot, the resize should be completed automatically: you will be returned to the VS details screen and see a message indicating the resize was successful. If the template does not allow this, you will be asked to confirm that the VS will need rebooting so that the resize can take place.

Windows virtual servers cannot be resized without reboot.

The Edit Virtual Server screen will differ depending the way the VS resources were selected: either manually or using an instance type. To adjust VS resources:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the server you want to resize, to show its details screen.
3. Click the Tools button and select the Edit Virtual Server link.

**For virtual servers built by selecting resources manually:**

- Change CPU cores, CPU priority/units and RAM values.

**For virtual servers built using instance types:**

- Choose the new instance type for your virtual server. Click the instance type to select it. After that, the instance type you have chosen will be highlighted in green.
  
  Those instance types that have resources incompatible with the compute zone, on which the VS is built, will be greyed out. Greyed out instance types cannot be selected.
  
  You can only choose from those instance types that offer more disk size than the VS currently uses.
  
  After you select a new instance type you can use the extra disk size to create a new disk for the VS or make the existing VS disk larger.

You can also edit the Time Zone parameter for all Windows KVM and Xen virtual servers. After you edit the server's time zone, you need to stop and then start up the VS. Currently, the time zone is set at the Compute resource side only. Therefore, users need to set the target time zone inside a Windows VS manually. Setting correct time zone at the Compute resource side helps to keep correct time inside a VS after starting it if time synchronization is not completed for some reason.

4. Click the Save button.
8.1.6 Rebuild/Build Virtual Server Manually

To build/rebuild virtual server *build/rebuild virtual server* must be enabled. This is a new permission which manages build/rebuild functionality independently from *update virtual server* permission which used to regulate the build/rebuild options in the previous versions.

If you haven't checked the **Build Virtual Server** option during the VS creation process, you will have to do this manually after the VS has been created. Building a virtual server is the process of allocating physical resources to that VS.

To build a virtual server manually or rebuild the VS on the same (or another) template:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you're interested in.
3. On the screen that appears, click the **Tools** button and then click **Rebuild Virtual Server**.
4. On the screen that pops up, use the drop-down menu to choose a template with which to build the VS.

   It is not possible to rebuild a Linux-based virtual server to FreeBSD templates.

5. Move the **Start VS after rebuild** slider to the right if you want to have your VS started automatically after it is built.
6. Select the following options if you selected Windows or Linux:
   - **Windows**:
     - **Windows Licensing type** - KMS, MAK, or OWN
     - **Licensing key** - input license if you selected OWN licensing type
     - **Select Server** for KMS licensing type
7. Click the **Rebuild Virtual Server** button to finish.

   After you rebuild your template all data will be lost!

8.1.7 Migrate Virtual Server

OnApp allows hot and cold migration of virtual servers between Compute resources that share common data stores (or data store zones). Hot migration means moving virtual servers that are running, while cold migration means moving virtual servers that are shut down.
To check if your Windows template supports hot migration, see http://templates.repo.onapp.com/Windows_templates.html

To hot migrate a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you want to migrate.
3. Click the Tools button and press the Migrate Virtual Server link.
4. In the window that appears, choose the target Compute resource from the drop-down menu.
5. Move the Cold-migrate when hot-migration fails slider to the right if you want to apply cold migration in case of hot migration failure.
6. Click the Start Migration button.

After migration, the power status of your virtual server remains the same as before the migration. If you migrate a virtual server that's running, the whole process is almost unnoticeable. OnApp administrators can control user access over virtual server migration. Using OnApp permissions, you can allow/forbid users to perform migration of all virtual servers, or their own servers only. This is handled via the Control Panel's Roles and Sets menu.

8.1.8 Autoscale Virtual Server

VS autoscaling allows you to change the RAM, CPU and disk size settings of a virtual server automatically. VS resources scaling is based on rules you specify. For example, you can set up a rule that will add 1000MB of memory to a VS if RAM usage has been above 90% for the last 10 minutes - but add no more than 5000MB in total in 24 hours. You can set autoscaling down settings alongside with autoscaling up.

- For Linux-based VSs and VS primary disks only.
- Disk usage autoscaling is applicable for VS primary disk only.
- If the VS is based on a template that allows resizing without reboot - see the Edit Virtual Server section – then virtual server RAM and CPU will be increased without rebooting the VS. Disk space autoscaling requires a VS reboot.
- If you autoscale a VS's memory to a value greater than current VS RAM x 16 (which is a max_memory parameter in a configuration file and database), the VS will be rebooted anyway, regardless of the template it is built on.
- Make sure a VS can be reached via SSH. Otherwise, the autoscaling client installation will fail.
- Monitis will be used for autoscaling of servers built using OnApp versions previous to 4.2 until you switch autoscaling off for such server(s). If you decide to switch autoscaling back on, autoscaling will be implemented using Zabbix. Zabbix also will be used for autoscaling of
newly created VSs. If you do not deploy Zabbix Server, Monitis will be used for autoscaling. For more information refer to Edit System Configuration.

To configure autoscaling settings:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the appropriate VS.
3. On the page that follows, click the Overview tab, and then click Autoscaling.
4. Press the required tab - Memory Usage, Disk Usage or CPU Usage - to see the statistics for each type of resources.
5. Below you will see UP and DOWN autoscaling options. Move the slider to the right to add the autoscaling rule or move it to the left to remove the rule.
6. Add autoscaling rules as explained below:

Set autoscale up options:
- If RAM usage is above X% for a specific time period, add Y MB – but no more than Z MB in a 24 hour period.
- If CPU usage is above X% for a specific time period, add Y% - but no more than Z% in a 24 hour period.
- If disk usage is above X% for a specific time period, add Y GB - but no more than Z GB in a 24 hour period.

Set autoscale down options:
- If RAM usage is below X% for a specific time period, remove Y MB.
- If CPU usage is below X% for a specific time period, remove Y%.
- If disk usage is below X% for a specific time period, remove Y GB.
7. Click Apply.

Clicking the Apply button does not activate autoscaling if the Autoscale slider at VS overview page is disabled. You can configure autoscaling rules, press the Apply button, these rules will be saved and will start working only after the Autoscale slider at VS overview page is enabled. Also you can disable the Autoscale slider, autoscaling will stop working, but the configuration of rules will be saved in case you will want to activate them in future.

8.1.9 Set VIP Status for Virtual Server

If a Compute resource fails or reboots, the system migrates virtual servers to another Compute resource, one VS at a time. The order VSs are migrated in is random. However, you can give a
virtual server "VIP" status, and this will give that VS priority in the migration queue.

To set or remove VIP status for a VS:

1. Go to your Control Panel's Virtual Servers menu.
2. Use the icon in the VIP column next to a required virtual server to change switch on/off the VIP status.

8.1.10 Segregate Virtual Server

If required, you can instruct OnApp to make sure a VS is never booted on the same Compute resource as another specific VS. This may be important if, for example, you have two name servers or a load balanced web server, and you need to keep VSs on separate physical servers.

To isolate one VS from another:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you want to segregate.
3. On the screen that appears, click the Tools button, then click Segregate Virtual Server.
4. In the dialogue box that pops up, use the drop-down menu to choose a VS you want to keep away from.
5. Click the Segregate Virtual Server button to finish.

8.1.11 Delete Virtual Server

Shut down the virtual server before destroying it. If you are deleting a VS that is running, the VS will be deleted after the time set in Timeout Before Shutting Down VSs configuration parameter.

To remove the virtual server from the cloud:

1. Go to your Control Panel's Virtual Servers menu.
2. On the screen that appears, you'll see the list of all virtual servers in the cloud. Click the label of the virtual server you want to delete.
3. On the virtual server's screen, click the Tools button, then select Delete Virtual Server.
4. Move the Move Last Backup to My Templates if it is present slider to the right if you want to save the last VS’s backup as a template.
5. Move the Destroy All Existing Backups slider to the right if you want to remove all existing backups of this virtual server.

IMPORTANT:
- You won't be able to restore a virtual server after deleting it.
- Deleting a virtual server removes all data stored on that virtual server. To save the data
stored on the virtual server, back up your virtual server and tick the **Destroy All Existing Backups** box when following the instructions described in this section.

- To delete a virtual server together with its backups, the user needs to have the *Destroy any backup* or *Destroy own backup* permission enabled. Otherwise, the backups of the VS deleted by the user will remain in the system.

### 8.1.12 Virtual Server Power Options

To manage a virtual server power options:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required virtual server.
3. Click the **Tools** button on the VS's screen to expand the **Tools** menu.
4. The **Tools** menu enables you to perform the following power actions on VSs (the exact list shown depends on the VS status):

- **Reboot Virtual Server** - powers off and then restarts the VS.
- **Reboot in Recovery** - powers off and then restarts the VS in the recovery mode.

  For VSs with *enabled* encryption the temporary login is "root" and password is "recovery".

  For VSs with *password encryption disabled*, the VS root password will be used to reboot in recovery.

  Windows virtual servers boot from the Linux-based recovery template in a recovery mode. You need to log in as admin via SSH or VNC console, then mount a Windows system disk manually.

  You cannot work with the "whole" disk (like `mount -t ntfs-3g /dev/sdb1`) while mounting and checking block devices inside the recovery image, as Windows disk is split into partitions.

- **Suspend** - stops a VS, changes its status to suspended and disables all the other actions on VS, unless unsuspended.

- **Shut Down Virtual Server** – pops up a dialogue box, where you can either Shut Down VS (terminates the VS gracefully), or Power Off VS (terminates the VS forcefully).

- **Startup Virtual Server** - queues a start-up action for a VS that's currently powered off.

  When you start up a VS, it might be implicitly cold migrated if the current
compute resource does not have sufficient resources. For more information, refer to Virtual Server Provisioning.

- **Startup on Recovery** - starts the VS in recovery mode with a temporary login ("root") and password ("recovery").
- **Boot from ISO** - boots the VS from an ISO. You can boot virtual servers from your own ISOs or the ISOs that are uploaded and made publicly available by other users. If you boot a VS from an ISO with the RAM requirement larger than the VS’s RAM, the transaction will fail. Make sure that you have enabled the *Any power action on own virtual servers* and *Allow own virtual servers to boot from ISO* permissions for the user to have access to this feature.

As soon as you boot a VS from the installation ISO, OnApp may lose control of any components (backups, networks, disks) !!! The only available actions will be start and stop a VS. Be aware, that all the contents of the disk may be also deleted.

### 8.1.13 Virtual Server Administrative Options

To manage a virtual server power options:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required virtual server.
3. Click the **Tools** button on the VS's screen to expand the VS Tools menu.
4. The **Tools** menu enables you to perform the following administrative actions on VGS:

- **Reset Root Password** - resets the root password for this VS (the password is displayed in VS Information).

Particular characters are not allowed for Windows-based virtual servers:

- percent sign [%]
- double quotation marks ["]
- brackets [<,>]
- vertical bar [\]
- caret [^]
- ampersand [&]
- parentheses [(,)]

- Change Owner - pops up a dialogue box with a drop-down of all users on the system, enabling you to pass ownership of the VS to the user selected from the list. If you have any recipes or backups for this VS, you will be also prompted to confirm if the recipe/backup should be moved to another user.

- If you want to change an owner of the VS, which was built using an instance type, ensure that the new owner has permission to create VS using instance type and appropriate instance type in the billing plan. Otherwise you will not be able to change the ownership of this VS.

- Note that you cannot change the ownership of a recipe which you do not own, even if it is assigned to your virtual server.
8.1.14 Virtual Server Networks

The Networking menu in the Virtual Servers menu enables you to manage network interfaces, allocate IP addresses and set firewall rules for virtual servers.

8.1.14.1 Configure Virtual Server Network Interface

The Networking > Network Interfaces menu shows the virtual network interfaces allocated to this VS. Network interfaces join the physical network to the VS. When you create a VS a network interface is added automatically. This network interface will be assigned to the existing physical network using a spare IP (IPv4) and will be set primary by default. OnApp supports IPv4 and IPv6. Since not every application supports IPv6, at least one IPv4 address must be allocated to a VS’s primary network interface.

To see the list of all network interfaces allocated to the VS:

1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of the virtual server you’re interested in.
3. Click the Networking tab, then click Network Interfaces.
4. On the page that follows you will see the following fields:

- **Interface** – optional label of the network interface.
- **Network join** – name of the network and a Compute resource or Compute zone this network is joined to.
- **Port speed** – the speed set to the interface.
- **Primary interface** – indication whether the interface is primary or not.

Here you can also view Interface Usage, Edit and Delete network interface (using icon controls) and Add a new network interface using the button at the bottom of the screen.

To add a network interface:

1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of the virtual server you’re interested in.
3. Click the Networking tab, then click Network Interfaces.
4. Click the Add New Network Interface button at the bottom of the screen.
5. On the screen that appears, input values for the following parameters:
   - **Label** – a human-friendly name for the new interface.
   - **Physical Network** – choose a network join from the drop-down menu, which lists network joins assigned to the Compute resource/Compute zone on which the VS runs).
   - **Port speed** – set port speed in Mbps, or make it unlimited.
6. Click the **Submit** button.

To edit network interface label, port speed or set it as primary (if none is marked as primary), click **Edit** icon next to the appropriate network interface. After editing the port speed, the virtual server should be power cycled for the change to take effect.

To delete a network interface, click the **Delete** icon next to the interface you want to delete.

- To run the VS, at least one network interface with an assigned IP address (or addresses) is required!
- To allocate another physical network, add a new network interface.
- In case of network interface replacement for Windows VSs running on Xen Compute resources, the user has to add new network interface, rebuild network, then remove the old network interface and perform network rebuild again.

8.1.14.2 **Rebuild Virtual Server Network**

To rebuild a network join, added to the virtual server (required after allocating new IP addresses):

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of a required VS.
3. On the screen that appears, click the **Tools** button, then click **Rebuild Network**.
4. In the pop-up window, move the **Force Reboot** slider to the right, then select the VS shutdown type.

   During rebuild network, the system tries to reach VS's network interface without rebooting virtual server. Then, if it is not possible, transaction will quit. Force reboot action allows to rebuild VS network with reboot action if live rebuild is impossible. In case the force reboot option is disabled and system can not enter the virtual server, the network rebuild operation will fail.

5. Move the **Required Startup** slider to the right to start up a VS when you’re rebuilding network of a powered off VS.
6. Click the **Rebuild Network** button.

   In case of network interface replacement for Windows VSs running on Xen Compute resources, the user has to add new network interface, rebuild network, then remove the old network interface and perform network rebuild again.
8.1.14.3 Set Virtual Server Firewall Rules

With OnApp you can set firewall rules for the network interfaces of virtual servers. There are two types of firewall rule:

- **ACCEPT** – defines the packets that will be accepted by the firewall
- **DROP** – defines the packets that will be rejected by the firewall

Ensure that the following permissions are enabled before setting firewall rules for your virtual server:

- Create own firewall rules
- Destroy own firewall rules
- Read own firewall rules
- Update own firewall rules
- Update own virtual server
- Read own virtual server

You cannot apply firewall rules to virtual servers which are parts of a blueprint.

To configure a firewall rule:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the VS for which you want to configure a firewall rule.
3. Click the **Networking** tab, then click **Firewall**.
4. On the page that appears, set the following:
   a. Choose the network interface.
   b. Specify if the rule defines requests that should be accepted or dropped.
   c. Set the IP address for which this rule is active.
      - Leave the empty field to apply this rule to all IPs
      - Enter hyphen-separated IPs to apply the rule to an IP range (e.g. 192.168.1.1-192.168.1.10)
      - Enter the IPs with slash to apply the rule to CIDR (e.g. 192.168.1.1/24)
   d. Set the port for which this rule is effective.
      - Leave the empty field to apply the rule to all ports
      - Enter colon-separated ports to apply the rule to a port range (e.g. 1024:1028)
      - Enter comma-separated ports to apply the rule to the list of ports (e.g. 80,443,21)
   e. Protocol type (for ICMP protocol only) - indicate a type of the ICMP protocol (range from 0 to 255)
   f. Choose the protocol (TCP, UDP, DCCP, SCTP or ICMP).
5. Save the rule by clicking the **Add Rule** button. The rule will be saved in the UI, but the transaction won't be started until you click the **Apply Firewall Rules** button.

6. To start the transaction which runs firewall rules for a VS, click **Apply firewall rules** button.

7. Use **Up** and **Down** arrow buttons in the left column to change firewall rule position.

8. To edit or delete a firewall rule click the appropriate icon in **Actions** column.

**Example:**

The **Int1 ACCEPT 122.158.111.21 22 TCP** firewall rule means that the Int1 network interface will accept all requests and packets addressed from 122.158.111.21 using the TCP protocol on port 22.

The **Int2 DROP 122.158.111.21 22 UDP** firewall rule means that the Int2 network interface will reject all requests and packets from 122.158.111.21 using the UDP protocol on port 22.

If you reboot a Xen-based VS from the console, the firewall rules for this VS will be lost, and you will need to update the firewall rules again.

### 8.1.14.4 Virtual Server IP Addresses

In the Networking -> IP Addresses tab you can find the list of assigned IP addresses, allocate new IP addresses and rebuild a network.

**To allocate a new IP Address to the VS:**

1. Go to your Control Panel's **Virtual Servers** menu.

2. Click the label of the virtual server you're interested in.

3. Click the **Networking** tab > **IP Addresses**.

4. Click the **Allocate New IP Address Assignment** button.

5. Select a network interface from the drop-down menu (only the **network interfaces** you added to the VS will be available). The IP Address will be allocated automatically.

6. *(Not available for federated VSs)* As an alternative you can manually select an IP address from the IP Pool associated with the network interface. To enable this option move the **Specify IP Address** slider to the right and choose IP Address from the drop-down list. You may select an IP address that's already assigned to a VS, but only one VS should be online at a time. Use **Please show me used IP Pool, Show only my IPs and Show only IPv6** checkboxes to narrow the list of IP in the drop-down list.

7. Click the **Add IP Address Assignment** button.

8. Click the **Rebuild Network** button to rebuild the network.

You must rebuild the network after making changes to IP address allocations.
To remove an IP address from a VS:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Click the Networking > IP Addresses tab.
4. Click the Delete icon next to the IP address you want to delete.
5. In the pop up window that appears:
   - Choose Delete with Reboot option if you want to reboot a VS and rebuild the network immediately after deleting the IP address. After choosing the Delete with Reboot option you will be redirected to the VS's Overview page.
   - Choose Delete without Reboot option if you don't want to reboot a VS. In this case to apply the changes, you will have to the reboot the VS additionally.

You can't delete an IP address that is in use.

8.1.14.5 Display Network Speed for Network Interfaces on Virtual Server Page
The main Virtual Servers screen displays the network speed of each VS’s primary network interface. To see the speed of all interfaces assigned to a VS:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you are interested in.
3. Click the Networking > Network Interfaces tab.
4. On the screen that appears, the Port Speed column shows the network speed of the network interface.

8.1.14.6 Edit Virtual Server Network Speed
To edit a virtual server's network speed:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you want to change.
3. Go to the Network tab-> Network Interfaces.
4. In the Actions column click the Edit button.
5. Change the port speed.
6. Click the Submit button to save changes.
8.1.15 Virtual Server Disks

Virtual server storage is provided by disks. A disk is a partition of a data store that is allocated to a specific virtual server. Disks can be assigned as standard or swap disks (there are no swap disks for Windows based templates). They can also be set as primary (that is, the disk from which an OS will boot).

You can also utilize incremental backups. For details, see Virtual Server Backups section of this guide.

Managing disks for the entire cloud is handled through the Control Panel's Settings menu. Disks for individual virtual servers are managed through the Control Panel's Virtual Servers menu, where you can:

- See the list of disks allocated to this VS
- Add a new disk
- Resize a disk
- Migrate a disk
- Check disk usage statistics (IOPS)
- Delete a disk
- Back up disks
- View disk backup schedules
- Schedule disk for backups

Do not create multiple partitions on one disk for virtual servers. OnApp Control Panel supports only one partition per disk. In cases when you change disk partition, the CP might lose control of such a disk and the VS associated with it. If required, create additional disks instead.

8.1.15.1 Add Disks to Virtual Servers

Adding a disk to a virtual server will require that VS should be rebooted. If a VS is running when you try to add a new disk to it, you'll be asked to confirm the reboot. To add a disk to a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click a VS's label to open its details screen.
3. Click the Storage tab > Disks.
4. Click the "+" button or the Create Disk button.
5. Fill in the details:
   - Specify disk label.
   - Choose the data store to create a disk on from the drop-down list.
Move the slider to the right to specify the desired disk size.

The disk size should not exceed 2 TB when a new disk is added. You can later resize the disk if you need it to be larger than 2 TB.

- Move the **Hot Attach** slider to the right if you want to enable disk hot attaching. In this case virtual server will not be stopped when adding a disk. Hot attach option is only available for KVM 6/ CentOS 6 virtual servers.

- Move the **Swap Space** slider to the right if this disk is swap space.

- Move the **Require Format Disk** slider to the right if this disk requires formatting.

- Move the **Add to Linux FSTAB** slider to the right if the disk should be added to Linux FSTAB (for Linux virtual servers).

- Specify its mount point. The maximum length of a Mount Point is 256 characters. Spaces are not allowed. No more than one slash is allowed. If the mount point is not specified the default mount point will be used:

  ```
  /mnt/onapp-disk-#{disk.identifier}
  ```

- Tick the **Add to FreeBSD FSTAB** checkbox if the disk should be added to FreeBSD FSTAB (for FreeBSD virtual servers).

- Indicate the **file system** - ext3 or ext4 - for Linux based VS.

6. Click the **Add Disk** button to finish.

**Restrictions:**

- If you choose a Solidfire data store, the minimum disk size will be regulated by Solidfire Data Store Zone settings.

- If virtual server and the control panel server belong to different networks, the hot attach transaction will fail.

- If an additional disk has been created without the **require format disk** option and formatted/partitioned in another way, resize disk action may work incorrectly. Use the **require format disk** option when creating an additional disk, otherwise use disk resize option at your own risk.

- Make sure to enable **require format disk** option when you add a new VS disk. Otherwise taking normal backups for your additional disk might fail.

- To be able to take incremental backups for virtual server’s disk, you must mount this disk to FSTAB (either Linux or FreeBSD) and specify the proper mount point manually.

- You cannot back up Swap disks.

- When you add a new disk to a virtual server, it automatically becomes available to that server.
8.1.15.2 Edit Virtual Server Disks

Primary and Swap disks
For primary and swap (Linux, FreeBSD) disks you may only change the label and the size. You can easily resize disks when needed. The resize will fail if your current usage is greater than the new size you request. Note, that any changes on disk size will lead to reboot of your VS.

To change disk size:
1. Go to your Control Panel's Virtual Servers menu.
2. Make sure your virtual server is powered off, then click its label to open its details screen.
3. Click the Storage tab -> Disks.
4. Click the Actions button next to the disk you want to change, then click the Edit link.
5. Enter a new disk label and size in GB in the fields provided.
6. Click the Save Disk button.

- You cannot decrease size of Integrated Storage data store disks.
- You cannot decrease disk size for Windows-based and FreeBSD-based virtual servers. Only the increase disk size option is available.
- You cannot resize the primary disk for FreeBSD-based virtual servers.
- Decreasing disk size for Linux-based virtual servers may lead to filesystem inconsistencies. Make sure you have current backups before proceeding.
- If disk file system can not be detected (disk has more than one partition or some special partition table/file system), you can only increase disk physical volume size.

New disks
For new disks - those which were added after the virtual server was created - you can edit the following:

<table>
<thead>
<tr>
<th>Linux</th>
<th>Windows</th>
<th>FreeBSD</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Label</td>
<td>• Label</td>
<td>• Label</td>
</tr>
</tbody>
</table>
8.1.15.3 Migrate Virtual Server Disks

You can migrate disks of your virtual servers to other data stores, which are allocated to the same Compute resource. Unlike VS migration – disk migration requires reboot of the VS (despite the template it is based on).

To migrate a disk:

1. Go to your Control Panel's Virtual Servers menu.
2. Make sure your virtual server is powered off, then click its label to open its details screen.
3. Click the Storage tab > Disks.
4. Click the Actions button next to the disk you want to move to another data store, then click the Migrate button.
5. On the screen that appears, select a target data store from a drop-down box.
6. Click Start Migrate.

- You can only migrate disks to data stores in data store zones assigned to your billing plan.
- You cannot migrate a disk to a data store with less capacity than the disk size.
- Thin provisioning disks become thick provisioned after a disk migration. For example, if you
use thin storage and move a 850GB disk between aggregates with 10GB actual usage, the ‘dd’ image of the local volume manager will take 850GB space, because the entire local volume manager is copied, including zero ‘d space which may not be able to be recovered.

8.1.15.4  Delete Virtual Server Disks

To delete a disk:
1. Go to your Control Panel’s Virtual Servers menu.
2. Make sure your virtual server is powered off, then click its label to open its details screen.
3. Click the Storage -> Disks tab.
4. Click the Actions button next to the disk you want to delete, then click Delete.
5. In the pop-up window, move the Force Reboot slider to the right, then select the VS shutdown type.
6. Move the Required Startup slider to the right to start up the VS automatically after the network is rebuilt.

Steps 5 and 6 apply to disks of VSs that are on.

7. Click the Destroy Disk button.

This will schedule the "destroy disk" transaction.

8.1.16  Virtual Server Backups

This document provides the information how backups are implemented in OnApp, and aims at helping to design backup strategy for your cloud.
8.1.16.1 Types of backups

OnApp allows you to create two backup types: normal and incremental.

<table>
<thead>
<tr>
<th>Normal</th>
<th>Incremental</th>
</tr>
</thead>
<tbody>
<tr>
<td>The full copy of target data that is stored in an archive, whether it has changed or not.</td>
<td>Only the changes made after the last backup are archived instead of backing up the whole target.</td>
</tr>
<tr>
<td>Auto-backups are created per disk.</td>
<td>Auto-backups are created per virtual server.</td>
</tr>
</tbody>
</table>
The backup type is configured at Settings > Configuration > Backups/Templates menu. If you tick the Allow incremental backups checkbox, the incremental backups will be enabled for your cloud. Otherwise, if this box is disabled, normal backups will be created for your cloud.

How do incremental backups work?

Incremental backups only copy files that have changed since the last backup. The benefit is that incremental copies take less space than full backups. Be aware that when you want to perform a complete restore, the most recent full backup and all of the subsequent incremental copies must be restored.

For example, we have a disk with three files: File1 - 3Gb, File2 - 2Gb, File3 - 4Gb

- The first backup will be a full backup of 9 GB (sum of all files). If you decide to take another incremental backup soon thereafter, the backup size will 0, as the files have not been changed since the first backup. However if your backup has complicated directory structure, it could be more than 0, as file system could store some system data.

- If you delete File2, the target size will now be 7Gb. The subsequent incremental backup size will be 0, as new data has not been added.

- If you add File4 of 4 GB size, the subsequent incremental backup will equal 4 GB (the size of new data added).

- If you increase File3 disk size to 6 GB, the subsequent incremental backup size will equal 6 GB, although the target is increased by 3 GB. This happens because the incremental system takes the update of the existing file as the deletion of the existing file and adding the new file with the same name (the first version of File3 has been deleted and the new one with 6GB size has been added).
The following table shows what backups are supported by a VS depending on its type, virtualization or OS:

<table>
<thead>
<tr>
<th></th>
<th>Normal backup</th>
<th>Incremental backup</th>
<th>Convert to template</th>
</tr>
</thead>
<tbody>
<tr>
<td>BaremetalServer</td>
<td>no</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>EdgeServer</td>
<td>no</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>StorageServer</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>LoadBalancer</td>
<td>no</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>SmartServer</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>KVM, XEN</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>VMware</td>
<td>snapshot</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>Windows</td>
<td>yes</td>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>*nix</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>CloudBoot / IS</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>SolidFire</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
</tbody>
</table>

8.1.16.3 Manual / Auto-backups

You can take backups manually or automatically.

- **Manually** - the user logs into OnApp CP and clicks the “Take backup” button when required.

- **Automatically** - the user enables backup schedule (daily, weekly, monthly, yearly). There are two types of auto-backups that supplement each other: auto-backup presets and schedules. Auto-backup presets are a simple way to set up an automatic backup schedule when virtual servers are created. Once configured globally for the cloud, they can be applied to a VS automatically when
the Automatic Backups Required box is checked during VS creation. A number of preset backup time periods are available (daily, weekly, monthly and annual backups) which are configured further by specifying how often each backup is taken. So, for example, you can set up automatic backups every 2 days, every 1 month, or even every 12 months (the same as every 1 year). Each type of backup can be enabled or disabled.

Schedules are created either per virtual server or per disk depending on the backup type set in your cloud settings:

- If you are using normal backups, the schedules are created per disk.
- If you are using incremental backups, the schedules are created per virtual server.

Schedules allow configuring that auto-backups run for specific VSs only, at a particular date and time.

The combination of Auto-backup Presets and Scheduled VS backups provides a great deal of flexibility in the way backups are handled for the cloud, and for individual VSs. Auto-backup Presets can be applied to all new VSs added to the cloud. Scheduled VS backups enable specific backups to be scheduled for individual VSs, outside of the auto-backup pattern.

For the instructions on setting up auto-backups, refer to the following docs:

- Schedules Settings
- Auto-backup Presets Settings

8.1.16.4 Where backups are stored

Depending on the cloud configuration and the backup scheme, the backups are stored at different locations. See the illustration below for the explanation.
Abbildung 1 Where backups are stored.

* - make sure to share the location on compute resources where backups are stored between all compute resources in a zone.

**Normal:**

- If you have an SSH File transfer server configured in Settings > Configuration menu, the backups are stored on this SSH file transfer server.
- If you have added one or more backup servers, all backups will be stored on these servers.
- If there is more than one backup server, backups are stored on the server according to the balancing scheme.
- If you have no backup servers in the cloud, the backups are stored on compute resources.

**Incremental:**

- If you have added one or more backup servers, all backups will be stored on these servers.
- If there is more than one backup server, backups are stored on the server according to the balancing scheme.
- If you have no backup servers in the cloud, the backups are stored on compute resources.

You can also use dedicated CloudBoot backup servers in your cloud. Please refer to the Create CloudBoot Backup Server for details.

8.1.16.5 Backup server balancing

Backups can be saved either to a Compute resource or to a dedicated backup server. When saving a backup, the system calculates if user has enough physical/billing plan resources to save a backup in the selected destination.

When saving a backup to a Compute resource, the system does not check if Compute resource has enough disk space to save a backup and only checks if user has enough billing plan limits.
When saving a backup to a dedicated backup server, the system checks both disk space and billing plan limits.

The choice of a specific backup server on which a backup will be performed is called backup server balancing. When you send a command to take a backup, the system schedules a corresponding transaction and when the transaction is launched, the system will reassign it to the most appropriate backup server.

OnApp supports two backup types: normal and incremental, each of them having its own procedure of selecting the most appropriate server to take a backup:

For Normal Backups the system will follow the sequence below to take a backup:

1. Check which backup servers are assigned to this location group
2. Which of them are available to the user
3. Which of those have enough space and billing plan limits. Free disk size on a target must be at least equal to the disk’s size for which the backup is taken.
4. From those remaining, the most appropriate backup server will be the one with the smallest count of “take backup” transactions at the moment of the check
5. If for several backup servers this quantity is equal (0, 1, 2, ...n), the backup server with the lowest load (highest cpu_idle parameter) will be selected as the most appropriate

In case of Incremental Backups, the server for the first full backup will be selected the same as for normal backups:

1. Check which backup servers are assigned to this location group
2. Which of them are available to the user
3. Which of those have enough space and billing plan limits. Free disk size on a target must be at least equal to all VS disk size.
4. From those remaining, the most appropriate backup server will be the one with the smallest count of “take backup” transactions at the moment of the check
5. If for several backup servers this quantity is equal (0, 1, 2, ...n), the backup server with the lowest load (highest cpu_idle parameter) will be selected as the most appropriate

All consequent backups will be performed at the same backup server as long as it is available and has enough storage space. If not - the alternative backup server will be selected following the principle described above.

For the instructions on setting up backup servers, refer to the following docs:

- Backup Servers Settings
- Edit Backups/Templates Configuration
8.1.16.6 Backup limits in billing plans

Billing plans allow you to set limits for backups for a user who is signed up with this plan.

If the backups are stored on compute resources or an SSH file transfer server, the Templates, ISOs & Backups Storage and Backups User VS Limits can be applied:

- free disk space for backups
- the total amount of disk space
- the number of backups users can create for free
- the maximum number of backups

If the backups are stored on backup servers, you can set the Backups and Backup Disk Size Backup Server Zones limits:

For auto-backups

- free disk space for backups
- total amount of backup server space

For manual backups

- free disk space for backups
- total amount of backup server space
- the amount of backups users get for free
- the total amount of backups

Please also set the Backups max limit to 0 in the User VS limits if you store the backups on backup servers.

For the instructions on setting up backup limits, refer to the following doc:
- Set Billing Plan Prices And Resource Limits

8.1.16.7 View Virtual Server Backups

To view the list of virtual server's backups:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required virtual server.
3. Click the Backups tab, then select the appropriate backup type:
   - Images - full backups
   - Files - incremental backups
4. On the screen that appears, you'll see a list of virtual server backups sorted by category.

5. Click the label of the required virtual server backup to see the following tools - restore backup, delete backup, convert it to template and add/edit note:

![Backup Screen]

8.1.16.8 Take Virtual Server Backup

To take an incremental backup:

1. Go to your Control Panel's Virtual Servers menu.

2. Click the label of the server you want to back up.

3. Click the Backups tab, then select Files. You'll see a list of the disks allocated to that virtual server.

4. Click the Actions icon next to a disk you want to take a backup of, then click Backup. You'll see a list of all the backups taken and pending for that virtual server sorted by category.

5. To take a backup, click the Take a Backup button at the end of the list.

Backups in the OnApp Control Panel are associated with a particular user instead of being associated with a virtual server. To view the list of user backups, refer to View User Backups section.

Template extraction is performed during server provisioning or taking a backup when using a particular template. To prevent template from being used in other transactions during extraction, template is locked during the extraction and unlocked on accomplishment. If other transaction tries to use the locked template, it will fail after 5 minutes of standby. Transaction which locked template and failed, means that extracted template is broken.

Storing scheme:

- template /onapp/templates/your_template.tgz
- extracted template /onapp/backups/templates/your_template
- locked template /onapp/backups/templates/your_template.lock
8.1.16.9  Take Virtual Server Disk Backup

To back up a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the server you want to back up.
3. Click the Storage tab → Disks. You'll see a list of the disks allocated to that virtual server.
4. Click the Actions icon next to a disk you want to take a backup of, then click Backup. You'll see a list of all the backups taken and pending for that disk, along with the tools to restore backups, delete them, and convert them to templates.
   - To make a backup, click the Take a Backup button at the end of the list. You may add a note and also Force Windows Backup
   
   This option for Windows virtual servers is designed as a last resort, when the backup cannot be taken due to NTFS file system problems.
   Switching this option will bring up a dialog box with the following message: "If you enable this option there is no guarantee that backup will be consistent."
   Select "Yes" to proceed

   - To restore a backup, click the Restore link next to the backup you want to revert to.
   - To convert a backup into the custom template, click Convert to Template link next to the backup (see Create custom templates).

Backups in the OnApp Control Panel are associated with a particular user instead of being associated with a virtual server. To view the list of user backups, refer to View User Backups section.

8.1.16.10  Convert Virtual Server Backup to Template

To convert virtual server backup to template:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required virtual server.
3. Click the Backups tab, then select the appropriate backup type:
   - Images - full backups
4. On the screen that appears, click the **Actions** icon next to the backup and choose the **Convert to Template** (see Create custom templates).

### 8.1.16.11 Restore Virtual Server Backup

To restore a backup:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required virtual server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, click the **Actions** icon next to the backup you want to revert to and choose **Restore**.

### 8.1.16.12 Delete Virtual Server Backup

To delete a backup:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required virtual server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, click the **Actions** icon next to the backup you want to remove and choose **Delete**.

### 8.1.16.13 Add Virtual Server Backup Note

To edit virtual server backup's note:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required virtual server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, click the **Actions** icon next to the required backup and choose **Add Note**. Make necessary changes and click **Submit**.
8.1.17 Virtual Server Backup Schedules

Schedules screen lists virtual servers' scheduled backup. Depending on the backup type set in your cloud settings, schedules are created either per virtual server or per disk. To view all backup schedules in the cloud, see Schedules Settings.

8.1.17.1 View Virtual Server Backup Schedules

To view the list of backup schedules for a particular virtual server:

If normal backup options is selected for the cloud:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Click the Storage tab, then select Disks.
4. On the screen that appears, click the Actions button next to the disk you want to back up, then select Schedule for Backups.
5. On the screen that appears, you will see the list of backup schedules along with their details:
   - *Date* - time when the schedule was created
   - *Target* - server or disk for which the schedule was created (depending on the backup type)
   - *Action* - scheduled action
   - *Frequency* - how frequently the backup will take place according to the period set. For example, frequency of 2 and a period of days will take a backup every 2 days
   - *Period* - backup period: days, weeks, months or years
   - *Rotation period* - number of backups after which the first backup will be deleted

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - *Next Start* - the date and the hour of the next backup
   - *User* - user who created the backup schedule
   - *Status* - schedule status

If incremental backup option is selected for the cloud
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Select Backups > Schedules tab, or click Auto-backups under the Options section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules along with their details:
   - **Date** - time when the schedule was created
   - **Target** - server or disk for which the schedule was created (depending on the backup type)
   - **Action** - scheduled action
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted
   - **Next Start** - the date and the hour of the next backup
   - **User** - user who created the backup schedule
   - **Status** - schedule status

**8.1.17.2 Create Virtual Server Backup Schedule**

In addition to the system auto-backup presets, you can schedule backups of virtual servers (VS disks) as required. For example, you can set up a schedule to back up your disks once a week.

The combination of Scheduled VS backups and **Auto-backup Presets** provides a great deal of flexibility in the way backups are handled for the cloud, and for individual VSs. Auto-backup Presets can be applied to all new VSs added to the cloud. Scheduled VS backups enable specific backups to be scheduled for individual VSs, outside of the auto-backup pattern.

Depending on your cloud settings, you can schedule either normal or incremental backup schedules:
- Adding normal backup schedule
- Adding incremental backup schedule

**Adding a normal backup schedule**

To add a normal backup schedule:
1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you want to schedule a backup for.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.
5. On the screen that follows, click the **New Schedule** button.
6. Specify schedule details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
- **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).

- **Rotation period** - number of backups after which the first backup will be deleted.


Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

- **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

7. Click the **Save** button to finish.

**Adding an incremental backup schedule**

1. Go to your Control Panel's **Virtual Servers** menu.

2. Click the label of the virtual server you want to schedule a backup for.

3. Click the **Backups** tab, then choose **Schedules**, or click **Auto-backups** under the **Options** menu to view incremental backup schedules only.

4. Click the **New Schedule** button.

5. On the screen that appears, specify new schedule’s details:

   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   
   - **Rotation period** - number of backups after which the first backup will be deleted.

   - **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

6. Click the **Save** button to finish.

**8.1.17.3 Edit Virtual Server Backup Schedule**

**To edit a normal backup schedule:**

1. Go to your Control Panel's **Virtual Servers** menu.

2. Click the label of the virtual server you want to schedule a backup for.

3. Click the **Storage** tab, then select **Disks**.

4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.
5. Click the **Edit** icon next to a schedule to change its details.

6. Specify schedule details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted. Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.
   - **Enabled** - move the slider to enable or disable the schedule

7. Click the **Save** button to finish.

**To edit an incremental backup schedule:**

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you’re interested in.
3. Select **Backups > Schedules** tab, or click **Auto-backups** under the **Options** menu to view incremental backup schedules only.
4. Click the **Edit** icon next to a schedule to change its details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted. This parameter is for incremental backup schedules only.
   - **Enabled** - move the slider to enable or disable the schedule
5. Click the **Save** button to save your changes.

**8.1.17.4 Delete Virtual Server Backup Schedule**

**To delete a normal backup schedule:**

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you’re interested in.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk with a backup schedule, then select **Schedule for Backups**.

5. Click the **Actions** icon next to the schedule you want to remove, then choose **Delete**.

**To delete an incremental backup schedule:**

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you’re interested in.
3. Select **Backups > Schedules** tab, or click **Auto-backups** under the **Options** section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules.
5. Click the **Actions** icon next to the schedule you want to remove, then choose **Delete**.

---

**8.1.18 Virtual Server Statistics**

For your convenience, the system tracks VS performance and generates statistics on:

- **Virtual Server CPU Utilization**
- **VS Billing statistics**
- **Interface Usage**
- **Virtual Server Disk IOPS Statistics**
- **Accelerated Virtual Server Statistics**

**8.1.18.1 Virtual Server CPU Utilization**

OnApp tracks CPU usage for virtual servers and generates charts that help analyze VS performance.

The charts show the total CPU usage for all the cores of this particular VS for a specified time period.

The vertical axis shows the CPU usage percentage (CPU percentage is the core-independent quantity). The horizontal axis defines a time period.

To see CPU usage statistics:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you’re interested in.
3. Click the **Overview tab > CPU Usage**.
4. On the screen that appears, the top chart shows CPU usage for the last 24 hours. The bottom chart shows usage for the last three months (if there is enough data). If there is less data available, the chart will show utilization for the time available.
5. Move the **Show in My Timezone** slider to the right if you want to show bandwidth statistics according to your profile’s timezone settings.

6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

---

To see what percentage of Compute resource CPU resource a VS takes, go to your Control Panel’s **Virtual Servers** menu and click the label of the VS you’re interested in. On the screen that appears, the CPU(s)/Shares parameter displays the amount of CPU resource given to this VS.

---

### 8.1.18.2 Virtual Server Billing Statistics

OnApp has a record of all the charges applied to your VSs for the last three month period. If a virtual server was created less than three months ago, statistics are recorded for the VS’s existence to date. You can view all statistics available, or those for a shorter period by setting a Start and End time.

To view billing statistics for a virtual server:

1. Go to your Control Panel’s **Virtual Servers** menu.
2. Click the label of the virtual server you’re interested in.
3. Click the **Overview** -> **Billing Statistics** tab.
4. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button. By default the statistics are generated for the last three months or the actual VS existence period.
5. Move the **Show in my Timezone** slider to the right if you want to view billing statistics according to your profile’s timezone settings. By default, billing statistics is shown in UTC.
6. On the page that appears:

- *Date* – particular date and time for the generated statistics
- *Users* – the virtual server owner. Click the owner name to see the User Profile (user details)
- *Virtual Servers* – the virtual server name with the total due for VS resources (CPU priority, CPUs, memory and template resources) for the point of time specified in the *Date* column.
o *Network Interfaces Usage* – the total due for the network interfaces used by this VS for the point of time specified in the Date column. Click the network interface name to see its details.

o *Disks Usage* – the list of disks assigned to this VS with the total due for the disk space resources (disk size, data read/written, reads/writes completed) for the point of time specified in the Date column. Click the disk name to see its details.

o *Costs* – the total due for the Virtual Servers, Network Interfaces and Disks resources at the point of time specified in the Date column.

Scroll down to see Total Amount (the total due for the whole billing statistics period).

### 8.1.18.3 Virtual Server Network Interface Statistics

OnApp tracks network usage for virtual servers and generates charts that help analyze network performance. To see network utilization statistics for a virtual server:

1. Go to your Control Panel's *Virtual Servers* menu.
2. Click the label of the virtual server you're interested in.
3. Click the **Networking -> Network Interfaces** tab.
4. Click the **Statistics** (chart) icon next to the network you're interested in.
5. On the screen that appears, the top chart shows bandwidth usage in megabits per second (Mbps) for the last 24 hours. The bottom chart shows usage for the last three months.
6. To zoom into a time period, click and drag in a chart. Click the **Reset zoom** button to zoom out again.
7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

### 8.1.18.4 Virtual Server Disk IOPS Statistics

The system tracks IOPS (Input/Output Operations per Second) for virtual servers and generates charts that help analyze VS disk performance. To see IOPS for a virtual server:

1. Go to your Control Panel's *Virtual Servers* menu.
2. Click the label of the virtual server you're interested in.
3. Click the **Storage -> Disks** tab.
4. Click the **Actions** button next to the required disk, and then choose **IOPS**.
5. There are four charts on the screen that appears:
   - IOPS for the last hour
   - IOPS for the last 24 hours
   - Data written/read for the last 24 hours
   - Data written/read for the last hour

6. To zoom into a time period, click and drag in a chart. Click the Reset Zoom button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the Apply button.

The OnApp API allows you to limit the Hourly IOPS and Hourly data by setting the limit=N parameter, where the N variable is the number of hours for which the charts will display the info.

8.1.18.5 Accelerated Virtual Server Statistics

This page provides the information on how you can view bandwidth statistics and cache utilization statistics of accelerate-enabled virtual server.

On this page:
- Bandwidth Statistics
- Cache Utilization Statistics

Bandwidth Statistics

To see the bandwidth statistics:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the accelerate-enabled virtual server you're interested in.
3. Click the **Overview** tab > **inviCDN Reporting**.
4. On the screen that appears, the first chart shows bandwidth statistics. The default period is the last week.
5. Specify the period in the From and To fields and click the **Apply** button. The report that appears will show the total/cached/non-cached statistics.
6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

**Cache Utilization Statistics**

To see the cache utilization statistics:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the accelerate-enabled virtual server you're interested in.
3. Click the **Overview** tab > **inviCDN Reporting**.
4. On the screen that appears, the second chart shows cache utilization statistics. The default period is the last week.
5. Specify the period in the From and To fields and click the **Apply** button. The report that appears will show the number of pages cached on the Edge (hits) as well as the number of misses - the pages which are not cached.
6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

**8.1.19 Virtual Server Integrated Console**

OnApp includes an integrated VNC console that gives users direct access to their virtual servers through the OnApp Control Panel, if their user role permits. Administrators can access all virtual server consoles for support and troubleshooting purposes.

The console connects the user's browser to the VNC port made available via the Compute resource for the guest console. Both the administrator and the end user web UIs offer a console connection, regardless of the OS.

To access the virtual server VNC console via the control panel interface:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you're interested in.
3. On the screen that appears, click the **Console** button in the upper menu.
For HTML5 console, use the Re-connect button if the connection got lost:

- If console running in normal state, pressing re-connect button will cause disconnect, and it will be re-connected automatically after 1.5 seconds.

- If console got stuck, pressing re-connect button will send all the information once again and will re-connect without page reload.

- If console got disconnected with any status code, and red lane with error message revealed, it will be re-connected automatically after 1.5 seconds.

To switch from HTML5 to Java console, go to Settings > Configuration menu.

### 8.1.20 Virtual Server Transactions and Logs

The system records a detailed log of all the transactions happening to your virtual servers. The list of transactions logged by the system includes:

- Provision virtual server
- Startup virtual server
- Stop virtual server
- Resize virtual server without reboot
- Configure Operating System
- Build disk
- Resize disk
- Format disk
- Destroy disk
- Take backup
- Convert backup
- Restore backup
- Destroy backups
- Destroy virtual server
- Destroy template
- Download template
- Update firewall

To view transactions for a virtual server:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. The details screen for that virtual server shows recent transactions in the Activity Log section. To cancel pending tasks, click the Cancel All Pending Tasks for this virtual server button.

You can also view the details of a particular log item by clicking its Ref number. The page that loads shows the log output and the following details:

- **date** - time in the [YYYY][MM][DD][hh][mm][ss]Z format
- **action** - the action name
- **status** - the action status (Complete, Warn, Pending, or Failed)
- **ref** - the log item's Ref number
- **target** - the action target
- **started at** - the time when the action was started
- **completed at** - the time when the action was completed
- **template** - template of the server the action refers to
- **compute resource** - the label of compute resource
- **initiator** - the user who initiated the action

If you want to see only the detailed output, you can hide log info with the arrow button in the upper right corner.

### 8.1.21 Virtual Server Recipes

To manage virtual server recipes:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the server you're interested in.
3. Click the Overview tab, then choose Recipes.
4. The screen that follows shows details of all the recipes in the cloud:
• The left pane shows the list of available recipes organized into recipe groups.
• The right pane displays the list of events to which the recipes can be assigned to. Click the arrow button next to event to expand the list of recipes assigned to it.

**Assign recipe**
Use drag and drop feature to assign recipe to a desired event.

You can assign virtual server recipes to the following events:
• *VS provisioning* - run the recipe during VS provisioning
• *VS network rebuild* - run the recipe when rebuilding a network
• *VS disk added* - run the recipe when adding a disk
• *VS network interface added* - run the recipe when adding a network interface
• *VS disk resized* - run the recipe when resizing a VS disk
• *VS resize* - run the recipe when resizing a VS

**To use drag and drop:**
1. Click the arrow button in front of the required event to unfold it.
2. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.

**Remove recipe**
To remove recipe:
1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the Delete button next to the recipe you want to remove.

### 8.1.22 Virtual Server Recipe Custom Variables

You can define custom variables for particular virtual servers. Each custom variable is a name-value set that can be used during the virtual server recipe implementation. Custom variables are set on a per server basis. You can create custom variables during the virtual server creation or via the virtual server **Overview** menu.

To create a new custom variable:
1. Go to your Control Panel’s **Virtual Servers** menu.
2. You’ll see a list of all virtual servers in your cloud. Click the name of a virtual server for which you want to create a variable.
3. On the virtual server details screen, click the **Overview** tab, then choose **Recipes Variables**.
4. On the screen that appears, click the "+" button.
5. Specify the recipe name and its value.
6. Move the Enabled slider to the right to allow use of this recipe.
7. Click Save.

To edit a custom variable, click the Edit icon next to the required variable and change its details.

To delete a custom variable, click the Delete icon next to the variable you want to remove. You will be asked to confirm the deletion.

It is possible to set custom variables for image templates, as well as for virtual servers. Note: virtual server custom variables will always overlay template custom variables.

8.2 ISO Virtual Servers

OnApp introduces ability to build a virtual server from ISO. Such virtual servers are based on specific ISO templates which you upload to the cloud.

- It is required that you perform additional network configuration during ISO installation. For more information refer to Confirmation step of ISO VS creation wizard.
- Creating a server from ISO is applicable for virtual and smart servers only.
- Upload the required ISO first to the cloud before creating a server based on it.

On this page:
- View ISO Virtual Servers
- View ISO Virtual Server Details
- View ISO Virtual Server Transactions and Logs

See also:
ISOs
Create ISO Virtual Server
Manage ISO Virtual Servers
ISO Virtual Server Networks
8.2.1 View ISO Virtual Servers

To view all virtual servers deployed in the cloud:

1. Go to your Control Panel's Virtual Servers menu to see an overview of all virtual servers in the cloud.

2. The page that loads will show the list of VSs together with their details on OS, Disk size, RAM as well as the following:
   - **label.** Click the label to see the VS details.
   - **VIP status** (enabled or disabled). If a compute resource fails or reboots, the system migrates virtual servers to another compute resource, one VS at a time. The order VSs are migrated in is random. However, you can give a virtual server "VIP" status, and this will give that VS priority in the migration queue. Click the icon to enable/disable VIP status of a particular VS.
   - **IP addresses.** If more than one IP address is assigned to this VS, mouse over the information icon to see the list of IP addresses.
   - **compute resource.** The label of compute resource with which VS is associated. Click a compute resource label to see its details.
   - **user.** The owner of this VS. Click the user name to see the owner details.
   - **power status.** Click the on/off buttons to change the status.

3. Click the Actions button next to the VS for the quick access to the list of VS actions (the list of actions displayed depends on the VS status):

   1. **Reboot a VS**
   2. **Recovery reboot**
   3. **Power off a VS**
APPLIANCES - ISO VIRTUAL SERVERS

8.2.2 View ISO Virtual Server Details

To view details of a specific virtual server:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. The screen that appears loads the VS properties, notes, activity log and tools for managing your VS.

VS properties page gives general overview of the VS details:
- Template this VS is built on
- **VIP status** (on/off). Click the icon to change the status.
- **Power status** & On/Off/Reboot buttons.

Clicking the OFF button performs graceful shutdown and then powers off the virtual server after the timeout set in Configuration settings.

- **Built from ISO**. Green tick indicates that this VS is built from ISO.
- **Compute resource**. Click the Compute resource name to see its details.
- **Location group**. Click the location to view the details of the location group with which the VS is associated.
- **Owner**. Click the owner name to see its details.
- **IP Addresses.** Only the first five IP addresses are displayed on the virtual server properties page. To view the list of all virtual server IP addresses, mouse over IP addresses area or go to the Networking > IP addresses tab.

- **Boot from CD** - move the slider to the right to boot a VS from the location where ISOs are stored. If this slider is disabled, then VS will be booted from the disk where VS is provisioned.

### 8.2.3 View ISO Virtual Server Transactions and Logs

The system records a detailed log of all the transactions happening to your virtual servers. The list of transactions logged by the system includes:

- Provision virtual server
- Startup virtual server
- Stop virtual server
- Resize virtual server without reboot
- Configure Operating System
- Build disk
- Resize disk
- Format disk
- Destroy disk
- Destroy virtual server
- Destroy template
- Download template
- Update firewall

To view transactions for a virtual server:

1. Go to your Control Panel’s **Virtual Servers** menu.
2. Click the label of the virtual server you’re interested in.
3. The details screen for that virtual server shows recent transactions in the **Activity Log** section.
To cancel pending tasks, click the **Cancel All Pending Tasks for this virtual server** button.

You can also view the details of a particular log item by clicking its Ref number. The page that loads shows the log output and the following details:

- **date** - time in the [YYYY][MM][DD][T][hh][mm][ss]Z format
- **action** - the action name
- **status** - the action status (Complete, Warn, Pending, or Failed)
- **ref** - the log item's Ref number
- **target** - the action target
- **started at** - the time when the action was started
- **completed at** - the time when the action was completed
- **template** - template of the server the action refers to
- **compute resource** - the label of compute resource
- **initiator** - the user who initiated the action

If you want to see only the detailed output, you can hide log info with the arrow button in the upper right corner.

### 8.2.4 Create ISO Virtual Server

ISO virtual servers are created from the ISOs uploaded to the Control Panel and saved as specific ISO templates. The ISOs are uploaded at the **Control Panel > Templates** menu. For more information, refer to the **Upload ISOs** section of this guide.

To create a virtual server from the ISO:

1. Go to your Control Panel's **Virtual Servers** menu and click the "+" button, or click the **Create Virtual Server** button at the bottom of the screen. This will start a VS creation wizard.
2. Fill in the wizard step by step. Each of these steps is described in the corresponding sections below.
3. Click the **Create Virtual Server** button to start the creation process. You will be taken to the virtual server details screen.

It is required that you perform additional network configuration during ISO installation. For more information refer to **Confirmation** step below.
8.2.4.1 Step 1 of 4. Templates

8.2.4.2

At this step, choose a specific ISO template from which your virtual server will be built. To choose a template:

1. Click the ISO template group.
2. Select the template.
3. Click Next.

Proceed to the following step of the wizard and specify the virtual server properties.
8.2.4.3 Step 2 of 4. Virtual Server Properties

At this step you need to indicate your virtual server’s properties. Specify the following virtual server properties:

- **Label** - the label of the virtual server. The required parameter.

Click **Next** to proceed to the following step of the wizard to specify the virtual server resources.

8.2.4.4 Step 3 of 4. Resources

At this step, you can choose to create the virtual server either by selecting a predefined instance type or by setting your virtual server’s resources, such as disk size, network configuration and other manually.

- A VS created using instance types is called a **Instance Type VS**.
- A VS created by setting resources manually is called a **custom virtual server**.

Depending on the permissions, this step will display either **Instance Types** or **Create your own** tabs, or both of them.

You are forwarded to the next step from the tab you are currently on. If you select an instance type and then click on the **Create Your Own** tab and proceed to the next step, the system will set the resources from the **Create Your Own** tab even if you did not configure any resources there.

**Resources**

**Instance Types**

Note that Instance Type VSs can only be created on compute resources within compute
zones where all compute resources are assigned the same amount of CPU units. If there are compute resources with different amount of CPU units set in a zone, it will not be possible to create Instance Type VSs in such zones. The reason is that CPU priority for Instance Type VSs in this configuration cannot be set to 100%, which is the default value for such virtual servers.

If there are no available IP addresses during VS creation, all instance types will be grayed out in the wizard.

From this tab, you can choose one of the predefined Instance Types for your virtual server. If you select a compute zone that does not have enough resources during virtual server creation, you will see all instance types available to you, but those that have resources incompatible with the chosen compute zone will be grayed out. Grayed out instance types cannot be selected.

For each of the instance types the following details are displayed:
- **Memory** - the RAM size (GB) available in the instance type
- **CPUs** - the number of CPU cores available in this instance type
- **Disk Size** - the disk size available in this instance type
- **Bandwidth** - the bandwidth available in this instance type
- **Price per Hour:**
  - *Mode ON* - hourly instance type price for the VS powered on
  - *Mode OFF* - hourly instance type price for the VS powered off
- **Price per Month:**
  - *Mode ON* - monthly instance type price for the VS powered on
  - *Mode OFF* - monthly instance type price for the VS powered on

Click the instance type to select it. After that, the instance type you have chosen will be highlighted in green.

Virtual servers created using instance types do not support autoscaling.

**Create Your Own**

Using this tab you can define the resources for your virtual server manually:

**Compute Resources**
- **Compute Zone** - the Compute zone to build the VS on
- **Compute Resource** - the specific Compute resource to build the VS on. Compute resource may be selected automatically according to the set provisioning type.

**Resources**
- **RAM** - set the amount of virtual server's RAM. The maximum RAM depends on your billing plan's settings. The maximum RAM that can be assigned to a VS is 168 GB regardless of the
Max RAM value set in the billing plan. The maximum RAM that can be assigned to a VS built on a XEN 32bit (x86) template is 16 GB.

- **CPU Cores** - set the amount of virtual server's CPU cores. For KVM Compute resources, this parameter sets CPU sockets by default, unless CPU topology is enabled.

- **CPU Priority (or CPU Units)** - set virtual server's CPU priority. If the CPU units are switched on in the billing plan for this user, then CPU priority is replaced with CPU units. Refer to Billing Calculation section for details on CPU units and CPU priority.

Do not use CPU Units for KVM Compute resources running on CentOS5.

The following options are available for VSs based on KVM Compute resources only, providing the Enable CPU topology permission is switched on for the user.

- **Use CPU Topology** - move the slider to the right, to set the following parameters:
  - **CPU Sockets** - set the amount of sockets.
  - **CPU Threads** - set the amount of threads per core.

CPU topology (CPU sockets and CPU threads) is the Labs feature preview. Pay attention that setting CPU sockets and CPU threads are at your own risk only!

You may face the following problems when setting CPU topology:

- Currently you cannot set CPU sockets and threads parameters for existing VSs.
- After setting, the new parameters won't be shown at the VS details screen.
- Some Linux VSs fail to boot up.
- When sockets and threads are set incorrectly, you may face huge load on Compute resource's under CentOS 5.x.

**Primary Disk**

- **Data Store Zone** - choose a data store zone for VS's primary disk.
- **Primary disk size** - set the primary disk size.

**Swap Disk**

- **Data Store Zone** - choose a data store zone for VS's swap disk.
- **Swap disk size** - set the swap disk size. There is no swap disk for Windows-based VSs. In all other cases, swap disk size must be greater than zero.

**Network Configuration**

- **Network Zone** - choose a network zone from the drop-down box.
- **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.

- **Show IP address selection for new VS** - if the option is available, you can also assign an IP address for the VS from the drop-down menu. Indicate Compute resource and network to have the list of available IPs.

- **Port Speed** - set the port speed for this VS

---

- **Show IP address selection for new VS** option is enabled via the "Specify a network address on new VS page" checkbox on the **Settings > Configuration settings** screen (under the **System** tab).

- You can’t select unlimited port speed if the Network Zone is not selected. In this case the port speed will be 1 by default. It’s possible to create virtual server with unlimited network speed without selecting a network zone only if you have only one Network Zone assigned to your billing plan.

Click **Next** to proceed to the last step of the wizard.

### 8.2.4.5  Step 4 of 4. Confirmation

![Image of virtual server creation configuration](image)

At this step, configure the automation settings. This is the final step of the virtual server creation wizard.

- Move the **Boot Virtual Server** slider to the right if you want the virtual server to be started up automatically.

After you set up these parameters, click the **Create Virtual Server** button to start the creation process.

When virtual server is created, you will be redirected to VS details page. Take the following steps to finish ISO installation process:

1. Go to VS **Networking** tab > **IP Addresses**.
2. Copy the following data: IP Address, netmask, gateway, resolver (DNS).
3. Go to console, where ISO installation process is running and enter copied IP Address, netmask, gateway and resolver (DNS).
8.2.5 Manage ISO Virtual Servers

OnApp Cloud gives you high-end cloud management features for virtual servers that are built from ISOs including:

<table>
<thead>
<tr>
<th>Virtual Server Options</th>
<th>Power Options</th>
<th>Administrative Options</th>
<th>Networks</th>
<th>Disks</th>
<th>Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>Reboot / Reboot in recovery</td>
<td>Change owner</td>
<td>Configure network interface</td>
<td>Create disks</td>
<td>CPU utilization</td>
</tr>
<tr>
<td>Migrate</td>
<td>Suspend</td>
<td></td>
<td>Set firewall rules</td>
<td>Edit disks</td>
<td>Billing statistics</td>
</tr>
<tr>
<td>Delete</td>
<td>Shut down</td>
<td></td>
<td>Virtual server IP addresses</td>
<td>Migrate disks</td>
<td>Network interface statistics</td>
</tr>
<tr>
<td>Segregate</td>
<td>Startup / Startup on Recovery</td>
<td></td>
<td>Display network speed for network interfaces</td>
<td>Delete disks</td>
<td>Disk IOPS statistics</td>
</tr>
<tr>
<td></td>
<td>Boot from ISO</td>
<td></td>
<td>Edit network speed</td>
<td></td>
<td>Accelerated ISO VS Statistics</td>
</tr>
</tbody>
</table>

Ensure that ISO permissions are on before managing ISO virtual servers. For more information about permissions refer to the List of all OnApp Permissions section of this guide.

This document provides the information on how you can manage the virtual servers built from ISO.

On this page:
- Edit ISO Virtual Server
- Segregate ISO Virtual Server
- Migrate ISO Virtual Server
- Delete ISO Virtual Server
- ISO Virtual Server Power Options
- Change Owner of ISO Virtual Server
See also:

ISOs
ISO Virtual Server Networks
ISO Virtual Server Disks
ISO Virtual Server Statistics

8.2.5.1 Edit ISO Virtual Server

You can edit resources for all VSs. Depending on the OS it is built on, some VSs can have their CPU and RAM resized without needing to be powered off ("resize without reboot"). If the VS template allows resize without reboot, the resize should be completed automatically: you will be returned to the VS details screen and see a message indicating the resize was successful. If the template does not allow this, you will be asked to confirm that the VS will need rebooting so that the resize can take place.

Windows virtual servers cannot be resized without reboot.

The Edit Virtual Server screen will differ depending the way the VS resources were selected: either manually or using an instance type. To adjust VS resources:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the server you want to resize, to show its details screen.
3. Click the Tools button and select the Edit Virtual Server link.

   For virtual servers built by selecting resources manually:
   - Change CPU cores, CPU priority/units and RAM values.

   For virtual servers built using instance types:

   - Choose the new instance type for your virtual server. Click the instance type to select it. After that, the instance type you have chosen will be highlighted in green.
     Those instance types that have resources incompatible with the compute zone, on which the VS is built, will be greyed out. Greyed out instance types cannot be selected.
     You can only choose from those instance types that offer more disk size than the VS currently uses.
     After you select a new instance type you can use the extra disk size to create a new disk for the VS or make the existing VS disk larger.
You can also edit the *Time Zone* parameter for all Windows KVM and Xen virtual servers. After you edit the server's time zone, you need to stop and then start up the VS. Currently, the time zone is set at the Compute resource side only. Therefore, users need to set the target time zone inside a Windows VS manually. Setting correct time zone at the Compute resource side helps to keep correct time inside a VS after starting it if time synchronization is not completed for some reason.

4. Click the **Save** button.

### 8.2.5.2 Segregate ISO Virtual Server

If required, you can instruct OnApp to make sure a VS is never booted on the same Compute resource as another specific VS. This may be important if, for example, you have two name servers or a load balanced web server, and you need to keep VSs on separate physical servers.

To isolate one VS from another:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you want to segregate.
3. On the screen that appears, click the **Tools** button, then click **Segregate Virtual Server**.
4. In the dialogue box that pops up, use the drop-down menu to choose a VS you want to keep away from.
5. Click the **Segregate Virtual server** button to finish.

### 8.2.5.3 Migrate ISO Virtual Server

OnApp allows cold migration of ISO virtual servers between compute resources that share common data stores (or data store zones). Cold migration means moving virtual servers that are shut down.

To migrate a virtual server:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you want to migrate.
3. Click the **Tools** button and press the **Migrate Virtual Server** link.
4. In the window that appears, choose the target compute resource from the drop-down menu.
5. Click the **Start Migration** button.

After migration, the power status of your virtual server remains the same as before the migration. OnApp administrators can control user access over virtual server migration. Using OnApp
permissions, you can allow/forbid users to perform migration of all virtual servers, or their own
servers only. This is handled via the Control Panel's **Roles and Sets** menu.

### 8.2.5.4 Delete ISO Virtual Server

Shut down the virtual server before destroying it. If you are deleting a VS that is running, the VS will
be deleted after the time set in Timeout Before Shutting Down VSs configuration parameter.

To remove the virtual server from the cloud:

1. Go to your Control Panel's **Virtual Servers** menu.
2. On the screen that appears, you'll see the list of all virtual servers in the cloud. Click the label of
   the virtual server you want to delete.
3. On the virtual server's screen, click the **Tools** button, then select **Delete Virtual Server**.
4. Confirm by clicking the **Destroy** button.

**IMPORTANT:**
- You won't be able to restore a virtual server after deleting it.
- Deleting a virtual server removes all data stored on that virtual server.

### 8.2.5.5 ISO Virtual Server Power Options

To manage a virtual server power options:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required virtual server.
3. Click the **Tools** button on the VS's screen to expand the **Tools** menu.
4. The **Tools** menu enables you to perform the following power actions on VSs (the exact list
   shown depends on the VS status):

- **Reboot Virtual Server** - powers off and then restarts the VS.
- **Reboot in Recovery** - powers off and then restarts the VS in the recovery mode.
- **Suspend** - stops a VS, changes its status to suspended and disables all the other
  actions on VS, unless unsuspended.
- **Shut Down Virtual Server** – pops up a dialogue box, where you can either Shut Down
  VS (terminates the VS gracefully), or Power Off VS (terminates the VS forcefully).
o **Startup Virtual Server** - queues a start-up action for a VS that's currently powered off.

When you start up a VS, it might be implicitly cold migrated if the current compute resource does not have sufficient resources. For more information, refer to Virtual Server Provisioning.

o **Startup on Recovery** - starts the VS in recovery mode.

o **Boot from ISO** - boots the VS from an ISO. You can boot virtual servers from your own ISOs or the ISOs that are uploaded and made publicly available by other users. If you boot a VS from an ISO with the RAM requirement larger than the VS’s RAM, the transaction will fail. Make sure that you have enabled the Any power action on own virtual servers and Allow own virtual servers to boot from ISO permissions for the user to have access to this feature.

As soon as you boot a VS from the installation ISO, OnApp may lose control of any components (networks, disks etc.) !!! The only available actions will be start and stop a VS. Be aware, that all the contents of the disk may be also deleted.

### 8.2.5.6 Change Owner of ISO Virtual Server

To change owner of ISO virtual server:

1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of the required virtual server.
3. Click the Tools button on the VS’s screen to expand the VS Tools menu.
4. Click the Change Owner link.
5. Choose a user to whom you want to pass ownership of the VS from the drop-down list.
6. Click the Change Owner button.

If you want to change an owner of the VS, which was built using an instance type, ensure that the new owner has permission to create VS using instance type and appropriate instance type in the billing plan. Otherwise you will not be able to change the ownership of this VS.

### 8.2.6 ISO Virtual Server Networks

The Networking menu in the Virtual Servers menu enables you to manage network interfaces, allocate IP addresses and set firewall rules for virtual servers.
On this page:
- Configure ISO Virtual Server Network Interface
- Set ISO Virtual Server Firewall Rules
- ISO Virtual Server IP Addresses
- ISO Virtual Server Network Speed

See also:
ISOs
Create ISO Virtual Server
Manage ISO Virtual Servers
ISO Virtual Server Disks
ISO Virtual Server Statistics

8.2.6.1 Configure ISO Virtual Server Network Interface

The Networking > Network Interfaces menu shows the virtual network interfaces allocated to this VS. Network interfaces join the physical network to the VS. When you create a VS a network interface is added automatically. This network interface will be assigned to the existing physical network using a spare IP (IPv4) and will be set primary by default. OnApp supports IPv4 and IPv6. Since not every application supports IPv6, at least one IPv4 address must be allocated to a VS's primary network interface.

To see the list of all network interfaces allocated to the VS:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Click the Networking tab, then click Network Interfaces.
4. On the page that follows you will see the following fields:

- Interface – optional label of the network interface.
• **Network join** – name of the network and a Compute resource or Compute zone this network is joined to.

• **Port speed** – the speed set to the interface.

• **Primary interface** – indication whether the interface is primary or not.

Here you can also view **Interface Usage**, Edit and Delete network interface (using icon controls) and Add a new network interface using the button at the bottom of the screen.

To add a network interface:

1. Go to your Control Panel's **Virtual Servers** menu.

2. Click the label of the virtual server you're interested in.

3. Click the **Networking** tab, then click **Network Interfaces**.

4. Click the **Add New Network Interface** button at the bottom of the screen.

5. On the screen that appears, input values for the following parameters:
   - **Label** – a human-friendly name for the new interface.
   - **Physical Network** – choose a network join from the drop-down menu, which lists network joins assigned to the Compute resource/Compute zone on which the VS runs).
   - **Port speed** – set port speed in Mbps, or make it unlimited.

6. Click the **Submit** button.

To edit network interface label, port speed or set it as primary (if none is marked as primary), click **Edit** icon next to the appropriate network interface. After editing the port speed, the virtual server should be power cycled for the change to take effect.

To delete a network interface, click the **Delete** icon next to the interface you want to delete.

- To run the VS, at least one network interface with an assigned IP address (or addresses) is required!
- To allocate another physical network, add a new network interface.
- When managing Network Interfaces in OnApp, make sure to reflect all the changes in the ISO VS configuration manually.

### 8.2.6.2 Set ISO Virtual Server Firewall Rules

With OnApp you can set firewall rules for the network interfaces of virtual servers. There are two types of firewall rule:

- **ACCEPT** – defines the packets that will be accepted by the firewall
- **DROP** – defines the packets that will be rejected by the firewall
Ensure that the following permissions are enabled before setting firewall rules for your virtual server:

- Create own firewall rules
- Destroy own firewall rules
- Read own firewall rules
- Update own firewall rules
- Update own virtual server
- Read own virtual server

You cannot apply firewall rules to virtual servers which are parts of a blueprint.

To configure a firewall rule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the VS for which you want to configure a firewall rule.
3. Click the Networking tab, then click Firewall.
4. On the page that appears, set the following:
   a. Choose the network interface.
   b. Specify if the rule defines requests that should be accepted or dropped.
   c. Set the IP address for which this rule is active.
      ▪ Leave the empty field to apply this rule to all IPs
      ▪ Enter hyphen-separated IPs to apply the rule to an IP range (e.g. 192.168.1.1-192.168.1.10)
      ▪ Enter the IPs with slash to apply the rule to CIDR (e.g. 192.168.1.1/24)
   d. Set the port for which this rule is effective.
      ▪ Leave the empty field to apply the rule to all ports
      ▪ Enter colon-separated ports to apply the rule to a port range (e.g. 1024:1028)
      ▪ Enter comma-separated ports to apply the rule to the list of ports (e.g. 80,443,21)
   e. Protocol type (for ICMP protocol only) - indicate a type of the ICMP protocol (range from 0 to 255)
      f. Choose the protocol (TCP, UDP, DCCP, SCTP or ICMP).
5. Save the rule by clicking the Add Rule button. The rule will be saved in the UI, but the transaction won't be started until you click the Apply Firewall Rules button.
6. To start the transaction which runs firewall rules for a VS, click Apply firewall rules button.
7. Use Up and Down arrow buttons in the left column to change firewall rule position.
8. To edit or delete a firewall rule click the appropriate icon in Actions column.
Example:
The Int1 ACCEPT 122.158.111.21 22 TCP firewall rule means that the Int1 network interface will accept all requests and packets addressed from 122.158.111.21 using the TCP protocol on port 22. The Int2 DROP 122.158.111.21 22 UDP firewall rule means that the Int2 network interface will reject all requests and packets from 122.158.111.21 using the UDP protocol on port 22.

If you reboot a Xen-based VS from the console, the firewall rules for this VS will be lost, and you will need to update the firewall rules again.

8.2.6.3 ISO Virtual Server IP Addresses

In the Networking -> IP Addresses tab you can find the list of assigned IP addresses, allocate new IP addresses and rebuild a network.
To allocate a new IP Address to the VS:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you’re interested in.
3. Click the Networking tab > IP Addresses.
4. Click the Allocate New IP Address Assignment button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the VS will be available). The IP Address will be allocated automatically.
6. *(Not available for federated VSs)* As an alternative you can manually select an IP address from the IP Pool associated with the network interface. To enable this option move the Specify IP Address slider to the right and choose IP Address from the drop-down list. You may select an IP address that's already assigned to a VS, but only one VS should be online at a time. Use Please show me used IP Pool, Show only my IPs and Show only IPv6 checkboxes to narrow the list of IP in the drop-down list.
7. Click the Add IP Address Assignment button.

After Allocating New IP address(es) for ISO virtual server, configure this IP Address manually for ISO in console.

To remove an IP address from a VS:
1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of the virtual server you’re interested in.
3. Click the Networking > IP Addresses tab.
4. Click the Delete icon next to the IP address you want to delete.
5. In the pop up window that appears:
   o Choose **Delete with Reboot** option if you want to reboot a VS and rebuild the network immediately after deleting the IP address. After choosing the Delete with Reboot option you will be redirected to the VS’s Overview page.
   o Choose **Delete without Reboot** option if you don’t want to reboot a VS. In this case to apply the changes, you will have to reboot the VS additionally.

   You can’t delete an IP address that is in use.

### 8.2.6.4 ISO Virtual Server Network Speed

The main Virtual Servers screen displays the network speed of each VS’s primary network interface. To see the speed of all interfaces assigned to a VS:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you are interested in.
3. Click the Networking > Network Interfaces tab.
4. On the screen that appears, the **Port Speed** column shows the network speed of the network interface.

To edit a virtual server's network speed:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you want to change.
3. Go to the Network tab -> Network Interfaces.
4. In the Actions column click the Edit button.
5. Change the port speed.
6. Click the Submit button to save changes.

### 8.2.7 ISO Virtual Server Disks

Virtual server storage is provided by disks. A disk is a partition of a data store that is allocated to a specific virtual server. Disks can be assigned as standard or swap disks (there are no swap disks for Windows based templates). They can also be set as primary (that is, the disk from which an OS will boot).

Managing disks for the entire cloud is handled through the Control Panel's Settings menu. Disks for individual virtual servers are managed through the Control Panel’s Virtual Servers menu.

Creating multiple partitions on one disk is forbidden for all virtual servers.
On this page:

- Add Disks to ISO Virtual Servers
- Edit ISO Virtual Server Disks
- Migrate ISO Virtual Server Disks
- Delete ISO Virtual Server Disks

See also:
ISOs
Create ISO Virtual Server
Manage ISO Virtual Servers
ISO Virtual Server Networks
ISO Virtual Server Statistics

8.2.7.1 Add Disks to ISO Virtual Servers

Adding a disk to a virtual server will require that VS should be rebooted. If a VS is running when you try to add a new disk to it, you'll be asked to confirm the reboot. To add a disk to a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click a VS's label to open its details screen.
3. Click the Storage tab > Disks.
4. Click the "+" button or the Create Disk button.
5. Fill in the details:
   - Specify disk label.
   - Choose the data store to create a disk on from the drop-down list.
   - Move the slider to the right to specify the desired disk size.

   The disk size should not exceed 2 TB when a new disk is added. You can later resize the disk if you need it to be larger than 2 TB.

6. Click the Add Disk button to finish.
Restrictions:

- If you choose a Solidfire data store, the minimum disk size will be regulated by Solidfire Data Store Zone settings.
- If virtual server and the control panel server belong to different networks, the hot attach transaction will fail.
- When you add a new disk to a virtual server, it automatically becomes available to that server.

8.2.7.2 Edit ISO Virtual Server Disks

For primary and swap (Linux, FreeBSD) disks you may only change the label and the size. You can easily resize disks when needed. The resize will fail if your current usage is greater than the new size you request. Note, that any changes on disk size will lead to reboot of your VS.

To change disk size:

1. Go to your Control Panel’s Virtual Servers menu.
2. Make sure your virtual server is powered off, then click its label to open its details screen.
3. Click the Storage tab -> Disks.
4. Click the Actions button next to the disk you want to change, then click the Edit link.
5. Enter a new disk label and size in GB in the fields provided.
6. Click the Save Disk button.

- You cannot decrease disk size. Only the increase disk size option is available.
- You cannot resize the primary disk for FreeBSD-based virtual servers.

8.2.7.3 Migrate ISO Virtual Server Disks

You can migrate disks of your virtual servers to other data stores, which are allocated to the same Compute resource. Unlike VS migration – disk migration requires reboot of the VS (despite the template it is based on).

To migrate a disk:

1. Go to your Control Panel’s Virtual Servers menu.
2. Make sure your virtual server is powered off, then click its label to open its details screen.
3. Click the **Storage** tab > **Disks**.

4. Click the **Actions** button next to the disk you want to move to another data store, then click the **Migrate** button.

5. On the screen that appears, select a target data store from a drop-down box.

6. Click **Start Migrate**.

- You can only migrate disks to data stores in data store zones assigned to your billing plan.
- You cannot migrate a disk to a data store with less capacity than the disk size.
- Thin provisioning disks become thick provisioned after a disk migration. For example, if you use thin storage and move a 850GB disk between aggregates with 10GB actual usage, the 'dd' image of the local volume manager will take 850GB space, because the entire local volume manager is copied, including zero 'd space which may not be able to be recovered.

### 8.2.7.4 Delete ISO Virtual Server Disks

To delete a disk:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Make sure your virtual server is powered off, then click its label to open its details screen.
3. Click the **Storage** -> **Disks** tab.
4. Click the **Actions** button next to the disk you want to delete, then click **Delete**.
5. In the pop-up window, move the **Force Reboot** slider to the right, then select the VS shutdown type.
6. Move the **Required Startup** slider to the right to start up the VS automatically.

Steps 5 and 6 apply to disks of VSs that are on.

7. Click the **Destroy Disk** button.

This will schedule the "destroy disk" transaction.

### 8.2.8 ISO Virtual Server Statistics

8.2.8.1 ISO Virtual Server CPU Utilization

OnApp tracks CPU usage for virtual servers and generates charts that help analyze VS performance. The charts show the total CPU usage for all the cores of this particular VS for a specified time period.

The vertical axis shows the CPU usage percentage (CPU percentage is the core-independent quantity). The horizontal axis defines a time period.

To see CPU usage statistics:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Click the Overview tab > CPU Usage.
4. On the screen that appears, the top chart shows CPU usage for the last 24 hours. The bottom chart shows usage for the last three months (if there is enough data). If there is less data available, the chart will show utilization for the time available.
5. Move the **Show in My Timezone** slider to the right if you want to show bandwidth statistics according to your profile's timezone settings.

6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

To see what percentage of Compute resource CPU resource a VS takes, go to your Control Panel's *Virtual Servers* menu and click the label of the VS you're interested in. On the screen that appears, the CPU(s)/Shares parameter displays the amount of CPU resource given to this VS.

### 8.2.8.2 ISO Virtual Server Billing Statistics

OnApp has a record of all the charges applied to your VSs for the last three month period. If a virtual server was created less than three months ago, statistics are recorded for the VS's existence to date. You can view all statistics available, or those for a shorter period by setting a Start and End time.

To view billing statistics for a virtual server:

1. Go to your Control Panel's *Virtual Servers* menu.
2. Click the label of the virtual server you're interested in.
3. Click the **Overview -> Billing Statistics** tab.
4. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button. By default the statistics are generated for the last three months or the actual VS existence period.
5. Move the **Show in my Timezone** slider to the right if you want to view billing statistics according to your profile’s timezone settings. By default, billing statistics is shown in UTC.
6. On the page that appears:

   - **Date** – particular date and time for the generated statistics
   - **Users** – the virtual server owner. Click the owner name to see the User Profile (user details)
   - **Virtual Servers** – the virtual server name with the total due for VS resources (CPU priority, CPUs, memory and template resources) for the point of time specified in the Date column.
8.2.8.3 ISO Virtual Server Network Interface Statistics

OnApp tracks network usage for virtual servers and generates charts that help analyze network performance. To see network utilization statistics for a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Click the Networking -> Network Interfaces tab.
4. Click the Statistics (chart) icon next to the network you're interested in.
5. On the screen that appears, the top chart shows bandwidth usage for the last 24 hours. The bottom chart shows usage for the last three months.
6. To zoom into a time period, click and drag in a chart. Click the Reset zoom button to zoom out again.
7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the Apply button.

8.2.8.4 ISO Virtual Server Disk IOPS Statistics

The system tracks IOPS (Input/Output Operations per Second) for virtual servers and generates charts that help analyze VS disk performance. To see IOPS for a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Click the Storage -> Disks tab.
4. Click the Actions button next to the required disk, and then choose IOPS.
5. There are four charts on the screen that appears:
- IOPS for the last hour
- IOPS for the last 24 hours
- Data written/read for the last 24 hours
- Data written/read for the last hour

6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

The OnApp API allows you to limit the Hourly IOPS and Hourly data by setting the `limit=N` parameter, where the `N` variable is the number of hours for which the charts will display the info.

### 8.2.8.5 Accelerated ISO Virtual Server Statistics

**Bandwidth Statistics**

To see the bandwidth statistics:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the accelerate-enabled virtual server you're interested in.
3. Click the **Overview** tab > **invICDN Reporting**.
4. On the screen that appears, the first chart shows bandwidth statistics. The default period is the last week.
5. Specify the period in the From and To fields and click the **Apply** button. The report that appears will show the total/cached/non-cached statistics.
6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

**Cache Utilization Statistics**
To see the cache utilization statistics:

1. Go to your Control Panel’s **Virtual Servers** menu.
2. Click the label of the accelerate-enabled virtual server you’re interested in.
3. Click the **Overview** tab > *inviCDN Reporting*.
4. On the screen that appears, the second chart shows cache utilization statistics. The default period is the last week.
5. Specify the period in the From and To fields and click the **Apply** button. The report that appears will show the number of pages cached on the Edge (hits) as well as the number of misses - the pages which are not cached.
6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

### 8.3 Smart Servers

Smart servers are dedicated entities based on KVM CloudBoot Compute resources with passthrough enabled. Smart servers are created and managed exactly the same as virtual servers, the only difference is that only one smart server can be created per Compute resource. Using a smart server feature, you can create and manage servers on smart appliances with passthrough enabled. You can set the minimum specifications for the smart servers (minimum size, resource price, etc) in the same way as for virtual servers.

Smart servers can be organized into zones to create different tiers of service - for example, by setting up different zones for smart appliances, with limits and prices specified per zone. Smart Compute zones can also be used to create private clouds for specific users.

Smart servers required IOMMU support:

- Intel-based Servers => Vt-d
- AMD-based servers => AMD-Vi

Smart servers are based on templates and are deployed on Compute resources. Compute resources give them access to CPU, disk and network resources. OnApp Cloud gives you high-end cloud management features including:

<table>
<thead>
<tr>
<th>Smart Server Options</th>
<th>Power Options</th>
<th>Administrative Options</th>
<th>Network Options</th>
<th>Disks Options</th>
<th>Backup Schedule</th>
<th>Statistics</th>
<th>Recipes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>Reboot</td>
<td>Reset Root Password</td>
<td>Configure</td>
<td>Create</td>
<td>View schedules</td>
<td>CPU utilization</td>
<td>Recipes</td>
</tr>
</tbody>
</table>
### Smart Server Options

<table>
<thead>
<tr>
<th>Smart Server Options</th>
<th>Power Options</th>
<th>Administrative Options</th>
<th>Network Options</th>
<th>Disks Options</th>
<th>Backup Options</th>
<th>Backup Schedule Options</th>
<th>Statistics Options</th>
<th>Recipes Options</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>network interface</td>
<td>disks</td>
<td></td>
<td></td>
<td></td>
<td>n</td>
</tr>
<tr>
<td>Rebuild manually</td>
<td>Reboot</td>
<td>Change owner</td>
<td>Rebuild network</td>
<td>Edit disks</td>
<td>Convert template</td>
<td>Create schedule</td>
<td>Billing statistics</td>
<td>Custom variables</td>
</tr>
<tr>
<td>Delete</td>
<td>Suspend</td>
<td>Set SSH keys</td>
<td>Smart server IP addresses</td>
<td>Migrate disks</td>
<td>Restore backup</td>
<td>Edit schedule</td>
<td>Disk IOPS statistics</td>
<td></td>
</tr>
<tr>
<td>Autoscale</td>
<td>Shut down</td>
<td>Edit Administrator's note</td>
<td>Display network speed for network interfaces</td>
<td>Delete disks</td>
<td>Delete backup</td>
<td>Delete schedule</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td>Startup</td>
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<td>Startup on Recovery</td>
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The following options are not available for smart servers:

- hot migration
- segregation
- VIP status
- firewall rules
- Network interface statistics
- Edit network speed

Also, VLANs are not configured automatically on smart servers. You need to configure them manually in accordance with your OS and hardware settings.
smart servers support LVM and integrated storage types.

the Passthrough to Guest must be enabled for one of the smart server’s network interfaces.

all conventional PCI devices behind a PCIe-to-PCI/PCI-X bridge or conventional PCI bridge can only be collectively assigned to the same guest. PCIe devices do not have this restriction.

limits and prices are specified individually for each smart appliance zone assigned to the billing plan.

If the smart Compute resource (where the smart server will be deployed) has a NIC device that features multiple ports, make sure the appliance NIC can perform a FLR reset:

1. Log in as root to a Compute resource where it is deployed
2. Run the following command:
   ```
   # lspci -vv|egrep "Ethernet|FLR" --color=always
   ```
   If it returns the `FLReset` you need to install another NIC if possible. If not - the smart server cannot be deployed on this Compute resource.

8.3.1 View Smart Servers

To view the list of smart servers deployed in the cloud:

1. Go to your Control Panel's Smart Servers menu to see an overview of all smart servers in the cloud with their details:
   o OS
   o Label,
   o IP addresses
   o Disk size
   o RAM
   o CPU cores
   o CPU priority
   o Backups
   o Power status

2. Click the Actions button next to the server for the quick access to the list of available actions (the list of actions displayed depends on the server status).

3. To change the smart server power status, click the required status icon.
4. To view a particular smart server details, click the label of a required server.
5. To add a new smart server, press "+" or click the Add New Smart Server button.

8.3.2 View Smart Server Details

To view details of a specific smart server:
1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the smart server you're interested in.
3. The screen that appears loads the Smart server properties, notes, activity log and tools for managing your smart server.

8.3.2.1 Smart Server Properties

Smart server properties page gives general overview of the smart server details:

- Template this smart server is built on
- Power status & On/Off/Reboot buttons.

Clicking the OFF button performs graceful shutdown and then powers off the virtual server after the timeout set in Configuration settings.

- Hostname
- Smart Compute resource
- Login credentials
- Owner
- Price per hour
- Memory
- CPU(s)
- CPU priority
- Disk Size
- Disk backups
- Network Speed
- IP Addresses
- Auto-backups
- Notes
• Activity log

Autoscaling and VIP status options are not available for smart servers.

8.3.2.2 Notes
The Notes section lists brief comments or reminders for a Smart server. You can add either Admin's or User's notes. The Admin's note will be available to cloud administrators. Click the Actions button in the Notes section of the page to add admin's or user's note.

8.3.2.3 Smart Server Management
• Click the Tools button to expand the Tools menu with the Smart Server management options.
• Use the top menu to manage your smart servers' networking/storage options.

8.3.3 Create Smart Server
You need to add and configure a smart Cloudboot Compute resource before you can create a smart server. See the Create CloudBoot Compute Resource section for details.

To create a smart server:
1. Go to your Control Panel's Smart Servers menu.
2. On the screen that appears, press "+" button or click the Add New Smart Server button underneath the list of servers on the screen.
3. Complete the smart server creation form.

On this page:
• Step 1 of 5. Templates
• Step 2 of 5. Properties
• Step 3 of 5. Resources
• Step 4 of 5. Recipes
• Step 5 Confirmation

See also:
Smart Server Creation Workflow
It is possible to deploy Windows smart servers without running sysprep. To do so, you need to disable the Run Sysprep option for the Compute zone where the smart server will be built. See Create Compute Zone section for details. When provisioning smart server with simple deploy option, make sure that the template you use has all the necessary drivers inside it, otherwise the smart server network settings will not be configured.

8.3.3.1 Step 1 of 5. Templates

Choose a template to build a smart server on, then click Next. You can use any KVM templates for smart server creation.

Before creating a Windows-based smart server, make sure that the appropriate drivers were added to the /data folder on CP.

8.3.3.2 Step 2 of 5. Properties

- **Label** - choose a label for the Smart Server.
- **Hostname** - choose a hostname for the Smart Server. The hostname may consist of letters [A-Z a-z], digits [0-9] and dash [-].
- **Time zone** - set the time zone set for the smart server. This parameter is applicable only to Windows smart servers.
- **Compute Zone** - choose a smart Compute zone to build the smart server on.
- **Compute resource** - choose a specific smart Compute resource to reside the smart server on. Please note: you can only reside your smart server on cloud booted KVM Compute resources.
- **Password** - Give your smart server a secure password.
- **Password confirmation** - repeat the password to confirm it.
- **Encrypt password** - move the Encrypt Password slider to the right, to encrypt your password, then enter an encryption key in the field that appears.
- Click Next.
Currently, the time zone is set at the Compute resource side only. Therefore, users need to set the target time zone inside a Windows smart server manually. Setting correct time zone at the Compute resource side helps to keep correct time inside a smart server after starting it if time synchronization is not completed for some reason.

8.3.3.3  Step 3 of 5. Resources

Set the resources needed for this smart server:

- **RAM** - set the amount of virtual server's RAM. The maximum RAM depends on your billing plan's settings. The maximum RAM that can be assigned to a smart server is 168 GB regardless of the Max RAM value set in the billing plan. The maximum RAM that can be assigned to a smart server built on a XEN 32bit (x86) template is 16 GB.

- **CPU Cores** - set the amount of virtual server's CPU cores. For KVM Compute resources, this parameter sets CPU sockets by default, unless CPU topology is enabled.

- The following options are available for smart servers based on KVM Compute resources only, providing the *Enable CPU topology permission* is switched on for the user.
  - **Use CPU Topology** - move the slider to the right, to set the following parameters:
    - **CPU Sockets** - set the amount of sockets.
    - **CPU Threads** - set the amount of threads per core.

- **Data Store Zone** - choose a data store zone for the smart server’s primary disk.
- **Primary disk size** - set the primary disk size.
- **Data Store Zone** - choose a data store zone for this server’s swap disk.
- **Swap disk size** - set the swap disk size.
- **Network Zone** - choose a network zone from the drop-down box.
- **Show only my IP addresses** - if the option is available, you can also assign an IP address for the smart server.
- **Selected IP address** - IP address for this smart server.

- Click **Next**.

CPU topology (CPU sockets and CPU threads) is the Labs feature preview. Pay attention that setting CPU sockets and CPU threads are at your own risk only!

You may face the following problems when setting CPU topology:
1. Currently you cannot set CPU sockets and threads parameters for existing smart servers.
2. After setting, the new parameters won't be shown at the smart servers details screen.
3. Some Linux VSs fail to boot up.
4. When socket s and threads are set incorrectly, you may face huge load on Compute resource’s under CentOS 5.x.

### 8.3.3.4 Step 4 of 5. Recipes

1. Choose a recipe you want to assign to this smart server by dragging the required recipe from the **Available recipes** pane to the **Assigned for provisioning** pane.

2. To add a custom variable, click the “+” button next to the **Custom recipe variables** title bar, then specify the variable details:
   - Specify the recipe name and its value.
   - Move the **Enabled** slider to the right to allow the use of this variable.

3. Click **Next**.

### 8.3.3.5 Step 5. Confirmation

- Move the **Enable Automated Backup** slider to the right if you want this server to be backed up automatically (according to the backup settings configured in the Settings/Auto-backup Presets menu)
- Move the **Build Smart Server** slider to the right if you want the system to automatically build the server. If you leave this box blank, you will have to build your server manually after it is created.
- Move the **Boot Smart Server** slider to the right if you want the server to be started up automatically.
- Move the **Enable Autoscale** slider to the right to set autoscaling for this smart server.

- Until the **autoscaling rules** are configured the autoscaling itself will not start working.
- If the **Enable Autoscale** slider is grayed out that means that you have reached the autoscaling limit in the billing plan (or the max is set as 0).

Click **Submit** button. The smart server will be added to the system. You can view it under the **Smart Servers** menu.

### 8.3.4 Smart Server Creation Workflow

The following scheme describes the steps required to create a smart server:
User wants to create a smart server

User completes the smart server creation form

Step 1: Templates
• Choose any KVM template

Step 2: VS Properties
• Specify the smart server label and hostname
• Choose a compute zone and a compute resource
• Set the password

Step 3: Resources
• Set RAM, CPU cores, and CPU priority
• Set the disk space
• Choose a data store and network zones
• Set the port speed

Step 4: Recipes
• Choose a recipe
• Assign a custom variable

Step 5: Confirmation
• Enable Automated Backup
• Build Smart Server
• Boot Smart Server
• Primary disk file system
• Enable Autoscale

Click the Submit button to start the creation process
8.3.5 Rebuild/Build Smart Server Manually

To build/rebuild virtual server build/rebuild virtual server must be enabled. This is a new permission which manages build/rebuild functionality independently from update virtual server permission which used to regulate the build/rebuild options in the previous versions.

If you haven’t checked the Build Smart Server option during the smart server creation process, you will have to do this manually after the SS has been created. Building a smart server is the process of allocating physical resources to that smart server.

To build a smart server manually or rebuild the server on the same (or another) template:
1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the server you’re interested in.
3. On the screen that appears, click the Tools button and then click Rebuild Smart Server.
4. On the screen that pops up, use the drop-down menu to choose a template with which to build the server.
5. Move the Start VS after rebuild slider to the right if you want to have your server started automatically after it is built.
6. Click the Rebuild Virtual Server button to finish.

After you rebuild your template all data will be lost!

8.3.6 Edit Smart Server

To edit smart Compute resource settings:
1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the server you want to edit.
3. Click the Tools button and select the Edit smart server link. You can edit the label, pricing, CPU, RAM, CPU priority resources for all smart servers. You can also edit the time zone for Windows smart servers.

After you edit the server's time zone, you need to stop and then start up the smart server.

Currently, the time zone is set at the Compute resource side only. Therefore, users need to set the target time zone inside a Windows smart server manually. Setting correct time zone at the Compute resource side helps to keep correct time inside a smart server after starting it if time synchronization is not completed for some reason.
Depending on the OS it is built on, some smart servers can have their CPU and RAM resized without needing to be powered off ("resize without reboot").

4. Click the **Save** button to save your changes.

If the smart server template allows resize without reboot, the resize should be completed automatically: you will be returned to the server details screen and see a message indicating the resize was successful. If the template does not allow this, you will be asked to confirm that the smart server will need rebooting so that the resize can take place.

### 8.3.7 Delete Smart Server

Shut down the smart server before destroying it. If you are deleting a smart server that is running, the server will be deleted after the time set in Timeout Before Shutting Down configuration parameter.

To remove the smart server from the cloud:

1. Go to your Control Panel's **Smart Servers** menu.
2. On the screen that appears, you'll see the list of all servers in the cloud. Click the label of the smart server you want to delete.
3. On the server screen, click the **Tools** button, then select **Delete Smart Server**.
4. Confirm the deletion.

### 8.3.8 Autoscale Smart Server

Smart server autoscaling allows you to change the RAM, CPU and disk size settings of a smart server automatically. Smart server resources scaling is based on rules you specify. For example, you can set up a rule that will add 1000MB of memory to a smart server if RAM usage has been above 90% for the last 10 minutes - but add no more than 5000MB in total in 24 hours. You can set autoscaling down settings alongside with autoscaling up.

- For Linux-based smart servers only.
- If the smart server is based on a template that allows resizing without reboot - see the **Edit smart server** section – then smart server RAM and CPU will be increased without rebooting the server. Disk space autoscaling requires a smart server reboot.
- If you autoscale a smart server's memory to a value greater than current smart server RAM x 16 (which is a max_memory parameter in a configuration file and database), the smart server will be rebooted anyway, regardless of the template it is built on.
- Make sure a VS can be reached via SSH. Otherwise, the autoscaling client installation will fail.
- Monitis will be used for autoscaling of servers built using OnApp versions previous to 4.2 until you switch autoscaling off for such server(s). If you decide to switch autoscaling back
To configure autoscaling settings:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the appropriate smart server.
3. On the page that follows, click the **Overview** tab, and then click **Autoscaling**.
4. Press the required tab to set the autoscaling options for: *Memory Usage*, *Disk Usage* or *CPU Usage*.
5. Add autoscaling rules as explained below:

   **Set autoscale up options:**
   - If RAM usage is above $X\%$ for a specific time period, add $Y$ MB – but no more than $Z$ MB in a 24 hour period.
   - If CPU usage is above $X\%$ for a specific time period, add $Y\%$ - but no more than $Z\%$ in a 24 hour period.
   - If disk usage is above $X\%$ for a specific time period, add $Y$ GB - but no more than $Z$ GB in a 24 hour period.
   - Move the **Allow decreasing** slider to the right to enable autoscaling down.

   **Set autoscale down options:**
   - If RAM usage is below $X\%$ for a specific time period, remove $Y$ MB – but no more than $Z$ MB in a 24 hour period.
   - If CPU usage is below $X\%$ for a specific time period, remove $Y\%$ - but no more than $Z\%$ in a 24 hour period.
   - If disk usage is below $X\%$ for a specific time period, remove $Y$ GB - but no more than $Z$ GB in a 24 hour period.
   - Move the **Allow decreasing** slider to the right to enable autoscaling down.

6. Click **Apply**.

To delete an autoscaling rule:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the appropriate smart server.
3. On the page that follows, click the **Overview** tab, and then click **Autoscaling**.
4. Click **Delete**. This will delete all autoscaling rules.
Clicking the Apply button does not activate autoscaling if the Autoscale slider at VS overview page is disabled. You can configure autoscaling rules, press the Apply button, these rules will be saved and will start working only after the Autoscale slider at VS overview page is enabled. Also you can disable the Autoscale slider, autoscaling will stop working, but the configuration of rules will be saved in case you will want to activate them in future.

8.3.9 Migrate Smart Server

To migrate Smart Servers between different Compute resources the network interface configuration of those Compute resources should be identical.

OnApp allows cold migration of smart servers between hosts that share common data stores (or data store zones). Cold migration means moving smart servers that are shut down.

To migrate a smart server:
1. Go to your Control Panel's Smart Servers menu.
2. Shut down the smart server you want to migrate.
3. Click the Tools button and press the Migrate Smart Server link.
4. In the window that appears, choose the target smart server from the drop-down menu.
5. Click the Start Migration button.

OnApp administrators can control user access over smart server migration. Using OnApp permissions, you can allow/forbid users to perform migration of all smart servers, or their own servers only. This is handled in the Control Panel's Roles and Sets menu.

8.3.10 Smart Server Power Options

To manage a smart server power options:
1. Go to your Control Panel's Smart Server menu.
2. Click the label of the smart server in question.
3. Click the Tools button on the Smart server's screen to expand the Tools menu.
4. The Tools menu enables you to perform the following power actions on smart servers (the exact list shown depends on the smart server status):

•
- **Reboot Smart Server** - powers off and then restarts the smart server.
- **Reboot in Recovery** - powers off and then restarts the Smart Server Recovery mode with a temporary login ("root") and password ("recovery") for servers where password encryption is enabled. For servers with password encryption disabled, the root password will be used to reboot in recovery.

  Windows smart servers boot from the Linux-based recovery template in a recovery mode. You need to log in as admin via SSH or VNC console, then mount a Windows system disk manually.

  You cannot work with the "whole" disk (like `mount -t ntfs-3g /dev/sdb1`) while mounting and checking block devices inside the recovery image, as Windows disk is split into partitions.

- **Suspend Smart Server** - stops a smart server, changes its status to suspended and disables all the other actions on SS, unless unsuspended.
- **Shut Down Smart Server** – pops up a dialog box, where you can either Shut Down SS (terminates the SS gracefully), or Power Off SS (terminates the SS forcefully).
- **Startup Smart Server** - queues a start-up action for a SS that's currently powered off.

  When you start up a smart server, it might be implicitly cold migrated if the current compute resource does not have sufficient resources. For more information, refer to [Server Provisioning](#).

- **Startup on Recovery** - starts the SS in recovery mode with a temporary login ("root") and password ("recovery").
- **Boot from ISO** - boots the VS from an ISO. You can boot virtual servers from your own ISOs or the ISOs that are uploaded and made publicly available by other users. If you boot a VS from an ISO with the RAM requirement larger than the VS's RAM, the transaction will fail. Make sure that you have enabled the *Any power action on own virtual servers* and *Allow own virtual servers to boot from ISO* permissions for the user to have access to this feature.

  As soon as you boot a VS from the ISO, OnApp cannot control any components (backups, networks, disks) !!! The only available actions will be start and stop a VS. Be aware, that all the contents of the disk will be deleted.

### 8.3.11 Smart Server Administrative Options

To manage a smart server power options:

1. Go to your Control Panel's **Smart Server** menu.
2. Click the label of the smart server in question.
3. Click the **Tools** button on the smart server's screen to expand the Tools menu.
4. The **Tools** menu enables you to perform the following administrative actions on smart servers:

- **Reset Root Password** - resets the root password for this SS (the password is displayed in SS Information).
- **Change Owner** - pops up a dialogue box with a drop-down of all users on the system, enabling you to pass ownership of the SS to the user selected from the list.
- **Set SSH keys** – assigns SSH keys of the admin and a SS owner to the SS. If a SS owner does not have any SSH keys, the system will only assign admin keys.

### 8.3.12 Smart Server Networks

The Networking menu enables you to manage network interfaces, allocate IP addresses and set firewall rules for smart servers.

#### 8.3.12.1 Configure Smart Server Network Interfaces

The **Networking -> Network Interfaces** menu shows the virtual network interfaces allocated to the smart server. Network interfaces join the physical network to the smart server. When you create a smart server, a network interface is added automatically. This network interface will be assigned to the existing physical network using a spare IP (IPv4) and will be set primary by default.

OnApp supports IPv4 and IPv6. Since not every application supports IPv6, at least one IPv4 address must be allocated to a smart server primary network interface.

To see the list of all network interfaces allocated to the smart server:

1. Go to your Control Panel’s **Smart Servers** menu.
2. Click the label of the smart server you're interested in.
3. Click the **Networking** tab, then click **Network Interfaces**.
4. On the page that follows you will see the following fields:

- **Interface** – optional label of the network interface.
- **Network join** – name of the network and a Compute resource or Compute zone this network is joined to.
- **Port speed** – the speed set to the interface.
- **Primary interface** – indication whether the interface is primary or not.

Here you can edit and delete network interfaces (using icon controls) and add a new network interface using the button at the bottom of the screen.

To add a network interface:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the smart server you're interested in.
3. Click the **Networking** tab, then click **Network Interfaces**.
4. Click the **Add New Network Interface** button at the bottom of the screen.
5. On the screen that appears, input values for the following parameters:
   - **Label** – a human-friendly name for the new interface.
   - **Physical Network** – choose a network join from the drop-down menu, which lists network joins assigned to the Compute resource/Compute zone on which the smart server runs).
6. Click the **Submit** button.

To edit network interface label, port speed or set it as primary (if none is marked as primary), click the **Edit** icon next to the appropriate network interface. After editing the port speed, the smart server should be power cycled for the change to take effect.

To delete a network interface, click the **Delete** icon next to the interface you want to delete.

To run the smart server, at least one network interface with an assigned IP address (or addresses) is required! To allocate another physical network, add a new network interface.

### 8.3.12.2 Rebuild Smart Server Network

To rebuild a network join, added to the smart server (required after allocating new IP addresses):

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the required smart server.
3. On the screen that appears, click the **Tools** button, then click **Rebuild Network**.
4. In the pop-up window, move the **Force Reboot** slider to the right, then select the smart server shutdown type:
   - Power OFF smart server
   - Shutdown smart server
   - Gracefully shutdown smart server

Smart servers are rebooted by default after rebuilding the network.

5. Move the **Required Startup** slider to the right to start up the smart server automatically after the network is rebuilt.
6. Click the **Rebuild Network** button.
8.3.12.3 Allocate/Remove Smart Server IP Addresses

In the **Networking -> IP Addresses** tab you can find the list of assigned IP addresses, allocate new IP addresses and rebuild a network.

To allocate a new IP Address to the smart server:

1. Go to your Control Panel’s **Smart Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Networking** tab, then click **IP Addresses**.
4. Click the **Allocate New IP Address Assignment** button.
5. Select a network interface from the drop-down menu (only the **network interfaces** you added to the smart server will be available)
6. Select an IP address from the IP Pool associated with the network interface.
7. Click the **Add IP Address Assignment** button.
8. Click the **Rebuild Network** button to rebuild the network.

You must rebuild the network after making changes to IP address allocations.

To remove an IP address from a smart server:

1. Go to your Control Panel’s **Smart Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Networking -> IP Addresses** tab.
4. Click the **Delete** icon next to the IP address you want to delete.
5. In the pop up window that appears:
   - Choose **Delete and rebuild the network** option if you want to reboot a smart server and rebuild the network immediately after deleting the IP address. After choosing the **Delete and rebuild the network** option you will be redirected to the smart server **Overview** page.
   - Choose **Delete without rebuilding the network** option if you don't want to reboot a smart server. In this case to apply the changes, you will have to the reboot the smart server additionally.

You can't delete an IP address that is in use.
8.3.12.4 Display Network Speed for Network Interfaces on Smart Server Page

The main Smart Servers screen displays the network speed of each smart server primary network interface. To see the speed of all interfaces assigned to a smart server:

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the smart server you are interested in.
3. Click the Networking > Network Interfaces tab.
4. On the screen that appears, the Port Speed column shows the network speed of the network interface.

8.3.13 Smart Server Disks

Smart server storage is provided by disks. A disk is a partition of a data store that is allocated to a specific smart server. Disks can be assigned as standard or swap disks (there are no swap disks for Windows based templates). They can also be set as primary (that is, the disk from which an OS will boot).

It is possible to use incremental backups. For details, see Smart Server Backups section of this guide.

Managing disks for the entire cloud is handled through the Control Panel's Settings menu. Disks for individual smart servers are managed through the Control Panel's Smart Servers menu, where you can:

- See the list of disks allocated to this Smart Server
- Add a new disk
- Resize a disk
- Migrate a disk
- Set backup schedules
- Delete a disk
- Back up disks
- View disk backup schedules

PLEASE NOTE: Creating multiple partitions on one disk is forbidden for Windows-based virtual servers.

8.3.13.1 Add Disks to Smart Server

Adding a disk to a smart server will require that server to be rebooted. If a smart server is running when you try to add a new disk to it, you'll be asked to confirm the reboot. To add a disk to a smart server:

1. Go to your Control Panel's Smart Servers menu.
2. Click a smart server label to open its details screen.
3. Click the **Storage** tab -> **Disks**.
4. Click the "+" button or the **Create Disk** button.
5. Fill in the details:
   - Specify disk's label
   - Choose the data store to create a disk on from the drop-down menu.
   - Set the desired disk size.

   The disk size should not exceed 2 TB when a new disk is added. You can later resize the disk if you need it to be larger than 2 TB.

   - Specify if this disk is swap space, and requires formatting.

   - Specify whether the disk should be added to Linux FSTAB, and its mount point. The maximum length of a **Mount Point** is 256 characters. Spaces are not allowed. No more than one slash is allowed. If the mount point is not specified the default mount point will be used:

     `/mnt/onapp-disk-#{disk.identifier}`

   To be able to take incremental backups for virtual server’s disk, you must mount this disk to FSTAB (either Linux or FreeBSD) and specify the proper mount point manually.

   Swap disks are not backed up.

6. Click the **Add Disk** button to finish.

   When you add a new disk to a smart Compute resource it will automatically become available to that Compute resource.

---

**8.3.13.2 Edit Smart Server Disks**

You can easily resize disks when needed. The resize will fail if your current usage is greater than the new size you request. Note, that any changes on disk size will lead to reboot of your smart server.

To change disk size:
1. Go to your Control Panel's **Smart Servers** menu.
2. Make sure your smart server is powered off, then click its label to open its details screen.
3. Click the **Storage** tab -> **Disks**.
4. Click the **Actions** button next to the disk you want to change, then click the **Edit** link.
5. Enter a new disk label and size in GB in the fields provided.
6. Click the **Save Disk** button.

### 8.3.13.3 Migrate Smart Server Disks

You can migrate disks of your smart servers to other data stores, which are allocated to the same smart Compute resource or smart Compute zone. Disk migration requires reboot of the smart server (despite the template it is based on).

To migrate a disk:

1. Go to your Control Panel's **Smart Servers** menu.
2. Make sure your smart server is powered off, then click its label to open its details screen.
3. Click the **Storage tab -> Disks**.
4. Click the **Actions** button next to the disk you want to move to another data store, then click the **Migrate** button.
5. On the screen that appears, select a target data store from a drop-down box.
6. Click **Start Migrate**.

- You can only migrate disks to data stores in data store zones assigned to your billing plan.
- You cannot migrate a disk to a data store with less capacity than the disk size.
- Thin provisioning disks become thick provisioned after a disk migration. For example, if you use thin storage and move a 850GB disk between aggregates with 10GB actual usage, the 'dd' image of the local volume manager will take 850GB space, because the entire local volume manager is copied, including zero 'd' space which may not be able to be recovered.

### 8.3.13.4 Delete Smart Server Disks

To delete a disk:

1. Go to your Control Panel's **Smart Servers** menu.
2. Make sure your smart server is powered off, then click its label to open its details screen.
3. Click the **Storage > Disks** tab.
4. Click the **Actions** button next to the disk you want to delete, then click **Delete**.
8.3.14 Smart Server Backups

Backups are used for copying and archiving target data (target is either a disk or a smart server as a single whole of all disks used).

OnApp supports two backup types: normal and incremental:

- **Normal backup** - simple method of taking backups by making full copy of target data and storing it in an archive.
- **Incremental** - advanced method of taking backups. During the incremental backup, only the changes made after the last backup are archived instead of backing up the whole target. You must have dedicated backup servers configured in your cloud to be able to utilize the incremental backups functionality. Incremental backups are enabled via Settings > Configuration > Backups/Templates menu.

It is not possible to take incremental backups if you are using location group functionality without a backup server added to the group - the following error message will appear:

"Backup cannot be made at this time: This disk cannot be backed up, check Location Group settings."

This issue will be fixed in next releases. As a workaround, add an empty backup server zone to your location group.

Each backup type can be taken in two ways:

- **Manually** - the user logs into OnApp CP and clicks the “Take backup” button.
- **Automatically** - the user enables automatic backup option (daily, weekly, monthly, yearly). To enable auto-backups for virtual servers that support incremental backups which used auto-backups option before the upgrade, re-enable automatic backups by switching them off and on again.

If you are using incremental backups option, you should either enable dedicated backup servers in your cloud or share the backups and templates folders (paths) between your Compute resources. SSH file transfer option will be skipped for virtual servers using incremental backups. Existing full backups will be still accessible via Backups > Images menu.

8.3.14.1 How do incremental backups work?

For example, we have a disk with three files:

- File1 - 4Gb
- File2 - 2Gb
File3 - 3Gb

The first incremental backup will be 9 GB (sum of all files). If you decide to take another incremental backup soon thereafter, the backup size will be equal to 0, as the files have not been changed since the first backup (if your backup has complicated directory structure, it could be more than 0, as file system could store some system data).

Then:

- If the user decides to delete File2, the target size will now be 7Gb. The subsequent incremental backup size will be 0, as new data has not been added.

- If the user adds File4 of 4 GB size, the subsequent incremental backup will equal 4 GB (the size of new data added).

- If the user increases File3 disk size to 6 GB, the subsequent incremental backup size will equal 6 GB, although the target is increased by 3 GB. This happens because the incremental system takes the update of the existing file as the deletion of the existing file and adding the new file with the same name (the first version of File3 has been deleted and the new one with 6GB size has been added).

Backups can be saved either to a Compute resource or to a dedicated backup server. When saving a backup, the system calculates if user has enough physical/billing plan resources to save a backup in the selected destination.

When saving a backup to a Compute resource, the system does not check if Compute resource has enough disk space to save a backup and only checks if user has enough billing plan limits.

When saving a backup to a dedicated backup server, the system checks both disk space and billing plan limits.

Free disk size on a target must be at least equal to the disk’s size for which the backup is taken (or to a size of all VS disk for incremental backup).

In some cases (for example, if a user has scheduled several disk backups simultaneously but there’s only free space/billing limits for the first one) the system may allow taking all the backups but will not be able to save them. This will result in a system error and over-billing.

### 8.3.14.2 Backup Support by VM / Virtualization / OS

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<thead>
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<th>Normal backup</th>
<th>Incremental backup</th>
<th>Convert to template</th>
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**Table: Smart Server Backups Compatibility**

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<td>yes</td>
</tr>
<tr>
<td>VMware</td>
<td>snapshot</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>Windows</td>
<td>yes</td>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>*nix</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>CloudBoot / IS</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>SolidFire</td>
<td>yes</td>
<td>no</td>
<td>yes</td>
</tr>
</tbody>
</table>

### 8.3.14.3 View Smart Server Backups

To view the list of smart server's backups:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the required smart server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, you'll see a list of smart server backups sorted by category.
5. Click the label of the required smart server backup to see the following tools - restore backup, delete backup, convert it to template and add note:

### 8.3.14.4 Take Smart Server Backup

To take an incremental backup:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the server you want to back up.
3. Click the **Backups** tab, then select **Files**. You'll see a list of the disks allocated to that smart server.

4. Click the **Actions** icon next to a disk you want to take a backup of, then click **Backup**. You'll see a list of all the backups taken and pending for that disk, along with the tools to restore backups, delete them, and convert them to templates.

5. To take a backup, click the **Take a Backup** button at the end of the list.

```
Backups in the OnApp Control Panel are associated with a particular user instead of being associated with a smart server. To view the list of user backups, refer to View User Backups section.
```

Template extraction is performed during server provisioning or taking a backup when using a particular template. To prevent template from being used in other transactions during extraction, template is locked during the extraction and unlocked on accomplishment. If other transaction tries to use the locked template, it will fail after 5 minutes of standby.

Transaction which locked template and failed, means that extracted template is broken.

**Storing scheme:**

- template /onapp/templates/your_template.tgz
- extracted template /onapp/backups/templates/your_template
- locked template /onapp/backups/templates/your_template.lock

8.3.14.5 **Take Smart Server Disk Backup**

To back up a smart server:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the appliance you want to back up.
3. Click the **Storage tab -> Disks**. You'll see a list of the disks allocated to that smart server.
4. Click the **Actions** icon next to a disk you want to take a backup of, then click **Backup**. You'll see a list of all the backups taken and pending for that disk, along with the tools to restore backups, delete them, and convert them to templates.
5. To take a backup, click the **Take a Backup** button at the end of the list.

```
Backups in the OnApp Control Panel are associated with a particular user instead of being associated with a smart server. To view the list of user backups, refer to View User Backups section.
```
8.3.14.6 Convert Smart Server Backup to Template
To convert smart server backup to template:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the required smart server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, click the **Actions** icon next to the backup and choose the **Convert to Template** (see **Create custom templates**).

8.3.14.7 Restore Smart Server Backup
To restore a backup:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the required smart server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, click the **Actions** icon next to the backup you want to revert to and choose **Restore**.

8.3.14.8 Delete Smart Server Backup
To delete a backup:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the required smart server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, click the **Actions** icon next to the backup you want to remove and choose **Delete**.

8.3.14.9 Edit Smart Server Backup Note
To edit smart server backup's note:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the required smart server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups

4. On the screen that appears, click the **Actions** icon next to the required backup and choose **Add Note**. Make necessary changes and click **Submit**.

---

### 8.3.15 Smart Server Backup Schedules

Schedules screen lists smart servers' scheduled backup. Depending on the backup type set in your cloud settings, schedules are created either per smart server or per disk. To view all backup schedules in the cloud, see **Schedules Settings**.

#### 8.3.15.1 View Smart Server Backup Schedules

To view the list of backup schedules for a particular Smart Server:

**If normal backup options is selected for the cloud:**

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the Smart Server you're interested in.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.
5. On the screen that appears, you will see the list of backup schedules along with their details:
   - **Date** - time when the schedule was created
   - **Target** - server or disk for which the schedule was created (depending on the backup type)
   - **Action** - scheduled action
   - **Frequency** - how frequently the backup will take place according to the period set. For example, frequency of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - **Next Start** - the date and the hour of the next backup
   - **User** - user who created the backup schedule
   - **Status** - schedule status
If incremental backup option is selected for the cloud

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the Smart Server you're interested in.
3. Select **Backups > Schedules** tab, or click **Auto-backups** under the **Options** section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules along with their details:
   - **Date** - time when the schedule was created
   - **Target** - server or disk for which the schedule was created (depending on the backup type)
   - **Action** - scheduled action
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted
   - **Next Start** - the date and the hour of the next backup
   - **User** - user who created the backup schedule
   - **Status** - schedule status

8.3.15.2 Create Smart Server Backups Schedule

In addition to the system auto-backup presets, you can schedule backups of Smart Servers (VS disks) as required. For example, you can set up a schedule to back up your disks once a week.

The combination of Scheduled VS backups and **Auto-backup Presets** provides a great deal of flexibility in the way backups are handled for the cloud, and for individual VSs. Auto-backup Presets can be applied to all new VSs added to the cloud. Scheduled VS backups enable specific backups to be scheduled for individual VSs, outside of the auto-backup pattern.

Depending on your cloud settings, you can schedule either normal or incremental backup schedules:

- **Adding normal backup schedule**
- **Adding incremental backup schedule**

Adding a normal backup schedule

To add a normal backup schedule:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the Smart Server you want to schedule a backup for.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.

5. On the screen that follows, click the **New Schedule** button.

6. Specify schedule details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days.
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted.

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

7. Click the **Save** button to finish.

**Adding an incremental backup schedule**

1. Go to your Control Panel’s **Smart Servers** menu.

2. Click the label of the Smart Server you want to schedule a backup for.

3. Click the **Backups** tab, then choose **Schedules**, or click **Auto-backups** under the **Options** menu to view incremental backup schedules only.

4. Click the **New Schedule** button.

5. On the screen that appears, specify new schedule’s details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days.
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted.
   - **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

6. Click the **Save** button to finish.
8.3.15.3 Edit Smart Server Backup Schedule

To edit a normal backup schedule:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the Smart Server you want to schedule a backup for.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.
5. Click the **Edit** icon next to a schedule to change its details.
6. Specify schedule details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted.
     
     Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.
   
   - **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).
   - **Enabled** - move the slider to enable or disable the schedule
7. Click the **Save** button to finish.

To edit an incremental backup schedule:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the Smart Server you're interested in.
3. Select **Backups > Schedules** tab, or click **Auto-backups** under the **Options** menu to view incremental backup schedules only.
4. Click the **Edit** icon next to a schedule to change its details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted. This parameter is for incremental backup schedules only.
- **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

- **Enabled** - move the slider to enable or disable the schedule

5. Click the Save button to save your changes.

### 8.3.15.4 Delete Smart Server Backup Schedule

**To delete a normal backup schedule:**

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the Smart Server you’re interested in.
3. Click the Storage tab, then select Disks.

4. On the screen that appears, click the Actions button next to the disk with a backup schedule, then select Schedule for Backups.
5. Click the Actions icon next to the schedule you want to remove, then choose Delete.

**To delete an incremental backup schedule:**

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the Smart Server you’re interested in.
3. Select Backups > Schedules tab, or click Auto-backups under the Options section to view incremental backups schedules only.

4. On the screen that appears, you will see the list of backup schedules.
5. Click the Actions icon next to the schedule you want to remove, then choose Delete.

### 8.3.16 Smart Server Statistics

For your convenience, the system tracks smart server performance and generates statistics on:

- Smart Server CPU Utilization
- Smart server billing statistics
- Smart Server Disk IOPS Statistics

#### 8.3.16.1 Smart Server CPU Utilization

OnApp tracks CPU usage for smart servers and generates charts that help analyze smart server performance. The charts show the total CPU usage for all the cores of this particular smart server for a specified time period.
The vertical axis shows the CPU usage percentage (CPU percentage is the core-independent quantity). The horizontal axis defines a time period.

To see CPU usage statistics:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the virtual server you're interested in.
3. Click the **Overview tab - > CPU Usage**.
4. On the screen that appears, the top chart shows CPU usage for the last 24 hours. The bottom chart shows usage for the last three months (if there is enough data). If there is less data available, the chart will show utilization for the time available.
5. Move the **Show in My Timezone** slider to the right if you want to show bandwidth statistics according to your profile's timezone settings.
6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.
7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

To see what percentage of Compute resource CPU resource a smart server takes, go to your Control Panel's **Smart Servers** menu and click the label of the smart server you're interested in. On the screen that appears, the CPU(s)/Shares parameter displays the amount of CPU resource given to this smart server.

**8.3.16.2 Smart Server Billing Statistics**

OnApp has a record of all the charges applied to your smart servers for the last three month period. If a smart server was created less than three months ago, statistics are recorded for the smart server's existence to date. You can view all statistics available, or those for a shorter period by setting a Start and End time.

To view billing statistics for a smart server:
1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the smart server you're interested in.
3. Click the **Overview - > Billing Statistics** tab.
4. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button. By default the statistics are generated for the last three months or the actual smart server existence period.
5. Move the **Show in my Timezone** box to slider to the right if you want to show bandwidth statistics according to your profile's timezone settings.

6. On the page that appears:

   - **Date** – particular date and time for the generated statistics
   - **Users** – the server owner. Click the owner name to see the User Profile (user details)
   - **Virtual Servers** – the server name with the total due for smart server resources (CPU priority, CPUs, memory and template resources) for the point of time specified in the Date column.
   - **Disks Usage** – the list of disks assigned to this smart server with the total due for the disk space resources (disk size, data read/written, reads/writes completed) for the point of time specified in the Date column. Click the disk name to see its details.
   - **Costs** – the total due for the smart server, Network Interfaces and Disks resources at the point of time specified in the Date column.

Scroll down to see Total Amount (the total due for the whole billing statistics period).

**8.3.16.3 Smart Server Disk IOPS Statistics**

The system tracks IOPS (Input/Output Operations per Second) for smart servers and generates charts that help analyze smart server disk performance. To see IOPS for a smart server:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Storage -> Disks** tab.
4. Click the **Actions** button next to the required disk, and then choose **IOPS**.

5. There are four charts on the screen that appears:
   - IOPS for the last hour
   - IOPS for the last 24 hours
   - Data written/read for the last 24 hours
   - Data written/read for the last hour

6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

The OnApp API allows you to limit the Hourly IOPS and Hourly data by setting the limit=N parameter, where the N variable is the number of hours for which the charts will display the
8.3.17 Smart Server Integrated Console

OnApp includes an integrated VNC console that gives users direct access to their smart servers through the OnApp Control Panel, if their user role permits. Administrators can access all smart servers consoles for support and troubleshooting purposes. The console connects the user's browser to the VNC port made available via the Compute resource for the guest console. Both the administrator and the end user web UIs offer a console connection, regardless of the OS.

To access the smart servers VNC console via the control panel interface:

1. Go to your Control Panel's **Smart Servers** menu.
2. Click the label of the smart server you're interested in.
3. On the screen that appears, click the **Console** button in the upper menu.

   We recommend using Java 1.7, since OnApp VNC console was not tested with Java 1.8.

8.3.18 Smart Server Transactions and Logs

The system records a detailed log of all the transactions happening to your smart servers. The list of transactions logged by the system includes:

- Provision smart server
- Startup smart server
- Stop smart server
- Resize smart server without reboot
- Configure Operating System
- Build disk
- Resize disk
- Format disk
- Destroy disk
- Take backup
- Convert backup
- Restore backup
- Destroy backups
- Destroy virtual server
- Destroy template
- Download template
- Update firewall

To view transactions for a smartserver:
1. Go to your Control Panel’s **Smart Servers** menu.
2. Click the label of the server you’re interested in.
3. The details screen for that server shows recent transactions in the **Activity Log** section.

To cancel pending tasks, click the **Cancel All Pending Tasks for this Smart Server** button.

### 8.3.19 Smart Server Recipes

To manage smart server recipes:
1. Go to your Control Panel’s **Smart Servers** menu.

2. Click the label of the server you’re interested in.
3. Click the **Overview** tab, then choose **Recipes**.
4. The screen that follows shows details of all the recipes in the cloud:

- The left pane shows the list of available recipes organized into recipe groups.
- The right pane displays the list of events to which the recipes can be assigned to. Click the arrow button next to event to expand the list of recipes assigned to it.

**Assign recipe**

Drag and drop recipe to assign it to a desired event.

You can assign virtual server recipes to the following events:
- **VS provisioning** - run the recipe during VS provisioning
- **VS network rebuild** - run the recipe when rebuilding a network
- **VS disk added** - run the recipe when adding a disk
- **VS network interface added** - run the recipe when adding a network interface
- **VS disk resized** - run the recipe when resizing a VS disk
- **VS resize** - run the recipe when resizing a VS

**To use drag and drop:**
1. Click the arrow button in front of the required event to unfold it.
2. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.

Remove recipe
To remove recipe:
1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the Delete icon next to the recipe you want to remove.

8.3.20 Smart Server Recipe Custom Variables
You can define custom variables for particular smart servers. Each custom variable is a name-value set that can be used during the smart server recipe implementation. Custom variables are set on a per server basis. You can create custom variables during the smart server creation or via the smart server Overview menu.
To create a new custom variable:
1. Go to your Control Panel's Smart Servers menu.
2. You'll see a list of all smart servers in your cloud. Click the name of a smart server for which you want to create a variable.
3. On the smart server details screen, click the Overview tab, then choose Recipes Variables.
4. On the screen that appears, click the "+" button.
5. Specify the recipe name and its value.
6. Move the Enabled slider to the right to allow the use of this recipe.
7. Click Save.
To edit a custom variable, click the Edit icon next to the required variable and change its details.
To delete a custom variable, click the Delete icon next to the variable you want to remove. You will be asked to confirm the deletion.

It is possible to set custom variables for image templates, as well as for smart servers. Note: smart server custom variables will always overlay template custom variables.

8.3.21 Smart Server Billing
Smart servers are billed the same way as virtual servers. You can set limits and prices for CPU/CPU share/memory.
To charge for smart server resources:
1. Create a smart Compute zone.
2. Attach smart Compute resources to this zone.
3. **Add this Compute zone (smart server type) to a billing plan** and set the CPU/CPU share/memory limits.

4. **Assign user to this billing plan.**

5. **Create a smart server** under this user's account, and allocate the required smart server on a Compute zone that you've just added to the billing plan.

   Smart servers are also charged for IP addresses and the maximum port speed value (set in Settings > Defaults configuration).

### 8.4 Baremetal Servers

Baremetal Compute resources are physical servers, reside directly on the hardware without the virtualization layer. Baremetal Compute resources are hosted on dedicated baremetal Compute resources, deployed for a single user. Utilization of baremetal servers allows locating customer's servers on a single piece of hardware. Use of baremetal servers in the cloud makes hardware resource utilization more efficient.

The advantages of baremetal servers:

- full access to the entire server
- tight security

Baremetal servers are hosted on Xen CloudBoot Compute resources, that can be then organized into zones to create different tiers of service - for example, by setting up different zones for baremetal servers, with limits and prices specified per zone. Baremetal Compute zones can also be used to create private clouds for specific users. Limits and prices are specified individually for each baremetal Compute zone assigned to the billing plan.

You can enable recovery mode for baremetal servers. For details, see **Enable Recovery Mode for Baremetal Servers**.

- Autoscale, Segregate and VIP status options are not available for baremetal servers. Also, it's not possible to wipe disks, as OnApp cloud administrators do not have access to baremetal server disks.
- VLANs are not configured automatically on baremetal servers. You need to configure them manually in accordance with your OS and hardware settings.
8.4.1 View the List of Baremetal Servers
To view the list of all baremetal servers deployed in the cloud:
1. Go to your Control Panel's Baremetal servers menu to see an overview of all baremetal servers in the cloud with their details: OS, label, IP addresses, etc.
2. Click the Actions button next to the server for the quick access to the list of available actions (the list of actions displayed depends on the server status).
3. To view a particular baremetal server details, click the label of a required server.
4. To add new baremetal server, press "+" or click the Add New Baremetal Server button.

8.4.2 View Baremetal Server Details
To view details of a specific baremetal server:
1. Click the label of the server you're interested in.
2. On the screen that appears, you'll see the baremetal server properties and activity log:
   - Hostname
   - Baremetal Compute resource group the server belongs to.
   - Login credentials
   - Owner
   - Price per hour
   - IP Addresses
   - Notes
   - Activity log

3. To remove all pending tasks from the log, click the Clean all pending tasks for this Baremetal Server button at the bottom of the screen.

8.4.3 Create Baremetal Server
You need to add and configure a baremetal CloudBoot Compute resource before you can create a baremetal server. See the Create CloudBoot Compute Resource section for details.

To create a baremetal server:
1. Go to your Control Panel's Baremetal Servers menu.
2. On the screen that appears, press "+" button or click the Add New Baremetal Server button underneath the list of servers on the screen.
3. Complete the baremetal server creation form:
On this page:
- Step 1 of 4. Templates
- Step 2 of 4. Properties
- Step 3 of 4. Resources
- Step 4. Recipes

See also:
Baremetal Server Creation Workflow
Edit Baremetal Server
Delete Baremetal Server
Baremetal Server Billing
Baremetal Servers (API)

The management network should be disconnected during the baremetal server deployment.

8.4.3.1 Step 1 of 4. Templates

Choose a template to build a baremetal server on, then click Next.

8.4.3.2 Step 2 of 4. Properties
- **Label** - the label of the virtual server.
- **Hostname** - the hostname of the virtual server. The hostname may consist of letters [A-Z a-z], digits [0-9] and dash [-]
- **Compute Zone** - choose a baremetal Compute zone to build the baremetal server on.
- **Compute resource** - Choose a specific baremetal Compute resource to reside the baremetal server on. Please note: you can only reside your baremetal server on cloud booted Xen Compute resources.
- **Password** - a secure password for the Baremetal Server.
- **Password confirmation** - repeat the password to confirm it.
- **Encrypt password** - move the Encrypt Password slider to the right, to encrypt your password, then enter an encryption key in the field that appears.
- **Click** Next.

### 8.4.3.3 Step 3 of 4. Resources

- **Network Zone** - choose a network zone from the drop-down list.
- **Show only my IP addresses** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.
- **Selected IP address** - the Baremetal Server's selected IP address.
- **Click** Next.
8.4.3.4 Step 4. Recipes

- Choose a recipe you want to assign to this baremetal server by dragging the required recipe to the **Assigned for provisioning** pane.

- To add a custom variable, click the "+" button next to the **Custom recipe variables** title bar, then specify variable details:
  - Specify the recipe name and its value.
  - Move the **Enabled** slider to the right to allow use of this variable.

Click **Submit** button. The baremetal server will be added to the system. You can view it under the **Baremetal Servers** menu.

You can find the list of templates for baremetal server creation under the following links (marked by "Yes" in column "Baremetal"):

http://templates.repo.onapp.com/Linux_templates.html

The image templates for provisioning the baremetal servers are stored in the following locations depending on the configuration:

1. If **Use SSH File transfer** CP configuration option is enabled in **Control Panel Settings > Configuration menu**, then the image template will be fetched from the specified server.

2. If **Use SSH File transfer** option is disabled, the image templates are located at/onapp/templates, which is mounted from server specified in **Static Config target CP configuration option** (Control Panel's **Settings > Configuration** menu). Usually this is set to Control Panel server IP, but you can change it to be any other server.

---

8.4.4 Baremetal Server Creation Workflow

The following scheme describes the steps required to create a baremetal server:
User wants to create a baremetal server

User completes the baremetal server creation form

Step 1: Templates
- Choose a template

Step 2: Properties
- Specify the baremetal server label and hostname
- Choose a compute zone and a compute resource
- Set the password

Step 3: Resources
- Select a network zone

Step 4: Recipes
- Choose a recipe
- Assign a custom variable

Click the **Submit** button to start the creation process
8.4.5 Edit Baremetal Server

You can edit baremetal server details via the Control Panel's Baremetal Servers menu.

To edit the baremetal server details:

1. Go to your Control Panel's Baremetal Servers menu. On the screen that appears you'll see the list of all baremetal servers.
2. Click the required server name (label).
3. Click the Actions button, then click Edit.
4. On the screen that follows, change the server details.
5. Click the Save button to save your changes.

8.4.6 Delete Baremetal Server

To remove a baremetal server from the cloud:

1. Go to your Control Panel's Baremetal Servers menu.
2. On the screen that appears, you'll see the list of all baremetal servers in the cloud. Click the label of the server you want to delete.
3. On the baremetal server screen, click the Tools button, then choose Delete Baremetal Server.

After a user has been deleted a baremetal server, OnApp administrator receives an email notification. After that, administrator must reclaim a baremetal Compute resource by manually rebooting it, to make it available for new baremetal server creation.
8.4.7 Manage Baremetal Server Recipes

To manage baremetal server recipes:
1. Go to your Control Panel's **Baremetal Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Tools** tab, then choose **Recipes**.
4. The screen that follows shows details of the available recipes the cloud:

- The left pane shows the list of available recipes organized into recipe groups.
- The right pane displays the list of events to which the recipes can be assigned to. Click the arrow button next to event to expand the list of recipes assigned to it.

**Assign recipe**

Drag and drop recipe to assign it to a desired event.

You can assign baremetal server recipes to the following events:
- **VS provisioning** - run the recipe during baremetal server provisioning

**To use drag and drop:**
1. Click the arrow button in front of the required event to unfold it.
2. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.

**Remove recipe**

To remove recipe:
1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the **Delete** button next to the recipe you want to remove.

8.4.8 Manage Baremetal Server Recipe Custom Variables

You can define custom variables for particular baremetal servers. Each custom variable is a name-value set that can be used during the recipe implementation. Custom variables are set on a per server basis. You can create custom variables during the baremetal server creation or via the baremetal server **Tools** menu.

To create a new custom variable:
1. Go to your Control Panel's **Baremetal Servers** menu.
2. You'll see a list of all baremetal servers in your cloud. Click the name of a server for which you want to create a variable.

3. On the baremetal server details screen, click the **Tools** tab, then choose **Custom Recipe Variables**.

4. On the screen that appears, click the "+" button.

5. Specify the recipe name and its value.

6. Move the **Enabled** slider to the right to allow use of this recipe.

7. Click **Save**.

To edit a custom variable, click the **Edit** icon next to the required variable and change its details.

To delete a custom variable, click the **Delete** icon next to the variable you want to remove. You will be asked to confirm the deletion.

---

It is possible to set custom variables for image templates, as well as for baremetal servers. Baremetal server custom variables will always overlay template custom variables.

---

### 8.4.9 Baremetal Server Billing

Baremetal servers are billed in a slightly different way than other server types. You can only set IP address and template limits and prices for your baremetal servers.

To charge for baremetal server resources:

1. Create a baremetal server Compute zone and attach baremetal Compute resources to this zone.

2. Create a billing plan and set the monthly fee for it.

3. Add this Compute zone (baremetal server type) to the billing plan.

4. Add a network zone to the billing plan.

5. Set the IP address limits for VSs powered off. Each server deployed will take an IP from the network zone added to the billing plan, and will be billed for each IP address taken. For more information, see Set Billing Plan Prices And Resource Limits.

6. Go to **Template Store** menu and set the template prices. Each time a baremetal server is built on the specific template, the user will be charged the amount set. For more details, see **Template Store**.

7. Add the required template store to the billing plan.

8. **Assign user** to this billing plan.

9. Create a baremetal server under this user's account based on the baremetal Compute resource in a Compute zone that you've just added to the billing plan.
Do not set any other limits except the ones described above.

8.4.10 Baremetal Server Recovery Mode

To reboot baremetal server in the recovery mode:
1. Go to your Control Panel's Baremetal Servers menu.
2. On the screen that appears, click the label of the baremetal server you want to reboot in the recovery mode.
3. On the baremetal server screen, click the Tools button, then choose Enable Recovery Mode.

To disable recovery mode for a baremetal server:
1. Go to your Control Panel's Baremetal Servers menu.
2. On the screen that appears, click the label of the required baremetal server.
3. On the baremetal server screen, click the Tools button, then choose Disable Recovery Mode.

8.5 Application Servers

Application Server is a regular VS based on default CentOS template with pre-installed additional software. This software allows you to install and have up & running various PHP/Perl/Python frameworks (like Drupal, Joomla, Wordpress etc.) on a server using web interface.

- To activate Application Server functionality you need to activate appropriate license at OnApp dashboard.
- Application servers allow you to deploy different applications on your cloud. For more info refer to Applications.

Application Server gives you high-end cloud management features including:

<table>
<thead>
<tr>
<th>Application Server Options</th>
<th>Power Options</th>
<th>Administrative Options</th>
<th>Networks</th>
<th>Disks</th>
<th>Backups</th>
<th>Backup Schedules</th>
<th>Statistics</th>
<th>Applications</th>
<th>Application Backups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>Reboot</td>
<td>Change owner</td>
<td>Configure network</td>
<td>Create disks</td>
<td>View backups</td>
<td>View schedules</td>
<td>CPU utilization</td>
<td>View Applications</td>
<td>View Application</td>
</tr>
</tbody>
</table>

APPLIANCES - APPLICATION SERVERS 203
The following options are not available for application servers:

- Reset Root Password
- Set SSH keys
- Integrated console
8.5.1 View Application Servers

To view an application:

1. Go to your Control Panel's **Application Servers** menu.

2. The page that loads will show the list of application servers together with their:
   - Operating system
   - Label. Click the label to see details.
   - IP Addresses
   - Disk Size
   - RAM
   - Backups - the number of backups and the space these backups take.
   - Compute Resource - the label of compute resource with which application server is associated
   - User - the owner of this application server. Click the user name to see the owner details.
   - Power status. Click the on/off buttons to change the status

3. Click the **Actions** button next to the application server for the quick access to the list of application server actions (the list of actions displayed depends on the application server status):
   - Reboot
   - Recovery reboot
   - Shutdown
   - Startup
   - Recovery startup
   - Unlock

To search for a particular application server, click the Search icon at the top of the application server list. When the search box appears, type the text you want to search for and click the **Search** button:
8.5.2 View Application Server Details

To view details of a specific application server:

1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the application server you’re interested in.
3. The screen that appears loads the application server properties, application list, notes, activity log and tools for managing your application server.

8.5.2.1 Application Server Properties

Application server properties page gives general overview of the server details:

- Template this server is built on
- Power status & On/Off/Reboot buttons.

Clicking the OFF button performs graceful shutdown and then powers off the application server after the timeout set in Configuration settings.

- Hostname
- Compute resource. Click the compute resource name to see its details
- Login credentials
- Owner. Click the owner name to see its details.
- Price per hour
- Memory
• CPU(s)
• CPU priority or CPU units
• Disk Size
• Disk backups
• Network Speed
• IP Addresses. Only the first five IP addresses are displayed on the application server properties page. To view the list of all application server IP addresses, mouse over IP addresses area or go to the Networking > IP addresses tab.
• Auto-backups - move the slider to enable/disable automatic backups for this application server. If the incremental backups are enabled in your cloud, you can set auto-backups per application server rather than per disk.

If the automation options weren’t enabled during this application server creation, you’ll be redirected to the form where you can configure them.

• Autoscale - move the slider to enable/disable the autoscaling rules set for this AS.

• Until the autoscaling rules are configured the autoscaling itself will not start working.
• If the Autoscale slider is greyed out that means that you have reached the autoscaling limit in billing plan (or the max is set as 0).

8.5.2.2 Applications
In this section you can see the list of all applications deployed on this server.

8.5.2.3 Notes
The Notes section lists brief comments or reminders for an application server. You can add either Admin’s or User’s notes. The Admin’s note will be available to cloud administrators. Click the Actions button in the Notes section of the page to add admin’s or user’s note.

8.5.2.4 Application Server Management
• Click the Tools button to expand the Tools menu with the application server management options.
• Use the top menu to manage your application servers’ statistics/networking/storage options.
8.5.3 Create Application Server

Application server creation process is similar to virtual server creation. The difference is that a specific default template is used automatically during application server creation. For more information refer to the Application Server Billing section of this guide.

To create an Application Server:

1. Go to your Control Panel's Application Servers menu.
2. On the screen that appears, press "+" button or click the Create ApplicationServer button underneath the list of servers on the screen.
3. Complete the application server creation form:

   **On this page:**
   - Step 1 of 4. Cloud Locations
   - Step 2 of 4. Properties
   - Step 3 of 4. Resources
   - Step 4. Confirmation

   **See also:**
   - Edit Application Server
   - Delete Application Server
   - Application Server Billing
   - Application Server Disks
   - Application Server Backups
   - Application Server (API)

8.5.3.1 Step 1 of 4. Cloud Locations

The Cloud Locations step applies to those users who have compute zones assigned to location groups in their billing plan.

If the user's billing plan has several compute zones, some of which are assigned to location groups, whereas others are not - the cloud locations screen will not be available in the wizard. Also if there is only one location this step will be skipped. In this case the wizard will start with the Properties step.
Indicate your application server's cloud location:

- **Country** - choose the country, where the cloud is located, from the drop-down menu.
- **City** - specify the city, where the cloud is located, from the drop-down menu.

Click **Next** to proceed to the following step of the wizard to specify the application server properties.

### 8.5.3.2 Step 2 of 4. Properties

Specify the following application server properties:

- **Label** - the label of the application server. The required parameter.
- **Hostname** - the hostname of the application server. The required parameter. The hostname should consist of letters [A-Z a-z], digits [0-9] and dash [-].
- **Compute Zone** - the compute zone to build the application server on.
- **Compute resource** - the specific compute resource to build the application server on. Compute resource may be selected automatically according to the set **provisioning type**.

Click **Next** to proceed to the following step of the wizard to specify the application server resources.

Particular characters are not allowed in hostnames for Windows-based application servers:
- percent sign [%]
- double quotation marks [“]
- brackets [<,>]
- vertical bar [|]
- caret[^]
- ampersand [&]
- parentheses [(,)]

### 8.5.3.3 Step 3 of 4. Resources

At this step, you can set your application server's resources, such as disk size, network configuration and other.
Resources

- **RAM** - set the amount of application server’s RAM.
- **CPU Cores** - set the amount of application server’s CPU cores. For KVM compute resources, this parameter sets CPU sockets by default, unless CPU topology is enabled.
- **CPU Priority (or CPU Units)** - set application server’s CPU priority. If the CPU units are switched on in the billing plan for this user, then CPU priority is replaced with CPU units. Refer to Billing Calculation section for details on CPU units and CPU priority.

The following options are available for application servers based on KVM compute resources only, providing the Enable CPU topology permission is switched on for the user.

- **Use CPU Topology** - move the slider to the right, to set the following parameters:
  - **CPU Sockets** - set the amount of sockets.
  - **CPU Threads** - set the amount of threads per core.

Primary Disk

- **Data Store Zone** - choose a data store zone for application server’s primary disk.
- **Primary disk size** - set the primary disk size.

Swap Disk

- **Data Store Zone** - choose a data store zone for application server’s swap disk.
- **Swap disk size** - set the swap disk size. There is no swap disk for Windows-based application servers. In all other cases, swap disk size must be greater than zero.

Network Configuration

- **Network Zone** - choose a network zone from the drop-down box.
- **Selected IP address** - assign an IP address for the application server from the drop-down menu. Indicate compute resource and network to have the list of available IPs.
- **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.
- **Port Speed** - set the port speed for this application server

Click **Next** to proceed to the following step of the wizard that completes the application server creation process.

Do not use CPU Units for KVM compute resources running on CentOS5.

CPU topology (CPU sockets and CPU threads) is the Labs feature preview. Pay attention that setting CPU sockets and CPU threads are at your own risk only!

You may face the following problems when setting CPU topology:

1. Currently you cannot set CPU sockets and threads parameters for existing application servers.
2. After setting, the new parameters won’t be shown at the application server details screen.
3. Some Linux application servers fail to boot up.
4. When sockets and threads are set incorrectly, you may face huge load on HV's under CentOS 5.x.

Show IP address selection for new application server option is enabled via the "Specify a network address on new application server page" checkbox on the Settings > Configuration settings screen (under the System tab).

You can't select unlimited port speed if the Network Zone is not selected. In this case the port speed will be 1 by default.
It’s possible to create application server with unlimited network speed without selecting a network zone only if you have only one Network Zone assigned to your billing plan.

8.5.3.4 Step 4. Confirmation
At this step, configure the automation settings. This is the final step of the application server creation wizard.

- Move the Build Virtual Server slider to the right if you want the system to automatically build the application server. If you leave this box blank, you will have to build your server manually after it is created.

After you set up these parameters, click the Create Application Server button to start the creation process.

8.5.4 Edit Application Server
You can edit CPU and RAM resources for application servers. To adjust CPU & RAM resources:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you want to resize, to show its details screen.
3. Click the Tools button and select the Edit Application Server link.
4. Change label, CPU cores, CPU priority/units and RAM values, and click the Save button.

8.5.5 Rebuild/Build Application Server Manually

If you haven't checked the Build Application Server option during the application server creation process, you will have to do this manually after the application server has been created. Building an application server is the process of allocating physical resources to that application server.

To build an application server manually or rebuild the application server on the same (or another) template:

1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the application server you’re interested in.
3. On the screen that appears, click the Tools button and then click Rebuild Application Server.
4. On the screen that pops up, use the drop-down menu to choose a template with which to build the application server.
5. Move the Start AS after rebuild slider to the right if you want to have your application server started automatically after it is built.
6. Click the Rebuild Application Server button to finish.

After you rebuild your template all data will be lost!

8.5.6 Migrate Application Server

OnApp allows hot and cold migration of application servers between compute resources that share common data stores (or data store zones). Hot migration means moving application servers that are running, while cold migration means moving application servers that are shut down.

To check if your Windows template supports hot migration, see http://templates.repo.onapp.com/Windows_templates.html

To hot migrate an application server:

1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the application server you want to migrate.
3. Click the Tools button and press the Migrate Application Server link.
4. In the window that appears, choose the target compute resource from the drop-down menu.
5. Move the Cold-migrate when hot-migration fails slider to the right if you want to apply cold migration in case of hot migration failure.
6. Click the Start Migration button.
After migration, the power status of your application server remains the same as before the migration. If you migrate an application server that's running, the whole process is almost unnoticeable.

8.5.7 Autoscale Application Server

Application server autoscaling allows you to change the RAM, CPU and disk size settings of an application server automatically. Application server resources scaling is based on rules you specify. For example, you can set up a rule that will add 1000MB of memory to an application server if RAM usage has been above 90% for the last 10 minutes - but add no more than 5000MB in total in 24 hours. You can set autoscaling down settings alongside with autoscaling up.

- For Linux-based application servers only.
- If you autoscale an application server's memory to a value greater than current application server RAM x 16 (which is a max_memory parameter in a configuration file and database), the application server will be rebooted anyway, regardless of the template it is built on.
- Make sure an application server can be reached via SSH. Otherwise, the autoscaling client installation will fail.
- Monitis will be used for autoscaling of servers built using OnApp versions previous to 4.2 until you switch autoscaling off for such server(s). If you decide to switch autoscaling back on, autoscaling will be implemented using Zabbix. Zabbix also will be used for autoscaling of newly created VSs. If you do not deploy Zabbix Server, Monitis will be used for autoscaling. For more information refer to Edit System Configuration.

To configure autoscaling settings:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the appropriate application server.
3. On the page that follows, click the Overview tab, and then click Autoscaling.
4. Press the required tab - Memory Usage, Disk Usage or CPU Usage - to see the statistics for each type of resources.
5. Below you will see UP and DOWN autoscaling options. Move the slider to the right to add the autoscaling rule or move it to the left to remove the rule.
6. Add autoscaling rules as explained below:

Set autoscale up options:
- If RAM usage is above X% for a specific time period, add Y MB – but no more than Z MB in a 24 hour period.
- If CPU usage is above X% for a specific time period, add Y% - but no more than Z% in a 24 hour period.
If disk usage is above $X\%$ for a specific time period, add $Y$ GB - but no more than $Z$ GB in a 24 hour period.

Set autoscale down options:

- If RAM usage is below $X\%$ for a specific time period, remove $Y$ MB.
- If CPU usage is below $X\%$ for a specific time period, remove $Y\%$.
- If disk usage is below $X\%$ for a specific time period, remove $Y$ GB.

7. Click **Apply**.

Clicking the **Apply** button does not activate autoscaling if the **Autoscale** slider at AS overview page is disabled. You can configure autoscaling rules, press the **Apply** button, these rules will be saved and will start working only after the **Autoscale** slider at VS overview page is enabled. Also you can disable the **Autoscale** slider, autoscaling will stop working, but the configuration of rules will be saved in case you will want to activate them in future.

8.5.8 Set VIP Status for Application Server

If a Compute resource fails or reboots, the system migrates application servers to another Compute resource, one server at a time. The order servers are migrated in is random. However, you can give an application server "VIP" status, and this will give that server priority in the migration queue.

To set or remove VIP status for an application server:

1. Go to your Control Panel's **Application Servers** menu.
2. Use the **VIP** button next to a required application server to change its VIP status.

8.5.9 Segregate Application Server

To isolate one application server from another:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you want to segregate.
3. On the screen that appears, click the **Tools** button, then click **Segregate Application Server**.
4. In the dialogue box that pops up, use the drop-down menu to choose an application server you want to keep away from.
5. Click the **Segregate VS** button to finish.

8.5.10 Delete Application Server

Shut down the application server before destroying it. If you are deleting an application server that is running, the application server will be deleted after the time set in Timeout Before Shutting Down.
application servers configuration parameter.

To remove the application server from the cloud:

1. Go to your Control Panel's Application Servers menu.
2. On the screen that appears, you'll see the list of all application servers in the cloud. Click the label of the application server you want to delete.
3. On the application server's screen, click the Tools button, then select Delete Application Server.
4. Move the Move Last Backup to My Templates if it is present slider to the right if you want to save the last application server's backup as a template.
5. Move the Destroy All Existing Backups slider to the right if you want to remove all existing backups of this application server.

**IMPORTANT:**
- You won't be able to restore a application server after deleting it.
- Deleting an application server removes all data stored on that application server. To save the data stored on the application server, back up your application server and tick the Destroy All Existing Backups box when following the instructions described in this section.

6. Press the Destroy button.

8.5.11 Application Server Power Options

To manage an application server power options:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the required application server.
3. Click the Tools button on the application server's screen to expand the Tools menu.
4. The Tools menu enables you to perform the following power actions on application servers (the exact list shown depends on the application server status):

   - Reboot Application Server - powers off and then restarts the application server.
- **Suspend** - stops an application server, changes its status to suspended and disables all the other actions on application server, unless unsuspended.
- **Shut Down Application Server** – pops up a dialogue box, where you can either Shut Down application server (terminates the application server gracefully), or Power Off application server (terminates the application server forcefully).
- **Startup Application Server** - queues a start-up action for a application server that's currently powered off.

### 8.5.12 Application Server Administrative Options

To manage an application server power options:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the required application server.
3. Click the **Tools** button on the application server's screen to expand the application server Tools menu.
4. The **Tools** menu enables you to perform the following administrative actions on application servers:

   - **Change Owner** - pops up a dialogue box with a drop-down of all users on the system, enabling you to pass ownership of the application server to the user selected from the list. If you have any backups for this application server, you will be also prompted to confirm if the backup should be moved to another user.
8.5.13 Application Server Networks

The Networking menu in the Application Servers menu enables you to manage network interfaces, allocate IP addresses and set firewall rules for application servers.

8.5.13.1 Configure Application Server Network Interface

The Networking > Network Interfaces menu shows the virtual network interfaces allocated to this application server. Network interfaces join the physical network to the application server. When you create an application server a network interface is added automatically. This network interface will be assigned to the existing physical network using a spare IP (IPv4) and will be set primary by default.

OnApp supports IPv4 and IPv6. Since not every application supports IPv6, at least one IPv4 address must be allocated to a application server's primary network interface.

To see the list of all network interfaces allocated to the application server:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Click the Networking tab, then click Network Interfaces.
4. On the page that follows you will see the following fields:

- **Interface** – optional label of the network interface.
- **Network join** – name of the network and a compute resource or compute zone this network is joined to.
- **Port speed** – the speed set to the interface.
- **Primary interface** – indication whether the interface is primary or not.

Here you can also view Interface Usage, Edit and Delete network interface (using icon controls) and Add a new network interface using the button at the bottom of the screen.

To add a network interface:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Click the Networking tab, then click Network Interfaces.
4. Click the Add New Network Interface button at the bottom of the screen.
5. On the screen that appears, input values for the following parameters:
   - **Label** – a human-friendly name for the new interface.
   - **Physical Network** – choose a network join from the drop-down menu, which lists network joins assigned to the compute resource/compute zone on which the application server runs).
   - **Port speed** – set port speed in Mbps, or make it unlimited.

6. Click the Submit button.
To edit network interface label, port speed or set it as primary (if none is marked as primary), click **Edit** icon next to the appropriate network interface. After editing the port speed, the application server should be power cycled for the change to take effect. To delete a network interface, click the **Delete** icon next to the interface you want to delete.

- To run the application server, at least one network interface with an assigned IP address (or addresses) is required!
- To allocate another physical network, add a new network interface.
- In case of network interface replacement for Windows application servers running on Xen compute resources, the user has to add new network interface, rebuild network, then remove the old network interface and perform network rebuild again.

### 8.5.13.2 Rebuild Application Server Network

To rebuild a network join, added to the application server (required after allocating new IP addresses):

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of a required application server.
3. On the screen that appears, click the **Tools** button, then click **Rebuild Network**.
4. In the pop-up window, move the **Force Reboot** slider to the right, then select the application server shutdown type.

   During rebuild network, the system tries to reach application server’s network interface without rebooting application server. Then, if it is not possible, transaction will quit. Force reboot action allows to rebuild application server network with reboot action if live rebuild is impossible. In case the force reboot option is disabled and system can not enter the application server, the network rebuild operation will fail.

5. Move the **Required Startup** slider to the right to start up an application server when you’re rebuilding network of a powered off application server.
6. Click the **Rebuild Network** button.

   In case of network interface replacement for Windows application servers running on Xen compute resources, the user has to add new network interface, rebuild network, then remove the old network interface and perform network rebuild again.
8.5.13.3 Set Application Server Firewall Rules

With OnApp you can set firewall rules for the network interfaces of application servers. There are two types of firewall rule:

- **ACCEPT** – defines the packets that will be accepted by the firewall
- **DROP** – defines the packets that will be rejected by the firewall

You cannot apply firewall rules to application servers which are parts of a blueprint.

To configure a firewall rule:

1. Go to your Control Panel’s **Application Servers** menu.
2. Click the label of the application server for which you want to configure a firewall rule.
3. On the screen that appears, click the **Tools** button, then click **Edit Firewall Rules**.
4. On the page that appears, set the following:
   a. Choose the network interface.
   b. Specify if the rule defines requests that should be accepted or dropped.
   c. Set the IP address for which this rule is active.
      - Leave the empty field to apply this rule to all IPs
      - Enter hyphen-separated IPs to apply the rule to an IP range (e.g. 192.168.1.1-192.168.1.10)
      - Enter the IPs with slash to apply the rule to CIDR (e.g. 192.168.1.1/24)
   d. Set the port for which this rule is effective.
      - Leave the empty field to apply the rule to all ports
      - Enter colon-separated ports to apply the rule to a port range (e.g. 1024:1028)
      - Enter comma-separated ports to apply the rule to the list of ports (e.g. 80,443,21)
   e. Choose the protocol (TCP, UDP or ICMP).
5. Save the rule by clicking the **Add Rule** button. The rule will be saved in the UI, but the transaction won’t be started until you click the **Apply Firewall Rules** button.
6. To start the transaction which runs firewall rules for an application server, click **Apply Firewall Rules** button.
7. Use **Up** and **Down** arrow buttons in the left column to change firewall rule position.

**Example:**

The Int1 ACCEPT 122.158.111.21 22 TCP firewall rule means that the Int1 network interface will accept all requests and packets addressed from 122.158.111.21 using the TCP protocol on port 22. The Int2 DROP 122.158.111.21 22 UDP firewall rule means that the Int2 network interface will reject all requests and packets from 122.158.111.21 using the UDP protocol on port 22.
8.5.13.4 Application Server IP Addresses

In the Networking -> IP Addresses tab you can find the list of assigned IP addresses, allocate new IP addresses and rebuild a network.

To allocate a new IP Address to the application server:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Click the Networking tab, then click IP Addresses.
4. Click the Allocate New IP Address Assignment button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the application server will be available)
6. Select an IP address from the IP Pool associated with the network interface. You may select an IP address that's already assigned to an application server, but only one application server should be online at a time. Use Please show me used IP Pool, Show only my IPs and Show only IPv6 checkboxes to narrow the list of IP in the drop-down list.
7. Click the Add IP Address Assignment button.
8. Click the Rebuild Network button to rebuild the network.

You must rebuild the network after making changes to IP address allocations.

To remove an IP address from an application server:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Click the Networking -> IP Addresses tab.
4. Click the Delete icon next to the IP address you want to delete.
5. In the pop up window that appears:
   - Choose Delete with Reboot option if you want to reboot an application server and rebuild the network immediately after deleting the IP address. After choosing the Delete with Reboot option you will be redirected to the application server's Overview page.
   - Choose Delete without Reboot option if you don't want to reboot an application server. In this case to apply the changes, you will have to the reboot the application server additionally.

You can't delete an IP address that is in use.
8.5.13.5 Display Network Speed for Network Interfaces on Application Server Page

The main Application Servers screen displays the network speed of each application server’s primary network interface. To see the speed of all interfaces assigned to an application server:

1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the application server you are interested in.
3. Click the Networking > Network Interfaces tab.
4. On the screen that appears, the Port Speed column shows the network speed of the network interface.

8.5.13.6 Edit Application Server Network Speed

To edit an application server’s network speed:

1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the application server you want to change.
3. Go to the Network tab -> Network Interfaces.
4. In the Actions column click the Edit button.
5. Change the port speed.
6. Click the Submit button to save changes.

8.5.14 Application Server Disks

Application server storage is provided by disks. A disk is a partition of a data store that is allocated to a specific application server. Disks can be assigned as standard or swap disks (there are no swap disks for Windows based templates). They can also be set as primary (that is, the disk from which an OS will boot).

You can also utilize incremental backups. For details, see Application Server Backups section of this guide.

Managing disks for the entire cloud is handled through the Control Panel’s Settings menu. Disks for individual application servers are managed through the Control Panel’s Application Servers menu, where you can:

- See the list of disks allocated to this application server
- Add a new disk
- Resize a disk
- Migrate a disk
- Check disk usage statistics (IOPS)
- Delete a disk
Back up disks
View disk backup schedules
Schedule disk for backups

Creating multiple partitions on one disk is forbidden for all application servers.

8.5.14.1 Add Disks to Application Servers

Adding a disk to an application server will require that application server should be rebooted. If an application server is running when you try to add a new disk to it, you'll be asked to confirm the reboot. To add a disk to an application server:

1. Go to your Control Panel's Application Servers menu.
2. Click an application server's label to open its details screen.
3. Click the Storage tab > Disks.
4. Click the "+" button or the Create Disk button.
5. Fill in the details:
   - Specify disk label.
   - Choose the data store to create a disk on from the drop-down list.
   - Move the slider to the right to specify the desired disk size.
   - The disk size should not exceed 2 TB when a new disk is added. You can later resize the disk if you need it to be larger than 2 TB.
   - Move the Hot Attach slider to the right if you want to enable disk hot attaching. In this case application server will not be stopped when adding a disk. Hot attach option is only available for KVM 6/ CentOS 6 application servers.
   - Move the Swap Space slider to the right if this disk is swap space.
   - Move the Require Format Disk slider to the right if this disk requires formatting.
   - Move the Add to Linux FSTAB slider to the right if the disk should be added to Linux FSTAB (for Linux application servers).
   - Specify its mount point. The maximum length of a Mount Point is 256 characters. Spaces are not allowed. No more than one slash is allowed. If the mount point is not specified the default mount point will be used: /mnt/onapp-disk-#{disk.identifier}
   - Tick the Add to FreeBSD FSTAB checkbox if the disk should be added to FreeBSD FSTAB (for FreeBSD application servers).
   - Indicate the file system - ext3 or ext4 - for Linux based application server.
6. Click the **Add Disk** button to finish.

Restrictions:

- If you choose a Solidfire data store, the minimum disk size will be regulated by Solidfire Data Store Zone settings.
- If application server and the control panel server belong to different networks, the hot attach transaction will fail.
- If an additional disk has been created without the **require format disk** option and formatted/partitioned in another way, resize disk action may work incorrectly. Use the **require format disk** option when creating an additional disk, otherwise use disk resize option at your own risk.
- To be able to take incremental backups for application server's disk, you must mount this disk to FSTAB (either Linux or FreeBSD) and specify the proper mount point manually.
- You cannot back up Swap disks.
- When you add a new disk to an application server, it automatically becomes available to that server.

### 8.5.14.2 Edit Application Server Disks

#### Primary and Swap disks

For primary and swap (Linux, FreeBSD) disks you may only change the label and the size. You can easily resize disks when needed. The resize will fail if your current usage is greater than the new size you request. Note, that any changes on disk size will lead to reboot of your application server.

To change disk size:

1. Go to your Control Panel’s **Application Servers** menu.
2. Make sure your application server is powered off, then click its label to open its details screen.
3. Click the **Storage** tab -> **Disks**.
4. Click the **Actions** button next to the disk you want to change, then click the **Edit** link.
5. Enter a new disk label and size in GB in the fields provided.
6. Click the **Save Disk** button.

- You cannot decrease size of Integrated Storage data store disks.
- You cannot decrease disk size for Windows-based and FreeBSD-based application servers. Only the increase disk size option is available.
• You cannot resize the primary disk for FreeBSD-based application servers.
• Decreasing disk size for Linux-based application servers may lead to filesystem inconsistencies. Make sure you have current backups before proceeding.

New disks
For new disks - those which were added after the application server was created - you can edit the following:

<table>
<thead>
<tr>
<th>Linux</th>
<th>Windows</th>
<th>FreeBSD</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Label</td>
<td>• Label</td>
<td>• Label</td>
</tr>
<tr>
<td>• Size</td>
<td>• Size</td>
<td>• Size</td>
</tr>
<tr>
<td>• Require format</td>
<td>• Require format</td>
<td>• Require format</td>
</tr>
<tr>
<td>• Add to Linux fstab</td>
<td></td>
<td>• Add to FreeBSD fstab</td>
</tr>
<tr>
<td>• Mount point</td>
<td></td>
<td>• Mount point</td>
</tr>
<tr>
<td>• File system</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8.5.14.3 Migrate Application Server Disks
You can migrate disks of your application servers to other data stores, which are allocated to the same compute resource. Unlike application server migration – disk migration requires reboot of the application server (despite the template it is based on).
To migrate a disk:
1. Go to your Control Panel's Application Servers menu.
2. Make sure your application server is powered off, then click its label to open its details screen.
3. Click the Storage tab > Disks.
4. Click the Actions button next to the disk you want to move to another data store, then click the Migrate button.
5. On the screen that appears, select a target data store from a drop-down box.

6. Click **Start Migrate**.

- You can only migrate disks to data stores in data store zones assigned to your billing plan.
- You cannot migrate a disk to a data store with less capacity than the disk size.
- Thin provisioning disks become thick provisioned after a disk migration. For example, if you use thin storage and move a 850GB disk between aggregates with 10GB actual usage, the 'dd' image of the local volume manager will take 850GB space, because the entire local volume manager is copied, including zero 'd' space which may not be able to be recovered.

### 8.5.14.4 Delete Application Server Disks

To delete a disk:

1. Go to your Control Panel's **Application Servers** menu.
2. Make sure your application server is powered off, then click its label to open its details screen.
3. Click the **Storage -> Disks** tab.
4. Click the **Actions** button next to the disk you want to delete, then click **Delete**.
5. In the pop-up window, move the **Force Reboot** slider to the right, then select the application server shutdown type.
6. Move the **Required Startup** slider to the right to start up the application server automatically after the network is rebuilt.

Steps 5 and 6 apply to disks of application servers that are on.

7. Click the **Destroy Disk** button.

### 8.5.15 Application Server Backups

It is strongly recommended that you take backups while an application server is not running. Make sure that your application server is stopped before taking any backups.

Backups are used for copying and archiving target data (target is either a disk or an application server as a single whole of all disks used).

- **Images** menu lists normal backups of an application server
OnApp supports two backup types: normal and incremental:

- **Normal** - simple method of taking backups by making full copy of target data and storing it in an archive. Ensure that you do not use XFS or other filesystems not supported by OnApp for Linux backups as OnApp will address them as ext3/4 filesystems.

- **Incremental** - advanced method of taking backups. During the incremental backup, only the changes made after the last backup are archived instead of backing up the whole target. You must have dedicated backup servers configured in your cloud to be able to utilize the incremental backups functionality. Incremental backups are enabled via **Settings > Configuration > Backups/Templates** menu.

  It is not possible to take incremental backups if you are using location group functionality without a backup server added to the group - the following error message will appear:

  "Backup cannot be made at this time: This disk cannot be backed up, check Location Group settings."
  
  This issue will be fixed in next releases. As a workaround, add an empty backup server zone to your location group.

Each backup type can be taken in two ways:

- **Manually** - the user logs into OnApp CP and clicks the “Take backup” button.
- **Automatically** - the user enables backup schedule (daily, weekly, monthly, yearly). To enable auto-backups for application servers that support incremental backups which used auto-backups option before the upgrade, re-enable automatic backups by switching them off and on again.
If you are using incremental backups option, you should either enable dedicated backup servers in your cloud or share the backups and templates folders (paths) between your compute resources. SSH file transfer option will be skipped for application servers using incremental backups. Existing full backups will be still accessible via Backups > Images menu.

### 8.5.15.1 How do incremental backups work?

For example, we have a disk with three files:

- File1 - 4Gb
- File2 - 2Gb
- File3 - 3Gb

The first incremental backup will be 9 GB (sum of all files). If you decide to take another incremental backup soon thereafter, the backup size will be equal to 0, as the files have not been changed since the first backup (if your backup has complicated directory structure, it could be more than 0, as file system could store some system data).

Then:

- If the user decides to delete File2, the target size will now be 7Gb. The subsequent incremental backup size will be 0, as new data has not been added.

- If the user adds File4 of 4 GB size, the subsequent incremental backup will equal 4 GB (the size of new data added).

- If the user increases File3 disk size to 6 GB, the subsequent incremental backup size will equal 6 GB, although the target is increased by 3 GB. This happens because the incremental system takes the update of the existing file as the deletion of the existing file and adding the new file with the same name (the first version of File3 has been deleted and the new one with 6GB size has been added).

Backups can be saved either to a compute resource or to a dedicated backup server. When saving a backup, the system calculates if user has enough physical/ billing plan resources to save a backup in the selected destination.

When saving a backup to a compute resource, the system does not check if compute resource has enough disk space to save a backup and only checks if user has enough billing plan limits.

When saving a backup to a dedicated backup server, the system checks both disk space and billing plan limits.

Free disk size on a target must be at least equal to the disk’s size for which the backup is taken (or to a size of all application server disk for incremental backup).

In some cases (for example, if a user has scheduled several disk backups simultaneously but there’s only free space/billing limits for the first one) the system may allow taking all the backups but will not be able to save them. This will result in a system error and over-billing.
8.5.15.2 View Application Server Backups

To view the list of application server's backups:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the required application server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups
4. On the screen that appears, you'll see a list of application server backups sorted by category.
5. Click the label of the required application server backup to see the following tools - restore backup, delete backup and add/edit note:
8.5.15.3 Take Application Server Backup

To take an incremental backup:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you want to back up.
3. Click the Backups tab, then select Files.
4. To take a backup, click the Take a Backup button at the end of the list.

Backups in the OnApp Control Panel are associated with a particular user instead of being associated with an application server. To view the list of user backups, refer to View User Backups section.

Template extraction is performed during server provisioning or taking a backup when using a particular template. To prevent template from being used in other transactions during extraction, template is locked during the extraction and unlocked on accomplishment. If other transaction tries to use the locked template, it will fail after 5 minutes of standby. Transaction which locked template and failed, means that extracted template is broken.

Storing scheme:
- template /onapp/templates/your_template.tgz
- extracted template /onapp/backups/templates/your_template
- locked template /onapp/backups/templates/your_template.lock

8.5.15.4 Take Application Server Disk Backup

To back up an application server:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you want to back up.
3. Click the Storage tab -> Disks. You'll see a list of the disks allocated to that application server.
4. Click the Actions icon next to a disk you want to take a backup of, then click Backup. You'll see a list of all the backups taken and pending for that disk, along with the tools to restore backups, delete them, and convert them to templates.
   - To make a backup, click the Take a Backup button at the end of the list. You may add a note and also Force Windows Backup
This option for Windows application servers is designed as a last resort, when the backup cannot be taken due to NTFS file system problems. Switching this option will bring up a dialog box with the following message: "If you enable this option there is no guarantee that backup will be consistent."

Select "Yes" to proceed

- To restore a backup, click the Restore link next to the backup you want to revert to.

Backups in the OnApp Control Panel are associated with a particular user instead of being associated with an application server. To view the list of user backups, refer to View User Backups section.

8.5.15.5 Restore Application Server Backup
To restore a backup:
1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the required application server.
3. Click the Backups tab, then select the appropriate backup type:
   - Images - full backups
   - Files - incremental backups
4. On the screen that appears, click the Actions icon next to the backup you want to revert to and choose Restore.

8.5.15.6 Delete Application Server Backup
To delete a backup:
1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the required Application server.
3. Click the Backups tab, then select the appropriate backup type:
   - Images - full backups
   - Files - incremental backups
4. On the screen that appears, click the Actions icon next to the backup you want to remove and choose Delete.

8.5.15.7 Add Application Server Backup Note
To edit application server backup's note:
1. Go to your Control Panel’s Application Servers menu.
2. Click the label of the required application server.
3. Click the **Backups** tab, then select the appropriate backup type:
   - **Images** - full backups
   - **Files** - incremental backups

4. On the screen that appears, click the **Actions** icon next to the required backup and choose **Add Note**. Make necessary changes and click **Submit**.

---

### 8.5.16 Application Server Backup Schedules

Schedules screen lists application servers’ scheduled backup. Depending on the backup type set in your cloud settings, schedules are created either per application server or per disk. To view all backup schedules in the cloud, see **Schedules Settings**.

#### 8.5.16.1 View Application Server Backup Schedules

To view the list of backup schedules for a particular application server:

**If normal backup options is selected for the cloud:**

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you’re interested in.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.
5. On the screen that appears, you will see the list of backup schedules along with their details:
   - **Date** - time when the schedule was created
   - **Target** - server or disk for which the schedule was created (depending on the backup type)
   - **Action** - scheduled action
   - **Frequency** - how frequently the backup will take place according to the period set. For example, frequency of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - **Next Start** - the date and the hour of the next backup
   - **Status** - schedule status
If incremental backup option is selected for the cloud

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Select Backups > Schedules tab, or click Auto-backups under the Options section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules along with their details:
   - **Date** - time when the schedule was created
   - **Target** - server or disk for which the schedule was created (depending on the backup type)
   - **Action** - scheduled action
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted
   - **Next Start** - the date and the hour of the next backup
   - **Status** - schedule status

8.5.16.2 Create Application Server Backup Schedule

In addition to the system auto-backup presets, you can schedule backups of application servers (application server disks) as required. For example, you can set up a schedule to back up your disks once a week.

The combination of Scheduled application server backups and Auto-backup Presets provides a great deal of flexibility in the way backups are handled for the cloud, and for individual application servers. Auto-backup Presets can be applied to all new application servers added to the cloud. Scheduled application server backups enable specific backups to be scheduled for individual application servers, outside of the auto-backup pattern.

Depending on your cloud settings, you can schedule either normal or incremental backup schedules:

- Adding normal backup schedule
- Adding incremental backup schedule

Adding a normal backup schedule

To add a normal backup schedule:

1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you want to schedule a backup for.
3. Click the Storage tab, then select Disks.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.

5. On the screen that follows, click the **New Schedule** button.

6. Specify schedule details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted.

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

7. Click the **Save** button to finish.

**Adding an incremental backup schedule**

1. Go to your Control Panel's **Application Servers** menu.

2. Click the label of the application server you want to schedule a backup for.

3. Click the **Backups** tab, then choose **Schedules**, or click **Auto-backups** under the **Options** menu to view incremental backup schedules only.

4. Click the **New Schedule** button.

5. On the screen that appears, specify new schedule’s details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted.
   - **Start time** - set the exact time of creating the transaction for backups scheduling. The transaction will be created at the specified time but run according to the queue (the transactions created earlier or with higher priority will be launched first).

6. Click the **Save** button to finish.
8.5.16.3   **Edit Application Server Backup Schedule**

**To edit a normal backup schedule:**
1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you want to schedule a backup for.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.
5. Click the **Edit** icon next to a schedule to change its details.
6. Specify schedule details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted.

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - **Enabled** - move the slider to enable or disable the schedule
7. Click the **Save** button to finish.

**To edit an incremental backup schedule:**
1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you're interested in.
3. Select **Backups > Schedules** tab, or click **Auto-backups** under the **Options** menu to view incremental backup schedules only.
4. Click the **Edit** icon next to a schedule to change its details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years. Period must be unique for each backup target (disk or server).
   - **Rotation period** - number of backups after which the first backup will be deleted. This parameter is for incremental backup schedules only.
   - **Enabled** - move the slider to enable or disable the schedule
5. Click the **Save** button to save your changes.
8.5.16.4 Delete Application Server Backup Schedule

To delete a normal backup schedule:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Click the Storage tab, then select Disks.
4. On the screen that appears, click the Actions button next to the disk with a backup schedule, then select Schedule for Backups.
5. Click the Actions icon next to the schedule you want to remove, then choose Delete.

To delete an incremental backup schedule:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. Select Backups > Schedules tab, or click Auto-backups under the Options section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules.
5. Click the Actions icon next to the schedule you want to remove, then choose Delete.

8.5.17 Application Server Statistics

For your convenience, the system tracks application server performance and generates statistics on:
- Application Server CPU Utilization
- Application Server Billing Statistics
- Interface Usage
- Application Server Disk IOPS Statistics

8.5.17.1 Application Server CPU Utilization

OnApp tracks CPU usage for application servers and generates charts that help analyze application server performance. The charts show the total CPU usage for all the cores of this particular application server for a specified time period.

The vertical axis shows the CPU usage percentage (CPU percentage is the core-independent quantity). The horizontal axis defines a time period.

To see CPU usage statistics:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.

3. Click the **Overview tab > CPU Usage**.

4. On the screen that appears, the top chart shows CPU usage for the last 24 hours. The bottom chart shows usage for the last three months (if there is enough data). If there is less data available, the chart will show utilization for the time available.

5. Move the **Show in My Timezone** slider to the right if you want to show bandwidth statistics according to your profile's timezone settings.

6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

---

To see what percentage of compute resource CPU resource an application server takes, go to your Control Panel's Application Servers menu and click the label of the application server you're interested in. On the screen that appears, the CPU(s)/Shares parameter displays the amount of CPU resource given to this application server.

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### 8.5.17.2 Application Server Billing Statistics

OnApp has a record of all the charges applied to your application servers for the last three month period. If an application server was created less than three months ago, statistics are recorded for the application server's existence to date. You can view all statistics available, or those for a shorter period by setting a Start and End time.

To view billing statistics for an application server:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you're interested in.
3. Click the **Overview -> Billing Statistics** tab.
4. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button. By default the statistics are generated for the last three months or the actual application server existence period.
5. Move the **Show in my Timezone** slider to the right if you want to show bandwidth statistics according to your profile's timezone settings.
6. On the page that appears:

   - **Date** – particular date and time for the generated statistics
o **Users** – the application server owner. Click the owner name to see the User Profile (user details)

o **Virtual Servers** – the application server name with the total due for application server resources (CPU priority, CPUs, memory and template resources) for the point of time specified in the Date column.

o **Network Interfaces Usage** – the total due for the network interfaces used by this application server for the point of time specified in the Date column. Click the network interface name to see its details.

o **Disks Usage** – the list of disks assigned to this application server with the total due for the disk space resources (disk size, data read/written, reads/writes completed) for the point of time specified in the Date column. Click the disk name to see its details.

o **Costs** – the total due for the Application Servers, Network Interfaces and Disks resources at the point of time specified in the Date column.

Scroll down to see Total Amount (the total due for the whole billing statistics period).

### 8.5.17.3 Application Server Network Interface Statistics

OnApp tracks network usage for application servers and generates charts that help analyze network performance. To see network utilization statistics for an application server:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you're interested in.
3. Click the **Networking -> Network Interfaces** tab.
4. Click the **Statistics** (chart) icon next to the network you're interested in.
5. On the screen that appears, the top chart shows bandwidth usage for the last 24 hours. The bottom chart shows usage for the last three months.
6. To zoom into a time period, click and drag in a chart. Click the **Reset zoom** button to zoom out again.
7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button.

### 8.5.17.4 Application Server Disk IOPS Statistics

The system tracks IOPS (Input/Output Operations per Second) for application servers and generates charts that help analyze application server disk performance. To see IOPS for an application server:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the application server you're interested in.
3. Click the **Storage -> Disks** tab.
4. Click the **Actions** button next to the required disk, and then choose **IOPS**.
5. There are four charts on the screen that appears:
6. To zoom into a time period, click and drag in a chart. Click the Reset Zoom button to zoom out again.

7. You can filter the statistics by date and time - select the time period from the drop-down menu and click the Apply button.

The OnApp API allows you to limit the Hourly IOPS and Hourly data by setting the limit=N parameter, where the N variable is the number of hours for which the charts will display the info.

8.5.18 Application Server Transactions and Logs

The system records a detailed log of all the transactions happening to your application servers. The list of transactions logged by the system includes:

- Provision application server
- Startup application server
- Stop application server
- Resize application server without reboot
- Configure Operating System
- Build disk
- Resize disk
- Format disk
- Destroy disk
- Take backup
- Convert backup
- Restore backup
- Destroy backups
- Destroy application server
- Destroy template
- Download template
Update firewall

To view transactions for an application server:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the application server you're interested in.
3. The details screen for that application server shows recent transactions in the Activity Log section.

To cancel pending tasks, click the Cancel Pending button.

You can also view the details of a particular log item by clicking its Ref number. The page that loads shows the log output and the following details:

1. 
   - **date** - time in the [YYYY][MM][DD][hh][mm][ss]Z format
   - **action** - the action name
   - **status** - the action status (Complete, Warn, Pending, or Failed)
   - **ref** - the log item's Ref number
   - **target** - the action target
   - **started at** - the time when the action was started
   - **completed at** - the time when the action was completed
   - **compute resource** - the label of compute resource
   - **initiator** - the user who initiated the action

2. If you want to see only the detailed output, you can hide log info with the arrow button in the upper right corner.
8.5.19  Application Server Billing

Applications are deployed on application servers, which are created based on the default Application Server template. This Application Server template is provided as a system template. Based on this, you can arrange applications as a paid resource for your end-users. For this, set the price per Application Server template per hour in Template store. So each server deployed on this template will be billed according to the price set.

To charge for application server:

1. Add Application Server template to required template group.
2. Indicate price per template. Each time an application server is built on this specific template, the user will be charged the amount set per server per hour.

3. Add mentioned above template group to limits for template store in the billing plan of appropriate user.
4. When the relevant template group is added to the billing plan, user can deploy an application server.

8.6 Load Balancers

Load Balancers, both autoscaling clusters and load balancer clusters, can only be created on the basis of Virtual Servers, and are not available for Smart Servers, Baremetal Servers, or VMware Virtual Servers.

Load balancing aids application availability and scalability. There are two load balancing options in OnApp:

- **Load balancer clusters**

  With this option, you specify which VSs (nodes) will participate in a load balancer cluster. Incoming traffic is distributed evenly between all the VSs added to a cluster – you still present a single host
name to end users, but they actually access the cluster of VSs rather than a single end point. This helps application availability; if one VS fails, traffic is automatically routed to another in the cluster. You can add and remove cluster VSs as required.

- **Autoscaling clusters**

VS Autoscaling increases or decreases your VS capacity by automatically adding or removing nodes to a cluster. The cluster is scaled in (decreased) or out (increased) based on rules you specify in the Control panel. This aids application performance and scalability.

For instance, you can create a rule that will add 3 more nodes to a cluster if CPU usage has been more than 90% for the last 5 minutes; or rules that remove a node if there has been more than 256 MB RAM free for the last 20 minutes.

---

8.6.1 View Load Balancer Details

Load balancers are also virtual servers, so you can perform the same basic actions on them as for other VSs. To view load balancer details:

1. Go to your Control Panel's **Load Balancers** menu.
2. Click the label of the load balancer you are interested in.
3. The screen that appears loads the load balancer properties, billing statistics and tools for managing your load balancer.

8.6.1.1 Load balancer overview

Load balancer properties page gives general overview of the load balancer details:

- **Compute resource**
- **Owner**
- **Prices per hour**
- **Power status & On/Off buttons**
- **Allocated memory**
- **CPUs**
- **Disk size**
- **IP addresses**
- **Network speed**
- **IPs**
OnApp 4.2 Administration Guide

- Hostname and login
- Administrator's/user's notes
- List of cluster nodes
- Activity log

Add admin’s or user’s note to create a brief comment or reminder.

To expand the load balancer Tools menu, click the Tools button on the load balancer's details screen. Tools menu enables you to perform the following actions on load balancers (the exact list shown depends on the load balancer status):

### 8.6.1.2 Tools

The exact list of load balancer tools shown depends on the load balancer status:

#### Power options
- **Startup Balancer** - queues a start-up action for a balancer that's currently powered off.
- **Reboot Balancer** - powers off and then restarts the balancer.
- **Shut Down Balancer** - terminates the balancer forcefully.
- **Suspend Balancer** - stops a balancer, and changes its status to suspended.

#### LB options
- **Delete Balancer** - removes the balancer from the system.
- **Edit Balancer** - redirects to the edit load balancer details page.
- **Migrate Balancer** - pops up the balancer migration dialogue, enabling you to move the balancer to a different Compute resource.
- **Rebuild Balancer** - pops up the balancer rebuild dialogue, where you can rebuild the balancer on the same (or another) template. All data will be lost!

#### Cluster Nodes

This is the list of the nodes which form the load balancer. Here you can:

- **Power on/off** the node.
- **Delete** a node from a cluster.

To view load balancer's billing statistics or autoscaling monitors, click the appropriate tab.

### 8.6.2 Create Load Balancer Cluster

In this scheme, load balancers manage incoming requests one by one, rotating them between the servers added to a cluster (a round-robin method).
OnApp load balancers are based on Layer 4 load balancing which means that requests are distributed at the transport layer, such as TCP or UDP transport protocols. To add a load balancer:

1. Go to your Control Panel's **Load Balancers** menu.
2. Click the **Add New Balancer** button.
3. On the page that follows, fill in the form that appears:

   - **Configuration**
   - **Cluster Nodes**

---

**See also:**
- Create Autoscaling Cluster
- Edit Load Balancer
- Delete Load Balancer

8.6.2.1 **Configuration**

**Cluster Configuration**
- **Port** - specify the port for this load balancer to run on (e.g. 9090, 8080, 9008 etc.)

To add multiple load balancer ports, click the "+" button next to the first port.

**Load Balancer Instance**
- **Label** – give a name to your load balancer instance.
- **Hostname** – specify a host name that will identify your load balancer.
- **Compute zone** – choose a Compute zone.
- **Compute resource** – select a Compute resource that will be enabled for the cluster.
- **Network zone** – choose a network zone for this load balancer.
- **Port Speed** – use the slider to set a port speed or tick the **Unlimited** box if required.

**Load Balancer Type**
- **Load Balancer Type** - choose the **Cluster** option and click **Next**.

8.6.2.2 **Cluster Nodes**

This is where you add and configure the nodes in this load balancing cluster. A node is a combination of a VS and an IP address.

- **Virtual Server** - select a virtual server from the drop-down box and click the **Add Node** button. Click **Save** to create the load balancer cluster.

The only VSs you can add to a cluster are those which are based on the selected Compute resource/Compute zone, have an IP in the defined network zone and are located in the same IP range.

Enabled anti-spoofing would prevent adding Windows-based virtual servers as nodes to the load balancer cluster. To disable anti-spoofing reboot windows-based nodes from Control Panel after they are added to the cluster.

8.6.3 **Create Autoscaling Cluster**

To add an autoscaling cluster to your cloud:

1. Go to your Control Panel's **Load Balancers** menu.
2. Click the **Add a Balancer** button.

On the page that follows, fill in the form that appears:
On this page:
- Configuration
- Cluster Nodes

See also:
Create Load Balancer Cluster
Edit Load Balancer
Delete Load Balancer

8.6.3.1 Configuration

Cluster Configuration
- *Port* - specify the port for this load balancer to run on (e.g. 9090, 8080)

Load Balancer Instance
- *Label* – give a name for your load balancer instance.
- *Hostname* – specify a host name which will identify your load balancer.
- *Compute zone* – choose a Compute zone.
- *Compute resource* – select a Compute resource that will be enabled for the cluster.
- *Network zone* – choose a network zone for this load balancer.
- *Port Speed* – use the slider to set a port speed or tick the Unlimited box if required.

Load Balancer Type
- *Load balancer type* - choose the **Autoscaling** option and click **Next**.
8.6.3.2 Cluster Nodes

These settings configure the nodes that will be added to your cluster.

**Nodes network**
- *Nodes network group* - the nodes network group for the cluster nodes.

**Cluster Node Template**
- *Image template* – choose a template from the drop-down box: nodes will be built on this template
- *Min node amount* – the minimum number of nodes in this cluster.
- *Max node amount* – the maximum number of nodes in this cluster.

**Cluster Node Parameters**
These are the settings for each node of a cluster. Each node added to a cluster will have the following parameters:

- *Memory* – set the amount of memory allocated per node in MB.
- *CPUs* – the number CPUs which will form each node.
- *CPU Priority* – specify CPU priority. For more info on CPU priority, refer to Create VSs section.
- *Rate Limit* – set the port speed for a node.
Autoscale Out Parameters
Set the rules defining when the system should add more nodes to your autoscaling cluster. The system will add nodes until the limit set in the Max node amount field is reached.

Autoscale In Parameters
Set the rules defining when the system should remove the nodes from your autoscaling cluster. The system will remove nodes until the limit set in the Min node amount field is reached.

Click **Save** to create the autoscaling cluster.

Example: if you set Min node amount = 2 and Max node amount = 5, then the system will scale out the cluster up to 5 nodes, and scale in to 2 nodes if required.

The only templates you can add to a cluster are those based on the selected Compute resource/Compute zone.

8.6.4 Edit Load Balancer
To edit a load balancer:
1. Go to your Control Panel's **Load Balancers** menu.
2. Click the **Actions** icon next to a required load balancer, then choose **Edit Cluster**.
3. When the page loads, edit necessary parameters and click **Save**.

When you increase the RAM of the nodes of a load balancer (autoscaling type) to a value greater than the current node RAMx16 (which is a max_mem parameter in a configuration file and database), the load balancer will be cold resized.

When deleting load balancer ports, you can remove all but the first port.

8.6.5 Delete Load Balancer
To delete a load balancer:
1. Go to your Control Panel's **Load Balancers** menu.
2. Click the **Delete** icon next to a required load balancer.
3. Click **OK** to confirm the deletion.

---

### 8.6.6 View Load Balancer Billing Statistics

To view billing statistics for a load balancer:

1. Go to your Control Panel's **Load Balancers** menu.
2. Click the label of the balancer you're interested in.
3. Click the **Billing Statistics** tab.
4. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button. By default the statistics are generated for the last three months or the actual VS existence period.
5. Move the **Show in my Timezone** slider to the right if you want to show bandwidth statistics according to your profile’s timezone settings.
6. On the page that appears:

   - **Date** – particular date and time for the generated statistics
   - **Users** – the load balancer owner. Click the owner name to see the User Profile (user details)
   - **Virtual Servers** – the virtual server name with the total due for LB resources (CPU priority, CPUs, memory and template resources) for the point of time specified in the Date column.
   - **Network Interfaces Usage** – the total due for the network interfaces used by this LB for the point of time specified in the Date column. Click the network interface name to see its details.
   - **Disks Usage** – the list of disks assigned to this LB with the total due for the disk space resources (disk size, data read/written, reads/writes completed) for the point of time specified in the Date column. Click the disk name to see its details.
   - **Costs** – the total due for the Virtual Servers, Network Interfaces and Disks resources at the point of time specified in the Date column.

Scroll down to see **Total Amount** (the total due for the whole billing statistics period).

---

### 8.6.7 View Load Balancer Autoscaling Monitors

Autoscaling monitors provide information about the cluster load.

To view the load balancer’s autoscaling monitors:
1. Go to your Control Panel's **Load Balancers** menu.

2. Click the label of the balancer you're interested in.

3. Click the **Autoscaling Monitors** tab.

4. On the screen that appears, you will see the list of autoscaling monitors along with the following details:

   - monitor name
   - virtual server label

Click the label of a monitor you are interested in to view its details:

Depending on the monitor type, the monitor details screen page will show the the following info:

- memory monitor details screen
- CPU monitor details screen

### 8.6.7.1 Memory monitor

**Memory monitor info:**

- *Name of the memory test* - test label
- *IP of the device agent* - IP address of the agent running on the server
- *Platform* - OS platform
- *The name of the agent* - virtual server identifier
- *Free memory limit* - free memory limit in MB
- *Free swap limit* - free swap limit in MB

**Memory last results:**

- *Free memory* - free virtual server memory in MB
- *Total memory* - total virtual server memory in MB
- *Free swap* - free swap disk size in MB
- *Total swap (MB)*
- *Buffered memory (MB)*
- *Cached memory (MB)*
- *Status* - monitor status: OK, if the monitor is correct or NOK, if the autoscaling configuration does not match. Monitor status is refreshed once in 5 minutes.
8.6.7.2 CPU Monitor

CPU monitor info
Name of the CPU test - CPU test label
IP of the device agent - virtual server IP address
Max value for kernel - maximum CPU value for kernel
Max value for iowait - maximum CPU value for iowait
Platform - virtual server OS
Max allowed value for user - maximum CPU value for user processes
The name of the agent - virtual server identifier
Tag of the CPU test - CPU test tag
Min allowed value for idle - minimum CPU value for idle mode
Max allowed value for nice - maximum CPU value for nice
Max value is a CPU priority set during the server creation.

CPU last results
CPU index - CPU number
User Value - percentage of CPU used in user mode
Kernel Value - percentage of CPU used by kernel
Nice Value - percentage of CPU time occupied by processes with positive CPU value
Idle Value - percentage of CPU used in idle mode
IO Wait Value - percentage of time the CPU was idle during the IO request
Status - monitor status: OK, if the monitor is correct or NOK, if the autoscaling configuration does not match. Monitor status is refreshed once in 5 minutes.

8.7 Compute Resources

Compute resources are Xen or KVM platforms running on bare metal with CentOS Linux as the management operating system, or VMWare ESXi servers. They are used to provide hardware resources for virtual servers, ensuring highly efficient use of available hardware, and complete isolation of virtual server processes. Each virtual server in the cloud is hosted by a specific physical Compute resource server, from which it receives CPU time, RAM and storage capacity from the
data stores attached to that Compute resource. OnApp supports multiple Compute resource platforms including Xen, KVM and VMware.

We strongly recommend that you avoid adding CloudBoot and static boot Compute resources to one Compute zone.

### 8.7.1 Compute resource features

Compute resources:
- Provide system resources such as CPU, memory, and network to virtual servers
- Control the virtual differentiation of entities such as virtual servers and application data being delivered to cloud-based applications
- Take care of secure virtualization and channelling of storage, data communications and server processing
- Can be located at different geographical zones
- Can have different CPU and RAM

Compute resources can also be organized into Compute zones, which make it easy to offer tiered service levels and create private clouds for specific users.

Compute resources can be dynamically booted over the network using the CloudBoot technology, or statically installed from a CentOS base. Note that enabling the OnApp storage platform requires Compute resources to be provisioned using the CloudBoot interface. Refer to the CloudBoot Compute Resources section for details.

When a Compute resource is inaccessible for a period of time, commands queued during that period of time will be marked as failed. This is an expected OnApp behavior.

### 8.7.2 Compute resource management

The main Compute resources section in the left Control Panel menu provides access to basic tools for viewing, editing and rebooting Compute resources.

Tools for advanced Compute resource management and controlling Compute zones are located in the Control Panel’s Settings menu (Settings > Compute resources, and Settings > Compute resource Zones). For details, refer to the Compute resource Settings section of this guide.

- View Compute Resource Settings
- Create Compute Resource
- Create VMware Compute resource
- Create CloudBoot Compute Resource
- Edit Xen/KVM Compute Resource
- Edit VMware Compute resource
- Edit CloudBoot Compute Resource
- Edit Smart CloudBoot Compute Resource
- Edit Baremetal CloudBoot Compute Resource
- Manage Compute Resource Data Stores
- Manage Compute Resource Networks
- Delete Compute Resource

8.7.3 Compute Resource Matrix

<table>
<thead>
<tr>
<th>Feature / Virtualization Software</th>
<th>Xen 3</th>
<th>Xen 4</th>
<th>KVM 5</th>
<th>KVM 6</th>
<th>VMware</th>
<th>vCloud</th>
<th>AWS</th>
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<tbody>
<tr>
<td>Provisioning</td>
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<td>Y</td>
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<td>Y</td>
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<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks.</td>
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<td>Y - cold</td>
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</tr>
<tr>
<td>Integrated VS into vApp</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Delete vApp</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Delete VS</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Reset root password</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Set SSH Keys</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Edit VS Resources</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td><strong>Statistics</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU Stats</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Disk IOPS Stats</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Network Interface Stats</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
**It is not possible to exceed the server’s max_memory when increasing RAM on KVM Compute resources. Detailed info about RAM resize without reboot and hot-migrate abilities per template is available at:**

- [http://templates.repo.onapp.com/Linux_templates.html](http://templates.repo.onapp.com/Linux_templates.html)
- [http://templates.repo.onapp.com/FreeBSD_templates.html](http://templates.repo.onapp.com/FreeBSD_templates.html)

*** At least one IPv4 address must be allocated to a virtual server’s primary network interface, as some applications do not support IPv6.

### 8.7.4 CloudBoot Compute Resources

CloudBoot functionality is a method of Compute resource installation without the presence of a local disk or other local storage, utilizing the PXE and DHCP servers.

This allows users to both lower their hardware requirements on the Compute resources (no local storage is required to boot a Compute resource) as well as make the process of adding new Compute resources to the cloud more efficient:

- No manual admin work required to boot Compute resources
- No local storage needed to boot Compute resources
- Self discovery of new Compute resources added to the cloud
- Ability to move Compute resources quickly between zones
- Ability to move quickly between Compute resource KVM and XEN types

To start using CloudBoot, you must enable CloudBoot and Storage in the system configuration first ([Settings > Configuration > CloudBoot](#)). Visit [Configuration Settings](#) chapter for more details.
It's recommended that you create a separate network for Compute resources when using the CloudBoot system to prevent errors of other servers (not Compute resources) on the cloud to boot into the CloudBoot network. All Compute resources must reside on the same VLAN (this concerns Compute resources only, not the VS's themselves).

The following CloudBoot features are not currently available (they will be introduced in future releases):

- Bonded NICs for the management/boot interface

For details how to create a CloudBoot Compute resource, refer to the Create CloudBoot Compute Resource section.

8.7.5 VMware Compute Resources

VMware Compute resource is a combination of all ESXi Compute resources at the vCenter displayed as a single combined Compute resource with a sum of the CPU, RAM and Disk resources rather than individual Compute resources.

VMware Compute resources behave differently from Xen or KVM: with Xen/KVM the control is made directly upon the Compute resources, while with VMware OnApp directly controls the VMware vCenter. This allows vCenter to control the VSs with the full range of VMware functionality including DRS and vMotion to ensure that the operation is optimal.

For details how to create a VMware Compute resource, refer to the Create VMware Compute resource section of the vCenter Implementation Guide.

8.7.6 VCloud Compute Resources

VCloud Compute resource is used to integrate OnApp and VMware vCloud director so that enable existing vCloud Director installations to use the OnApp CP as their front-end UI.

For details how to create a vCloud Compute resource, refer to the Create vCloud Compute resource section of the OnApp and vCloud Director Configuration Guide.

8.7.7 View Compute Resources

The Control Panel provides a quick way to see compute resources and compute zones in the cloud, along with a summary of their resources.

Click your Control Panel's main Compute resources menu to see a list of all Compute resources in your cloud, and a quick overview of their details:

- Status
- Label
• IP address
• Type (Xen, KVM etc)
• Zone
• Location Group
• Failover
• VS - number of total VS hosted
• CPU
  o Cores
  o Used
  o Available
  o MHZ
• RAM
  o Total
  o Free

Click the Compute resource’s label to view the list of virtual servers controlled by that Compute resource.

8.7.8 View Compute Resource Details

You can drill into a specific Compute resource to see details of all virtual servers controlled by that Compute resource, and their resources. To do so:

1. Go to your Control Panel’s Compute resources menu (or click a Compute zone’s name underneath it). On the screen that appears you’ll see a list of Compute resources.

2. Click a Compute resource’s name (label) to see its details screen.

3. On the screen that appears, you’ll see a list of all virtual servers hosted on that compute resource, along with their details:
  o OS
  o Label
  o Type - VS (virtual server), AS (application server), Fed VS (federated virtual server) etc.
  o VIP
  o IP Addresses
  o Disk size
  o RAM
  o Backups
  o User
4. To drill into a specific VS, click its label.

5. To edit or reboot the Compute resource, click the **Tools** button next to required Compute resource and select the proper action.

### 8.7.9 Edit Compute Resource Details

You can edit Compute resource details (its label, type, IP address and so on) via the Compute resource details screen, or through the **Control Panel’s Settings > Compute resources** menu (see *Compute resources Settings* section for details: the editing functionality is the same whichever method you choose.)

**To edit Compute resource details:**

1. Go to your Control Panel’s **Compute resources** menu (or click a Compute zone name underneath it). On the screen that appears you’ll see a list of Compute resources.
2. Click a Compute resource’s name (label).
3. Click the **Tools** button, then click **Edit Compute resource**.
4. On the screen that follows, change details as required:
   - The Compute resource’s name (label)
   - Compute resource type
   - Its IP address
   - Backup IP address
   - CPU units
   - Whether it’s enabled or not (Compute resources that are not enabled cannot be used to host VSs)
   - Move the slider to the right to collect statistics for the Compute resource.
   - Move the slider to the right to disable failover. Compute resource failover means VS migration to another Compute resource if the Compute resource on which it is running goes offline.

- When you assign Compute resource to the new Compute zone without any Compute resources, the disable failover zone’s parameter automatically takes the value of the Compute resource.
- When all Compute resources within the zone have the same value, the Compute zone’s disable failover status will be the same, otherwise the Compute resources zone’s failover status will be set to disabled.
- When you change the Compute zone’s disable failover value, this change will be applied to all Compute resources within this zone.
5. Click the **Save** button to save your changes.

You can also edit your Compute resources in the Control Panel's **Settings** menu. Refer to the **Settings** section of this guide for more details.

### 8.7.10 Reboot Compute Resource

To reboot a Compute resource:

1. Go to your Control Panel's **Compute resources** menu (or click a Compute zone name underneath the main Compute resource menu link).
2. Click the label (name) of the Compute resource you want to reboot.
3. On the Compute resource details screen that follows, click the **Tools** button, then click **Reboot Compute resource**.
4. A new screen will open asking for confirmation (via three checkboxes) before reboot:

   - **Start running virtual servers after reboot?** If this option enabled the system will initiate the failover process.

     The failover process will be initiated despite the **Disable failover** configuration for **Compute resource** or **Compute zone**.

   - **Stop all virtual servers that cannot be migrated to another Compute resource?** Check this box if you want VSs that cannot be migrated to be powered off. When a Compute resource is scheduled for a reboot, OnApp will first attempt to hot migrate all VSs it hosts. If hot migration is not possible for a VS, OnApp will attempt to cold migrate
that VS. With this box checked, if cold migration fails, the VS will be stopped so the
reboot may proceed. If you don’t check this box, OnApp will attempt to hot and then cold
migrate all VSs hosted by the Compute resource being rebooted – but will stop the
migration process if any VS cannot be migrated.

- **Are you sure you want to reboot this Compute resource?** A simple confirmation to
  confirm that you want the Compute resource to reboot.

5. When you’re certain you want to proceed with the reboot, click the **Reboot** button.

   **Reboot option is not available for VMware Compute resources.**

---

If your backups disappear after rebooting the CloudBoot Compute resource with LVM storage
which is used as a backup server, add mount command to CloudBoot backup server custom
config after the reboot. This is a known issue which will be fixed in the future release.

To fix your custom config settings, use one of the following options provided in the examples
below (you will have to specify your own device names):

1. If you have a separate partition for backups and templates (/dev/sda1 and /dev/sda2)
   ```
   mkdir -p /onapp/backups
   mkdir -p /onapp/template
   mount /dev/sda1 /onapp/backups
   mount /dev/sda2 /onapp/templates
   ```

2. If you current array is detected as /dev/sda1 and currently everything is located in /onapp
   within templates and backup directories within:
   ```
   mkdir -p /onapp
   mount /dev/sda1 /onapp
   ```

---

### 8.8 Assets

Assets are the Compute resources that are connected to the Control Panel server, but are either
not configured or not assigned to a Compute zone.

Compute resources that are not configured yet are accessed via the **Settings > Assets** menu.
Compute resources that are already created but not assigned to a Compute resource group are managed via the Control Panel's **Assets** menu. They are managed exactly the same as Compute resources.

Click your Control Panel's main **Assets** menu to see the list of all unassigned Compute resources in your cloud, and a quick overview of their details:

- **Label**
- **IP address**
- **Type (Xen, KVM etc)**
- **Zone**
- **Location Group**
- **Failover status**
- **VSs**

- **CPU cores**
- **CPU resources used**
- **CPU resources available**
- **CPU speed**
- **Total RAM**
- **Free RAM**

You can drill into a specific asset to add virtual servers to that Compute resource, edit resources, or reboot an asset. To do so:

1. Go to your Control Panel's **Assets** menu. On the screen that appears you'll see the list of assets.

2. Click an asset's name (label) to see its details screen.

3. On the screen that appears:
   - click the "+" sign to add a VS to this Compute resource. You'll be prompted to a VS Creation Wizard.
   - click **Tools > Edit Compute resource** to change its details and resources.
   - click **Tools > Reboot Compute resource** to reboot an asset.
9 APPLICATIONS

Application is a piece of software that brings additional features into the basic functionality. OnApp allows you to deploy a wide range of applications by means of additional software. To install different applications on your Cloud you should create an Application Server first. Application Server is a regular VS based on CentOS Application Server template but with pre-installed software. Then you can install the applications on that server (like Drupal, Joomla, Wordpress etc.) using web interface. As an administrator you can charge for the template (by means of Template store) on which the application server has been built.

You can perform the following actions with the applications:

- view
- create
- backup
- delete

For more details, refer to the appropriate sections.

See also:
Application Servers - the information on managing application servers
Create Application Server - the instructions on creating an application server
Application Server Billing - the info on how you can charge your customers for applications
Applications (API) - the list of available API requests

9.1 The List of Available Applications

Below you can find the full list of applications available for deployment using application server.

9.1.1 Forums

- phpBB
- Simple Machines Forum
• MyBB
• Advanced Electron Forums
• Vanilla
• PunBB
• XMB
• FluxBB
• Phorum
• bbPress
• FUDforum
• miniBB
• Beehive
• my little forum

9.1.2 Blogs
• WordPress
• Open Blog
• Serendipity
• Dotclear
• b2evolution
• Textpattern
• Ghost
• Nibbleblog
• LifeType
• Pixie
• Nucleus
• Chyrp
• eggBlog
• PivotX
• Movable Type
• FlatPress
9.1.3 CMS

- Joomla 2.5
- Joomla
- Drupal
- PHP-Fusion
- Concrete5
- MODX
- CMS Made Simple
- Open Real Estate
- e107
- Xoops
- Zikula
- Drupal 6
- Website Baker
- PHP-Nuke
- ocPortal
- Subrion
- Typo3 45
- Pligg
- PyroCMS
- Typo3
- Tiki Wiki CMS Groupware 9
- Contao
- Mambo
- Geeklog
- SilverStripe
- sNews
- jCore
- ImpressPages
- ProcessWire
- Quick.CMS
- Monstra
- Redaxscript
- ImpressCMS
- phpwcms
- Silex
- Sitemagic CMS
- Mahara
- SiteCake
- Fork
- Saurus
- Jamroom
- Pimcore
- Tiki Wiki CMS Groupware
- Bolt
- Microweber
- razorCMS
- SeoToaster CMS
- Pluck
- BIGACE
- Kirby
- Croogo
- Hotaru CMS
- Fiyo CMS
- Concrete5 5.6
- Cotonti
- Zenario
- Anchor
- appRain
- ClipperCMS
- gpEasy
- CMSimple
9.1.4 E-commerce

- AbanteCart
- PrestaShop
- OpenCart 1.5
- Magento
- WHMCS
- CubeCart
- osCommerce
- Open eShop
- Loaded 7
- Zen Cart
- OpenCart
- TheHostingTool
- TomatoCart
- BoxBilling
- Avactis
- LiteCart
- Quick.Cart
- X-Cart
- SimpleInvoices
- ShopSite
- CS-Cart
- Open Source Point of Sale
- AlegroCart
- Axis
- Blesta
- phpCOIN
- PrestaShop 1.4
- SeoToaster Ecommerce
- Thelia 2
- Zeuscart
- Invoice Ninja
• ClientExec
• Shopware
• Arastta
• Magento
• InvoicePlane
• Magento 1.8
• PEEL SHOPPING
• SurfShopCART
• osCmax

9.1.5 Social networking
• Dolphin
• Oxwall
• Jcow
• Elgg
• Open Source Social Network
• Beatz
• pH7CMS
• Etano
• PeoplePods
• Family Connections

9.1.6 Educational
• Moodle 2.8
• Chamilo
• Claroline
• eFront
• Moodle 2.0
• Moodle 2.6
• DoceboLMS
• Dokeos
• Moodle
- TCExam
- ATutor
- Omeka
- Gibbon
- Moodle 2.7

9.1.7 Video
- ClipBucket
- VidiScript
- videoDB
- CumulusClips
- Prisomtube Express
- Ampache

9.1.8 Admanager
- OpenClassifieds
- Prosper202
- Noahs Classifieds
- OSClass
- Revive Adserver
- GPixPixel

9.1.9 Galleries
- Gallery
- Piwigo
- Coppermine
- Zenphoto
- TinyWebGallery
- phpAlbum
- 4images
- Pixelpost
- Plogger
• iGalerie
• Gallery 2

9.1.10  Projectman
• qdPM
• Feng Office
• eyeOS
• Collabtive
• dotProject
• ProjectPier
• Mantis Bug Tracker
• The Bug Genie
• PHPprojekt
• TaskFreak
• todayu
• Flyspray
• phpCollab
• Traq
• SiteDove
• Admidio
• Eventum
• Trac
• Burden

9.1.11  Files
• ownCloud
• ProjectSend
• PHPfileNavigator
• Pydio
• eXplorer
• Arfooo
• LetoDMS
• OpenDocMan
• eSyndiCat
• Monsta FTP

9.1.12 Wikis
• MediaWiki
• DokuWiki
• PmWiki
• WikkaWiki
• MediaWiki 1.19

9.1.13 Frameworks
• CodeIgniter
• Laravel
• yii
• Bootstrap
• Zend
• CakePHP
• Symfony2
• Kohana
• Symfony
• Smarty
• PHPDevShell
• FuelPHP
• HTML Purifier
• PRADO
• UIkit
• DIY
• Webasyst
• WidelImage
9.1.14 Mail
- Roundcube
- phpList
- WebMail Lite
- SquirrelMail
- poMMo
- Webinsta Maillist
- OpenNewsletter
- ccMail
- Dada Mail
- Postfix Admin

9.1.15 Customer support
- Vision Helpdesk
- osTicket
- HESK
- Mibew Messenger
- Help Center Live
- phpOnline
- Live helper chat
- iQDesk
- Crafty Syntax
- Trellis Desk
- phpMyFAQ
- ExoPHPDesk
- Maian Support
- HelpDeskZ
- HelpDEZk
- Support Incident Tracker

9.1.16 ERP
- Vtiger
- Dolibarr
- SugarCRM
- FrontAccounting
- OrangeHRM
- EPESI
- EGroupware
- X2CRM
- Zurmo
- Group Office
- Tine 2.0
- SuiteCRM
- webERP
- EspoCRM
- OpenBiz Cubi
- Group Office

9.1.17  DBtools
- SIDU
- phpMyAdmin
- MyWebSQL
- Adminer
- SQLiteManager
- Chive
- phpLiteAdmin
- RockMongo
- Vty

9.1.18  Music
- kPlaylist
- Podcast Generator
- AmpJuke
- Impleo
9.1.19 Polls
- LimeSurvey
- Piwik
- LittlePoll
- phpESP
- Aardvark Topsites
- Advanced Poll
- EasyPoll
- Simple PHP Poll
- Open Web Analytics
- CJ Dynamic Poll
- Logaholic
- Little Software Stats

9.1.20 Guestbook
- Advanced Guestbook
- Lazarus
- BellaBook
- phpBook
- PHPKode Guestbook
- VX Guestbook
- RicarGBooK
- PHP Address Book

9.1.21 Calendars
- WebCalendar
- Booked
- phpicalendar
- ExtCalendar

9.1.22 Games
- BlackNova Traders
- Shadows Rising
- Multiplayer Checkers
- Word Search Puzzle

9.1.23 RSS
- Gregarius
- Tiny Tiny RSS
- Feed On Feeds
- selfoss
- SimplePie

9.1.24 Microblog
- StatusNet
- PageCookery
- Storytlr

9.1.25 Others
- Seo Panel
- phpFreeChat
- WeBid
- YOURLS
- SLiMS
- phpLD
- phpFormGenerator
- Form Tools
- SPIP
- Question2Answer
- Soholaunch
- Open Journal Systems
- PASTE
- ArticleSetup
- jobberBase
APPLICATIONS - VIEW APPLICATIONS

9.2 View Applications

To view an application:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the Applications tab > Applications.
4. The page that loads will show the list of applications together with their:

- PHP QR Code
- Privacy Policy Generator
- PhpGedView
- Codiad
- Hablator
- webtrees
- wallabag
- GLPI
- JoobsBox
- InfiniteWP
- PHPWeby
- Mautic
- OpenBiblio
- Open Conference Systems
- phpDocumentor
- XCloner
- Commentics
- u-Auctions
- SVNManager
- AJAX Chat
- XMS
- Brushtail
- BlaB
9.3 Create Application

Application Servers allow you to install various applications (like Drupal, Joomla, Wordpress etc.) on a server using web interface.

To create an application:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the **Applications** tab > **Applications**.
4. On the screen that appears, press "+" button.
5. Complete the application creation form: **Application Select**
6. **Popular Applications**
7. In this section you can see the logos of the most popular applications. Choose one of them by clicking the appropriate logo. **Application catalog**

*Category* - choose the application category from the drop-down list (cms, blogs, ecommerce, forums etc.)

*Application* - choose the application from the drop-down list

**Application Description**

The following page will provide you with the description of application, which you have chosen from the catalog, its features and screenshots.
8. Click **Proceed**.

9. On the screen that appears the following application settings will be specified:

Settings are filled in automatically. In case you want to change automatic settings, fill in the appropriate field with your alternative settings.

Settings vary depending on every application. The field **Directory** will be present in every case, while the field **Database**, for example, is relevant only for those applications, which require databases for their functioning.
**Software Setup**

*Directory* - the name of directory, where application is stored (for example, "drupal" for Drupal application)

*Database* - the name of database, used by application

**Site Settings**

*Site name* - name of the application site

*Site description* - description of the application site

**Database Settings**

*Table prefix* - prefix, that is used for database tables

*Import sample data* - choose language type from the drop-down list

**Admin account**

*Admin username* - username of administrator
Admin password - password of administrator
Real name - real name of administrator
Admin email - email of administrator

Choose language
Select language - choose application language from the drop-down list

Advanced Options
Auto upgrade - tick the checkbox to enable auto upgrade for the application

10. Click the Install button.

There is one more possibility to create an application:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. On the screen that appears, under statistic data, you can see the list of all applications, deployed on this application server. Press "+" button in the upper right corner and complete the application creation form as described above in step 5.

9.4 Delete Application

To delete an application:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the Applications tab > Applications.
4. The page that loads will show the list of applications. Click the Actions button next to a required application and choose the Remove button.
5. Move the Remove directory slider to the right if you want to remove the directory.
6. Move the Remove database slider to the right if you want to remove the database.
7. Move the Remove database user slider to the right if you want to remove the database user.
8. Click Remove.
9.5 Application Backups

To back up an application means to put it in an archive. Single application could have multiple backups taken. Application backups are used for copying and archiving applications in order not to lose important information. You can view/create/edit/restore or delete application backup.

9.5.1 View Application Backups

To view an application backup:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the Applications tab > Backups.
4. The page that loads will show the list of application backups together with their:
   o application name
   o size
   o software version
   o software URL
   o Backup note
   o Actions (restore, remove)

9.5.2 Create Application Backup

To back up an application:
1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Applications** tab > **Applications**.
4. The page that loads will show the list of applications. Click the **Actions** button next to a required application and choose the **Backup** button.
5. Move the **Backup directory** slider to the right if you want to back up the directory.
6. Move the **Backup database** slider to the right if you want to back up the database.
7. Click the **Backup** button.

---

**9.5.3 Restore Application Backup**

To restore an application backup:
1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Applications** tab > **Backups**.
4. The page that loads will show the list of application backups. Click the **Actions** button next to a required backup and choose the **Restore** button.
5. Move the **Restore directory** slider to the right if you want to restore the directory.
6. Move the **Restore database** slider to the right if you want to restore the database.
7. Press the **Restore** button.

---

**9.5.4 Delete Application Backup**

To delete an application backup:
1. Go to your Control Panel’s **Application Servers** menu.
2. Click the label of the server you’re interested in.
3. Click the **Applications** tab > **Backups**.
4. The page that loads will show the list of application backups. Click the **Actions** button next to a required backup and choose the **Remove** button.
5. You will be asked for confirmation before the application backup is deleted. Press the **Remove** button.

## 9.6 Manage FTP Users

Application server users can transfer images and other files to and from an application server by means of FTP. To enable this function you should create FTP user accounts. You can view, create and delete FTP users of an application server.

**On this page:**
- View FTP users
- Create FTP user
- Delete FTP user

**See also:**
- **Applications** - the information on managing applications
- **Application Backups** - the information about application backups
- **Application Servers** - the information on managing application servers

### 9.6.1 View FTP users

To view FTP users:
1. Go to your Control Panel’s **Application Servers** menu.
2. Click the label of the server you’re interested in.
3. Click the **Applications** tab > **FTP Users**.
4. The page that loads will show the list of FTP users together with their:
   - **Login** - the user’s login name
   - **Path** - the route to FTP folder
   - **Usage** - the amount of FTP folder space, used by this user (in MB)
   - **Actions** - click the Actions icon to perform the following procedures with FTP users:
     - remove FTP user

### 9.6.2 Create FTP user

To create an FTP user:

1. Go to your Control Panel’s **Application Servers** menu.
2. Click the label of the server you’re interested in.
3. Click the **Applications** tab > **FTP Users**.
4. On the screen that appears, click "+".
5. Complete the creation form:
   - **Login** - provide user’s login name
   - **Password** - create user’s password
   - **Password confirmation** - enter user’s password one more time
   - **Path** - indicate the route to FTP folder
6. Click **Submit**.

### 9.6.3 Delete FTP user
To delete a FTP user:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the Applications tab > FTP Users.
4. The page that loads will show the list of FTP users. Click the Actions button next to a required FTP user and choose the Remove button.
5. You will be asked to confirm the deletion. Click Remove.

### 9.7 Manage Domains

You can add domains to resolve the application server IP address. You can view, create and delete application domains.

**On this page:**
- View Domains
- Create Domain
- Delete Domain

**See also:**
- Applications - the information on managing applications
- Application Backups - the information about application backups
- Application Servers - the information on managing application servers
9.7.1 View Domains

To view domains:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the Applications tab > Domains.
4. The page that loads will show the list of domains together with their:
   - Name - the domain name
   - Path to Application - the route to application
   - Type - whether domain is addon or parked
   - Actions - click the Actions icon to perform the following procedures with domains:
     - remove domain

9.7.2 Create Domain

To create a domain:
1. Go to your Control Panel's Application Servers menu.
2. Click the label of the server you're interested in.
3. Click the Applications tab > Domains.
4. On the screen that appears, press "+" button.
5. Complete the creation form:
   - Domain - enter domain name
   - Choose domain path using one of the following tabs:
6. Click the **Submit** button.

### 9.7.3 Delete Domain

To delete a domain:

1. Go to your Control Panel's **Application Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Applications** tab > **Domains**.
4. The page that loads will show the list of domains. Click the **Actions** button next to a required domain and choose the **Remove** button.
5. You will be asked to confirm the deletion. Click **Remove**.

### 9.8 System Application Settings

Applications are created using PHP scripting language. Different applications can require different versions of PHP. There are system applications within an application server. You can install or switch PHP versions within one application server by means of system applications.

Below you can find information on how to manage system applications.

**On this page:**
- List of system applications
- PHP version switching

**See also:**
9.8.1 List of system applications

To see the list of system apps available for an application server:

1. Go to Control Panel’s Application Servers menu.
2. Click the label of the server you’re interested in.
3. Click the Applications tab > System Apps.
4. The page that loads will show the list of system applications together with their:

   - **Name** - the name of a system application
   - **Version** - the version number of an application
   - **Actions** - you can download the application or **delete** it by pressing the appropriate button

9.8.2 PHP version switching
You can switch PHP versions in case you have more than one PHP version in the list of system applications.

To switch the PHP version:

1. Go to Control Panel’s **Application Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Applications** tab > **Settings**.
4. Choose the appropriate PHP version from the drop-down menu and click **Switch**.
10 DNS

The full version of OnApp Cloud (with CDN enabled) now gives you access to our free Anycast DNS service. Instead of managing your own DNS servers you can use our fully redundant global DNS, hosted at multiple datacenters around the world, and manage it through your OnApp Control Panel.

You can use our DNS service with domains registered anywhere on a third party domain registrar. The Control Panel lets you set up hostnames, manage DNS records, aliases, Mail Exchange, TXT and SRV records.

Using DNS has two main steps: setting up DNS hostnames, and managing DNS zones.

10.1 DNS Setup

DNS setup allows you to create a DNS hostname. After you create a DNS hostname, you get access to creating and managing DNS zones. To set up a new DNS, make sure that:

- CDN is enabled
- You have dns_zone or dns_zone.setup permission to access this page.

You can create only one DNS domain. Once created, a DNS domain can't be deleted, only updated.

If an administrator uses the same license for two different Control Panels, they can use the same DNS domain for CP1 and CP2. To do this, administrator should set the same DNS domain settings for both Control Panels.

To add a DNS domain:

1. Go to your Control Panel's Settings menu.
2. Click the DNS Setup button.
3. On the screen that appears, type your fully qualified domain name. Mind that you won't be able to use a domain name that is already registered with OnApp DNS.

The domains of the following kind are forbidden:

- google
- microsoft
- domain.com
- onapp.com
- facebook.com
4. Click the **Save** button.

After the DNS domain is added, the DNS service will be available to users. If you have added a domain, but still face some issues or the "Unable to get DNS Zone Setup: CDN service is temporarily unavailable" error occurs, contact support.

Make sure your domain name registrar has designated your domain to the following glue records:

- ns1: 69.168.228.2
- ns2: 69.168.229.2
- ns3: 69.168.230.2
- ns4: 69.168.231.2

10.1.1 **Edit DNS Domain**

To edit your DNS domain:

1. Go to your Control Panel's **Settings** menu, and click the **DNS Setup** icon.
2. Type a new fully qualified domain name to replace your existing domain.
3. Click the **Save** button to save changes.

If DNS domain is updated, all NS records for all DNS zones under this user will be updated.

10.2 **DNS Zones**

OnApp DNS Zone feature allows you to manage your and your clients' domain DNS. Each time DNS zone, record or setup settings are refreshed, the DNS configuration is immediately updated on the DNS vendor server.

10.2.1 **Create DNS Zone**

To add a new DNS zone:

1. Go to your Control Panel's **DNS** menu.
2. Click the **Create DNS Zone** button.
3. Fill in your domain name. At the domain registrar, point your domain to the following name servers:
   - ns1.yourdomain.com
   - ns2.yourdomain.com
   - ns3.yourdomain.com
   - ns4.yourdomain.com
   Where yourdomain.com is your fully qualified domain name, which you have specified at DNS setup.

1. Move the Auto Populate With Existing DNS record slider to the right if you want to automatically import your existing DNS settings, or skip this step to start from scratch. Note that this option may not import all existing settings, so you should check your new record for any missing entries.

2. Click the Submit button.

3. On the page that appears, click the Add icons next to the DNS records you want to add. You can add and manage the following DNS records:
   - **SOA** (Start of Authority) – change the start of authority time to live value (TTL). To change a SOA TTL, click the TTL cell next to the SOA record and type a new value.
   - **NS** (Name Server) – change the TTL of the existing name servers or add new name servers. To change a name server’s TTL, click the TTL cell next to the name server record and type a new value.
   - **A** (Host) — point your domain name to a static IP address. To create a new A record, enter the following parameters into the cells:
     - **Host** – enter a host name or use the "@" sign to represent your current host.
     - **Point to** – enter the IP address to which the user would be sent for this host name.
     - **TTL** – set the time to live value for this record.

     A record example: ftp 192.168.0.1 86400
     Where: ftp is the host; 643763287490 - IP, 86400 is TTL value.
     So your ftp.yourdomain.com will resolve to 2a00:1450:400b:c00::68 IP address and the TTL value = 86400 seconds.

   - **AAAA** (Host)
     To create a new AAAA record, fill in the following cells:
     - **Host** – enter a host name or use the "@" sign to represent your current host.
     - **Point to** – enter the IP address to which the user would be sent for this host name.
     - **TTL** – set the TTL value for this record.

     AAAA record example:
     ftp 2a00:1450:400b:c00::68 86400
     Where: ftp is the host, 2a00:1450:400b:c00 – IPv6 address, 86400 is the TTL value.
     So your ftp.yourdomain.com will resolve to 2a00:1450:400b:c00 IPv6 address.
o **CNAME** (Alias) – alias domain records to your domain.

   It is possible to use underscore character in the CNAME records.

   To add a CNAME record, fill in the following cells:
   
   - **Host** – enter the host name or use the "@" sign to represent your current host.
   - **Point to** – enter an alias you want to assign to your domain.
   - **TTL** – set the TTL value.

   CNAME record example:
   
   `www example.com 86400`

   Where: `www` is an alias, `example.com` is a valid domain name, `86400` is TTL value.

   To add the aliases, make sure an A record is added to this domain.

o **MX** (Mail Exchange) - identify the mail server for your domain name.

   To add a MX record, fill in the following cells:

   - **Priority** – set the MX priority to specify the routing order (lower value means higher priority).
   - **Host** – enter the hostname to which the emails should go
   - **Goes to** – enter the valid domain name.
   - **TTL** – set the TTL value.

   MX record example:

   `10 mail example.com 86400`

   Where: `10` is priority, `mail` is the host, `example.com` is a domain, `86400` is TTL.

o **TXT** – add additional information about the DNS zone.

   - **Host** – enter the valid host name
   - **Value** – any free text you want within a TXT record. Maximum 1300 characters.
   - **TTL** – TTL value.

   TXT record example:

   `@ v=spf1 a mx ptr ip4:192.168.1.1 ~all 86400`

   Where: `@` is the host name, `v=spf1 a mx ptr ip4:192.168.1.1 ~all` is value, `86400` is TTL.
OnApp 4.2 Administration Guide

- **SRV** (Service) – specify services that you have on your domain.
  To add a SRV record, enter the following cells parameters:
  - **Host** – type the host for which this record is valid.
  - **Priority** – set the host priority. Lower value means more preferred.
  - **Weight** – the approximate weight for relative records with the same priority.
  - **Port** – the port on which the service can be found.
  - **Points to** – enter the domain name.
  - **TTL** – set the time to live value.

  SRV record example:
  `xmpp._tcp 0 1 5222 jabber.example.com 86400`
  Where: `xmpp._tcp` is a host, `0` is priority, `1` is weight, `5222` is port, `jabber.example.com` is a points to value, `86400` is TTL.

10.2.1.1 **Wildcards**

In the OnApp version 3.0 it is possible to use wildcards in all DNS records. The table below explains the rules of wildcard use.

<table>
<thead>
<tr>
<th>DNS record type</th>
<th>Allowed</th>
<th>Disallowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>*.example.com</td>
<td>abc.*.example.com</td>
</tr>
<tr>
<td></td>
<td>**.example.com</td>
<td>*.example.com</td>
</tr>
<tr>
<td></td>
<td>*.abc.example.com</td>
<td>abc.<em>.</em>.example.com</td>
</tr>
<tr>
<td></td>
<td>Note: multiple ‘<em>’ will be changed to single ‘</em>’. E.g.</td>
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</tr>
<tr>
<td></td>
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<td>abc.<em>.</em>.example.com</td>
</tr>
<tr>
<td></td>
<td>Can only be prefixed for domain.</td>
<td></td>
</tr>
<tr>
<td>AAAA</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>MX</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>CNAME</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td></td>
<td>Note: CNAME wildcard record can not coexist with A record.</td>
<td></td>
</tr>
<tr>
<td>TXT</td>
<td>*.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>**.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>sub.*.example.com</td>
<td></td>
</tr>
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<td>sub.<em>.</em>.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>sub</em>.example.com</td>
<td></td>
</tr>
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<td></td>
<td>Note: Wildcards are valid in any position , as long as the</td>
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<tr>
<td></td>
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<td>*.example.com</td>
</tr>
<tr>
<td></td>
<td>*.abc.example.com</td>
<td>abc.<em>.</em>.example.com</td>
</tr>
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<tr>
<td></td>
<td>****.example.com will be changed to *.example.com</td>
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</tr>
<tr>
<td></td>
<td>Can only be prefixed for domain.</td>
<td></td>
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<td></td>
<td>Note: CNAME wildcard record can not coexist with A record.</td>
<td></td>
</tr>
<tr>
<td>TXT</td>
<td>*.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>**.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>sub.*.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>sub.<em>.</em>.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>sub</em>.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Wildcards are valid in any position , as long as the</td>
<td></td>
</tr>
</tbody>
</table>
### DNS ZONES

#### DNS record type

<table>
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<th>DNS record type</th>
<th>Allowed</th>
<th>Disallowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>_abc.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>__abc.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>abc_abc</em>.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Multiple ‘_’ e.g. ‘_____’ will not be changed to a single underscore, unless stated.</td>
<td></td>
</tr>
<tr>
<td>AAAA</td>
<td>Same to A record</td>
<td></td>
</tr>
<tr>
<td>MX</td>
<td>Same to A record</td>
<td></td>
</tr>
<tr>
<td>CNAME</td>
<td>Same to A record</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: CNAME record with underscore can not coexist with A record.</td>
<td></td>
</tr>
<tr>
<td>NS</td>
<td>Same to A record</td>
<td></td>
</tr>
<tr>
<td>SRV</td>
<td>_xmpp._tcp.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>__xmpp.__tcp.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>_xmpp._tcp._example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>_xmpp._tcp._abc.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Multiple ‘_’ e.g. ‘_____’ will be changed to a single underscore character.</td>
<td></td>
</tr>
<tr>
<td>TXT</td>
<td>All except examples in the Disallowed column.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: underscores are valid in any position, as long as the domain remains DNS zone’s subdomain.</td>
<td></td>
</tr>
</tbody>
</table>

It is not possible to use wildcards for NS, SOA and SRV records because of PowerDNS limitations.

### 10.2.1.2 Underscore characters

In the OnApp version 3.0 it is possible to use wildcards in all DNS records. The table below explains the rules of underscore use.
### Edit DNS Zone

When you edit a DNS Zone, you manage the records assigned to this zone. The changes are instantly updated on DNS.

To edit a DNS zone:
1. Go to your Control Panel's DNS menu. On the screen that appears, the list of DNS zones will be displayed.
2. Click the Actions button next to the domain zone you want to change, then choose Edit.
3. On the screen that appears, edit the DNS records as required:
   - **SOA (Start of Authority)** – change the start of authority TTL.
   - **NS (Name Server)** – change the TTL of the existing name servers or add a new name server.
   - **A (Host)** – change the A host record properties:
     - In the Host text box, type the name for a host.
     - In the Point to text box, type the IP address for the new host.
     - Set the TTL value.
   - **AAAA (Host)** – change the AAAA record properties as described for the A record.
   - **CNAME (Alias)** – canonical name properties.
   - **MX (Mail Exchange)** – change the mail server properties for your domain name.
   - **SRV (Service)** – specify services that you have on your domain.

### Delete DNS Zone

To delete a domain zone:
1. Go to your Control Panel's DNS menu.
2. Click the Actions button next to the domain zone you want to delete, then click Delete.
3. Click OK to confirm the deletion.
10.2.4 User DNS Zones

User DNS zones tab allows you to manage your clients' DNS zones. Use the *Actions* button next to the required user DNS zone to edit/delete it. The changes will be instantly updated on our DNS.

10.2.5 Set End-User Access to DNS Service

To set end-users' access to DNS service:

1. Go to your Control Panel's *Roles and Sets* menu.
2. Click the *Actions* button next to the required user, then click *Edit*.
3. On the screen that follows, choose the *DNS Zone* group in the *Groups* field.
4. The following list of DNS permissions will appear:
   - *Any action on DNS zone*
   - *Create a new DNS zone*
   - *Destroy any DNS zone*
   - *Destroy own DNS zone*
   - *See all DNS zones*
   - *See own DNS zones*
   - *Create a new DNS record*
   - *Destroy any DNS record*
   - *Any action on DNS record*
   - *See all DNS records*
   - *See own DNS records*
   - *Update any DNS records*
   - *Update own DNS records*
   - *DNS Setup*
5. Tick the required boxes.
6. Click the *Save* button.

10.2.6 View User DNS Zones

To view existing clients' DNS zones:

1. Go to your Control Panel's *DNS* menu.
2. Click the *User DNS Zones* tab. On the screen that appears, you'll see a list of all clients' DNS zones.
10.2.7 Edit User DNS Zones

To edit existing clients' DNS zones:
1. Go to your Control Panel's DNS menu.
2. Click the User DNS Zones tab. On the screen that appears, you'll see a list of all clients' DNS zones.
3. Click the Actions button next to it, then click Edit. On the screen that appears, edit its details and click the Save button.

10.2.8 Delete User DNS Zones

To delete existing clients' DNS zones:
1. Go to your Control Panel's DNS menu.
2. Click the User DNS Zones tab. On the screen that appears, you'll see a list of all clients' DNS zones. Click the Actions button next to the DNS zone you want to delete, then click Delete. You'll be asked to confirm deletion.
11 BLUEPRINTS

Blueprints are used for VMware vCenter virtual server management. It allows importing VMware vApps images from the ESXi Compute resources at vCenter, and creating blueprints from that images within the OnApp Control Panel.

Using blueprint templates, OnApp administrators can create and manage multiple virtual servers as a single multi-tiered application (blueprint). A single blueprint template is a pre-configured template that contains virtual server operating system and the configuration settings (network configuration and firewall rules). Utilization of blueprints allows you to create sets of different types of servers: for example, web servers, database, etc. based on imported vApps templates.

Blueprint management is described in the Blueprints section of the vCenter Implementation guide.
12 SOLIDFIRE INTEGRATION

OnApp is integrated with the SolidFire storage management system. With the SolidFire integration, it is possible to utilize the SF SAN directly within the OnApp cloud and manage the SolidFire cluster via the SolidFire API.

You can perform the following options with SolidFire:

- Allocate dedicated LUNs from the SF cluster per virtual server disk, when creating a VS. (LUN is created per each VS disk, with a separate lun per swap disk.)
- Manage SolidFire LUNs automatically via API.
- Create virtual servers without the swap disk.
- Implement backups / snapshots using SF CloneVolume method.

To be able to utilize SolidFire in the cloud, you need to install the SolidFire storage system first. There is a disk dependency between OnApp and SolidFire - when a new disk is created on the OnApp side, a new LUN is created automatically on the SF side, using the CreateVolume API call.

As the SolidFire data store has two interfaces (OnApp and SolidFire) you have to specify two IP addresses when creating a Solidfire Data Store Zone.

To be able to use the SF volume, you have to enable export to this device (Compute resource or a data store). To do that, you need to send an account username and initiator password to the iscsi_ip address. You will be able to use this device after the authorization.

The following options are not available under SolidFire:

- It is not possible to migrate SolidFire disks, as SF virtualises the storage layer.
- SolidFire does not support live disk resize. To resize disk, you need to shut down the virtual server first and use the CloneVolume functionality to increase the disk size. After the disk resize operation is complete, the original volume will be replaced with the new one and deleted, after that the VS will be booted.

12.1 SolidFire Management

Gather statistics
Statistics gathering is performed by the OnApp Usage collection system using the GetVolumeStats API call.
Create data store
You can create one SolidFire data store per cloud that will represent the space available at the SolidFire side. Use GetLimits/GetClusterCapacity API calls to view data store size availability.

Activate/deactivate disk
All activation/deactivation operations should include automating the OpenISCSI Initiator on the Compute resource activation/deactivation for the specific Volume.

Remove disk
The Disk/LUN is removed with the DeleteVolume API call.

Backup disk
Using the CloneVolume API call, with readOnly option, a snapshot is created which you can then mount on the backup server for backup processing. The clone is then taken down after the backup using DeleteVolume API call.

Incremental backups
There is a possibility to create incremental backups of VSs associated with SolidFire data store. The procedure is the same as for LVM data stores.

For more details, refer to the SolidFire API documentation.

12.2 SolidFire Quality of Service

SolidFire provides a substantial QoS control for the efficient performance in a cloud environment. SolidFire data store zone has the following parameters:

- **Minimum IOPS** (SF clusters with lower minimum IOPS will have lower priority when a system is overloaded)
- **Maximum IOPS**
- **Burst IOPS**

It is possible to configure the minimum IOPS resource properties as a minIOPS resource in the billing plan. The maximum IOPS and burst IOPS are static values that can differ per zone, thus providing tiered functionality.

For details how to change minIOPS settings, refer to the Set Billing Plan Prices And Resource Limits section of this guide.

For more details on Solid Fire management, refer to Solid Fire documentation.

SolidFire data store requires authorization for sending API requests from the CP to the SolidFire cluster (you will need to provide Cluster Admin authorization credentials when creating a SolidFire data store).
A Cluster Admin must be created on the SF side before creating a data store in the OnApp control panel.
13 INTEGRATED STORAGE

Integrated Storage functionality allows the cloud admin to build a highly scalable and resilient SAN storage target for virtual server storage using local disks in Compute resources. Using the Integrated Storage, you can create a virtual data store in OnApp Cloud that spans multiple physical drives in Compute resources, with RAID-like replication and striping across drives. The SAN is fully integrated into the Compute resource platform, and the platform is completely decentralized: each node is capable of making decisions about data synchronization and load balancing, and communicates directly with other nodes to move content around dynamically without depending on any centralized controller. There is no single point of failure: for example, if a Compute resource fails, the SAN reorganizes itself and automatically recovers the data. The OnApp Integrated Storage makes exclusive use of CloudBoot to provision Compute resources, so Compute resources must be booted via CloudBoot in order to enable the integrated SAN functionality. For details, refer to the CloudBoot Compute resources section.

13.1 Known Limitations and Restrictions

- You can use integrated storage on XEN and KVM cloudbooted Compute resources only. Vmware Compute resources are not supported for IS.
- Currently it is not possible to utilize bonded NICs for the CloudBoot management/boot interface.
- To start using integrated storage, you must have a Manage OnApp Storage permission enabled for your user role. Also, you have to enable the integrated storage in the system configuration manually (Settings > Configuration > OnApp Storage). Visit Configuration Settings chapter for more details.
- Integrated Storage supports PCI devices that have drivers compatible with the Linux kernel versions we use.
- Some customers may experience MAC address flapping across ports because the switch does not support the balance-rr mode. In this case, we recommend to set up separated VLANS per each bond pair for that switch.
- If an IS data store is created with overcommit (overcommit is not equal to none) and a backend node in the data store runs out of space, the storage controller which manages the backend node will become unavailable and vdisk paths will become degraded. Enabling overcommit and running out of physical space is a bad condition and should always be avoided. It is strongly recommended that you create data store with overcommit = none for production purposes.

For the detailed information on the following topics, refer to the Integrated Storage Guide:

- Integrated Storage Data Stores
• Integrated Storage Data Store Disks

• Storage Nodes

• Integrated Storage Drive Devices

• Storage API Endpoint

• Performance Benchmarks

• Diagnostics

• Disk Hot Plug
14 TEMPLATES

This chapter provides an overview on what templates in OnApp are, the management tips, the information on creating your own templates and providing them as a paid resource for your customers.

On this page:
- What templates are
- Windows templates
- Types of templates
- Where templates are stored
- Template store
- My template group
- Configuration Options
- Installation and update
- Billing

See also:
Manage Templates
Template Software Licenses
Manage Template Recipes
Template Store
My Template Groups
Create Billing Plan
Set Billing Plan Prices And Resource Limits
14.1 What templates are

A template is a fully preconfigured operating system environment – a tar + gzip archive that contains the root directory of an operating system. A basic template includes the data needed for a minimum OS installation, but templates may also include applications and additional OS components.

OnApp templates are used to deploy virtual servers in your cloud. The OnApp template library includes over 100 VS templates based on various 32-bit and 64-bit flavours of Windows and Linux operating systems. OnApp customers can also access a large number of JumpBox virtual Compute resources and deploy them as templates in OnApp.

14.2 Windows templates

To create a virtual server from a template which is based on paid software, such as MS Windows, you must have a valid license. The system verifies if you have a license before allowing the VS to be created, so before creating a VS you must first upload the license keys you've bought to OnApp, or connect to a licensing server.

OnApp supports three license types:

- **MAK licensing**: the default licensing type applied to all Windows-based VSs.
- **KMS licensing**: this is applicable to Windows 2008 and Windows 7 VSs only.
- **User licenses**: allow end users to input a license key when creating a VS.

Windows Server 2003/XP OSs have come to their end-of-life on July 14th, 2015 and are no longer supported. Thus OnApp version 4.0 introduces new Windows templates version 4.x with Cygwin as SSH server (instead of CopSSH as in versions 3.x).

- New 4.0 templates cannot be used in OnApp version 3.x or below.
- Windows templates version 3.x can be used in OnApp version 4.0 without restrictions.

For more information refer to Template Software Licenses page.

14.3 Types of templates

There are two different kinds of template:

- **System templates**. These are provided by OnApp and downloaded from an online library. They comprise an operating system with the latest set of packages installed. Windows 2008 templates require 20GB of free disk space. Windows 2003 templates require 10GB. Most Linux
templates require 2–10GB. Some Windows Templates with additional software may require minimum disk size of 30 GB - e.g. win12_x64_std-sqlweb-ver3.2-kvm_virtio. Minimum disk size for new 4.0 Windows templates is 30 GB (40 GB for templates with MS SQL).

- **Custom/user templates.** These are templates you create by backing up an existing virtual server, and converting that backup to a template. This allows you to pre-configure virtual servers (for example with specific OS settings, or pre-installed applications) and use the same configuration again and again.

For more details on how to create a custom templates from a backup, refer to Convert Virtual Server Backup to Template and Create Custom Templates sections.

You can use the following templates for smart servers and baremetal server creation:

<table>
<thead>
<tr>
<th>OS</th>
<th>Baremetal Servers</th>
<th>Smart Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>2008 R2 Standard Edition</td>
<td>Windows 2008 x64 STD R2 XEN 3.1</td>
</tr>
<tr>
<td></td>
<td>2008 R2 Data Center Edition</td>
<td></td>
</tr>
<tr>
<td>Linux</td>
<td>CentOS 5 64 bit</td>
<td>Debian 6.0 x64</td>
</tr>
<tr>
<td></td>
<td>CentOS 6 64 bit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Redhat 6 64 bit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Debian 6 64 bit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ubuntu 12 64 bit</td>
<td></td>
</tr>
</tbody>
</table>

**14.4 Where templates are stored**

Depending on the configuration of your cloud, new templates are stored at different locations:

<table>
<thead>
<tr>
<th>Configuration of your cloud</th>
<th>Storage locations for templates</th>
</tr>
</thead>
<tbody>
<tr>
<td>No backup servers and ssh_file_transfer option is disabled</td>
<td>In this configuration, the templates will be uploaded to all Compute resources. If this template already exists somewhere, the action is skipped. In such case NFS or any other sharing service should be enabled between Compute resource’s.</td>
</tr>
<tr>
<td>No backup servers and ssh_file_transfer option is enabled</td>
<td>The template is uploaded to this ssh_file_transfer server only.</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>There are backup servers and ssh_file_transfer option is disabled</td>
<td>The templates are uploaded to all backup servers. The action is skipped if such a template already exists. In this configuration ensure that some sharing service is between backup servers. Provisioning is performed at backup servers only. If there is more than one backup server in the cloud, the user is prompted to choose to which BS a template will be stored.</td>
</tr>
<tr>
<td>There are backup servers and ssh_file_transfer is enabled</td>
<td>The templates are uploaded to this ssh_file_transfer server only.</td>
</tr>
<tr>
<td>High Availability is configured for the Cloud</td>
<td>In this configuration, make sure to store templates at Database&amp;Transactions server or any other server with shared NFS service, so that both Control Panels could access the templates directory.</td>
</tr>
</tbody>
</table>

The following scheme demonstrates the possible template storage locations depending on your system's configuration:

![Diagram](image)

### 14.5 Template store

Template store enables you to organize individual templates into groups that can be used as a paid resource for billing plans. This allows you to easily create groups of templates which can be added to the billing plan. Only those groups which are added to a billing plan will be available to a user.
You can arrange the templates into groups depending on their type, price, or whatever other attribute.

For detailed instructions, refer to Template Store section.

### 14.6 My template group

My Template Groups allow you to create own license groups for your own personal/custom templates. The groups cannot be shared amongst the users. Also, for Windows based templates, My Template Groups provide the possibility to use your own licensing type regardless of your billing plan.

For detailed instructions, refer to My Template Groups section.

### 14.7 Configuration Options
You can set template configurations for your cloud in the settings menu at **Dashboard > Settings > Configuration > Backups/Templates** tab. This menu lets you set the following template-related parameters:

- The URL of the required template server
- Whether you want to delete the downloaded templates after they were distributed
- The system path to templates and recovery templates

During Control panel install/upgrade process, the following values are set by default:

- **Template server URL** - http://templates-manager.onapp.com
- **Path to Templates** - /onapp/templates
- **Path to Recovery templates** - /onapp/tools/recovery

Templates and backups can be stored on a remote server or a mounted disk. If you wish to store templates and backups remotely, you should also configure the following settings:

- Template/backup server IP, user login and SSH options
- Whether to use SSH file transfer for your template/backup server or not

For more information, refer to **Edit Backups/Templates Configuration**.

### 14.8 Installation and update

The OnApp template library includes over 100 VS templates based on various 32-bit and 64-bit flavours of Windows and Linux operating systems. You can also access a large number of JumpBox virtual compute resources and deploy them as templates in OnApp. The templates library is constantly updated. You can manage new templates with the OnApp template manager that connects to template server and allows you to:

- update the system templates which are already installed to your cloud
- download and install new templates available on a template server.

The Template server URL has to be set at **Control panel > Settings > Configuration > Backups/templates** tab as a prerequisite for installing/upgrading templates.

For detailed instructions, refer to **Install/Update Templates** page.
14.9 Billing

You can set up templates as a paid resource in several ways.
To set the pricing for the individual templates, go to the Template store menu and indicate the price for required templates per template per hour. To set the pricing for the template storage space and the amount of templates allowed per account, use the billing plans.

If the templates are stored on compute resources or SSH file transfer server, you can apply the Templates, ISOs & Backups Storage and Template User VS Limits:

- free disk space for templates
- the total amount of disk space for templates
- the price per GB of disk space per hour
- the number of templates users can create for free
- the maximum number of templates
- the price per template per hour

If the templates are stored on backup servers, apply the Limits&Pricing for backup server zone limits:

- free disk space for templates
- total amount of backup server space that the templates can get
- the price per GB of disk space per hour
- the amount of templates users get for free
- the total amount of templates
- the price per template per hour

For more info, refer to Template Store and Set Billing Plan Prices And Resource Limits.

14.10 Manage Templates

You can perform a set of actions with the templates:
• view/edit/delete system templates
• create/edit/delete/make public custom templates
• manage template recipes and recipe variables
• download new and update existing templates

Refer to the following sections for details.

14.10.1 View Template Details

The Control Panel's Templates List menu lists all of the templates available on your system, their version number, the Operating System they install, whether swap disk is allowed, and whether you can adjust their CPU cores/priority & RAM without rebooting a virtual server based on that template ("resize without reboot").

The templates are organized into four tabs:

• **System templates** - the OS images provided by OnApp.
• **My templates** - the list of custom templates created by the user who is currently logged in.
• **User templates** - the list of templates converted by all users in the cloud from VS backups. To see user templates, make sure the See User Templates permission is enabled.
• **Inactive templates** - the templates that are currently unavailable to build VS on.

To see which virtual servers are based on a specific template:
1. Go to your Control Panel's Templates > Templates List menu to bring up the list of templates.
2. Click the template's label (name) in the list.

14.10.2 Edit Template Details

You can edit a range of template details through the Control Panel, including minimum disk size required, version number, filename and label. To do so:

1. Go to your Control Panel's Templates > Templates List menu. You'll see a list of templates on your system.
2. Click the Actions icon next to the template you want to change, then choose Edit Template.
3. On the screen that follows, enter template details as required:
   - **Label** – change the template name
   - **Filename** – edit the template filename
   - **Version** – the template version
   - **Min disk size** – the minimum VS disk size required to build a VS on this template (in GB)
   - **Min memory size** – the minimum VS RAM required to build a VS on this template (in MB)
The maximum RAM that can be assigned to a VS is 168 GB regardless of the Max RAM value set in the billing plan. The maximum RAM that can be assigned to a VS built on a XEN 32bit (x86) template is 16 GB.

4. Click the **Save** button to finish.

### 14.10.3 Delete System Templates

To delete a template:

1. Go to the Control Panel's **Templates > Templates List** menu.
2. Click the **Actions** icon next to the template you wish to delete, then choose **Delete Template**.

You cannot delete a template if there are virtual servers in your system built on that template. To delete the said template you will have to destroy such virtual server first.

### 14.10.4 Install/Update Templates

The Template server URL has to be set at **Control panel > Settings > Configuration > Backups/templates** tab as a prerequisite for installing/upgrading templates.

VMware vCenter templates are not installed using the template server. For information on installing VMware templates, refer to the **VMware Template Installation Guide** section.

OnApp template manager allows you to update the system templates which are already installed to your cloud and download new templates available on a template server.

The OnApp template library includes over 100 VS templates based on various 32-bit and 64-bit flavours of Windows and Linux operating systems. OnApp customers can also access a large number of JumpBox virtual Compute resources and deploy them as templates in OnApp.

Only customers with a Paid license (not a free 16-core) have access to the complete template library, and special deals with JumpBox.

### 14.10.4.1 Installing templates

To download and install a template from a remote template server:

1. Go to the Control Panel's **Templates** menu.
2. Click the **System Templates** tab. The page that loads will list all the templates installed to your cloud.
3. Click the Available tab.

4. You will see the list of all templates available for installation. You can scroll through the list of templates with the Previous/Next buttons at the bottom of the screen.

5. Click the plus button next to a required template to install.

14.10.4.2 Upgrading templates
Template manager allows you to update the installed templates from the template server.

To update a template:
1. Go to your Control Panel's Templates menu.
2. Click the System Templates tab.
3. On the page that appears, the Updates tab will show the list of templates with more recent version than you have installed.
4. Click the plus button next to a required update to install.

If you update an existing template (by downloading a more recent version) it will not update existing VSs built on the previous version. Only new VSs, or those that are rebuilt, will use the new template.

14.10.4.3 Installations
You can see the status of the active downloads and cancel/restart them.

For this:
1. Go to the Control Panel's Templates menu.
2. Click the System Templates tab. The page that loads will list all the templates installed to your cloud.
3. Click the Installations tab.
4. You will see the list of all templates that are currently being installed to your Cloud with their details and status.
5. Click the Properties icon next to a required template to restart or delete the template installation/update.

14.10.4.4 Where templates are stored
Depending on the configuration of your cloud, new templates are stored at different locations.

No backup servers and ssh_file_transfer option is disabled
In this configuration, the templates will be uploaded to all Compute resources. If this template already exists somewhere, the action is skipped. In such case NFS or any other sharing service should be enabled between Compute resource's.

No backup servers and ssh_file_transfer option is enabled
The template is uploaded to this ssh_file_transfer server only.

**There are backup servers and ssh_file_transfer option is disabled**

The templates are uploaded to all backup servers. The action is skipped if such a template already exists. In this configuration ensure that some sharing service is between backup servers. Provisioning is performed at backup servers only. If there is more than one backup server in the cloud, the user is prompted to choose to which BS a template will be stored.

**There are backup servers and ssh_file_transfer is enabled**

The templates are uploaded to this ssh_file_transfer server only.

**High Availability is configured for the Cloud**

In this configuration, make sure to store templates at Database&Transactions server or any other server with shared NFS service, so that both Control Panels could access the templates directory.

### 14.10.5 Create Custom Templates

You can create custom templates by making a backup of an existing virtual server and saving it as a template for future use. To create a custom template:

1. Create a new virtual server and configure it as you would like for your template.
2. Click the **Actions** icon next to this virtual server, then choose **Backups**.
3. In the list of backups, click **Convert to Template** next to the backup you want to convert.
4. Click **OK** to proceed.
5. On the next screen, enter the following:
   a. A label for your template.
   b. The minimum memory size: make sure the minimum memory size takes into account the settings for the template on which the VS was built, plus any modifications you may have made to the template before making the backup.
   c. The minimum disk size: ensure the value is based on the template settings and any possible modifications you may have made, e.g. installing additional software.
   d. Click the **Convert Backup** button.
6. The backup will be scheduled for creation. When conversion is complete, it will be then listed on the **Templates > Templates List > User Templates** tab, from where you can edit it.

During the custom Windows template creation the Admin account is created anew.

To select a preferred licensing type (KMS, MAK, own) for a Windows virtual server built on a custom template you need to add this custom template to **My Template Groups** and associate the desired licensing type with such group.

When updating a custom template (by converting a more recent backup of a VS, for example), existing VSs built on previous versions will not be updated. Only new VSs, or those that are rebuilt, will use the new template.
14.10.6 Edit Custom Templates
You can edit your custom templates at any time. To do so:
1. Go to your Control Panel's Templates > Templates List menu and click the User Templates tab. Your custom templates will be listed there.
2. Click the Actions icon next to the template you want to change.
3. Choose Edit Template, make your changes on the screen that follows, and click Save.

14.10.7 Delete Custom Templates
You can delete your custom templates at any time. To do so:
1. Go to your Control Panel's Templates > Templates List menu and click the User Templates tab. Your custom templates will be listed there.
2. Click the Actions icon next to the template you want to delete.
3. Choose the Delete Template button next to a template if you want to delete it.

You cannot delete a template if there are virtual servers in your system built on that template. To delete the said template you will have to destroy such virtual server first.

14.10.8 Make Templates Public
The template list is organized into three tabs. The User templates tab lists all the custom templates created form the backups. By default those templates are available only to those users who created them. When you make templates public, you make your templates available to all users:
1. Go to your Control Panel's Templates > Templates List menu.
2. Click User templates tab.
3. Click the Actions button next to the template you want to make public, then select Make public.
4. Confirm the window that pops up.
When you make a custom template public, it is moved to a System templates tab.

14.10.9 Allow Users to Make Templates Public
All custom templates are private by default, which means they are only available to the users who created them. As administrator, you can give users the right to create templates that are available to all users – i.e. to create public templates. This is handled through the Control Panel's Users and Groups menu:
1. Go to your Control Panel's Roles and Sets menu.
2. Click the Edit icon next to the role you want to edit.
3. On the screen that follows, check the box next to the *Make own template public* permission and click the **Save** button.

### 14.10.10 Manage Template Recipes

To manage template recipes:

1. Go to your Control Panel's **Templates > Templates List** menu. You'll see a list of templates on your system.
2. Click the **Actions** icon next to the template you want to change, then choose **Manage Recipes**.
3. The screen that follows shows details of all the recipes in the cloud:

- The right pane displays the list of events to which the recipes can be assigned to.
- The left pane shows the list of all recipes in the cloud.

**Assign recipe**

Use drag and drop feature to assign recipe to assign a recipe to a desired event.

You can assign template recipes to the following events:

- **VS provisioning** - run the recipe during VS provisioning
- **VS network rebuild** - run the recipe when rebuilding a network
- **VS disk added** - run the recipe when adding a disk
- **VS network interface added** - run the recipe when adding a network interface
- **VS disk resized** - run the recipe when resizing a VS disk
- **VS resize** - run the recipe when resizing a VS

To use recipes with own Windows templates, the templates must be version 3.1 or later.

**To use drag and drop:**

1. Click the arrow button in front of the required event to unfold it.
2. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.

**Remove recipe**

To remove recipe:

1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the **Delete** button next to the recipe you want to remove.
14.10.11 Manage Template Recipe Custom Variables

You can define custom variables for image templates. To do so:

1. Go to your Control Panel’s Templates > Templates List menu
2. Click the Actions icon next to the template you want to change, then choose Manage Custom Recipe Variables.
3. On the screen that appears, click the “+” button to add new recipe variable.
4. Specify the recipe name and its value.
5. Move the Enabled slider to the right to allow use of this recipe.
6. Click Save.

To edit a custom variable, click the Edit icon next to the required variable and change its details.

To delete a custom variable, click the Delete icon next to the variable you want to remove. You will be asked to confirm the deletion.

It is possible to set custom variables for image templates, as well as for virtual servers. Virtual server custom variables will always overlay template custom variables.

14.11 Template Software Licenses

To create a virtual server from a template which is based on paid software, such as MS Windows, you must have a valid license. The system verifies if you have a license before allowing the VS to be created, so before creating a VS you must first upload the license keys you’ve bought to OnApp, or connect to a licensing server.

OnApp supports three license types:

- **MAK licensing**: the default licensing type applied to all Windows-based VSs.
- **KMS licensing**: this is applicable to Windows 2008 and Windows 7 VSs only.
- **User licenses**: allow end users to input a license key when creating a VS.

The template licenses in OnApp are managed in two places:

- **Template store** – where you specify which license types can be applied to templates assigned to the particular template group.
- **Billing plans** – where you specify which license types a user on this plan can apply to their Windows-based VSs.

- To avoid billing issues, do not use different Windows licensing types for the same template in one billing plan. In case you assign a template to template groups with different licensing types or different prices, it will be charged at a smaller price.
• The billing plan settings override the template group settings. For example, if the KMS licensing is allowed by template group settings, but is not enabled in billing plan configuration, the user will not be able to create VSs using KMS licensing.

The user specifies the license type for a particular virtual server during the VS creation process. The list of available license types depends on the template which is chosen for the VS, and the billing plan the user is signed up to.
To enable users to choose the license type:
1. Create a template group
2. Specify which licenses can be used within this group
3. Assign the templates to this group
4. Create Billing Plan
5. Specify which license types can be used within this plan
6. Assign template groups to a billing plan (optional)
7. Assign a user to this billing plan.

• If you do not assign a template to a template group, the default MAK licensing is applied to that template.
• If you do not assign any template group to a billing plan, the user can build VSs on any template available in the cloud. The choice of licenses will depend on the settings specified for the template group to which this template belongs.

14.11.1 KMS Licensing
To allow your users to create virtual servers (on Windows 2008 and Windows 7 templates) using KMS licensing:
1. Log in to your Control Panel as an Admin.
2. Enable KMS licensing for a particular template group, and attach the templates for which you plan to enable KMS licensing to this group (see Template Store in the next section).

    Windows 2003 and XP templates do not support KMS licensing.

3. Enable KMS licensing for a billing plan, and assign this template group to a billing plan (see the Billing Plans section)
4. Sign up a user to this billing plan (see the Assign Users to Billing Plans section).

14.11.2 MAK Licensing

To add a MAK license to OnApp:
1. Go to your Control Panel’s Software Licenses menu.
2. Click the Add new License button.
3. Set the necessary parameters in the form that appears.

Where:
   - **Label** – Windows OS distribution (2003, 2008, 7)
   - **R2** – tick this parameter if your license is for the second edition of Windows OS distribution
   - **x64 or x86** - specify the architecture
   - **Specify the Edition** – STD (Standard), ENT (Enterprise), WEB (web), PRO (Professional), DC (Data center)
   - **License** – enter the license code, e.g. TZXTC-R4GGG-9TT3V-DYDY4-T628B
   - **Total** - the total number of servers allowed by the license (the amount of licenses you bought from Microsoft)

4. Click Save.

To view MAK license details:
1. Go to your Control Panel’s Software Licenses menu. This screen lists all the licenses you've added to your OnApp installation with their details:

   - **Label** – the license name specifying the OS distribution, architecture and edition, e.g. Windows 2008 R2 x64 STD/ENT
   - **License** - the license code
   - **Total** - the number of VSs allowed by the license
   - **Count** - the number of licenses used

To edit/delete an existing MAK license:
1. Go to your Control Panel’s Software Licenses menu. This screen lists all the licenses you’ve added to your OnApp installation.
2. Click the Edit/Delete icons next to the license you're interested in.
14.12 Template Store

Template store enables you to organize individual templates into groups that can be used as a paid resource for billing plans. This allows you to easily create groups of templates which can be added to the billing plan to limit the amount or types of templates that are available to a user.

The template groups have hierarchical (tree) structure:
- Template group – e.g. OS
- Child group
- Templates

Click the Template group's label to expand the list of child groups, then click the template group's label to view the list of templates, respectively.

To add a template group:
1. Go to your Control Panel's Template Store menu.
2. On the page that follows, click the "+" button next to the required template group’s label, then select Add Child.
3. Give a name to your group.
4. Specify the Windows Licensing type: MAK, KMS, or User license.
5. For KMS licensing, set the following parameters:
   - Server label – the name of the KMS server
   - KMS server host – the hostname of the licensing server
   - KMS server port – the port used to connect to the licensing server
6. Click Save.
7. On the page that appears, you’ll be prompted to assign a template to a group.

To assign a template to a template group:
1. Go to your Control Panel's Template Store menu.
2. Click the "+" button next to the required child group’s label, then select Add Template.
3. Choose the template from the drop-down box at the Add a template section.
4. Indicate price if required and click Save.

To remove a template from a template group:
1. Go to your Control Panel's Template Store menu.
2. Click the template group’s label, then click the name of the template group from which you wish to remove a template.
3. Click the Delete icon next to a template you want to remove.
4. Confirm the deletion.
To change the template price:
1. Go to your Control Panel's Template Store menu.
2. Click the name of the template group.
3. Click the price field next to the template which price you want to change and enter the value per template per hour.

To view/edit/delete a template group:
1. Go to your Control Panel's Template Store menu.
2. On the page that follows, you'll see the list of all template groups created within your cloud:

   - Click the group's label, then click the child group label to see the list of templates assigned to this group.
   - Click the Edit icon next to a group to edit its name.
   - Click Delete icon to delete a group.

14.13 My Template Groups

My Template Groups allow you to create own license groups for your own personal/custom templates. The groups cannot be shared amongst the users. Also, for Windows based templates, My Template Groups provide the possibility to use your own licensing type regardless of your billing plan.

For your convenience, My Template Groups have hierarchical (tree) structure:

   - Template group – e.g.OS
   - Child group
   - Templates

You may assign templates directly to the group, or create a child group(s) and assign templates there.

To add a template group:
1. Go to your Control Panel's My Template Groups menu.
2. On the page that follows, click the "+" button.
3. Give a name to your group in the window that appeared.
4. If you are planning to use this group for Windows templates, specify the Windows Licensing type: MAK, KMS, or Own (user license).
5. For KMS licensing, set the following parameters:
   - Server label – the name of the KMS server
   - KMS server host – the hostname of the licensing server
   - KMS server port – the port used to connect to the licensing server

6. Click Save.

On the page that appears, you can add a template or a child to the group, edit the group, or delete it.

To view/edit/delete a template group:
1. Go to your Control Panel's My Template Groups menu.
2. On the page that follows, you'll see the list of all template groups created within your cloud:
   - Click the group's label to see the child groups or the list of templates assigned to this group; click the child group label to see the list of templates assigned to the child group.
   - Click the Edit icon next to a group or a child group to edit its name and the type of Windows licensing; click Save button upon making the necessary changes.
   - Click Delete icon to delete a group or a child group. The templates which were assigned to this group/child group will become your ungrouped templates.

To add a child group to the group:
1. Go to your Control Panel's My Template Groups menu.
2. Click the "+" button next to the required group.
3. Select Add Child from a drop-down menu.
4. In the screen that appears fill in:
   - Label – the name of the child group
   - If you are planning to use this group for Windows templates, specify the Windows Licensing type: MAK, KMS, or Own (user license).

This licensing type will apply to all templates directly in the group and in the child groups.

This licensing type will apply to all templates in the child group. Providing you have indicated the licensing type for the parent group - both types will apply
For KMS licensing, set the following parameters:

- **Server label** – the name of the KMS server
- **KMS server host** – the hostname of the licensing server
- **KMS server port** – the port used to connect to the licensing server

Providing the KMS licensing was selected for the parent group, both KMS servers will be available for selection while creating a virtual server based on the templates in the child group.

5. Click **Save**.

**To assign a template to a template group / child group:**

1. Go to your Control Panel's **My Template Groups** menu.

2. Click the "+" button next to the required group's label, then select **Add Template**, or click on the group's label to expand it, then click the "+" button next to the required child group's label.

3. Choose the template from the drop-down box at the **Add a template** section.

Only your custom templates will be available for selection

4. Click **Save**.

**To remove a template from a template group:**

1. Go to your Control Panel's **My Template Groups** menu.

2. Click the template group's label or click the name of the template group from which you wish to remove a template.

3. Click the **Delete** icon next to a template you want to remove.

4. Confirm the deletion.
OnApp allows uploading your custom bootable ISOs for recovery purposes. These could be different images for Windows/Linux/FreeBSD or any additional software. As a cloud administrator you can limit user's ability to upload and manage ISOs by permissions and in billing plans. You can boot virtual servers from your own ISOs or the ISOs that are uploaded and made publicly available by other users. Currently, there is a limitation of 1 GB for the ISOs uploaded from the file system. There are no space limitations for the ISOs uploaded from the URL (except for your disk space limitations).

- OnApp supports rebooting existing virtual and smart servers from ISO.
- To build a new server from an ISO, create a server using the creation wizard and then reboot this VS from the appropriate ISO.
- As soon as you boot a VS from the installation ISO, OnApp cannot control any VS components (backups, networks, disks).
- Be aware, that all the contents of the disk might be deleted if a VS is booted from the ISO that installs a new distributive.
- If you boot a VS from an ISO with the RAM requirement larger than the VS's RAM, the transaction will fail.
- If your cloud deployment is not a fresh installation, make sure that permissions on ISOs are enabled. For more info refer to List of all OnApp Permissions.

You can upload your own ISOs and make them available to all users of the cloud (the way the templates work in OnApp). After the ISO is uploaded, it is possible to select the Boot from ISO option on VS management screen.

### 15.1 View ISOs

To view the ISOs available to you:
1. Go to Control Panel and click Templates.
2. Select ISO list from the menu that expands.
3. The page that loads, will show the list of ISOs available to you separated into four tabs:
15.2 Boot from ISO

To enable booting virtual and smart servers from ISO in your cloud, you need to perform the following configurations:

- Share the location where the ISOs are stored.
- Enable ISO Permissions.
- Upload ISO(s) into the cloud.
- Make ISO(s) public.
- Boot virtual or smart server from ISO.
15.2.1 Share the location where the ISOs are stored.

The default configuration is to upload ISOs on the Control Panel server. Then it is required to mount and share the location where the ISOs are stored at CP with all the compute resources. When the virtual servers are booted from the ISOs, the ISO is taken from the compute resource server. The location is preconfigured at on_app.yml config file which can be found in /onapp/interface/config/on_app.yml.

- **iso_path_on_cp** - specifies the location where ISOs are stored on the Control Panel server. By default the location is /data. You can change it to any other suitable location. Make sure that this location is shared with the specified iso_path_on_hv location.

- **iso_path_on_hv** - specifies the location where ISOs are located on the compute resource servers. By default the location is /data. You can change it to any other suitable location with the onapp owner and read/write access. Make sure that this location is mounted to the specified iso_path_on_cp location.

CloudBoot compute resources mount the /data location automatically at boot to the /onapp/tools/recovery on HV. ISOs can be hosted on a dedicated server at any desired location with an arbitrary name if you wish. In this case it is necessary to mount the ISOs' location on this server to the Control Panel iso_path_on_cp directory and all the compute resources' iso_path_on_hv locations. This can be a backup server to avoid the excess usage of the Control Panel's space.

15.2.2 Enable ISO Permissions

If your cloud deployment is not a fresh installation, make sure to enable the following permissions for your Admin and other roles as appropriate:

- **Any action on ISOs** - the user can take any action on ISOs
- **Create a new ISO** - the user can create a new ISO
- **Destroy any ISO** - the user can delete any ISO (own, user, and public)
- **Destroy own ISO** - the user can only delete own ISO
- **Destroy user ISO** - the user can delete ISOs created by any user, but not public ISOs
- **Make any ISO public** - the user can make public any ISO available to all users
- **Make own ISO public** - the user can make public own ISOs only
- **Make user ISO public** - the user can make public ISOs created by any user
- **Create and manage own ISOs** - the user can create and edit/delete/view own ISOs
- **Manage all ISOs** - the user can manage own/user/public ISOs
- **Create and manage user ISOs** - the user can view/create/edit/delete ISOs created by any user
- **See all ISOs** - the user can view all ISOs in the cloud
- **See own ISOs** - the user can only view the ISOs created by themselves
- **See all public ISOs** - the user can view all public ISOs
- **See user ISOs** - the user can view the ISOs created by any user in the cloud
OnApp 4.2 Administration Guide  v4

- Update any ISO - the user can edit any ISO in the cloud
- Update own ISO - the user can only edit own ISO
- Update user ISO - the user can edit the ISOs created by any user in the cloud

For more info refer to List of all OnApp Permissions.

15.2.3 Upload ISO(s) into the cloud.

Once you’ve configured the locations for storing ISOs, you can add a new ISO to the system. Follow this procedure:

1. Go to your Control Panel and click the Templates menu from the left navigation pane.
2. Select ISO list from the menu that expands.
3. On the page that loads, click the Upload ISO button at the bottom of the screen.
4. Choose the ISO to upload and fill its details:
   - make public - move the slider to the right if you want to make the ISO publicly available
   - label - choose a name for the ISO
   - min memory size - specify the minimum required RAM for the ISO
   - version - fill in the version of the ISO
   - operating system - choose the operating system of the ISO
   - operating system distro - fill in the operating system distribution of the ISO in free form
   - virtualization - tick the required virtualization type(s): XEN, KVM or KVM+Virtio
   - file - click Choose File to select the required ISO file from your file system. The yellow infobox will show the maximum file size for ISOs. The max upload size is pre-configured at Settings > Configuration (the Max upload size field).
   - file url - select this tab if you want to upload the ISO from URL and specify the link from which the ISO will be uploaded.
5. Click Save to upload the ISO.

After you upload an ISO to the cloud, it can be found at Templates > ISO List > My ISOs tab. The ISOs uploaded by your users are under the User ISOs tab.

15.2.4 Make ISO(s) public.

By default ISOs are available only to those users who uploaded them. These ISO images are available in the My ISOs tab. To make your ISO public and accessible for all users:

1. Go to your Control Panel’s Templates > ISO List menu.
2. Click My ISOs tab.
3. Click the Actions button next to the ISO you want to make public, then select Make public.
4. Confirm the window that pops up.
When you make a user ISO public, it is moved to the **System ISOs** tab.

Make sure that you have enabled the *Any power action on own virtual servers* and *Allow own virtual servers to boot from ISO* permissions for the user to be able to boot servers from ISO.

### 15.2.5 Boot virtual or smart server from ISO.

Once you have shared the location where ISOs are stored and uploaded ISOs into the system, you can boot virtual or a smart servers from them using the server's power options menu. To boot a virtual/smarty server from ISO:

1. Go to your Control Panel's **Virtual Servers/Smart Servers** menu.
2. Click the label of the required server.
3. Click the **Tools** button on the server's screen to expand the **Tools** menu.
4. Select *Boot from ISO*. You can boot virtual/smarty servers from your own ISOs or the ISOs that are uploaded and made publicly available by other users. If you boot a server from an ISO with the RAM requirement larger than the server's RAM, the transaction will fail.

### 15.3 Upload ISOs

Once you've configured the locations for storing ISOs and enabled the necessary permissions, you can add new ISOs to the system. You can also make your ISOs public so that other users can boot their virtual servers from the ISOs you have uploaded.

- **Upload ISO(s) into the Cloud**
- **Make ISO(s) Public**

### 15.3.1 Upload ISO(s) into the Cloud

To upload ISOs into your cloud, follow this procedure:

1. Go to your **Control Panel** and click the **Templates** menu from the left navigation pane.
2. Select **ISO list** from the menu that expands.
3. On the page that loads, click the **Upload ISO** button at the bottom of the screen.
4. Choose the ISO to upload and fill its details:
   - *make public* - move the slider to the right if you want to make the ISO publicly available
   - *label* - choose a name for the ISO
OnApp 4.2 Administration Guide

- **min memory size** - specify the minimum required RAM for the ISO
- **version** - fill in the version of the ISO
- **operating system** - choose the operating system of the ISO
- **operating system distro** - fill in the operating system distribution of the ISO in free form
- **virtualization** - tick the required virtualization type(s): XEN, KVM or KVM+Virtio
- **file** - click Choose File to select the required ISO file from your file system. The yellow infobox will show the maximum file size for ISOs. The max upload size is pre-configured at Settings > Configuration (the Max upload size field).
- **file url** - select this tab if you want to upload the ISO from URL and specify the link from which the ISO will be uploaded.

5. Click **Save** to upload the ISO.

After you upload an ISO to the cloud, it can be found at **Templates > ISO List > My ISOs** tab. The ISOs uploaded by your users are under the **User ISOs** tab.

### 15.3.2 Make ISO(s) Public

By default ISOs are available only to those users who uploaded them. These ISO images are available in the **My ISOs** tab. To make your ISO public and accessible for all users:

1. Go to your Control Panel’s **Templates > ISO List** menu.
2. Click **My ISOs** tab.
3. Click the **Actions** button next to the ISO you want to make public, then select **Make public**.
4. Confirm the window that pops up.

When you make a user ISO public, it is moved to the **System ISOs** tab.

### 15.4 Edit ISOs

To edit the ISOs available to you:

1. Go to **Control Panel** and click **Templates**.
2. Select **ISO list** from the menu that expands. The page that loads shows the list of ISOs available to you.
3. Click the **Actions** button next to the required ISO and choose **Edit ISO**.
4. On the page that loads you can edit the following ISO details:
   - **label** - choose the name for the ISO
   - **min memory size** - specify the minimum required RAM for the ISO
o version - fill in the version of the ISO
o operating system - choose the operating system of the ISO
o operating system distro - fill in the operating system distribution of the ISO in free form
o virtualization - tick the required virtualization type(s): XEN, KVM or KVM+Virtio

5. Click Save.

15.5 Delete ISOs

To delete an ISO:

1. Go to Control Panel and click Templates.
2. Select ISO list from the menu that expands. The page that loads shows the list of ISOS available to you.
3. Click the Actions button next to the required ISO and choose Delete ISO.
16 RECIPES

The recipe is the plugin mechanism used for adding new functionalities to the OnApp cloud. Each recipe is a set of instructions that triggers events at certain stages during the execution of certain services/event in the cloud. Essentially, recipes allow inputing code into virtual servers, appliances or the Control Panel server. This enables administrators to use recipes for configuring the server or report on it, thus providing advanced customization options in a standard environment.

Recipes run over SSH, and all commands triggered can run on virtual servers, appliances or the Control Panel server.

**SSH connection is not required for running recipes on VMware virtual servers.**

OnApp CP does not update the status of the recipe if it takes longer than 1 hour to complete the transaction. As a result, cPanel will complete the installation, but the task will be displayed as still running. This issue will be fixed in next releases.

Currently it is not possible to execute recipes using cPanel/CloudLinux template with the /tmp mounted as noexec.

16.1 Recipe use

Recipes allow admins to perform the following operations:

- Perform post script installation.
- Use post provision installation scripts for third party applications, agents, etc.
- Disk reclaiming.
- Update/modify virtual servers and Compute zones with script injection.
- Allow host to spin up custom virtual servers without requiring custom templates.
- Download, run and report audit tools.

Use of recipes brings cloud administrators more control over their cloud environment and allows them to self-maintain such tasks as custom template creation, etc.

You can use recipes for Unix (Linux and FreeBSD) and Windows virtual servers, smart servers, baremetal servers, virtual server templates, Compute zones and the control panel server. For details, refer to the relevant sections of the Admin guide:

- **Template Recipes**
Virtual Server Recipes
VMware Virtual Server Recipes
Smart Server Recipes
Baremetal Server Recipes
Compute Zone Recipes
Control Panel Recipes

To be able to use recipes in the cloud, you must enable recipe permissions first.

16.2 Recipe variables

The recipes run when the appropriate events are triggered on the Compute resources, virtual servers or CP server. Depending on the object where the event occurs, the recipe runs on Compute resource/VS/CP and contains the variables for that object. When the recipe execution on Compute resource is triggered by the event happening on virtual server, then the recipe also contains the variables for the virtual server object. The same relates to CP server.

Here is the list of variables that you can define in recipes:

**Compute resource variables**
- IP_ADDRESS - Compute resource IP address
- VIRTUALIZATION - Compute resource virtualization type; Xen, KVM or VMware
- SERVER_TYPE - server type: virtual, smart or baremetal

**Virtual Server variables**
- VM_IDENTIFIER - virtual server identifier
- IP_ADDRESS - virtual server IP address
- HOSTNAME - hostname of a virtual server
- ROOT_PASSWORD - server root password
- OPERATING_SYSTEM - virtual server operating system
- OPERATING_SYSTEM_DISTRO - virtual server OS distribution
- OPERATING_SYSTEM_ARCH - architecture of the operating system
- OPERATING_SYSTEM_EDITION - edition of the OS

All recipes have access to these variables:
- CP_ADDRESS - control panel server IP address
- RESPONSE_FROM_PREVIOUS - response from the previous recipe step
Each user can set custom recipe variables for different appliances. For details, refer to the following sections:

- Virtual Server Recipe Custom Variables
- VMware Virtual Server Custom Variables
- Smart Server Recipe Custom Variables
- Baremetal Server Recipe Custom Variables
- Template Recipe Custom Variables

### 16.3 View List of All Recipes

To view the list of all recipes:

1. Go to your Control Panel’s Recipes menu.
2. On the screen that appears, you’ll see the list of all recipes in the cloud.

Use the tabs above to view the particular recipe type:

- **All**
  - To view the list of all recipes, click the All Recipes tab.

- **Unix compatible**
  - To view the list of Unix compatible recipes, click the Unix Compatible tab.

- **Windows compatible**
  - To view the list of Windows compatible recipes, click the Windows Compatible tab.

- **Unowned**
  - To view the list of recipes which owners have been deleted, click the Unowned Recipes tab. Recipes that run on other user’s resources are not deleted after their owners are removed. These recipes can be accessed via Recipes > Unowned recipes menu. A user with global permissions can become an owner of any of the unowned recipes by choosing Actions > Become an owner.

To view a particular recipe details, click the label of a required recipe.
16.4 View Recipe Details

To view the recipe details:
1. Go to your Control Panel’s Recipes menu.
2. On the screen that appears, you’ll see the list of all recipes in the cloud.
3. Click the required recipe label to view the following recipe details, along with the recipe step information:

   - **Label** - recipe label
   - **Description** - recipe description
   - **Unix compatible** - whether the recipe is compatible with Unix virtual servers
   - **Windows compatible** - whether the recipe is compatible with Windows virtual servers
   - Recipe steps along with their details:
     - **Script** - step code
     - **Result source** - step result source
     - **Pass values** - specify the pass output value, for example, 0
     - **On success** - recipe behavior on success
     - **Fail values** - specify the pass output value
     - **On failure** - the recipe behavior on failure

For information how to see the list of servers to which the recipe is assigned, see View the List of Assigned Servers section.

16.5 View the List of Assigned Servers

To view the list of servers that use the recipe:
1. Go to your Control Panel’s Recipes menu.
2. On the screen that appears, you’ll see the list of all recipes in the cloud.
3. Click the **Actions** icon next to the required recipe, then select **Applied to VS**.

4. On the screen that appears, you will see the list of servers this recipe is assigned to.

### 16.6 Create Recipe

You can create and use recipes for Unix (Linux and FreeBSD) and Windows virtual servers, smart servers, baremetal servers, virtual server templates, Compute zones and the control panel server. For details, refer to the relevant sections of the Admin guide:

- Template Recipes
- Virtual Server Recipes
- VMware Virtual Server Recipes
- Smart Server Recipes
- Baremetal Server Recipes
- Compute Zone Recipes
- Control Panel Recipes

Adding a recipe consists of two stages:
1. creating a recipe
2. creating a recipe step

#### 16.6.1 Create recipe

To create a recipe:
1. Go to your Control Panel's **Recipes** menu.
2. Click the "+" button.
3. Fill in the recipe creation form:

**Properties**

- **Label** - give your recipe a label
- **Description** - provide a short recipe description (optional)
- **Unix compatible** - move this slider to the right to use this recipe for Unix virtual servers.
- **Windows compatible** - move this slider to the right to use this recipe for Windows virtual servers.
For Windows compatible recipe, specify the script type. You can select the following script types:

- BAT
- VBS
- PowerShell v1.0

4. Click **Save**.

After that, you'll be redirected to the recipe details screen where you can add steps to this recipe.

### 16.6.2 Create steps

To create a new recipe step:

1. Click the "+" button in the upper right corner of the **Steps** screen.
2. In the pop-up window, specify step details as required:
   - **Script** - input the recipe code.
   - **Result source** - specify the step result source:
     - Exit code - an exit code, for example, 0 is the default value returned on success.
     - STDOUT - standard output.
     - STDERR - standard error.
     - STDOUT and STDERR - standard output and standard error.

   To use exit code in the VBS or PowerShell scripts, you have to specify it directly in the script. For example:

   **VBS**
   ```vbscript
   WScript.Echo "test"
   WScript.Quit 95
   ```

   **PowerShell**
   ```powershell
   get-date -displayhint date
   exit 227
   ```

   You cannot specify both pass and fail values for one recipe step.
   You can specify multiple recipe values. In this case you have to specify each value from
On success - the recipe behavior on success:
- Proceed - proceed to the next step.
- Fail - terminate the recipe and mark it as failed.
- Stop - terminate the recipe and mark it as successful.
- Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

On failure
Specify the recipe behavior on failure.
In case you have already specified the recipe pass value, leave these fields empty and tick the Anything Else checkbox.

You can specify multiple recipe values. In this case you have to specify each value from a new line.

Pass values - specify the pass output value.

On failure - the recipe behavior on failure
- Proceed - proceed to the next step.
- Fail - terminate the recipe and mark it as failed.
- Stop - terminate the recipe and mark it as successful.
- Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

3. Press Save.

Drag and drop steps to change their order. To do so:
1. Select the required step and hold it down with the left mouse button.
2. Drag the recipe up to the required position and release the mouse button to drop it.
16.7 Assign Recipe to Multiple Servers

You can assign recipe to several virtual or smart servers at once. To do so:
1. Go to your Control Panel’s Recipes menu.
2. On the screen that appears, you’ll see the list of all recipes in the cloud.
3. Click the Actions icon next to required recipe and click the Run Recipe on Vs(s) button.
4. On the screen that appear, tick the check boxes next to the servers you want to assign the recipe to.
5. Click the Run on Selected button to confirm the selection.

Assigning several recipes to the same server may lead to simultaneous recipe implementation and performance issues.

When assigning one recipe to several servers via API, there is possibility to run the recipe incompatible with the server type (Unix recipe on Windows servers or vice versa). In this case the transaction will be scheduled and completed, but the recipe will not do anything.

16.8 Edit Recipe

To adjust recipe details:
1. Go to your Control Panel’s Recipes menu.
2. Click the label of a recipe you want to edit, then click the Edit icon. You can edit the following recipe details:
   - Label - recipe label
   - Description - recipe description
   - Unix compatible - move this slider to the right to use this recipe for Unix virtual servers
   - Windows compatible - move this slider to the right to use this recipe for Windows virtual servers
3. Click the Save button to save your changes.

To edit recipe step, click the edit icon next to the required step, then change its details as required. Refer to the Edit Recipe Step section for details.
16.9 Edit Recipe Step

To edit recipe steps:
1. Go to your Control Panel's Recipes menu.
2. Click the Actions icon next to the recipe you want to change, then click the Edit button.
3. On the screen that appears, you'll see the list of recipe steps. Click the Edit icon next to the step you want to edit.
4. In the pop-up window, edit the step details as required:
   - **Script** - input the recipe code.
   - **Result source** - specify the step result source:
     - Exit code - an exit code, for example, 0 is the default value returned on success.
     - STDOUT - standard output.
     - STDERR - standard error.
     - STDOUT and STDERR - standard output and standard error.
   - **Pass values** - specify the pass output value, for example, 0.

   You cannot specify both pass and fail values for one recipe step.
   You can specify multiple recipe values. In this case you have to specify each value from a new line.

   **On success** - the recipe behavior on success:
   - Proceed - proceed to the next step.
   - Fail - terminate the recipe and mark it as failed.
   - Stop - terminate the recipe and mark it as successful.
   - Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

   **On failure**
   Specify the recipe behavior on failure.
In case you have already specified the recipe pass value, leave these fields empty and tick the **Anything Else** checkbox.

You can specify multiple recipe values. In this case you have to specify each value from a new line.

### Pass values - specify the pass output value.

### On failure - the recipe behaviour on failure:
- Proceed - proceed to the next step.
- Fail - terminate the recipe and mark it as failed.
- Stop - terminate the recipe and mark it as successful.
- Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

5. **Press Save.**

Drag and drop steps to change their order. To do so:

1. Select the required step and hold it down with the left mouse button.
2. Drag the recipe up to the required position and release the mouse button to drop it.

### 16.10 Delete Recipe

To delete a recipe:

1. Go to your Control Panel’s **Recipes** menu.
2. Click the **Delete** icon next to the recipe you want to remove.
3. Confirm the deletion.
16.11 Recipe Permissions

You can control user access to recipes functionality by giving different user roles certain permissions. The list below includes all the recipe permissions that can be set up in OnApp.

**Recipes**
- **Any actions on recipes (recipes)** - the user can take any action on recipes
- **Create new recipes (recipes.create)** - the user can create a new recipe
- **Delete any recipe (recipes.delete)** - the user can delete any recipe
- **Delete own recipes (recipes.delete.own)** - the user can delete own recipes
- **Edit any recipe (recipes.edit)** - the user can edit any recipe
- **Edit own recipes (recipes.edit.own)** - the user can edit own recipes
- **Read any recipe (recipes.read)** - the user can view all recipes
- **Read own recipes (recipes.read.own)** - the user can view own recipes

**Recipe Groups**
- **Any action on recipe groups** - the user can take any action on recipe groups
- **Create a new recipe group** - the user can create a new recipe group
- **Destroy any recipe group** - the user can delete any recipe group
- **See list of all recipe groups** - the user can view the list of recipe groups
- **See all recipe groups** - the user can view any recipe group details
- **Update any recipe group** - the user can edit all recipe groups

**Recipe Group Relations**
- **Any action on recipe group relations** - the user can take any action on recipe relation group
- **Create a new recipe group relation** - the user can create a new recipe relation group
- **Destroy any recipe group relation** - the user can delete any recipe relation group
- **See list of all recipe group relations** - the user can view the list recipe relation groups
- **See all recipe group relations** - the user can see recipe relation group details
- **Update any recipe group relation** - the user can edit any recipe relation group

**Control Panel**
- **Add recipe to control panel (control_panel.recipe_add)** - the user can add recipes to the control panel
- **Remove recipe from control panel (control_panel.recipe_delete)** - the user can remove recipes from the control panel
**Compute Zones**

- *Add recipe to Compute zone* (hypervisor_zones.recipe_add) - the user can add recipes to Compute zone
- *Remove recipe from Compute zone* (hypervisor_zones.recipe_delete) - the user can remove recipes from Compute zone

**Virtual Servers**

- *Add recipe to virtual machine* (virtual_machines.recipe_add) - the user can detach recipes from own virtual servers
- *Remove recipe from virtual machine* (virtual_machines.recipe_delete) - the user can detach recipes from all virtual servers

**Smart Servers**

- *Add recipe to any smart server* (smart_servers.recipe_add) - the user can add recipes to any smart servers
- *Add recipe to own smart server* (smart_servers.recipe_add.own) - the user can add recipes to own smart servers
- *Remove recipe from any smart server* (smart_servers.recipe_delete) - the user can remove recipes from any smart servers
- *Remove recipe from own smart server* (smart_servers.recipe_delete.own) - the user can remove recipes from own smart servers

**Baremetal Servers**

- *Add recipe to any baremetal server* (baremetal_servers.recipe_add) - the user can add recipes to any baremetal servers
- *Add recipe to own baremetal server* (baremetal_servers.recipe_add.own) - the user can add recipes to own baremetal servers
- *Remove recipe from any baremetal server* (baremetal_servers.recipe_delete) - the user can remove recipes from any baremetal servers
- *Remove recipe from own baremetal server* (baremetal_servers.recipe_delete.own) - the user can remove recipes from own baremetal servers

**Templates**

- *Add recipe to any template* (templates.recipe_add) - the user can add recipe to any template
- *Add recipe to own templates* (templates.recipe_add.own) - the user can add recipes to own templates
- *Remove recipe from any template* (templates.recipe_delete) - the user can remove recipes from any template
- *Remove recipe from own templates* (templates.recipe_delete.own) - the user can remove recipes from own templates
16.12 Recipe Groups

Recipe groups allow OnApp administrators to organize individual recipes into groups that can be used as a billing plan resource. This allows you to easily create groups of recipes which can be added to the billing plan to limit the recipes that are available to a user.

The recipe groups have hierarchical (tree) structure:
- Recipe group
- Child group
- Recipes

You can also add a recipe directly to the recipe group section without assigning it to a child group.

Click the recipe group's label to expand the list of child groups, then click the recipe group's label to view the list of recipes, respectively.

**To view the list of recipe groups:**
1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, you will see the list of all recipe groups.
3. Click the arrow next to the recipe group to expand the list of child groups and assigned recipes.

**To edit a recipe group:**
1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, you'll see the list of all recipe groups created within your cloud.
3. Click the Edit icon next to a group to edit its name.
4. Click the Save button to save your changes.

**To delete a recipe group:**
1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, you'll see the list of all recipe groups created within your cloud.
3. Click the Delete icon next to the required group to remove it.
4. Confirm the deletion.

**To add a recipe group:**
1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, click the "+" button.
3. Give a name to your group.
4. Click Save.
5. On the page that appears, you'll be prompted to assign a recipe to a group.

**To add a child group to a recipe group:**
1. Go to your Control Panel's Recipe Groups menu.
2. Click the "+" button next to the required group's label, then select Add Child.
3. Give a name to your child group.
4. Click the Save button to confirm.

**To assign a recipe to a recipe group:**
1. Go to your Control Panel's Recipe Groups menu.
2. Click the "+" button next to the required group’s or child group’s label, then select Add Recipe.
3. Choose the required recipe from the drop-down menu.
4. Click the Save button to confirm.

**To remove a recipe from a recipe group:**
1. Go to your Control Panel's Recipe Groups menu.
2. Click the arrow button next to the required recipe group to expand the list of recipes.
3. Click the Delete icon next to a required recipe.
4. Confirm the deletion.

### 16.13 Recipe Use Examples

The set of examples aimed to illustrate the recipe utilization.

#### 16.13.1 Recipe 1

Runs on VSs for Apache server installation and default web page configuration.

Can be used for the following events:
- VS provisioning (starts Apache server during the VS creation)
- Network rebuild
- Network interface added

Consists of 5 steps. Each step depends on the previous step result.

**Step 1**

```
# if echo $OPERATING_SYSTEM_DISTRO |grep rhel ; then
   if rpm -qa |grep httpd |grep -v grep ; then
      yum -y update httpd
   else
      yum -y install httpd
   fi
```
```bash
# else
  # exit 1
#fi

Result source: Exit code
Pass values: 0
On success: Proceed
Fail values: Fail anything else
On failure: Fail

Step 2


Result source: Exit code
Pass values: 0
On success: Go to step 5
Fail values: Fail anything else
On failure: Go to step 4

Step 3

`service httpd restart`

Result source: Exit code
Pass values: 0
On success: Stop
Fail values: Fail anything else
On failure: Fail

Step 4

`echo "Can not write to file"` > /var/log/recipes.log
Result source: Exit code
Pass values: 0
On success: Stop
Fail values: Fail anything else
On failure: Fail

Step 5

```bash
```

Result source: Exit code
Pass values: 0
On success: Go to step 3
Fail values: Fail anything else
On failure: Go to step 4

16.13.2 Recipe 2

Runs on Compute resources to check the virtualization type. Can be used for the following events:
- When Xen/KVM Compute resource goes online

Step 1

```bash
if rpm -qa | grep -q $qayd ; then
    ps aux | grep -q xend || exit 1
else
    ps aux | grep libvirtd || exit 1
fi
```

Result source: Exit code
Pass values: 0
On success: Proceed
Fail values: Fail anything else
On failure: Fail

16.13.3 Recipe 3
Runs on Compute resources to check the snmpd and snmpdtrap services and restarts them.
Can be used for Compute resource and control panel server events.

Step 1

```
service snmpd restart && service snmpdtrapd restart
```

Result source: Exit code
Pass values: 0
On success: Proceed
Fail values: Fail anything else
On failure: Fail

16.13.4 Recipe 4
Runs on Windows virtual servers to check if the Apache folder is present and deletes it, otherwise installs Apache.
Can be used for Windows virtual server events.

Step 1

```
$files = dir 'C:\Program Files (x86)\Apache*' $process = "ApacheMonitor"

if ($files -ne $null)
{
    "there's installed apache. Removing apache ..."
    $installer = dir 'c:\apache.msi'
    Stop-Process -Name $process
    Start-Sleep -Second 5
    Remove-Item $files -Force -Recurse
    Remove-Item $installer -Force -Recurse
    $files = dir 'C:\Program Files (x86)\Apache*' 
    if ($files -ne $null)
    {
        "Failed to remove apache"
```
```csharp
return 1
}
else
{
    "apache has been removed"
    return 0
}
}
else
{
    "Apache has not been installed."
    "Downloading installer..
    "silence apache installation..
    c:\apache.msi /quiet
    return 0
}
```

**Result source:** Exit code

**Pass values:** 0

**On success:** Proceed

**Fail values:** Fail anything else

**On failure:** Fail


Recipes are sets of instructions that are triggered during the certain stages of events defined. By managing recipes via the **Settings** menu, you can assign recipes to the control panel server.

To manage this functionality make sure that you have the Manage recipes for Control Panel permission enabled.

To manage Control Panel recipes settings:

1. Go to your Control Panel's **Settings** menu and click the **Recipes** icon.
2. On the screen that appears, you will see the details of all recipes in the cloud:

- The left pane shows the list of all recipes in the cloud organized into recipe groups.
- The right pane displays the list of control panel events to which the recipes can be assigned to.

**Assign recipe**

Drag and drop recipe to assign it to a desired control panel event.

You can assign virtual server recipes to the following events:

- **KVM Compute resource goes online** - run the recipe when the KVM Compute resource comes online
- **KVM Compute resource goes offline** - run the recipe when the KVM Compute resource goes offline
- **XEN Compute resource goes online** - run the recipe when the Xen Compute resource comes online
- **XEN Compute resource goes offline** - run the recipe when the Xen Compute resource goes offline
- **VMware Compute resource goes online** - run the recipe when the VMware Compute resource comes online
- **VMware Compute resource goes offline** - run the recipe when the VMware Compute resource goes offline

The recipe will be triggered when the statistics is not received from a Compute resource for a certain period of time for some reason. If the Compute resource is offline, the recipe will not run.

- **Compute resource added** - run the recipe when the new Compute resource is added
- **Compute resource removed** - run the recipe when Compute resource is removed
- **VS Provisioning** - run the recipe during VS provisioning
- **VS Network rebuild** - run the recipe when rebuilding a network
- **VS Disk added** - run the recipe when adding a disk
- **VS Network Interface added** - run the recipe when adding a network interface
- **VS Disk resized** - run the recipe when resizing a VS disk
- **VS Resize** - run the recipe when resizing a VS

**To use drag and drop:**

1. Click the arrow button in front of the required event to unfold it.
2. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.

Remove recipe

To remove recipe:

1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the Delete button next to the recipe you want to remove.
17 CDN

OnApp CDN is a software product that works with OnApp Cloud v2.3 and later. If you enable CDN for your end users, they can get access to a network of global edge servers (yours, and/or those provided by other cloud hosts) and use that network to deliver web content more quickly and reliably to visitors all over the world. Your CDN is managed alongside your cloud using your OnApp Control Panel. See http://www.onapp.com/cdn for more information.

OnApp provides the following CDN types:

- HTTP Pull
- HTTP Push
- Live Streaming
- On Demand Streaming

**Push**

HTTP Push method is similar to secondary server: the user uploads content to CDN and links to it, so the content is physically stored at CDN storage servers.

**Pull**

With an HTTP Pull CDN, the website owner stores content on their server and rewrites URLs to include a subdomain. Then, when the specific content is requested, it is pulled to the CDN network from the host and delivered to the closest point to the consumer who requested that content (the content is cached on edge server).

**Streaming**

There are two supported streaming types in the OnApp CDN – live streaming and on demand streaming. To utilize CDN streaming service, you have to deploy CDN streaming Edge Server.

**Live streaming**

Live streaming CDN allows delivering the content to end users in a live broadcast mode. When using a live streaming CDN service, end users receive media the same time like a traditional broadcasting.

**Video On Demand streaming**

Video On Demand streaming CDN allows delivering video on request and makes it repeatedly accessed. Consumers can control content and are able to fast forward or rewind it the same as live streaming.

Only mp4 and flv files are currently supported by VoD streaming.

Setting up OnApp CDN includes:
CDN - CONTROL PANEL RECIPES SETTINGS.

- Enabling CDN for your cloud in the OnApp customer dashboard (contact OnApp Support if you don’t have dashboard access)
- Running CDN Setup wizard in your OnApp Control Panel
- Setting up storage servers
- Setting up edge servers
- Adding CDN edge groups and assigning them to billing plans
- Creating CDN resources (when you create a CDN resource, CDN is enabled automatically in the OnApp)
- Assigning the billing plan to a user, and setting their permissions.

When creating a user account, you need to grant that user with all necessary permissions for managing CDN resources and assign him to the appropriate billing plan.

**Storage servers** store web content to be distributed over the Content Delivery Network. The content is then cached by edge servers and delivered to consumers.

**Edge servers** cache web content and deliver it to website visitors. They are deployed on Compute resources and managed just like VSs. You can use edge servers to sell CDN bandwidth to your end users, and/or submit the edge server to the OnApp CDN marketplace and sell your bandwidth to other hosts. You can create as many edge servers as you need and place them on different Compute resources in different geographical locations, and easily broaden your CDN by combining your own edge servers with other locations on the CDN marketplace. You can even build a CDN solely with marketplace resources. For details, refer to the **Edge servers** chapter.

**Edge groups** are groups of edge servers – your own, and those you subscribe to from the CDN marketplace. They are usually grouped by location, so they represent a pool of servers for a given geographical area.

Edge groups are **assigned to billing plans** to set the prices for the bandwidth that your end users consume. You can assign several groups to one billing plan at a time, and establish different geographical zones with different pricing. The bandwidth pricing of the billing plan is the price for CDN bandwidth sold to your end users.

**CDN resources** are specific servers with content an end user wants to distribute via the CDN. CDN resources are assigned to edge groups, which determines the list of servers taking part in distributing/caching of their data.

Starting with OnApp Cloud v3.0, CDN is enabled automatically after adding the first DNS record or CDN resource.
17.1 CDN Setup Wizard

This section contains a comprehensive guide through the CDN Setup wizard. The wizard is used to enable and configure the CDN service. Follow the stages of the wizard as instructed on the screen to configure a CDN portal. To make any changes after setup is complete, rerun the CDN wizard.

User should have the following permissions enabled to run the CDN setup wizard:
- Update any Role
- See all Roles
- Create a new edge group

The setup cycle consists of 3 steps:
- Permissions
- CDN edge groups
- Billing

You can rerun the wizard after the initial configuration as many times as you need.

To start the CDN wizard:
1. Go to your Control Panel's CDN Edge Servers menu.
2. Click the CDN Setup Wizard button to begin the CDN setup wizard.
3. Proceed the steps in wizard, as described below.

Step 1 of 3. Permissions
- Set the CDN permissions for the user role to enable CDN for your clients. Select a Client role from the drop-down list to enable the required permissions. You can enable CDN permissions for additional groups later via Users and Groups menu.
- Enable CDN resources permissions for the Administrator role. In case you have multiple roles assigned to your account, select the role from the drop-down list.
- Click Next.

Be careful not to assign Administrator role to a Client shared role.
You may skip the permissions section if you have set permissions before.
Users will not be able to purchase and manage their CDN resources unless they are enabled for their Role.

Step 2 of 3. CDN edge groups
• Give your edge group a unique label. For example, you can create an Edge group called "North America" and add to it your North American POPs. You will be able to define additional groups later under the **Users and Groups** menu.

• Choose the available locations from the **Available Locations** list. To add a location, click the '+-' button next to the location you wish to add to the group.

• Click **Next**.

**Step 3 of 3. Billing**

• Assign the CDN edge group to the billing plan from the drop-down list. Restriction: you can't add two edge groups with the same location to one billing plan.

• Specify the price per GB of CDN usage (traffic used by your clients on the locations within the edge group).
  
  You will be able to assign additional edge groups with different prices to the selected billing plan later, using a **Users and Groups** menu. Any customer assigned to the selected billing plan will be able to create a CDN service, powered by the Edge Group locations at the defined price.

• After you have finished configuring the CDN edge group properties, click the **CDN Dashboard** button to head back to the Dashboard or click **Create Edge Group** button to quit the CDN setup wizard.

---

After CDN is set up, synchronization between CDN and OnApp is run every 20 minutes. If synchronization fails because of CDN Sync Runner issues, you will receive the notification. To solve this issue check CDN Sync Runner status via **OnApp Control Panel > Sysadmin > Sysadmin tools tab.**

---

### 17.2 CDN Edge Servers

Web content is cached in the network of edge servers on the CDN, distributed across different geographic locations. Currently there are two types of edge servers in OnApp: HTTP and Streaming.

HTTP edge servers support both Push and Pull population methods in 80/20 ratio (80% HTTP Pull and 20% HTTP Push). When the edge server is created, its storage limit for HTTP Pull and HTTP Push is automatically assigned by system.

Streaming edge server type allows sending a stream to one of the publishing points, or pick up the stream externally and deliver it to the end users.

Take note that Operator has to deploy CDN streaming Edge Server to utilize CDN streaming...
Streaming edge server support only streaming services. The following protocols are supported:

- HTTP
- RTMP/RTMPE/RTMPT/
- HDS
- RTSP/RTP
- iPhone
- SilverLight
- MPEG-TS

Streaming service includes the following advanced features:

- Hotlinking protection - protect your media from being hotlinked (linked to website without your permission)
- Geo Blocking - restrict access to your media so that it is accessible only for certain countries/regions
- RMTPE (secure Wowza) – streaming encryption.

You do not have to add the Wowza license key manually to enable streaming edge servers. A third party application - Wowza will be installed automatically when installing an edge server and you will simply be charged for it. Please, contact your account manager for details.

Content is delivered to end users from the server which is closest to the user, or has the best availability. If you have CDN enabled for your cloud, you can use the control panel to set up your own edge servers, and manage them in the same way you manage virtual servers. You can submit your edge server to the locations in marketplace to sell bandwidth across it.

To be able to sell CDN bandwidth through our online marketplace, you must first submit your edge server for assessment.

You can use smart Compute resources for CDN edge server deployment.

CDN edge servers do not support firewall and NAT (network address translation).

17.2.1 Create CDN Edge Server

To add new CDN edge server:
1. Go to your Control Panel's CDN Edge Servers menu.
2. On the screen that appears, click the Create Edge Server button or press the "+" button.
3. Fill in the edge server creation form step by step:

   **Step 1 of 3. Properties**

   - Give your edge server a label. The label can consist of:
     - Lower- & upper-case letters [A-Za-z]
     - Digits [0-9]
     - Dash [ - ]
     - Underscore [ _ ]
     - Space character [ ]
     - At sign [@]
     - Brackets [ (){} ]
     - Slashes [/]
     - Caret [ ^ ]
     - Dollar sign [$]
     - Asterisk [*]
     - Comma [,]
     - Dot [.]  

   - Select an edge server type: HTTP or streaming
     
     A third party application - Wowza will be installed automatically when installing a streaming edge server and additional charges will apply. Please, contact your account manager for details.

   - Location - choose the location group to assign this edge server to.
   - CDN Location - choose CDN location group to assign this edge server to.
   - Choose a Compute zone to build this server on.
   - Choose a specific Compute resource to build this server on.

     You can use smart Compute resources for CDN edge server deployment.

   - Move the Add to Marketplace slider to the right to submit this server to the OnApp CDN marketplace. If so, the minimum required disk size is 1 TB.
   - Click Next.

Any servers you submit will be assessed before they are accepted into the marketplace. Criteria include geographic location, bandwidth and server specs.
Step 2 of 3. Resources

- Set the resources needed for this edge server: RAM, CPU cores and CPU priority.
- Choose a data store zone for this edge server's primary disk.
- Set the primary disk size. The disk size is calculated in the following way: 10 GB for OS, the rest of total disk space is estimated 80% per Pull population and 20% per Push population.

The disk size should not exceed 2 TB when a new disk is added. You can later resize the disk if you need it to be larger than 2 TB.

- Choose a network zone and set the port speed for this edge server, or make it unlimited. It is not possible to set port speed value for edge servers based on smart Compute resources.

Step 3. Confirmation

- Move the Build Edge Server Automatically slider to the right if you want the system to automatically build the edge server. Otherwise, you will have to build your server manually after it is created.

4. Click Create Edge Server.

17.2.2 View CDN Edge Server Details

Edge servers are virtual Compute resources that are much like other virtual servers in your cloud. You can perform the same basic actions on them as for VSs.

To view all edge servers in the cloud:
1. Go to your Control Panel's CDN Edge Servers menu to see an overview of all edge servers in your cloud: their label, IP addresses, power status (with on/off buttons), allocated disk size, RAM and backups.
2. To reboot, start up or shut down a CDN edge server, click the Actions button next to the required edge server, then select the relevant action.
3. To narrow the list of edge servers by type, click the relevant tab at the top of the list.

To view a particular edge server's details:
1. Go to your Control Panel's CDN Edge Servers menu.
2. Click the label of the edge server required.
3. On the screen that appears, use the top navigation tabs to manage your edge server.

---

**Overview**

The Overview tab shows CDN edge server information and gives access to the most frequently-used management tools.

<table>
<thead>
<tr>
<th>Properties</th>
<th>CDN edge server's details page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU Usage</td>
<td>CDN edge server's CPU usage statistics</td>
</tr>
<tr>
<td>Billing Statistics</td>
<td>CDN edge server's billing statistics information</td>
</tr>
</tbody>
</table>

**Networking**

The Networking tab gives access to the edge server's Network interfaces and IP addresses.

<table>
<thead>
<tr>
<th>Network Interfaces</th>
<th>CDN edge server's network configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Addresses</td>
<td>CDN edge server's IP addresses</td>
</tr>
</tbody>
</table>

**Storage**

The Storage tab lets you manage your edge server's disks.

| Disks              | The Storage tab lets you manage your edge server's disks. |

4. To expand the **Tools** menu, click the **Tools** button on the edge server's screen. The list of available options depends on the edge server's status. For options description, refer to relevant sections of the Virtual Servers chapter.
17.2.3 Edit CDN Edge Server

Editing a CDN edge server means adjusting the resources allocated to it, changing its label and basic properties.

To edit a CDN edge server:
1. Go to your Control Panel’s CDN edge server menu.
2. Click the label of an edge server.
3. On the next screen, click the Tools button, then click the Edit Edge Server link:
   o Change the edge server label.
   o Edit CPU core/priority and RAM values.
   o Move the Add to Marketplace slider to the right to add the edge server to the marketplace. (This option is only available for edge servers that were not added to the marketplace earlier.)
4. Click Save Edge server.

17.2.4 Set VIP Status for Edge Server

If a Compute resource fails or reboots, the system migrates edge servers to another Compute resource, one server at a time. The order servers are migrated in is random. However, you can give an edge server "VIP" status, and this will give that server priority in the migration queue.

To set or remove VIP status for an edge server:
1. Go to your Control Panel’s CDN Edge Servers menu.
2. Use the VIP button next to a required edge server to change its VIP status.

17.2.5 Delete CDN Edge Server

To delete a CDN edge server:
1. Go to your Control Panel’s CDN edge servers menu.
2. Click the label of an edge server.
3. When the page loads, click the Tools button, then click Delete Edge Server.
4. You will be asked for confirmation before the edge server is deleted.
17.2.6 CDN Edge Server Network Interface Usage

Network Interface usage page displays bandwidth used in two charts: statistics for 24 hours and hourly statistics for the period up to three months.

To view the edge server's network interface usage statistics:
1. Go to your Control Panel's CDN Edge Servers menu.
2. Click the label of the Edge Server required.
3. On the screen that appears, click Networking tab > Network Interfaces.
4. Click the Interface Usage icon next to the network interface needed.
5. On the screen that appears, set the start time and end time and click Apply.

17.3 CDN Storage Servers

CDN storage servers are used for storing the content which should be distributed over CDN. When the content is requested on the CDN, it is served by the edge server nearest to the customer’s geographical location.

There are two types of CDN storage servers in OnApp: HTTP and Streaming.

You can use smart Compute resources for CDN storage server deployment.

17.3.1 View CDN Storage Server Details

To view the list of all CDN storage servers in the cloud:
1. Go to your Control Panel's CDN Storage Servers menu to see an overview of all storage servers in your cloud: their label, IP addresses, power status (with on/off buttons), allocated disk size, RAM and backups.
2. To reboot, startup/shutdown a storage server, click the Actions button next to the required storage server, then select the relevant action.
3. To narrow the list of storage servers by type, click the relevant tab at the top of the list.

To view a particular edge server's details:
1. Go to your Control Panel's CDN Storage Servers menu.
2. Click the label of the storage server required.
3. On the screen that appears, use the top navigation tabs to manage your storage server.

Storage servers are managed with the same tools you use to manage VSs in your cloud.
The table below links to the relevant sections of this guide’s Virtual Servers chapter. The exception is that autoscaling, backups and firewall rules are not available for storage servers.

<table>
<thead>
<tr>
<th>Overview</th>
<th>The Overview tab shows storage server's information and gives access to the most frequently-used management tools.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Properties</td>
<td>Storage server's details page</td>
</tr>
<tr>
<td>CPU Usage</td>
<td>Storage server's CPU usage statistics</td>
</tr>
<tr>
<td>Billing Statistics</td>
<td>Storage server's billing statistics information</td>
</tr>
</tbody>
</table>

**Networking**

- **Network Interfaces**: Storage server's network configuration
- **IP Addresses**: Storage server's IP addresses

**Storage**

- **Disks**: The Storage tab lets you manage your edge server's disks.

4. To expand the Tools menu, click the Tools button on the storage server’s screen. The list of available options depends on the edge server's status). For options description, refer to **VS properties** section.

**17.3.2 Create CDN Storage Server**

To create a new storage server:

1. Go to your Control Panel’s **CDN Storage Servers** menu.
2. Click the **Create Storage Server** button at the bottom of the screen.
3. Fill in the storage server creation form step by step:

   **Step 1 of 3. Properties**
Specify the storage server details:

- Specify the server's label in a human-recognizable format.
- Select the storage server type: HTTP or Streaming.

A third party application - Wowza will be installed automatically when installing a streaming storage server and additional charges will apply. Please, contact your account manager for details.

- Location - choose the location group to assign this storage server to.
- CDN Location - choose CDN location group to assign this edge server to.
- Specify the Compute resource and Compute zone.

You can use smart Compute resources for CDN storage server deployment.

- Click Next.

Step 2 of 3. Resources

- Set the resources needed for this storage server: RAM, CPU cores and CPU priority.

  The minimum memory capacity is 8 GB.

- Choose a data store zone for this storage server’s primary disk
- Set the primary disk size (Storage server HDD). The minimum required disk size is 30 GB.
- Choose a network zone from the drop-down box.
- If the option is available, you can also assign an IP address for the VS from the drop-down menu. Indicate Compute resource and network to have the list of available IPs. Tick the Show Only My IP Addresses check box to view only own IP addresses in the IP addresses dropdown.
- Set the port speed in Mbps or tick it as unlimited. It is not possible to set port speed value for storage servers based on smart Compute resources.
- Click Next.

Step 3. Confirmation
On the screen that appears, move the **Build Edge Server Automatically** slider to the right if you want to build the storage server automatically, otherwise you will have to build your storage server manually after it is created.

Click the **Create Storage Server** button to start the creation process.

17.3.3 **Edit CDN Storage Server**

1. Go to your Control Panel's **CDN Storage Servers** menu.
2. Click the label of a required storage server.
   - On the next screen, click the **Tools** button, then click the **Edit CDN Edge Server** link under the **Storage Server Options**.
   - Change the storage server label.
   - Edit CPU core/priority and RAM values.
3. Click **Save**.

17.3.4 **Set VIP Status for Storage Server**

If a Compute resource fails or reboots, the system migrates storage servers to another Compute resource, one server at a time. The order servers are migrated in is random. However, you can give a storage server "VIP" status, and this will give that server priority in the migration queue.

To set or remove VIP status for a storage server:
1. Go to your Control Panel's **CDN Storage Servers** menu.
2. Use the **VIP** button next to a required storage server to change its VIP status.

17.3.5 **Delete CDN Storage Server**

To delete a storage server:
1. Go to your Control Panel's **CDN Storage Servers** menu.
2. On the screen that appears, you'll see the list of all storage servers in the cloud. Click the **HTTP/Streaming** tabs to view storage servers by type.
3. Click the **Actions** button next to the storage server you want to remove, then click **Delete**.
17.4 CDN Resources

A CDN resource is a host (e.g. a specific web server), the content of which you are going to distribute over the network of edge servers.

There are three types of CDN resources in the OnApp Control Panel:

- **HTTP** CDN resource type supports both Push and Pull population.
- **VoD** CDN resource type (Pull and Push types) allows using on demand video streaming service - uploading video and streaming to the end users.
- **Live Streaming** CDN resource type allows broadcasting content using CDN.

Only servers added to the edge groups assigned to the resource will distribute/cache the host's content.

To activate the CDN Resources menu, at least one CDN Edge Group with at least one edge server or marketplace location must be available.
Apart from the CDN Resources permissions enabled, the following requirements must be met for the publisher to be able to create respective resources. If the requirements are not met, the publisher will not be able to create the particular resource type:

<table>
<thead>
<tr>
<th>Resource Type</th>
<th>HTTP Pull</th>
<th>HTTP Push</th>
<th>VoD Pull</th>
<th>VoD Push</th>
<th>Live Streaming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements based on user Edge group</td>
<td>User billing plan must include an edge group with at least one location that supports HTTP.</td>
<td>User billing plan must include an edge group with at least one location that supports HTTP Push, and an HTTP storage server.</td>
<td>User billing plan must include an edge group with at least one location that supports VoD Pull.</td>
<td>User billing plan must include an edge group with at least one location that supports VoD Push, and a streaming storage server.</td>
<td>User billing plan must include an edge group with at least one location that supports live streaming.</td>
</tr>
</tbody>
</table>

17.4.1 View CDN Resources

Go to your Control Panel's CDN Resources menu. You will see the list of all CDN resources with the following information:

- **CDN Hostname** – hostname of the CDN resource.
- **Origin Sites** – path of the content that will be served from the CDN.
- **Type** - resource type: HTTP Push, HTTP Pull, VoD or Live streaming.
- **Cost** – cost of the resource.

To view HTTP, VoD or live streaming resources only, click the required tab. You can edit/delete a resource using the relevant icons next to each resource in the list, and add a resource with the CDN Resource Wizard button.

17.4.2 View CDN Resource Details

View basic and advanced details of a CDN Resource.

To view basic settings:
1. Go to your Control Panel's **CDN Resources** menu.
2. Click the required CDN Hostname.
3. On the page that appears, click **Basic settings** tab. The screen provides you with the following information (depending on the resource):

**CDN Resource details**
- **Owner**
- **CDN hostname**
- **Resource type**
- **SSL On** - whether SSL is enabled for the resource or not
- **SNI SSL Certificate** - custom SNI SSL certificate associated with the resource
- **CDN reference** – the ID of the resource in database
- **Resource Status** – shows the resource status. Click **Suspend** to terminate.

**Origins**
- The IP of the content that will be served from the CDN.

**DNS settings**
- A CNAME for the CDN Hostname which can then be used to view the contents. Use this for the origin settings.

**Edge Groups**
- Shows to which Edge groups the resource is assigned.

**Last 24 hours cost**
- Cost of the resource for the last 24 hours.

To view advanced details:
1. Go to your Control Panel's **CDN Resources** menu.
2. Click a CDN Hostname.
3. On the screen that appears, click the **Advanced Details** tab.
4. This screen provides you with the detailed information on the CDN Resources. See the following sections for details.

17.4.2.1 **View HTTP CDN Resource Details**

To view instructions and basic settings of an HTTP CDN resource:
1. Go to your Control Panel's **CDN Resources** menu.
2. Click the required CDN Hostname.
3. On the page that appears, click **Basic settings** tab. The screen provides you with the following information:

**CDN Resource details**
- **Owner**
- **CDN hostname**
- **Resource type** - Push or Pull
- **SSL on** - whether SSL is enabled for the resource or not
- **SNI SSL Certificate** - custom SNI SSL certificate associated with the resource
- **CDN reference** – the ID of the resource in database
- **Resource status** – shows the resource status.

**Origins (HTTP Pull only)**
- Path of the content that will be served from the CDN.

**DNS Settings**
- Add a CNAME for the CDN Hostname which can then be used to view the contents.

**Uploaded files (HTTP Push only)**
A list of uploaded files. Click the file name to preview the video file.

**Edge Groups**
- Shows to which Edge groups the resource is assigned.

**Last 24 hours cost**
- Cost of the resource for the last 24 hours.

**Advanced details**
Click the **Advanced details** tab to view advanced details of an HTTP CDN resource. The screen that appears will provide you with the following information:
- **Publisher name** - name of the user who created the CDN Resource record
- **IP Access Policy** - access policy from a range of IP addresses: either NONE (disabled), ALLOWED BY DEFAULT or DISABLED BY DEFAULT
- **Country Access Policy** - access policy to the CDN resource's content for specified countries: either NONE (disabled), ALLOWED BY DEFAULT or DISABLED BY DEFAULT
- **Url Signing Enabled** - whether access requires URL signing or not
- **Hotlink Policy** - whether hotlink policy is enabled or not
- **Origin Policy** - the type of connection chosen (HTTP or HTTPS)
- **Password On** - whether the password is enabled or not
- **Cache Expiry** - cache expiry time in minutes
- **MP4 Pseudo Streaming** - whether the MP4 pseudo streaming is enabled or not
- **FLV Pseudo Streaming** - whether the FLV pseudo streaming is enabled or not
- **Ignore Set-Cookie** - whether content caching with SetCookie response headers is enabled or not
- **Secure Wowza** - whether secure Wowza token is enabled or not
- **Token for Edge/Flash player** - whether token for Edge/Flash player is enabled or not
- **Token Authentication Enabled** - whether token authentication is enabled or not

**Nginx Settings:**

- **Limit rate** - sets speed limit of a response to a client (per request) in KB/s. Maximum limit rate value - 2147483647 KB/s
- **Limit rate after** - sets the amount after which the speed of a response to a client will be limited in MB. Maximum limit rate after value - 2147483647 KB
- **Proxy cache key** - key for caching
- **Proxy read time out** - proxy server response timeout in seconds. Maximum proxy read timeout value - 65535 seconds
- **Proxy connect time out** - timeout for establishing connection with proxy server in seconds. Maximum proxy connect time out value - 75 seconds.

- **Block search engine crawlers** - whether search engine crawlers are blocked from indexing the CDN content or not (for HTTP Pull CDN resources only)

**Upload instructions (HTTP Push only)**

Click the **Instructions** tab to view the instructions for uploading files and embedding video from HTTP Push CDN resources.

**Prefetch/Purge CDN content (HTTP Pull only)**

To **prefetch** or **purge** the resource content of the HTTP Pull CDN resource, click the required tab respectively.

**View CDN resource billing statistics**

To view the resource billing statistics, click the **Billing Statistics** tab.

**Advanced Reporting**

View the analysis of your resources in reports. Refer to **View CDN Advanced Reporting** for details.
HTTP Caching Rules
Customize the CDN edge server behavior by setting the rules. More info at HTTP Caching Rules.

17.4.2.2 View VoD CDN Resource Details
To view details of a video on demand CDN resource:
1. Go to your Control Panel’s CDN Resources menu.
2. Click the CDN hostname of a required VOD CDN resource.
3. On the page that appears you will see basic resource settings:
   **CDN Resource details**
   - **Owner**
   - **CDN hostname**
   - **Resource type** - VOD Push or VOD Pull
   - **SSL on** - whether SSL is enabled for the resource or not
   - **CDN reference** – the ID of the resource in database
   - **Resource status** – shows the resource status.

   **Origins (VOD Pull only)**
   - Path of the content that will be served from the CDN.

   **DNS settings**
   - CNAME for the CDN Hostname which is used to view the contents.

   **Uploaded files (VOD Push only)**
   - A list of uploaded files. Click the file name to preview the video file.

   **Edge Groups**
   - Shows to which Edge groups the resource is assigned.

   **Last 24 hours cost**
   - Cost of the resource for the last 24 hours.
Advanced details

Click the **Advanced details** tab to view advanced details of a VOD CDN resource. The screen that appears will provide you with the following information:

- **Publisher name** - name of the user who created the CDN Resource record
- **Country Access Policy** - access policy to the CDN resource's content for specified countries: either NONE (disabled) or BLOCK BY DEFAULT
- **Hotlink Policy** - whether hotlink policy is enabled or not
- **Secure Wowza** - whether secure Wowza token is enabled or not
- **Token for Edge/Flash player** - whether token for Edge/Flash player is enabled or not
- **Token Authentication Enabled** - whether token authentication is enabled or not

Upload instructions

Click the **Instructions** tab to view the instructions for uploading files and embedding video from Video On Demand CDN resources.

View CDN resource billing statistics

To view the resource billing statistics, click the **Billing Statistics** tab.

**17.4.2.3 View Live Streaming CDN Resource Details**

To view details of a live streaming CDN resource:

1. Go to your Control Panel's **CDN Resources** menu.
2. Click the CDN Hostname of a required live streaming CDN resource.
3. On the page that appears you will see basic resource settings:

**CDN Resource details**

- **Owner**
- **CDN hostname**
- **Resource type** - Live Streaming
- **CDN Reference** the ID of the resource in database
- **Publishing Point** - the publishing point type: external or internal
- **Main Internal Publishing Location** - main internal publishing point URL address (in case of internal publishing point type)
- **Failover Internal Publishing Location** - internal publishing point failover URL (in case of internal publishing point type)
- **Main External Publishing Location** - main external publishing point URL address (in case of external publishing point type)
- **Failover External Publishing Location** - external publishing point failover URL (in case of external publishing point type)
- **Resource status** – shows the resource status

**DNS settings**
- CNAME for the CDN Hostname which is used to view the contents.

**Edge Groups**
- Shows to which Edge groups the resource is assigned.

**Last 24 hours cost**
- Cost of the resource for the last 24 hours.

**Advanced Settings**
Click the **Advanced details** tab to view advanced details of a Live Streaming CDN resource. The screen that appears will provide you with the following information:

1. Go to your Control Panel's **CDN Resources** menu.
2. Click a CDN Hostname.
3. On the screen that appears, click the **Advanced Details** tab.
4. This screen provides you with the following information:
   - **Publisher name** - name of the user who created the CDN Resource record
   - **Country Access Policy** - access policy to the CDN resource's content for specified countries: either NONE (disabled) or BLOCK BY DEFAULT
   - **Hotlink Policy** - whether hotlink policy is enabled or not
   - **Secure Wowza** - whether secure Wowza token is enabled or not
   - **Token for Edge/Flash player** - whether token for Edge/Flash player is enabled or not
   - **Token Authentication Enabled** - whether token authentication is enabled or not

**Upload instructions**
Click the **Instructions** tab to view the instructions for uploading files and embedding video from Live Streaming CDN resources.

**View CDN resource billing statistics**
To view the resource billing statistics, click the **Billing Statistics** tab.
17.4.3 Create HTTP CDN Resource

To add an HTTP CDN resource:

1. Go to your Control Panel’s CDN Resources menu. The page that loads shows the list of CDN resources.

2. To create a new CDN resource, click the "+" button in the top right corner or the CDN Resource Wizard button.

3. Follow the steps of the CDN resource creation wizard:
   - **Type Select**

4. Select the required resource type - HTTP, by clicking the corresponding button and click Next to proceed.

   **Properties**

   - **CDN hostname** – the hostname from which you will serve static content. E.g. if your site (origin) is onapp.com, and you want to serve static content from the CDN and make it available at static.onapp.com, then static.onapp.com would be the CDN hostname.

   - **Enable SSL** - move the slider to the right to enable the secure socket protocol for your CDN resource.
     - **Shared SSL** - choose this option if you want to apply a shared SSL certificate for the resource.
       
       If the SSL protocol is enabled, you can only have fourth-level domain names. If you select the Shared SSL certificate, the '.r.worldssl.net' ending will be automatically added to the CDN hostname.

       A CDN resource can only be linked to one SSL certificate - either shared or custom SNI.

       - **Custom SNI SSL** - choose this option if you want to apply a custom SNI SSL certificate for the resource and choose the required certificate from the drop-down menu

   - **Content origin** – specify the content origin type (PULL or PUSH):
     - For the PULL type, you can use a custom origin port. Specify a port number using the colon character (":") in the Origins field. If you do not indicate the custom origin port, then system will put it by default depending on origin policy:
       - 80 if origin policy is HTTP
       - 443 if origin policy is HTTPS
       - None if origin policy is AUTO (Origin policy AUTO is not compatible with custom origin port)
The valid port values include 80, 443, and the range from 1024 to 65535. Values other than mentioned above will be forbidden.

In case of using multiple origins, the same port number should be specified for all origins using a colon character (":“). Erase the port number from the origin resource field to reset the custom origin port.

- For the PUSH type:
  - Storage server location - choose the storage server location from the drop-down menu.
  - FTP password - specify the FTP password. It can consist of 6-32 alphanumeric characters.
  - FTP password confirmation - confirm the password.

**Edge Locations**

Tick the box next to the edge group(s) that will share the new resource. Available edge groups depend on the assigned billing plan limits.

The map displays own, subscribed and available CDN resources:

![Edge Locations Map](image)

Map legend:
At this point, you can create the CDN resource or proceed to the Advanced Settings step which is optional in the wizard.

**Advanced Settings**

**Origin Policy**
Choose the type of the connection from the drop-down menu. Select HTTP, HTTPS or Auto.

**Country Access**
Configure a rule to enable/disable access to the CDN resource’s content for specified countries.
- **Access Policy** – select Disabled to switch off the rule; otherwise choose between Allow by default/Block by default.
- **Except for Countries** – select countries to which the access policy won’t be applied. To select more than one country, hold Ctrl during selection.

**Hotlink Policy**
- **Hotlink Policy** – select Disabled to switch off a hotlink policy; otherwise choose between Allow by default/Block by default.
- **Except for domains** – specify domains to which the hotlink policy won’t be applied

**IP Access**
Configure a rule to enable/disable access to the CDN resource's content for a range of IP addresses.
- **Access Policy** – select Disabled to switch off the rule; otherwise choose between Allow by default/Block by default.
Except for IP Addresses – fill in IP address(es) to which the access policy won’t be applied.

Secondary CDN Hostnames
Submit secondary hostnames apart from the default one for HTTP based CDN sites. With these configured, users will be able to access the CDN site using secondary CDN hostname(s). You can add up to 7 secondary CDN hostnames to your CDN resource.

To be able to use a secondary hostname for the CDN resource with SSL enabled, you require an SSL certificate for your custom hostname. For help with questions about the SSL certificate purchase, please contact OnApp support.

URL Signing
Protect your files from unauthorized access with a key. A signed URL looks like `http://example.com/filename?hash=DMF1ucDxtqgxwYQ==`.

- Enable URL Signing – move the slider to the right to enable it.
- URL Signing Key – fill in the key which will be used for URL signing. The secret key is similar to a password and can contain a minimum of 6 to a maximum of 32 characters. Symbols and spaces are not allowed.

You can also specify the expiration time, that is the time when this URL becomes invalid. The time is passed in the URL itself in a Unix timestamp format and takes part in hash generation.

Here is the example of PHP script used to generate the hash key:

```php
/**
 * Create hash link CDN resource
 * @param string $cdnResourceUrl
 * The CDN resource URL, eg cdn.yourdomain.com
 * @param string $filePath
 * File path of the CDN resource
 * @param string $secretKey
 * The secret key that is obtained from CDN resource property
 * @param int $expiryTimestamp [optional]
 * UNIX timestamp format, specify how long the hash link is accessible to the public
 * By default will be accessible forever.
 */
```
* @return string URL with generated hash link
* URL with designated format to access the resource
* Example:
* Generate hash link for resource
* www.example.com/images/photo.png for next 3 days, assume today
* is Sun, 01 Apr 2012.
* <?php
* $hashLink = generateHashLink('www.example.com',
'\images/photo.png', 'l33tf0oolol', 1333497600);
* print $hashLink;
* ?>
*
http://www.example.com/images/photo.png?secure=kaGd_cu6Iy4LDgfX3jy5Rw==,1333497600
*
function generateHashLink($cdnResourceUrl, $filePath,
$secretKey, $expiryTimestamp = NULL){

    // NOTE [yasir 20110331] + and ? are some of
    // represented chars of based64 encoding (8 bits)
    // + is 62 and / is 63 . and These char should be
    // replaced by other predefined chars.
    $searchChars = array('+','/');
    $replaceChars = array('-','_');

    if($filePath[0] != '/'){
        $filePath = "/{$filePath}"
    }

    if($pos = strpos($filePath, '?')){
        $filePath = substr($filePath, 0, $pos);
    }

    $hashStr = $filePath.$secretKey;

    if($expiryTimestamp){
        $hashStr = $expiryTimestamp.$hashStr;
        $expiryTimestamp = ",{$expiryTimestamp}"
    }

    return "http://{$cdnResourceUrl}{$filePath}?secure=",
    str_replace($searchChars, $replaceChars,
    base64_encode(md5($hashStr, TRUE))).
Cache expiry
- *Cache expiry* – set the cache expiry time in minutes (min=1, max=35000000).

Password
- *Enable Password* – move the slider to the right to restrict access to the resource (cdn hostname).
- *Unauthorized HTML* – fill in the text which will be displayed for unauthorized login.
- *Username* – choose a username.
- *Password* – select password for the user.

To remove a user, clear both fields.

Pseudo Streaming
- *Enable MP4 pseudo streaming* – move the slider to the right to enable the pseudo streaming support for MP4 file type.
- *Enable FLV pseudo streaming* – move the slider to the right to enable pseudo streaming for FVL file type, respectively.

With pseudo streaming enabled, your viewers can seek around a video even if it has not finished downloading. A Flash player and a prepared video are required for pseudo-streaming.

Ignore Set-Cookie
*Ignore Set-Cookie* - move the slider to the right to enable caching content with Set-Cookie response headers.

Nginx Settings
- Limit rate - set speed limit of a response to a client (per request) in KB/s. Maximum limit rate value - 2147483647 KB/s
- Limit rate after - the amount after which the speed of a response to a client will be limited in KB. Maximum limit rate after value - 2147483647 KB
- Proxy read time out - proxy server response timeout in seconds. Maximum proxy read timeout value - 65535 seconds
- Proxy connect time out - timeout for establishing connection with a proxy server in seconds. Maximum proxy connect time out value - 75 seconds.
- Proxy cache key - key for caching. Select one of four supported types from the drop-down list:
  - $host$request_uri
  - $host$uri
  - $proxy_host$request_uri
  - $proxy_host$uri

Search Engine Crawlers
- Block search engine crawlers - move the slider to the right to block web crawling bots from indexing the CDN content (for HTTP Pull CDN resources only).

5. Click Create CDN Resource.

17.4.4 Create Video On Demand CDN Resource

To add a video on demand CDN resource:

1. Go to your Control Panel’s CDN Resources menu.
2. Click the "+" button in the top right corner or the CDN Resource Wizard button.
3. Follow the steps of the CDN resource creation wizard:
   Type Select
4.
   Select the required resource type - VOD, by clicking the corresponding button and click Next to proceed. Properties

   - CDN hostname – specify the name which will serve as a label only
   - Content origin – specify the content origin type PULL or PUSH

   If you have selected the PULL type, specify the origin.
   If you have selected the PUSH type:
- **Storage server location** - choose the storage server location from the drop-down menu.
- **FTP password** - specify the FTP password. It can consist of 6-32 alphanumeric characters.
- **FTP password confirmation** - confirm the password.

### 17.4.4.1 Edge Locations

Tick the box next to the edge group(s) which will share the resource added. Available edge groups depend on the assigned billing plan limits.

The map displays own, subscribed and available CDN resources:

![Map Legend](image)

Map legend:

- **Own**
- **Subscribed**
- **Available**

### 17.4.4.2 Advanced Settings

**Origin Policy**

Choose the type of the connection from the drop-down box. Select HTTP, HTTPS or Auto.
Country Access
Configure a rule to enable/disable access to the CDN resource’s content for specified countries.

- Access Policy – select the Disabled option to switch off a rule or Block by default. If the access policy is set to block by default, fill in the Except for Countries field to specify countries to which the access policy won’t be applied. To select more than one country, hold Ctrl during selection.

Hotlink policy
Hotlink policy - select the Disabled option to switch off hotlink policy security: otherwise choose between Allow by default/Block by default. If the hotlink policy is set to block by default, fill in the Except for domains field to specify the domains to which the hotlink policy won’t be applied.

Cache expiry
- Cache expiry – set the cache expiry time in minutes (min=1, max=35000000).

Ignore Set-Cookie
Ignore Set-Cookie - tick this checkbox to enable caching content with Set-Cookie response headers.

Search Engine Crawlers
- Block search engine crawlers - move the slider to the right to block web crawling bots from indexing the CDN content (for HTTP Pull CDN resources only).

Secure Wowza
- Enable secure Wowza – tick the box to protect your stream with Wowza secure token.
- Token for Edge/Flash player – specify the token authentication code. The authentication code will be then saved on the edge server. The token at the player side and the token at the edge server must match in order to make the video available.
Token Authentication

- Tick the **Enable Token Authentication** box
- **TokenAuth Primary Key** - specify the secret key to be used with the scripts which generate token.
- **TokenAuth Backup Key** - input the backup key which can be used if you want to change the primary key. To make sure the link generated with existing token won't be broken, the suggested procedure is the following:
  - Copy the existing primary key and paste to backup key.
  - Fill in a new primary key.
- **Protected Path** - specify the protected path. By default it is "/". Only the Path inserted is allowed to be streamed.

Now proceed with running the .NET or .JAVA scripts to complete the procedure.

4. Click **Create CDN Resource**.

Only mp4 and flv files are currently supported.

17.4.5 **Create Live Streaming CDN Resource**

To add a live streaming CDN resource:

1. Go to your Control Panel's **CDN Resources** menu.
2. Click the "+" button in the top right corner or the **CDN Resource Wizard** button.
3. Follow the steps of the CDN resource creation wizard:
   - **Type Select**
4. 
   Select the required resource type - HTTP, by clicking the corresponding button and click **Next** to proceed. **Properties**
   
   - **CDN hostname** – specify the name which will serve as a label only
   - **Publishing point** – specify the resource's publishing point settings - Internal or External. The internal publishing point is one of your storage servers. It is configured at the next step - Edge locations. The external publishing point is simply an URL. Specify its settings here:
CDN - CDN RESOURCES

17.4.5.1 Edge Locations

Tick the box next to the edge group(s) which will share the resource added. Available edge groups depend on the assigned billing plan limits.

The map displays own, subscribed and available CDN resources:

Map legend:

In case of choosing Internal Publishing Point in previous step, specify its settings here:

- **Internal publishing location** - select any of your edge servers from the drop-down menu
- **Failover internal publishing location** - specify the failover edge server
17.4.5.2  Advanced Settings

Country Access
Configure a rule to enable/disable access to the CDN resource’s content for specified countries.

- **Access Policy** – select the *Disabled* option to switch off a rule or Block by default. If the access policy is set to block by default, fill in the *Except for Countries* field to specify countries to which the access policy won’t be applied. To select more than one country, hold Ctrl during selection.

Hotlink policy
*Hotlink policy* - select the *Disabled* option to switch off hotlink policy security: otherwise choose between Allow by default/Block by default. If the hotlink policy is set to block by default, fill in the *Except for domains* field to specify the domains to which the hotlink policy won’t be applied.

Secure Wowza
- *Enable secure Wowza* – tick the box to protect your stream with Wowza secure token.
- *Token for Edge/Flash player* – specify the token authentication code. The authentication code will be then saved on the edge server. The token at the player side and the token at the edge server must match in order to make the video available.

Token Authentication
- Tick the *Enable Token Authentication* box
- **TokenAuth Primary Key** - specify the secret key to be used with the scripts which generate token.
- **TokenAuth Backup Key** - input the backup key which can be used if you want to change the primary key. To make sure the link generated with existing token won’t be broken, the suggested procedure is the following:
  - Copy the existing primary key and paste to backup key.
  - Fill in a new primary key.
- **Protected Path** - specify the protected path. By default it is "/". Only the Path inserted is allowed to be streamed.

Now proceed with running the .NET or .JAVA scripts to complete the procedure.

4. Click the **Create CDN Resource** button.

17.4.6  Edit CDN Resource
To edit a CDN Resource:
1. Go to your Control Panel’s **CDN Resources** menu.
2. Click the **Actions** button next to a resource and choose **Edit**.

3. On the screen that appears you can edit all CDN resource parameters (see the **Create HTTP CDN Resource** section for details).

4. Click the **Save** button to finish.

### 17.4.7 Bandwidth Statistics

To see the bandwidth statistics/graphs for CDN resources:

1. Go to your Control Panel’s **CDN Resources** menu and then click the **Bandwidth statistics** tab.

2. Select type of filter – either GB or Mbits/s. In MBPS mode you can get statistics for the last 10 days only. The older statistics is removed. There are no limitations for GB mode.

3. Specify the period in the From and To fields.

4. Select a resource or location for which the statistics will be generated.

5. Click the **Apply** button.

The points in the graph are displayed according to a particular frequency, which depends on the time period specified with From and To parameters:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Frequency in seconds</th>
<th>Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 30 days</td>
<td>86400</td>
<td>1 day</td>
</tr>
<tr>
<td>31 - 93 days</td>
<td>604800</td>
<td>1 week</td>
</tr>
<tr>
<td>equal or more than 93 days</td>
<td>1209600</td>
<td>2 weeks</td>
</tr>
</tbody>
</table>

Statistics available in the frequency higher than selected will be accumulated to a single point of such frequency.

E.g. The statistics was requested for the period of 31-93 days, so the frequency of points in the graph is 7 days. If the statistics was generated few times during those 7 days (day1+day2+dayn) it will be added up and displayed as a single point, with a time stamp marked as the first day of such 7 days.

The statistics are displayed in two graphs: Cached and Non Cached.

To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.
17.4.8 Stream Statistics

The CDN streaming statistics screen shows the concurrent viewers report for your CDN streaming sites.

To view the statistics/graphs for your CDN streaming sites:
1. Go to your Control Panel's CDN Resources menu.
2. Click the Streaming statistics tab.
3. Specify the period in the From and To fields.
4. Select type of filter – either by resources or by locations
5. Click the Apply button.
To zoom into a time period drag the chart by holding down the left mouse button and moving the mouse. Click the **Reset Zoom** button to zoom out again.

### 17.4.9 Raw Logs

The raw logs functionality allows you to send logs associated with your CDN resources to your distant server in real time. The raw log allows customers to understand, analyze, and debug files delivered via OnApp CDN, or can be served as audit trailed. Once the user creates CDN resource(s), the raw logs are enabled for this account and the user can configure and receive raw logs. Logs are sent for all the CDN Resources associated with the user. There are three different types of delivery: Syslog, SFTP and FTP. The frequency of uploading the log to client destination is every 10 minutes for SFTP and FTP protocols. For the Syslog protocol, logs are uploaded instantaneously.

If the user does not have any CDN resources, they cannot configure raw logs.

To view and set the raw log configuration:
1. Go to your Control Panel's **CDN Resources** menu.
2. Click the **Raw Log** tab.
3. The page that loads shows the current raw log configuration. On this page you can also set the raw log configuration:
   - For the FTP/SFTP delivery protocol:
     - **Hostname** - fill in the hostname of the server to which the log will be delivered
     - **Ftp username** - specify the user name of the FTP/SFTP client on the server to which the log will be delivered
     - **Ftp password** - fill in the password of the FTP/SFTP client on the server to which the log will be delivered
   - For the Syslog delivery protocol:
     - **Hostname** - fill in the hostname of the server to which the log will be delivered
     - **Syslog protocol** - select the protocol that will be used for sending the log: TCP or UDP
     - **Syslog port** - specify the port number of the syslog server to which the log will be delivered
   - Choose **Disabled** to disable raw logs.

4. Click **Save** to save the configuration.

To edit, set new configuration parameters and click **Save**.

To disable, choose **Disabled** from the raw log configuration delivery protocol drop-down.

If the SFTP or FTP protocol is applied, raw logs are delivered as an archive. If the Syslog delivery protocol is selected, user will receive the text of the logs.

### 17.4.10 View CDN Advanced Reporting

With CDN advanced reporting you can study and review the in-depth analysis of your resources in reports. Currently you can view the reports on Bandwidth Statistics, Cache Utilization and Status Codes.

To view advanced reporting on **Bandwidth statistics**:

1. Go to your Control Panel's **CDN > Resources** menu
2. Click the **Actions** button next to a required CDN Hostname and choose **Advanced Reporting**.
3. On the page that appears, set the period for which the reports should be generated. The default period is the last week.
4. Specify the location or several locations to **Filter by**. If none specified, the report for all locations is generated.
5. Click **Apply**.
The report that appears will show the total/cached/non-cached statistics. To zoom into a time period, click and drag in a chart. Click the Reset Zoom button to zoom out again.

To view advanced reporting on **Cache Utilization**:
1. Go to your Control Panel's **CDN > Resources** menu
2. Click the **Actions** button next to a required CDN Hostname and choose **Advanced Reporting**.
3. On the page that appears, set the period for which the reports should be generated. The default period is the last week.
4. Specify the location or several locations to **Filter by**. If none specified, the report for all locations is generated.
5. Click **Apply**.

The report that appears will show the number of pages cached on the Edge (hits) as well as the number of misses - the pages which are not cached. To zoom into a time period, click and drag in a chart. Click the Reset Zoom button to zoom out again.

To view advanced reporting on **Status codes**:
1. Go to your Control Panel's **CDN > Resources** menu
2. Click the **Actions** button next to a required CDN Hostname and choose **Advanced Reporting**.
3. On the page that appears, click the **Status codes** tab.
4. Set the period for which the reports should be generated. The default period is the last week.
5. Specify the location or several locations to **Filter by**. If none specified, the report for all locations is generated.
6. Click **Apply**.

The report that appears will show the list of HTTP Status codes together with the number of times (hits) these codes were returned. To return to the **Resource Details** screen, click the **Basic Settings** tab at the top of the screen.

### 17.4.11 Prefetch Content

This tool allows pre-populating content of an HTTP Pull or HTTP Push CDN resource to the CDN. Recommended only for files which are especially large.

To prefetch the content:
1. Go to your **Control Panel's CDN Resources** menu.
2. Click the required resource link.
3. On the page that appears, click the **Prefetch** tab.
4. In the input field, specify paths on the CDN Resource to prefetch (one per line). You may indicate only one path per line.
5. Click the **Prefetch** button to finish.

**PLEASE NOTE:** You can only prefetch content of HTTP Pull and Push CDN resources.

### 17.4.12 Purge Content

This tool allows instant removal of HTTP Pull and HTTP Push cache content in the CDN, if newly updated content has not been properly replicated.

To purge content:

1. Go to **CDN Resources** menu.
2. Click the required resource link.
3. On the page that appears, click the **Purge** tab.
4. In the input field, specify paths on the CDN Resource to purge (one per line). You may indicate only one path per line.
5. Click the **Purge** button to finish.

Then click the **Purge All Contents of this Site** button to purge all content.

**PLEASE NOTE:** You can only purge content of HTTP Pull and HTTP Push CDN resources.

### 17.4.13 Billing Statistics

OnApp has a record of all the charges applied to your CDN resources. You can view the resource statistics under the statistics available, or those for a shorter period by setting a Start and End time.

To view billing statistics for a CDN resource:

1. Go to your Control Panel's **CDN Resources** menu.
2. Click the label of the resource you’re interested in and then click the **Billing Statistics** tab.
3. Set Start and End time.
4. Move the **Show in my Timezone** slider to the right to show bandwidth statistics according to your profile’s timezone settings.
5. Press the Apply button.

6. On the screen that appears, you will see the following billing statistics details:

- **Date** – particular date and time for the generated statistics
- **Edge Group** - the edge group to which the CDN resource belongs to.
- **Traffic** - resource traffic in MB.
- **Cost** – the total due for the CDN resource at the point of time specified in the Date column.

Scroll down to see Total Amount (the total due for the whole billing statistics period).

17.4.14 HTTP Caching Rules.

The HTTP Rules engine allows users to customize the CDN edge server behavior, e.g. how the CDN will manage cache and redirection. This creates a lot of flexibility and adaptability for different platform websites to integrate with CDN without much hassle. HTTP rules are set in OnApp Control Panel and are specific to each CDN resource.

A CDN resource can be configured with up to 100 rules. This is collectively called a ruleset. A rule consists of conditions and actions. A condition consists of a subject, which determines the value to select, and a predicate, which specifies what to compare the subject against. Conditions are bonded by the connectives “AND” or “OR”. When all the conditions are met, the CDN edge server will perform the actions associated with the rule. The CDN edge server processes these rules from top to bottom order. It ends processing on the first match.
17.4.14.1 Limitations

- You can create up to 100 rules per resource
- You can set up to 100 actions per rule
- Values can be up to 1000 characters long
- Rule processing ends after the first match
- You can set the rules for HTTP Pull and HTTP Push resources

17.4.14.2 Set HTTP Rules.

To create a rule, you have to specify the required conditions and the action which should be performed if the condition is met.

To set HTTP rules:
1. Log in to your OnApp Control Panel.
2. Click the Resources under the CDN menu.
3. On the page that appears, click the required resource label.
4. On the following page, click the HTTP Caching Rules tab.
5. Click Create New Rules button.
6. Give the Name to your rule.
7. Set the Conditions: specify the Connective/Subject/Predicate/Value from the drop-down menu.
8. To specify additional conditions, click the plus button next to the Conditions header.
9. Choose the appropriate action to take place from the Actions drop-down.
10. Click the plus button next to the Actions header to add some more actions which should take place when the conditions are met.
11. Click Save.

Refer to the following sections for details on subjects, predicates, values and actions.
17.4.14.3  Edit HTTP Rules.
To edit an already created HTTP rule:
1. Log in to your OnApp Control Panel.
2. Click the Resources under the CDN menu.
3. On the page that appears, click the label of the required resource.
4. On the following page, click the HTTP Caching Rules tab.
5. Click the Actions icon and choose Edit next to a required rule.
6. Make all necessary changes.
7. Click Save.

17.4.14.4  Delete HTTP Rule.
To delete an HTTP rule:
1. Log in to your OnApp Control Panel.
2. Click the Resources under the CDN menu.
3. On the page that appears, click the label of the required resource.
4. On the following page, click the HTTP Caching Rules tab.
5. Click the Actions icon and choose Delete next to a required rule.

17.4.14.5  The List of Subjects.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default</td>
<td>Matches all remaining requests. When used, it should be the last rule in the ruleset.</td>
</tr>
</tbody>
</table>
| URL     | Selects the URL part of the request. It excludes the query string.  
Example:  
Client requests: http://cdn.example.com/image.jpg  
Selected value: “/image.jpg” |
| IP      | Selects the IP address of the client. If the clients use a proxy server, the IP of their proxy server which made the request to the edge server will be selected.  
Example  
“192.0.2.43” |
| Cookie  | Selects the value of a specific cookie sent by the client.  
Example  
Cookie chosen: “logged_in” |
<table>
<thead>
<tr>
<th>Subject</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client request header: “Cookie: session_id=abcdef; logged_in=1; cart_id=defabc”</td>
<td>Selected value: “1”</td>
</tr>
<tr>
<td>Country</td>
<td>Selects the client’s two-letter country code. If the client’s country cannot be derived from their IP, the value “” is selected.</td>
</tr>
<tr>
<td></td>
<td><em>Example</em></td>
</tr>
<tr>
<td></td>
<td>Client’s IP: 193.113.9.162</td>
</tr>
<tr>
<td></td>
<td>Selected value: “GB”</td>
</tr>
<tr>
<td>Param</td>
<td>Selects the value of a specific query string parameter. If there are multiple identical keys, the last value is selected.</td>
</tr>
<tr>
<td></td>
<td><em>Example</em></td>
</tr>
<tr>
<td></td>
<td>Parameter chosen: “page”</td>
</tr>
<tr>
<td>Extension</td>
<td>Selects the file extension of the request. If the request filename does not contain a dot, then the value “” is selected.</td>
</tr>
<tr>
<td></td>
<td><em>Example</em></td>
</tr>
<tr>
<td></td>
<td>Client requests: <a href="http://cdn.example.com/image.jpg">http://cdn.example.com/image.jpg</a></td>
</tr>
<tr>
<td></td>
<td>Selected value: “jpg”</td>
</tr>
<tr>
<td>Header</td>
<td>Selects the value of a specific client request header. If the request header does not exist, then the value “” is selected.</td>
</tr>
<tr>
<td></td>
<td><em>Example</em></td>
</tr>
<tr>
<td></td>
<td>Header chosen: “User-Agent”</td>
</tr>
<tr>
<td></td>
<td>Client sends header: “User-Agent: Mozilla/5.0 (Windows NT 6.3) Firefox/30.0</td>
</tr>
<tr>
<td></td>
<td>Selected value: “Mozilla/5.0 (Windows NT 6.3) Firefox/30.0”</td>
</tr>
<tr>
<td>Scheme</td>
<td>Selects the scheme part of the request. It can be either http or https.</td>
</tr>
<tr>
<td></td>
<td><em>Example</em></td>
</tr>
<tr>
<td></td>
<td>Client requests: <a href="http://cdn.example.com/image.jpg">http://cdn.example.com/image.jpg</a></td>
</tr>
<tr>
<td></td>
<td>Selected value: “http”</td>
</tr>
<tr>
<td></td>
<td><em>Example</em></td>
</tr>
<tr>
<td></td>
<td>Client requests: <a href="https://secure.example.com/image.jpg">https://secure.example.com/image.jpg</a></td>
</tr>
<tr>
<td></td>
<td>Selected value: “https”</td>
</tr>
</tbody>
</table>
### 17.4.14.6 The List of Predicates.

Note that all predicates are case-insensitive.

<table>
<thead>
<tr>
<th>Predicate</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Equals</strong></td>
<td>Compares the subject to an exact value.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td></td>
</tr>
<tr>
<td>URL <code>&quot;/index.php&quot;</code></td>
<td>Equals <code>&quot;/index.php&quot;</code></td>
</tr>
<tr>
<td>URL <code>&quot;/ExampleFile.txt&quot;</code></td>
<td>Equals <code>&quot;/examplefile.txt&quot;</code></td>
</tr>
<tr>
<td>URL <code>&quot;/image.jpg&quot;</code></td>
<td>Equals <code>&quot;/index.php&quot;</code></td>
</tr>
<tr>
<td><strong>Starts with</strong></td>
<td>Compares whether the subject starts with a value.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td></td>
</tr>
<tr>
<td>IP <code>&quot;192.0.2.54&quot;</code></td>
<td>Starts With <code>&quot;192.0.2.&quot;</code></td>
</tr>
<tr>
<td>URL <code>&quot;/images/files.jpg&quot;</code></td>
<td>Starts With <code>&quot;/images/&quot;</code></td>
</tr>
<tr>
<td>IP <code>&quot;192.5.54.3&quot;</code></td>
<td>Starts With <code>&quot;192.0.2.&quot;</code></td>
</tr>
<tr>
<td><strong>Ends with</strong></td>
<td>Compares whether the subject ends with a value.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td></td>
</tr>
<tr>
<td>Predicate</td>
<td>Details</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>URL</td>
<td>“/images/files.jpg”</td>
</tr>
<tr>
<td>Ends With</td>
<td>“.jpg”</td>
</tr>
<tr>
<td>Result</td>
<td>TRUE</td>
</tr>
<tr>
<td>URL</td>
<td>“/videos/video.mp4”</td>
</tr>
<tr>
<td>Ends With</td>
<td>“.jpg”</td>
</tr>
<tr>
<td>Result</td>
<td>FALSE</td>
</tr>
<tr>
<td>In List</td>
<td>Compares the subject to the list of values. Each value is separated by a single space.</td>
</tr>
<tr>
<td>Example</td>
<td>Country “GB”</td>
</tr>
<tr>
<td></td>
<td>In List “GB ES FR DE”</td>
</tr>
<tr>
<td></td>
<td>Result TRUE</td>
</tr>
<tr>
<td></td>
<td>Country “US”</td>
</tr>
<tr>
<td></td>
<td>In List “GB ES FR DE”</td>
</tr>
<tr>
<td></td>
<td>Result FALSE</td>
</tr>
<tr>
<td>Matches wildcard</td>
<td>Compares whether the subject matches a wildcard value. The wildcard character “<em>” matches any 0 or more characters. Multiple “</em>”s can be specified.</td>
</tr>
<tr>
<td>Example</td>
<td>Url “/images/photos/photo.jpg”</td>
</tr>
<tr>
<td></td>
<td>Matches Wildcard “/images/*.jpg”</td>
</tr>
<tr>
<td></td>
<td>Result TRUE</td>
</tr>
<tr>
<td></td>
<td>Url “/images/videos/video.mp4”</td>
</tr>
<tr>
<td></td>
<td>Matches Wildcard “/images/*.jpg”</td>
</tr>
<tr>
<td></td>
<td>Result FALSE</td>
</tr>
<tr>
<td></td>
<td>Url “/archives/2014/news/index.html”</td>
</tr>
<tr>
<td></td>
<td>Matches Wildcard “<em>/2014/news/</em>”</td>
</tr>
<tr>
<td></td>
<td>Result TRUE</td>
</tr>
<tr>
<td>Does not equal</td>
<td>Opposite of the Equal value</td>
</tr>
<tr>
<td>Does not start</td>
<td>Opposite of the Starts with value</td>
</tr>
</tbody>
</table>
### Predicate Details

<table>
<thead>
<tr>
<th>Predicate</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does not end with</td>
<td>Opposite of the <em>Ends with</em> value</td>
</tr>
<tr>
<td>Is not in list</td>
<td>Opposite of the <em>In list</em> value</td>
</tr>
<tr>
<td>Does not match wildcard</td>
<td>Opposite of the <em>Matches wildcard</em> value</td>
</tr>
</tbody>
</table>

### 17.4.14.7 The List of Actions.

Here is the list of all the Actions for HTTP Rules:

<table>
<thead>
<tr>
<th>Action</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Force Edge To Never Cache</td>
<td>Forces the CDN edge server to never cache the request. However, if the request is already cached (for example, if it was cached prior to setting up this rule), it will not be forced out of cache.</td>
</tr>
<tr>
<td>Force Client To Never Cache</td>
<td>Forces the client to never cache the request. This is achieved by removing all Cache-Control and Expires response headers, sending instead &quot;Cache-Control: no-cache&quot;.</td>
</tr>
<tr>
<td>Force Edge To Cache</td>
<td>Forces the CDN edge server to cache the request for a specified duration. This overrides any Cache-Control or Expires headers from the origin, even if they specify “private” or “no-cache”. The value must be 1 second or longer.</td>
</tr>
<tr>
<td>Force Client To Cache</td>
<td>Forces the client to cache the request for a specified duration. This is achieved by removing all Cache-Control and Expires response headers, sending instead “Cache-Control: max-age=...”. The value must be 1 second or longer.</td>
</tr>
<tr>
<td>Override Default Cache Validity</td>
<td>Changes the CDN edge server’s default validity period for origin responses that do not explicitly specify Cache-Control or Expires. Responses with Cache-Control or Expires headers are still honored. The value must be 1 second or longer.</td>
</tr>
<tr>
<td>Forbid Client</td>
<td>Returns a simple 403 Forbidden response to the client.</td>
</tr>
<tr>
<td>Redirect Client</td>
<td>Returns a 302 Redirect response to the client, to the specified URL. The URL must be specified in full, starting with http:// or https://</td>
</tr>
<tr>
<td>Set Request</td>
<td>Overrides a request header to the origin. A header name and header value must</td>
</tr>
<tr>
<td><strong>Action</strong></td>
<td><strong>Details</strong></td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Header</td>
<td>be provided.</td>
</tr>
<tr>
<td>Set Response Header</td>
<td>Overrides a response header to the client. A header name and header value must be provided.</td>
</tr>
<tr>
<td>Set Client IP In Request Header</td>
<td>Sets the client’s IP address in a request header to the origin. A header name must be provided.</td>
</tr>
<tr>
<td>Prepend Origin Directory</td>
<td>Prepends a directory to the URL when the edge server requests it from the origin. Examples:</td>
</tr>
<tr>
<td></td>
<td>Prepend origin directory “images”</td>
</tr>
<tr>
<td></td>
<td>Client requests to edge: <a href="http://cdn.example.com/photo.jpg">http://cdn.example.com/photo.jpg</a></td>
</tr>
<tr>
<td></td>
<td>Edge requests to origin: <a href="http://cdn.example.com/images/photo.jpg">http://cdn.example.com/images/photo.jpg</a></td>
</tr>
<tr>
<td></td>
<td>Prepend origin directory “/some/sub%20directory/”</td>
</tr>
<tr>
<td></td>
<td>Client requests to edge: <a href="http://cdn.example.com/some/file.txt">http://cdn.example.com/some/file.txt</a></td>
</tr>
<tr>
<td></td>
<td>Edge requests to origin: <a href="http://cdn.example.com/some/sub%20directory/some/file.txt">http://cdn.example.com/some/sub%20directory/some/file.txt</a></td>
</tr>
<tr>
<td></td>
<td>A value must be provided (it cannot be empty).</td>
</tr>
<tr>
<td></td>
<td>Leading and trailing slashes from the directory are automatically stripped.</td>
</tr>
<tr>
<td></td>
<td>Special characters, such as spaces, must be percent-encoded.</td>
</tr>
<tr>
<td>Set Custom Origin</td>
<td>Overrides the origin that the edge server connects to.</td>
</tr>
<tr>
<td></td>
<td>Example:</td>
</tr>
<tr>
<td></td>
<td>Resource has origin “3.3.3.3”.</td>
</tr>
<tr>
<td></td>
<td>A rule is added such that if a URL starts with “/images/”, it sets a custom origin to “5.5.5.5”.</td>
</tr>
<tr>
<td></td>
<td>A value must be provided (it cannot be empty) and it must be a valid hostname or IP.</td>
</tr>
<tr>
<td></td>
<td>A custom origin port cannot be specified or overridden.</td>
</tr>
<tr>
<td></td>
<td>“Set Request Header” may be used in conjunction with this to set a correct Host header.</td>
</tr>
<tr>
<td>Passthrough HTTP Host</td>
<td>Goes back to the origin when the condition = true, during the first time, and the subsequent request (being cached in edge) will not go back to the origin again</td>
</tr>
</tbody>
</table>
### Header to Origin

<table>
<thead>
<tr>
<th>Action</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>although the condition = true.</td>
</tr>
<tr>
<td></td>
<td>CDN edge server will only go back to the origin when the file does not exist (cache) in the edge server (for ALL scenario), and the feature &quot;passthrough http host header to origin&quot; happens during the path from cdn edge --&gt; origin. This feature is not about &quot;making all requests goes back to origin&quot;, but &quot;sending the host header info to origin&quot;.</td>
</tr>
</tbody>
</table>

#### 17.4.14.8 The List of Country Codes.

Here is the list of all the country codes which you can set as a subject Country in your HTTP rules:

- **A1** Anonymous Proxy
- **A2** Satellite Provider
- **O1** Other Country
- **AD** Andorra
- **AE** United Arab Emirates
- **AF** Afghanistan
- **AG** Antigua and Barbuda
- **AI** Anguilla
- **AL** Albania
- **AM** Armenia
- **AO** Angola
- **AP** Asia/Pacific Region
- **AQ** Antarctica
- **AR** Argentina
- **AS** American Samoa
- **AT** Austria
- **AU** Australia
- **AW** Aruba
- **AX** Aland Islands
- **AZ** Azerbaijan
- **BA** Bosnia and Herzegovina
- **BB** Barbados
- **BD** Bangladesh
BE    Belgium
BF    Burkina Faso
BG    Bulgaria
BH    Bahrain
BI    Burundi
BJ    Benin
BL    Saint Bartslemey
BM    Bermuda
BN    Brunei Darussalam
BO    Bolivia
BQ    Bonaire, Saint Eustatius and Saba
BR    Brazil
BS    Bahamas
BT    Bhutan
BV    Bouvet Island
BW    Botswana
BY    Belarus
BZ    Belize
CA    Canada
CC    Cocos (Keeling) Islands
CD    Congo, The Democratic Republic of the
CF    Central African Republic
CG    Congo
CH    Switzerland
CI    Cote d'Ivoire
CK    Cook Islands
CL    Chile
CM    Cameroon
CN    China
CO    Colombia
CR    Costa Rica
CU    Cuba
CV    Cape Verde
CW  Curacao
CX  Christmas Island
CY  Cyprus
CZ  Czech Republic
DE  Germany
DJ  Djibouti
DK  Denmark
DM  Dominica
DO  Dominican Republic
DZ  Algeria
EC  Ecuador
EE  Estonia
EG  Egypt
EH  Western Sahara
ER  Eritrea
ES  Spain
ET  Ethiopia
EU  Europe
FI  Finland
FJ  Fiji
FK  Falkland Islands (Malvinas)
FM  Micronesia, Federated States of
FO  Faroe Islands
FR  France
GA  Gabon
GB  United Kingdom
GD  Grenada
GE  Georgia
GF  French Guiana
GG  Guernsey
GH  Ghana
GI  Gibraltar
GL  Greenland
GM  Gambia
GN  Guinea
GP  Guadeloupe
GQ  Equatorial Guinea
GR  Greece
GS  South Georgia and the South Sandwich Islands
GT  Guatemala
GU  Guam
GW  Guinea-Bissau
GY  Guyana
HK  Hong Kong
HM  Heard Island and McDonald Islands
HN  Honduras
HR  Croatia
HT  Haiti
HU  Hungary
ID  Indonesia
IE  Ireland
IL  Israel
IM  Isle of Man
IN  India
IO  British Indian Ocean Territory
IQ  Iraq
IR  Iran, Islamic Republic of
IS  Iceland
IT  Italy
JE  Jersey
JM  Jamaica
JO  Jordan
JP  Japan
KE  Kenya
KG  Kyrgyzstan
KH  Cambodia
<table>
<thead>
<tr>
<th>Code</th>
<th>Country Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>KI</td>
<td>Kiribati</td>
</tr>
<tr>
<td>KM</td>
<td>Comoros</td>
</tr>
<tr>
<td>KN</td>
<td>Saint Kitts and Nevis</td>
</tr>
<tr>
<td>KP</td>
<td>Korea, Democratic People's Republic of</td>
</tr>
<tr>
<td>KR</td>
<td>Korea, Republic of</td>
</tr>
<tr>
<td>KW</td>
<td>Kuwait</td>
</tr>
<tr>
<td>KY</td>
<td>Cayman Islands</td>
</tr>
<tr>
<td>KZ</td>
<td>Kazakhstan</td>
</tr>
<tr>
<td>LA</td>
<td>Lao People's Democratic Republic</td>
</tr>
<tr>
<td>LB</td>
<td>Lebanon</td>
</tr>
<tr>
<td>LC</td>
<td>Saint Lucia</td>
</tr>
<tr>
<td>LI</td>
<td>Liechtenstein</td>
</tr>
<tr>
<td>LK</td>
<td>Sri Lanka</td>
</tr>
<tr>
<td>LR</td>
<td>Liberia</td>
</tr>
<tr>
<td>LS</td>
<td>Lesotho</td>
</tr>
<tr>
<td>LT</td>
<td>Lithuania</td>
</tr>
<tr>
<td>LU</td>
<td>Luxembourg</td>
</tr>
<tr>
<td>LV</td>
<td>Latvia</td>
</tr>
<tr>
<td>LY</td>
<td>Libyan Arab Jamahiriya</td>
</tr>
<tr>
<td>MA</td>
<td>Morocco</td>
</tr>
<tr>
<td>MC</td>
<td>Monaco</td>
</tr>
<tr>
<td>MD</td>
<td>Moldova, Republic of</td>
</tr>
<tr>
<td>ME</td>
<td>Montenegro</td>
</tr>
<tr>
<td>MF</td>
<td>Saint Martin</td>
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<td>Slovakia</td>
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<td>Sint Maarten</td>
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<td>Swaziland</td>
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<tr>
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<tr>
<td>TD</td>
<td>Chad</td>
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<td>French Southern Territories</td>
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</table>
17.4.15 Token Authentication

Token authentication helps to protect CDN streams from being snitched. Similar to HTTP URL signing, this feature allows customers to enter a secret key during setting up a CDN resource. Then, customer can use secret key, along with expiry date and allowed/blocked referrer site to generate the token from a script.

To enable token authentication:
1. Enter your secret key and secure path using OnApp UI.
2. Download .NET or Java token generator.
3. Generate the token with the secret key, allow referrer, deny referrer, and expiry date.
4. Append the token with your stream URL, eg ?token=
   110ea31ac69c09a2db0bdd7423843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e4
   843bc97b921652dae62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7
5. Embed with your website.

17.4.15.1 Set up Token Authentication in UI

You can set up token authentication for Video on demand and Live streaming CDN resources. To do so:
2. Now proceed with running the .NET or .JAVA scripts.

17.4.15.2 Run Token Generator

Download the script from the following locations:

- .NET script:
  https://bitbucket.org/onappcore/cdn-wowza-token-tool/src/fd00957110a33a1804b8edc033b254a77aa1d324/dotnet/?at=master

- Java script:
  https://bitbucket.org/onappcore/cdn-wowza-token-tool/src/fd00957110a33a1804b8edc033b254a77aa1d324/java/?at=master

Refer to the following sections on instructions for running the scripts.
Generate Token Using .NET

Prerequisites:
- .NET Framework 4.5
- BouncyCastle C# Crypto library 1.7 (http://www.bouncycastle.org/csharp/)

Build
To build a generator:
1. Go to /cdn-wowza-token-tool/dotnet/src location
2. Run xbuild

Upon success of the build, you will find the .exe (TokenAuthGenerator.exe) file at the 'TokenAuthGenerator/bin/Debug' folder.

Usage
TokenAuthGenerator.exe (encrypt | decrypt) (<primary_key> | <backup_key>) "<security_parameters>"

Security Parameters
expire
- Number of seconds since Unix time (Epoch time)
- UTC based
- Must not be earlier than current time
ref_allow
- Referrer domain (e.g. google.com) or path (e.g. google.com/video/)
- Allow multiple referrers separated by comma (,) without space(s)
- Wildcard (*) allowed only at the beginning of a referrer, e.g. *.DOMAIN
- Do not append space at the start & end of a referrer
- Domain must fulfill RFC 3490
- Path must fulfill RFC 2396
- Should not include port (e.g. google.com:3000/video)
- Should not include protocol (e.g. http) portion
ref_deny
- The same rules as for ref_allow
If both ref_allow & ref_deny are specified, ref_allow will be taking precedence over ref_deny

Allow blank/missing referrer

Both "ref_allow" & "ref_deny" could be configured to allow/deny blank or missing referrer during TokenAuth validation.

The following configuration allows blank or missing referrer:

```
ref_allow=allow.com,
ref_allow=allow.com,MISSING
ref_deny=deny.com
```

The following configuration deny blank or missing referrer:

```
ref_allow=allow.com
ref_deny=deny.com,
ref_deny=deny.com, MISSING
```

Normally ref_allow & ref_deny should not be used together, but if this happened ref_allow will take precedence over ref_deny.

Generate Token

To generate token, run the following:

```
TokenAuthGenerator.exe encrypt samplekey
"expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com"
```

Sample Output:

```
token=110ea31ac69c09a2db0b0bd7423d843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff43e72749cfdfc2f1e5d9fc47f14e91a51ea7
```

After generating a token, append the result to the playback URL.

Decrypt token

To decrypt a token, run the following:

```
TokenAuthGenerator.exe decrypt samplekey
110ea31ac69c09a2db0b0bd7423d843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff43e72749cfdfc2f1e5d9fc47f14e91a51ea7
```

Output example:

```
security parameters=expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com
```
Generate Token Using Java

Prerequisites:
- Java 6 or 7
- Maven 2 or 3

Build
To build a generator:
1. Go to /cdn-wowza-token-tool/java/ location.
2. Run the following:
   mvn clean install

Upon success of the build, you will find the jar (token-auth-generator.jar) file at the 'target' folder.

Usage
java -jar token-auth-generator-1.2.jar (encrypt | decrypt) (<primary_key> | <backup_key>) "<security_parameters>"

Security parameters
expire
- Number of seconds since Unix time (Epoch time)
- UTC based
- Must not be earlier than current time

ref_allow
- Referrer domain(e.g. google.com) or path(e.g. google.com/video/)
- Allowed multiple referrers separated by comma (,) without space(s)
- Wildcard (*) allowed only at the beginning of a referrer, e.g. *.DOMAIN
- Do not append space at the start & end of a referrer
- Domain must fulfill RFC 3490
- Path must fulfill RFC 2396
- Should not include port (e.g. google.com:3000/video)
- Should not include protocol (e.g. http)

refdeny
• Same rules as in ref_allow

If both ref_allow & ref_deny are specified, ref_allow will be taking precedence over ref_deny

Allow blank/missing referrer

Both "ref_allow" & "ref_deny" could be configured to allow/deny blank or missing referrer during TokenAuth validation. The following configuration allow blank or missing referrer:

ref_allow=allow.com,
ref_allow=allow.com,MISSING
ref_deny=deny.com

The following configuration deny blank or missing referrer:

ref_allow=allow.com
ref_deny=deny.com,
ref_deny=deny.com,MISSING

Normally ref_allow & ref_deny are not to be used together, but if this happened ref_allow will take precedence over ref_deny.

Generate token

To generate token, run the following:

java -jar token-auth-generator-1.2.jar encrypt samplekey
"expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com"

Sample Output:

token=110ea31ac69c09a2db0bdd74238843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7codecode

After generating a token, append the result to the playback URL.

Decrypt token

To decrypt token, run the following:

java -jar token-auth-generator-1.2.jar decrypt samplekey
110ea31ac69c09a2db0bdd74238843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7

Sample Output:
17.5 CDN Edge Groups

CDN edge groups are groups of edge servers – your own, and those you subscribe to from the CDN marketplace. They are usually grouped by location, so they represent a pool of servers for a given geographical area. Once you have created an edge group containing edge servers in specific locations, you can then assign the group (or groups) to a specific CDN resource. The CDN edge groups menu enables you to see available edge server locations and form them into CDN Edge groups.

You need to associate CDN Edge groups with billing plans to make them available for users.

17.5.1 View CDN Edge Group Details

To see details of a CDN Edge Group:
1. Go to your Control Panel's Edge Groups menu.
2. Click the label of the edge group you want to see.
3. On the screen that appears you will see the list of assigned locations and available locations with the following information:
   - ID – the ID of a location
   - City – the city the edge server is in.
   - Operator – name of the edge server owner.
   - Type - HTTP or streaming
   - Source – either Marketplace (locations added from the CDN marketplace) or your Own Edge servers (servers added by you).
   - Status - whether edge server is active or not.
   - Price – price per GB transferred.
17.5.2 Create CDN Edge Group

There are two ways of creating a CDN edge group:

1. Using a CDN setup wizard
2. Creating the edge group under the Edge Groups menu at OnApp Cloud Control Panel

To create a new CDN Edge Group using the Edge Groups menu:

1. Go to your Control Panel's Edge Groups menu.
2. On the screen that appears, you will see existing groups with the number of assigned locations and associated billing plans.
3. Click the Create Edge Group button.
4. On the screen that appears, give your new group a label and click the Create Edge Group button.
5. You will be redirected to the screen where you can assign locations to the group.

For details on CDN setup wizard, refer to CDN wizard section.

17.5.3 Edit CDN Edge Group

To edit the name of a CDN Edge Group:

1. Go to your Control Panel's Edge Groups menu.
2. On the screen that appears you will see the list of existing groups.
3. Click the Actions button next to appropriate CDN Edge Group, then click Edit.

17.5.4 Delete CDN Edge Group

To delete a CDN Edge Group:

1. Go to your Control Panel's Edge Groups menu.
2. On the screen that appears you will see the list of existing groups.
3. To delete the group, click the Actions icon, then click Delete.

Be careful when deleting an edge group which is associated with CDN resources.

17.5.5 Assign/Remove CDN Edge Group Locations

1. Go to your Control Panel's Edge Groups menu.
2. Click the label of the CDN Edge Group you want to configure.
3. On the screen that appears you may assign or remove locations by clicking the Actions button next to the required location.

17.6 CDN Upload Instructions

Here is the list of instructions for uploading files and embedding video to CDN resources. Follow the step-by-step instructions below to upload files or embed video to the required CDN resource type.

- Http Push CDN Resources
- VOD Pull CDN Resource
- VOD Push CDN Resource
- Live Streaming CDN Resource

17.6.1

17.6.2 HTTP Push CDN Resource

To upload files to the HTTP Push CDN resource:

1. Connect to the FTP origin using an FTP client. For example, a browser plug-in like FireFTP or FTP software like FileZilla.
2. Please wait up to 10 minutes until the FTP server configures with the HTTP resource.
3. Specify the following FTP details:
   - Hostname: 6789.origin.customercdn.com
   - Username: 6789
   - Password: The FTP password set at CDN resource creation.

   This is an instruction template. Replace “6789” with the resource id, and “customercdn.com” with the operator’s domain.

4. Upload your files.

17.6.3

17.6.4 VOD Pull CDN Resource

To upload files to the HTTP Push CDN resource, enter the following script into your web page:
This is an instruction template. Replace “1234” with the resource id, “customercdn.com” with the operator’s domain, and “mystream.mp4” with the filename or stream name.

resource_id/ must prefix the path with <resource_id>, it is ONLY applicable to VOD PULL playback.

This example provides default values for width and height. You can change them to your own values.

Our easy video embed script automatically detects the browser type (Desktop or Mobile device) and loads the appropriate player. Currently, this is either Flow Player or the browser’s native HTML5 player. The streaming protocol is also set appropriately.

17.6.5 VOD Push CDN Resource

To upload files to the VOD Push CDN resource:

1. Connect to the FTP origin using an FTP client. For example, a browser plug-in like FireFTP, or FTP software like FileZilla.

2. Please allow up to 10 minutes for the FTP server to be configured with the VOD resource.

3. Specify the FTP details:

   - Hostname: 6789.origin.customercdn.com
4. Upload your files.
5. Enter the following script into your web page:

```html
<html>
<head>
  <script src="http://video.worldcdn-beta.net/player.js" type="text/javascript"></script>
</head>
<body>
  <div id="my-video-player"/>
  <script type="text/javascript">
    CDNPlayer("my-video-player", 1234, "1234/mystream", {width:640, height:360} );
  </script>
</body>
</html>
```

- This is an instruction template. Replace “1234” with the resource id, “customercdn.com” with the operator’s domain, and “mystream.mp4” with the filename or stream name.
- This example provides default values for width and height. You can change them to your own values.
Our easy video embed script automatically detects the browser type (Desktop or Mobile device) and loads the appropriate player. Currently, this is either Flow Player or the browser’s native HTML5 player. The streaming protocol is also set appropriately.

17.6.6

17.6.7 Live Streaming CDN Resource

1. Before you start, make sure your publishing point settings meet the following requirements (to be able to retrieve with the Silverlight Player):

   - h.264 Baseline 3
   - AAC or MP3-stereo-44100Hz audio
   - 2 seconds key frame frequency
   - lower bitrate

2. Install and configure the Adobe Live media encoder:
   
   a. Install Adobe Live Encoder.
   
   b. Once the Adobe Live Encoder is installed, run the application and move on to the next step.
   
   c. Complete the form:

   - FMS URL: rtmp://1234.publishstream.customercdn.com/P1234
   - Backup URL: rtmp://backup.1234.publishstream.customercdn.com/P1234
   - Stream: your stream name

   This is an instruction template. Replace “1234” with the resource id, and “customercdn.com” with the operator’s domain.
d. Press **Connect**.

e. In the password pop up window, enter "P1234" as the username and the resource secret key for the password.

f. Press **Start** to start publishing the live stream.

Enter the following script into your web page to embed video to the Live Streaming CDN resource:

```html
<html>
<head>
    <script src="http://video.worldcdn-beta.net/player.js" type="text/javascript"></script>
</head>
<body>
    <div id="my-video-player"/>
    <script type="text/javascript">
        CDNPlayer("my-video-player", 1234, "mystream", {width:640, height:360} );
    </script>
</body>
</html>
```
This example provides default values for width and height. You can change them to your own values.

Our easy video embed script automatically detects the browser type (Desktop or Mobile device) and loads the appropriate player. Currently, this is either Flow Player or the browser’s native HTML5 player. The streaming protocol is also set appropriately.

3. Manual Instructions

We support a variety of methods to get the CDN URL to use in your player. SMIL

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.smil
The SMIL playlist provides an RTMP URL and should be used with Flash-based players only. Longtail Player and Flow Player are compatible with SMIL redirection. Apple HTTP Live Streaming

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.m3u8
This returns a 302 redirect to a Apple HLS manifest and should be used with Apple HLS-compatible players only. Adobe HTTP Dynamic Streaming

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.f4m
This returns an Adobe HDS manifest and should be used with Adobe HDS-compatible players only. Microsoft Smooth Streaming (Silverlight)

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.ism
This returns a 302 redirect to Smooth Streaming manifest and should be used with Smooth Streaming-compatible players only. Javascript JSONP

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.jsonp?callback=MyCallBack
This returns a JSONP document, embeddable using <script>

An example of a callback with a successful result:
MyCallBack({ “rtmp”: “rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream”, “rtmpe”: “rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream”, “apple”: “http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/playlist.m3u8”, “adobe”: “http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/playlist.m3u8”});
"http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/mystream/_definst_/manifest.f4m", "rtsp": "rtsp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "silverlight": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/Manifest" });

An example with an error:
MyCallBack({ “error”: “File not found” });

Javascript JSON

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.json
This returns a JSON document. Cross-origin resource sharing is enabled to allow XMLHttpRequest from any domains.

An example of a callback with a successful result:
{ “rtmp”:
  “rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream”,
  “rtmpe”:
  “rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream”,
  “apple”:
  “http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/playlist.m3u8”, “adobe”:
  “http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/manifest.f4m”, “rtsp”:
  “rtsp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream”,
  “silverlight”:
  “http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/Manifest” }

An example of a callback with a JSON document with an error thrown:
{ “error”: “File not found” }

### 17.7 CDN SSL Certificates

OnApp customers can import their own SSL certificates with the Subject Name Indication (SNI) extension.

SNI lets the client specify the hostname it is trying to reach at the start of the handshaking process. SNI is supported by most modern browsers, and provides an efficient way to deliver content over HTTPS using your own domain and SSL certificate. Custom SNI SSL relies on the SNI extension of the Transport Layer Security protocol, which allows multiple domains to serve SSL traffic over the same IP address by including the hostname viewers are trying to connect to.
Previously, OnApp applied SAN SSL certificate from a certificate authority to which additional certified domains can be added. This allowed you to host several domains on one IP by sharing the same certificate, and add all domains to this IP. However, the number of domains per SAN certificate is limited. Moreover, the certificate’s size increases as more domains are added. This causes additional bandwidth to be used for the SSL handshake.

Currently, OnApp applies the CloudSSL+SNI solution. Users can import custom SNI SSL certificates into the system or request SSL to be enabled for their CDN resource. One SSL certificate can be associated with several CDN resources, but a resource can only be linked to one SSL certificate. However, some of the older browsers do not support SNI. In this case, users who prefer browsers that do not support SNI can purchase an SSL certificate and the SAN solution will be applied. On questions about the SSL certificate purchase, please contact OnApp support.

For the list of browsers that do not support SNI, kindly refer to the Server Name Indication article.

OnApp currently supports the following types of certificates:

- **domain-validated (DV) certificate** ([example.com](http://example.com))
  - single certificate
  - wildcard certificate (*.[example.com](http://example.com))
  - SAN certificate (any domains)

- **organization validation (OV) certificates**
  - single certificate
  - wildcard certificate (*.[example.com](http://example.com))
  - SAN certificate (any domains)

- **extended validation (EV) certificates**
  - single certificate
  - wildcard certificate (*.[example.com](http://example.com))
  - SAN certificate (any domains)

- **high-assurance certificates**

  - This feature is available for HTTP Pull and HTTP Push resources only.
  - To add custom SNI SSL certificates, the user needs to have CDN resources in the cloud and CDN SSL Certificates permissions.
  - Custom SNI SSL certificates can be used for secondary hostnames.
  - A custom SNI SSL certificate can only be associated with a CDN resource if the certificate and the resource have the same owner. The drop-down list of SSL certificates in the CDN...
resource creation wizard shows only the certificates of the user who will be the resource owner.

- When a custom SNI SSL certificate is associated with a CDN resource, the certificate applies only to the edge servers subscribed to that resource.

17.7.1 View Custom SNI SSL Certificates

To view the list of available SSL certificates:

1. Log in to your Control Panel.

2. Choose SSL Certificates in the CDN section of the left navigation pane. The page that loads shows all available custom SNI SSL certificates with their details:

- o **ID** - the ID of the custom SNI SSL certificate.
- o **Name** - the name of the certificate. Click the name to view the certificates' properties and associated CDN resources.
- o **Actions** - click the Actions button to edit or delete the certificate.

17.7.2 Add Custom SNI SSL Certificates

To import an SSL certificate:

1. Log in to your Control Panel.

2. Choose the SSL Certificates menu in the CDN section of the left navigation pane. The page that loads shows all available custom SNI SSL certificates.

3. Click the Import SSL Certificate button.

To add custom SNI SSL certificates, the user needs to have CDN resources in the cloud and CDN SSL Certificates permissions.

4. On the following page, fill in the required information:

- o **Name** - specify a name for the certificate. This parameter is optional.
- o **Ssl certificate key** - fill in the certificate key, it must be in pem-format.
- o **Private key** - fill in the SSL key provided by your SSL provider.

Make sure that Ssl certificate key and Private key parameters are filled in the same way they are generated - with the line breaks.
5. Click the Create SSL Certificate button to import the certificate.

After you add a custom SNI SSL certificate to the cloud you can associate it with a CDN resource. To do this, proceed to the second step of the CDN resource creation wizard in the Control Panel’s CDN Resources section. For more information, refer to Create HTTP CDN Resource. When a custom SNI SSL certificate is associated with a CDN resource, the certificate applies only to the edge servers subscribed to that resource.

17.7.3 Edit Custom SNI SSL Certificate

You can edit your custom SNI SSL certificates, by following this procedure:

1. Log in to your Control Panel.
2. Choose SSL Certificates in the CDN section of the left navigation pane. The page that loads shows all available custom SNI SSL certificates.
3. Click the Actions button next to the required certificate and choose Edit. Alternatively, click the name of the certificate and click the Edit button on the page that loads.
4. On the following page edit the certificate’s details:
   - Name - specify a name for the certificate.
   - Ssl certificate key - fill in the certificate key, it must be in pem-format.
   - Private key - fill in the SSL key provided by your SSL provider. Private key will not be displayed for security reasons.

   Make sure that Ssl certificate key and Private key parameters are filled in the same way they are generated - with the line breaks.

5. Click Save.

17.7.4 Delete SNI SSL Certificate

To delete a custom SNI SSL Certificate, follow this procedure:

1. Log in to your Control Panel.
2. Choose SSL Certificates in the CDN section. The page that loads shows all available CDN SSL certificates.
3. Click the Actions button next to the required certificate and choose Delete.
17.8 CDN Accelerator

OnApp introduces a new type of virtual server - Accelerator. Accelerator empowers any websites/Virtual Servers hosted on OnApp Cloud to use CDN with just one single button without any modification. Accelerator gives your customers all the benefits of a global CDN without any of the hassle of configuring and maintaining a CDN platform. Accelerator requires no modifications to the web applications running on virtual servers. All optimization is entirely automatic, and using minification & lossless compression of pages, scripts and images, will not modify or reduce the quality of the source content.

Accelerator is a new type of VS, which is built from specific template and is aimed to serve as a router for traffic between CDN core and CDN-enabled Virtual Servers.

- Ensure that RabbitMQ is configured for proper Accelerator usage.
- For acceleration usage you should enable CDN Acceleration for your cloud in the OnApp customer dashboard (contact OnApp Support if you don’t have dashboard access). So, if customer license has Accelerator enabled - accelerator functionality is enabled by default.

A schematic of the process architecture is shown below:
17.8.1 View Accelerators

When accelerator is created, you can view it using Control Panel’s Accelerators menu. You will get the list of accelerators together with their operating system, label, location etc.. Click the label of a particular accelerator to view its details.

On this page:
- View Accelerators
- View Accelerator Details

17.8.1.1 View Accelerators

To view all accelerators deployed in the cloud:

1. Go to your Control Panel’s Accelerators menu to see an overview of all accelerators in the cloud.
2. The page that loads will show the list of accelerators together with their:
   - operating system
   - label. Click the label to see the accelerator details.
   - VIP status (enabled or disabled). Click the icon to enable/disable VIP status of a particular accelerator.
   - Location
   - IP addresses
   - Allocated disk size
   - RAM
   - backups - the number of backups and the space these backups take.
   - user - the owner of this accelerator. Click the user name to see the owner details.
   - power status. Click the on/off buttons to change the status.
3. Click the **Actions** button next to the accelerator for the quick access to the list of accelerator actions (the list of actions displayed depends on the accelerator status):

   1. Reboot
   2. Shutdown
   3. CPU Usage
   4. Startup
   5. Unlock

You can **Pause all** or **Resume all** accelerators by means of corresponding buttons in the upper right corner of the page.

To search for a particular accelerator, click the Search icon at the top of the accelerator list. When the search box appears, type the text you want to search for and click the **Search** button.

### 17.8.1.2 View Accelerator Details

To view details of a specific accelerator:

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. The screen that appears loads the accelerator properties, notes, activity log and tools for managing your accelerator.

**Accelerator Properties**

Accelerator properties page gives general overview of the accelerator details:

- Template this accelerator is built on
- VIP status (on/off). Click the icon to change the status.
- Power status & On/Off/Reboot buttons.
- Compute resource. Click the Compute resource name to see its details.
- Owner. Click the owner name to see its details.
- IP Addresses
- CDN Server Status
- Location
- Price per hour. Please pay attention that when you resize an accelerator or change its pricing in the billing plan, the change is not applied immediately. It takes about 5 minutes to take effect. Meanwhile, a loading spinner is showing next to the price.
- Memory
- CPU(s)
- CPU priority or CPU units
- Disk Size
- Disk backups
- Network Speed

Notes
The Notes section lists brief comments or reminders for an accelerator. You can add either Admin’s or User’s notes. The Admin’s note will be available to cloud administrators. Click the Actions button in the Notes section of the page to add admin’s or user’s note.

Accelerator Management
- Click the Tools button to expand the Tools menu with the accelerator management options.
- Use the top menu to manage your accelerator statistics/networking/storage options.
17.8.2 Create Accelerator

Accelerator is a new type of VS, which is built from specific template and is aimed to serve as a router for traffic between CDN core and CDN-enabled Virtual Servers. You can further enable accelerator for a VS to speed up the traffic flow running for this particular server.

To create an accelerator:

1. Ensure that accelerator permissions are enabled before you create an accelerator. For more information refer to the Permissions page.

2. Go to your Control Panel’s Accelerators menu and click the “+” button, or click the Create Accelerator button at the bottom of the screen. This will start a creation wizard.

3. Fill in the wizard step by step. Each of these steps is described in the corresponding sections below.

4. Click the Create Accelerator button to start the creation process. You will be taken to the accelerator details screen.

Below you can find requirements for Accelerator creation:

- **Minimum:** 4 cores, 4GB RAM and 100GB disks
- **Recommended:** 8 cores, 16 GB RAM and 1TB disks
- SSD recommended to avoid slowing down access

For information on how to bill your end users for applying acceleration to VVs, refer to Set Billing Plan Prices And Resource Limits.
Currently accelerator functionality is supported for HTTP protocol only.

17.8.2.1 Step 1 of 4. Cloud Locations

The Cloud Locations step applies to those users who have compute zones assigned to location groups in their billing plan.

If the user's billing plan has several compute zones, some of which are assigned to location groups, whereas others are not - the cloud locations screen will not be available in the wizard. In this case the wizard will start with the Properties step.

Indicate your accelerator's cloud location:

- **Country** - choose the country, where the cloud is located, from the drop-down menu.
- **City** - specify the city, where the cloud is located, from the drop-down menu.

Click **Next** to proceed to the following step of the wizard to specify the accelerator properties.

17.8.2.2 Step 2 of 4. Properties
Specify the following accelerator properties:

- **Label** - the label of the accelerator
- **Compute Zone** - the compute zone to build the accelerator on.
- **Compute resource** - the specific compute resource to build the accelerator on. Only Xen and KVM compute resources are supported.

Click **Next** to proceed to the following step of the wizard to specify the accelerator resources.

### 17.8.2.3 Step 3 of 4. Resources

Define the resources for your accelerator:

- **RAM** - set the amount of accelerator's RAM.
- **CPU Cores** - set the amount of accelerator's CPU cores. For KVM Compute resources, this parameter sets CPU sockets by default, unless CPU topology is enabled.
- **CPU Priority (or CPU Units)** - set accelerator's CPU priority. If the CPU units are switched on in the billing plan for this user, then CPU priority is replaced with CPU units. Refer to **Billing Calculation** section for details on CPU units and CPU priority.

The following options are available for VSs based on KVM Compute resources only, providing the **Enable CPU topology permission** is switched on for the user.

- **Use CPU Topology** - move the slider to the right, to set the following parameters:
  - **CPU Sockets** - set the amount of sockets.
  - **CPU Threads** - set the amount of threads per core.

**Primary Disk**

- **Data Store Zone** - choose a data store zone for accelerator's primary disk.
- **Primary disk size** - set the primary disk size.

**Network Configuration**

- **Network Zone** - choose a network zone from the drop-down box. Only one accelerator is supported per network.
- **Selected IP address** - assign an IP address for the accelerator from the drop-down menu. Only public IP Address can be chosen.
- **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.
• **Port Speed** - set the port speed for this accelerator (or tick the checkbox below to set unlimited port speed)

Click **Next** to proceed to the following step of the wizard.

17.8.2.4 **Step 4 of 4. Confirmation**

17.8.2.5 At this step, configure the automation settings. This is the final step of the accelerator creation wizard.

Move the **Build Accelerator** slider to the right if you want the system to automatically build the accelerator.

After you set up these parameters, click the **Create Accelerator** button to start the creation process.

After you create an accelerator, you can enable acceleration for **new** or **existing** VSs.

17.8.3 **Manage Accelerators**

When **an accelerator is created**, you can spread the VS content faster by enabling acceleration for this VS.

Accelerator, as a type of virtual server, has its own options. You can find the accelerator on Control Panel’s **Accelerators** menu. Click the label of the accelerator to view its details. You can manage the accelerator using the **Tools** button and **Overview/Networking/Storage** tabs.
17.8.3.1 Accelerator Options

Rebuild/Build Accelerator

If you haven't checked the **Build Accelerator** option during the accelerator creation process, you will have to do this manually after the accelerator has been created. Building an accelerator is the process of allocating physical resources to that accelerator.

To build an accelerator manually or rebuild the accelerator on the same template:

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. On the screen that appears, click the **Tools** button and then click **Rebuild Accelerator**.
4. Move the **Start Accelerator after rebuild** slider to the right if you want to have your accelerator started automatically after it is built.
5. Click the **Rebuild Accelerator** button to finish.

   After you rebuild your accelerator all data will be lost!

### Edit Accelerator

To edit accelerator’s resources:

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the accelerator you want to resize, to show its details screen.
3. Click the **Tools** button and select the **Edit Accelerator** link. Change the following parameters:
   - **Label** - the name of accelerator
   - **RAM** - the amount of accelerator’s RAM
   - **CPU Cores** - the amount of accelerator’s CPU cores
4. Click **Save**.

### Migrate Accelerator

To hot migrate an accelerator:

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the accelerator you want to migrate.
3. Click the **Tools** button and press the **Migrate Accelerator** link.
4. In the window that appears, choose the target Compute resource from the drop-down menu.
5. Move the **Cold-migrate when hot-migration fails** slider to the right if you want to apply cold migration in case of hot migration failure.

6. Click the **Start Migration** button.

**Delete Accelerator**

To remove the accelerator from the cloud:

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the accelerator you want to delete.
3. On the accelerator’s screen, click the **Tools** button, then select **Delete Accelerator**.
4. Click **Destroy**.

**17.8.3.2 Power Options**

**Reboot Accelerator**

To reboot an accelerator:

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the required accelerator.
3. On the screen that appears, click the **Tools** button and then click **Reboot Accelerator**. Confirm the action. It will power off and then restart the accelerator.

**Shut down Accelerator**

To shut down an accelerator:

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the required accelerator.
3. On the screen that appears, click the **Tools** button and then click **Shut down Accelerator**. A dialogue box pops up, where you can either **Gracefully Shutdown** (terminates the accelerator gracefully), or **Power Off** (terminates the accelerator forcefully).
Suspend Accelerator

To suspend an accelerator:
1. Go to your Control Panel's Accelerators menu.
2. Click the label of the required accelerator.
3. On the screen that appears, click the Tools button and then click Suspend Accelerator. This action stops an accelerator, changes its status to suspended and disables all the other actions on accelerator, unless unsuspended.

Startup Accelerator

To startup a powered off accelerator:
1. Go to your Control Panel's Accelerators menu.
2. Click the label of the required accelerator.
3. On the screen that appears, click the Tools button and then click Startup Accelerator. This action queues a start-up action for an accelerator that is currently powered off.

17.8.3.3 Performance and Administrative Options

Segregate Accelerator

To isolate one accelerator from another:
1. Go to your Control Panel's Accelerators menu.
2. Click the label of the accelerator you want to segregate.
3. On the screen that appears, click the Tools button, then click Segregate Accelerator.
4. In the dialogue box that pops up, use the drop-down menu to choose an accelerator you want to keep away from.
5. Click the Segregate VS button to finish.
Change Owner

To change owner of an accelerator:

1. Go to your Control Panel’s Accelerators menu.
2. Click the label of the appropriate accelerator.
3. On the screen that appears, click the Tools button, then click Change Owner. Then a dialogue box with a drop-down of all users on the system pops up, enabling you to pass ownership of the accelerator to the user selected from the list. Choose a user and click Change Owner.

17.8.4 Accelerator Disks

Accelerator storage is provided by disks. A disk is a partition of a data store that is allocated to a specific accelerator. You can view/edit/migrate disks and check disk usage statistics (IOPS).

On this page:

- View Disks
- Edit Disk
- Migrate Disk
- Disk Usage Statistics (IOPS)

17.8.4.1 View Disks

To view accelerator disks:

1. Go to your Control Panel’s Accelerators menu.
2. Click the label of the accelerator you’re interested in.
3. On the screen that appears, click the Storage tab and then click Disks.
4. On the screen that appears you can see the list of disks allocated to this accelerator.

17.8.4.2 Edit Disk

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. On the screen that appears, click the **Storage** tab and then click **Disks**.
4. Click the **Actions** button next to the disk you want to change, then click the **Edit** link.
5. Enter a new disk label and size in GB in the fields provided.
6. Click the **Save Disk** button.

17.8.4.3 Migrate Disk

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. On the screen that appears, click the **Storage** tab and then click **Disks**.
4. Click the **Actions** button next to the disk you want to change, then click the **Migrate** link.
5. On the screen that appears, select a target data store from a drop-down box.
6. Click **Start Migrate**.
17.8.4.4   Disk Usage Statistics (IOPS)

The system tracks IOPS (Input/Output Operations per Second) for accelerators and generates charts that help analyze accelerator disk performance. To see IOPS for an accelerator:

1. Go to your Control Panel's Accelerators menu.
2. Click the label of the accelerator you're interested in.
3. On the screen that appears, click the Storage tab and then click Disks.
4. Click the Actions button next to the disk you want to change, then click the IOPS link.
5. There are four charts on the screen that appears:
   - IOPS for the last hour
   - IOPS for the last 24 hours
   - Data written/read for the last 24 hours
   - Data written/read for the last hour
6. To zoom into a time period, click and drag in a chart. Click the Reset Zoom button to zoom out again.

17.8.5   Accelerator Networks

The Networking menu enables you to manage network interfaces and allocate IP addresses for accelerators. The Networking > Network Interfaces menu shows the virtual network interfaces allocated to this accelerator. Network interfaces join the physical network to the accelerator. When you create an accelerator a network interface is added automatically. This network interface will be assigned to the existing physical network using a spare IP (IPv4) and will be set primary by default. At least one IPv4 address must be allocated to an accelerator's primary network interface.
17.8.5.1 View Network Interfaces

To see the list of all network interfaces allocated to the accelerator:

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. Click the **Networking** tab, then click **Network Interfaces**.
4. On the page that follows you will see the following fields:

   - **Interface** – optional label of the network interface.
   - **Network join** – name of the network and a Compute resource or Compute zone this network is joined to.
   - **Port speed** – the speed set to the interface.
   - **Primary interface** – indication whether the interface is primary or not.

17.8.5.2 Create Network Interface

To add a network interface:
1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. Click the **Networking** tab, then click **Network Interfaces**.
4. Click the **Add New Network Interface** button at the bottom of the screen.
5. On the screen that appears, input values for the following parameters:
   - **Label** – a human-friendly name for the new interface.
   - **Physical Network** – choose a network join from the drop-down menu, which lists network joins assigned to the Compute resource/Compute zone on which the accelerator runs).
   - **Port speed** – set port speed in Mbps, or make it unlimited.
6. Click the **Submit** button.

### 17.8.5.3 Edit Network Interface

To edit a network interface:
1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. Click the **Networking** tab, then click **Network Interfaces**.
4. On the page that follows click the **Edit** icon next to the network interface you want to change.
5. On the screen that appears, change the following parameters:
6. Click the **Submit** button.

### 17.8.5.4 Delete Network Interface

To delete a network interface:

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. Click the **Networking** tab, then click **Network Interfaces**.
4. On the page that follows click the **Delete** icon next to the network interface you want to remove.
5. Confirm the deletion.

### 17.8.5.5 View Network Interface Usage Statistics

To view interface usage statistics:

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. Click the **Networking** -> **Network Interfaces** tab.
4. Click the **Statistics** (chart) icon next to the network you’re interested in.

5. On the screen that appears, the top chart shows bandwidth usage for the last 24 hours. The bottom chart shows usage for the last three months.

6. To zoom into a time period, click and drag in a chart. Click the **Reset zoom** button to zoom out again.

### 17.8.6 Accelerator IP Addresses

The Networking menu enables you to manage network interfaces and allocate IP addresses for accelerators. The **Networking > IP Addresses** menu shows the list of IP addresses assigned to the Accelerator. You can allocate a new IP address or delete an existing one. This menu also lets you rebuild the Accelerator’s network.

**On this page:**
- View IP addresses
- Allocate new IP address
- Delete IP address
- Rebuild Network

### 17.8.6.1 View IP addresses

To view accelerator IP addresses:

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the accelerator you’re interested in.
3. On the screen that appears, click the **Networking** tab and then click **IP addresses**.
4. On the screen that appears you can see the list of IP addresses allocated to this accelerator.
17.8.6.2 Allocate new IP address

To allocate a new IP Address to the accelerator:

1. Go to your Control Panel's Accelerators menu.
2. Click the label of the accelerator you're interested in.
3. Click the Networking tab > IP Addresses.
4. Click the Allocate New IP Address Assignment button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the accelerator will be available). The IP Address will be allocated automatically.
6. *(Not available for federated VSs)* As an alternative you can manually select an IP address from the IP Pool associated with the network interface. To enable this option move the Specify IP Address slider to the right and choose IP Address from the drop-down list. You may select an IP address that's already assigned to an accelerator, but only one accelerator should be online at a time. Use Please show me used IP Pool, Show only my IPs and Show only IPv6 checkboxes to narrow the list of IP in the drop-down list.
7. Click the Add IP Address Assignment button.

You must rebuild the network after making changes to IP address allocations.

17.8.6.3 Delete IP address

To remove an IP address from an accelerator:

1. Go to your Control Panel's Accelerators menu.
2. Click the label of the accelerator you’re interested in.
3. Click the Networking > IP Addresses tab.
4. Click the Delete icon next to the IP address you want to delete.
5. In the pop up window that appears:
   
   - Choose **Delete and rebuild the network** option if you want to rebuild the network immediately after deleting the IP address. After choosing this option you will be redirected to the accelerator's Overview page.
   
   - Choose **Delete without rebuilding the network** option if you don’t want to rebuild a network immediately. In this case to apply the changes, you will have to rebuild the network additionally.

   You can't delete an IP address that is in use.

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**17.8.6.4 Rebuild Network**

To rebuild a network join, added to the accelerator (required after allocating new IP addresses):

1. Go to your Control Panel’s **Accelerators** menu.
2. Click the label of the accelerator you’re interested in.
3. On the screen that appears, click the **Tools** button, then click **Rebuild Network**.
4. In the pop-up window, the **Force Reboot** slider is moved to the right by default. Select the accelerator shutdown type – gracefully shutdown or power off.
5. Move the **Required Startup** slider to the right to start up an accelerator when you’re rebuilding network of a powered off accelerator.
6. Click the **Rebuild Network** button.

**17.8.7 Accelerator Statistics**

If you want to track the amount of CPU used by accelerator, you can view accelerator CPU usage statistics.
To see CPU usage statistics:

1. Go to your Control Panel's **Accelerators** menu.
2. Click the label of the accelerator you're interested in.
3. Click the **Overview** tab > **CPU Usage**.
4. On the screen that appears, the top chart shows CPU usage for the last 24 hours. The bottom chart shows usage for the last three months (if there is enough data). If there is less data available, the chart will show utilization for the time available.
5. Move the **Show in My Timezone** slider to the right if you want to show bandwidth statistics according to your profile's timezone settings.
6. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.
18 AWS

You can manage Amazon EC2 instances from OnApp Control Panel using the AWS API. EC2 management is represented with as much similarity to AWS as possible. The following sections provide the details on how to manage AWS and Amazon EC2 instances in CP. AWS is enabled globally for the cloud.

Amazon EC2 support is an opt-in feature that is available for a small additional fee on top of your normal OnApp license. Please discuss with your account manager if you plan to enable EC2 support for your cloud.

18.1 Enable/disable AWS

Amazon EC2 support is an opt-in feature that is available for a small additional fee on top of your normal OnApp license. Please contact your account manager before enabling Amazon EC2 support.

To enable AWS for your cloud, follow the procedure below:

1. Go to your OnApp Control Panel Settings > Configuration and switch on the Allow users connect to AWS toggle.
   This will enable AWS for the cloud.
2. Go to the Users and Groups menu and click the name of the appropriate user.
3. Find Amazon Web Services and click Connect.
4. To connect, provide the following credentials:
   - **AWS access key** - go to your [Amazon profile > Security credentials > Users > Manage](#).
   - **AWS secret access key** - use the same path as above. For security reasons AWS secret access key is stored encrypted in the OnApp DB.

5. In the left navigation pane of your Control Panel a new entry **AWS > EC2 instances** will appear.

    If AWS is disabled, the above option will disappear from the dashboard, but all users’ credentials will be kept in OnApp DB.
18.2 View EC2 Instances

EC2 Instances menu lists your machines per selected region and lets you Launch New EC2.

OnApp does not cash, store, or change any information regarding the instances and takes it via API from AWS.

To view the details of your EC2 Instances:

1. Go to your Control Panel **EC2 Instances** menu.
2. The page that loads will list your EC2 instances and the following details:
   - ID
   - Name
   - Instance type
   - Availability zone
   - Status
   - Public DNS name
   - Public IP address
3. You can perform the following actions to your instances:
   - Start/Stop
   - Terminate (only if stopped)
   - Reboot
   - Connect - instruction how to connect to a console of the instance.

The instances are listed per region, so if you do not have instances in the selected region the list will be empty.
18.3 Launch New EC2

Launching a new instance is a process similar to creation of a new virtual server.

To launch a new instance:
1. Go to your Control Panel EC2 instances menu.
2. Click the “+” icon or click Launch EC2 Instance at the bottom of the list. This step initiates a wizard which will guide you through the EC2 instance launch.
3. Select the AMI template from your list or search the marketplace. The right panel lists the main AMI’s properties.

You may search using one or more key words or using the AMI ID. Please note, that search timeout is 30 seconds. If your request times out - try shortening the search time by making it more specific.

Instance Type
Select the instance type. It must be compatible with the AMI. If not - a corresponding error message will be displayed after the EC2 instance creation wizard completes.

On this step you need to fill in the following information:

1. Indicate the number of instances to be launched. You may launch several identical instances at the same time.
2. Specify network configuration. Choose network and subnet.
3. Select the key name.

Review and Launch
On this step you can see the information on the EC2 instance you are going to create. You can either initialize the EC2 instance creation process or click the Previous button to change the required details of the instance.

4. Click Launch EC2 Instance button.

Some of the templates from the marketplace are not free of charge and require a subscription at AWS. Unfortunately this information cannot be obtained via API in the process of AMI selection. So, in case a paid AMI is selected, an error message will be displayed, requesting you to accept the terms and conditions and subscribe to the selected AMI at the Amazon website.
19 USERS AND GROUPS

OnApp provides very fine control over cloud users and what they’re allowed to do. You can set up as many different types of user as you need, and customize their access to cloud resources and Control Panel functions as required. For example, standard, VIP and reseller users can have different capabilities and resource limits. You might provide basic cloud management functionality to L1 support staff (e.g. reboot virtual servers but not destroy them) while your L3 admins have full rights. Your development teams will probably need to deploy test VSs in the cloud just as a customer would, only without being charged for them. Meanwhile, your billing staff need a “billing only” view with no access to customer resources. This fine control is enabled by a combination of user accounts, roles and permissions and billing plans.

19.1 User Accounts

There are two types of accounts in OnApp: administrators and users. An administrator account is created automatically when OnApp is installed. Administrators have full access to the system, including managing virtual servers and Compute resources, performing actions on templates and backups, and configuring data stores and networks. There can be several administrators in OnApp. User accounts are created by administrators, and only have access to those actions which are specified by an administrator.

19.1.1 View Users

For a quick view of user account details, go to your Control Panel’s Users and Groups menu. You’ll see a list of all user accounts in your cloud, along with their details:

- **Full name** – user’s name and surname
- **Username** – user’s screen name
- **User role** – the role set for the user
- **User group** – the group to which the user is assigned
- **Status** – user’s status (active or deleted)

You can scroll through the list of users with the Previous/Next buttons at the bottom of the screen, as well as use search tool to search for a specific user. Click the Actions button next to the required user to edit, suspend or delete them, view the list of whitelist IPs or login as user.

Click Drop All Sessions button to terminate all sessions.
Every user including you will be logged out.

To get the list of additional fields, click the **User Additional Fields** button. To view detailed information about a user's account, click user's full name.

19.1.2 View User Account Details

To view account details of a particular user:

1. Go to your Control Panel Users menu.
2. On the screen that appears, click the full name of the user to view their account details.
3. The user details screen that appears shows the following information:

   **User details**
   
   These are the settings which are specified at user creation process.

   - **User's avatar** (This feature is available if the **Use gravatar** option is enabled).
   - **User's name and surname**.
   - **User's email**.
   - **Last access log** - click to see information on the IP addresses that logged in to your account, and the time and date of access.
   - **Drop other sessions** - click this button to drop other sessions except the active one, will be dropped
   - **Login** - user's screen name.
   - **User role** – the role set for the user.
   - **User group** – the group to which the user is assigned.
   - **Time Zone** - timezone set for this user.
   - **Locale** - locales set for this user.
   - **System theme** - system theme set for this user.
   - **Display infoboxes** – whether infoboxes are displayed or not for this user.
   - **Restore infoboxes** - click this button to display infoboxes for the user (this option may be disabled depending on the user's permissions).
   - **Send Password Reminder** - click this button to send the password reminder to the user. The user will receive an email with a link for change password action.

**Amazon Web Services**

Shows the the status of the Amazon Web Services: disconnected or connected. For more information, see [Enable/disable AWS](#).
Here you can also connect Amazon Web Services:

1. 
   a. Click the (Connect) icon.
   b. On the following page provide your AWS credentials: AWS access key ID and AWS secret access key.
   c. Click Submit to connect AWS to your account.

**vCloud Credentials**

- Login - the user’s vCloud login
- Password - click the Change Password link to edit the user’s vCloud credentials

**API info**

- API key - click the Generate key button to generate a new API key.

**Yubico info**

- Use Yubikey - move the slider to the right to enable logging in using a Yubikey for this user. Enter the Yubikey in the form that appears:
  i. Insert the Yubikey into your computer’s USB port. If the Yubikey is connected correctly, its status light will turn green.
  ii. Click in the Enter your Yubikey field.
  iii. Press your finger to the gold Yubikey button. A long line of characters will appear in the field.

**Billing details**

- Price per hour - shows the price for VSs, Load Balancers, and other resources per hour.
- **Billing plan** - click the plan label to see its details.
- **Outstanding amount** - the total amount of money owned by this user since it has been created, for all resources, minus the amount of Payments. The sum is displayed for the period since a user has been created until the last 24hrs.
- **Monthly fee** - a set monthly price for a billing plan.
- **Total cost** - the sum of used resources cost and virtual servers cost
- **Payments** - the total amount of payments made.
- **Virtual Server Hourly Statistic** - clicking this link will generate billing statistics for all virtual servers owned by this user. For more information, see **Virtual Server Billing Statistics**.
- **User Statistic** - clicking this link will generate user's resource usage statistics. For more information, see **User Billing Statistics**.
- **Monthly Bills** - clicking this link will generate the bills list that shows the total due per each month of the year. To view billing statistics, select a year from the drop-down list and click **Apply**. The list that appears displays a particular month of the selected year and the cost of used resources for that month. At the bottom of the list there is the total amount of money which was to be paid for the selected period.

**Prices** - the list of all used resources and their price per hour for two states: server powered ON and server powered OFF.

**Servers** - the list of all virtual servers, load balancers, edge servers, smart servers, application servers in the cloud with their prices for server on and off.

**Backups**

- **Backups Count** - the price per hour for the quantity of the user's backups.
- **Templates Count** - the price per hour for the quantity of the user's templates.
- **ISOs Count** - the price per hour for the quantity of the user's ISOs.
- **Templates, ISOs & Backups Disk Size** - the price per hour for the disk space user's /ISOs/backups/templates occupy.
- **Autoscaling Monitor Fee** - the price per hour for autoscaling monitors.
- **Backup Server Groups** - the price per hour for the resources consumed by backup server groups.

### 19.1.3 User Payments

To view, add and edit payments for a user:
1. Go to your Control Panel's **Users and Groups** menu.
2. Click the name of the required user.
3. On the screen that appears, click **Payments** tab.
4. Click the **Edit** icon to change details of a specific payment.
5. Click the **Create Payment** button at the end of the list to add a new payment.

### 19.1.4 User Billing Statistics

The system has a record of all the billing statistics on a user account for the last three months. If the account was created less than three months ago, statistics are generated for the actual period. You can also define a shorter period by setting Start and End time.

To view billing statistics for an account:
1. Go to your Control Panel's **Users and Groups** menu.
2. You'll see a list of all user accounts in your cloud. Click the name of appropriate user.
3. Go to billing details and click the **User Statistic** link next to a user in question.
4. You can filter the statistics by date and time - select the time period from the drop-down menu and click the **Apply** button. By default the statistics are generated for the last three months or the actual account existence period. On the page that appears:

- **Daily Stats** – particular date and time for the generated statistics.
- **Backups cost** - the price for the amount of backups taken by the user during the chosen period on the compute resource.
- **Autoscaling monitor Fee** - the price for using the autoscaling monitor during the selected period.
- **Storage Disks Size Costs** - the price for the storage disk size for the predefined period.
- **ISOs cost** - the price for the amount of ISOs uploaded by the user during the chosen period.
- **Templates Costs** - the price for the templates made by the user during the chosen period.
- **Templates, ISOs & Backups Storage Costs** - the price for the disk space taken by the templates, ISOs and backups on the compute resource. For backups and templates, applies if you use compute resources for disk-related actions. If there is a backup server in the cloud, **Backup Zones Backup Disk Size Cost** and **Template Disk Size Cost** will apply.
- **Backup Zones Backups Cost** - the price for the amount of backups of the backup zones taken during the selected period. Applies if backup servers are used for disk-related actions. Otherwise **Backups cost** record will apply.
o **Backup Zones Backup Disk Size Cost** - the price for disk size taken by backups on the backup servers during the predefined period. Applies if backup servers are used for disk-related actions. Otherwise Templates, ISOs & Backups Storage Costs record will apply.

o **Backup Zones Templates Cost** - the price for the amount of templates of the backup zones made during the chosen period.

o **Backup Zones Template Disk Size Cost** - the price for the disk size taken by templates stored on the backup zones during the predefined period.

o **Customer Network Cost** - the price for all customer networks for the selected period.

o **CDN Edge Group Costs** - the price for all CDN Edge groups for the chosen period.

o **Virtual Servers Cost** – the total due for all the VSs minus Backups/Templates Cost (if any) for the predefined period.

o **Total Cost** – the sum of Used resources cost and Virtual Servers cost for the selected period.

o **User Statistics:**
  - **Resources cost** – the money owed per virtual server for the following resources:
    - CPU
    - CPU Priority
    - Disk Size
    - Memory
    - IP Address
    - Virtual Server
    - Template&Backup Storage
    - Disk size
    - IP Address
  - **Usage cost** – the money owed per virtual server for the following resource usage:
    - Data read/written
    - Input/Output requests
    - Port speed
    - Data received
    - Data sent
  - **Total** – the total due per virtual server for Resources and Usage cost.
19.1.5 User Whitelist IPs

Whitelist IP addresses are IPs from which a particular user can access the OnApp control panel. If whitelisted IP addresses are specified for a particular user, the user can only access CP from that defined IP addresses.

To add a whitelist IP address:
1. Go to your Control Panel's Users and Groups menu.
2. Click the name of the required user. You will see the User Profile page.
3. Click the Create White List tab.
4. On the page that appears, click Create White List IP button.
5. Fill in the form that appears:
   - **IP** - an IP you wish to enter to the white list.
   - **Description** - any description (this may be a reason why you entered an IP to the list, etc.)
6. Click Save IP.
7. Repeat steps 4-6 if you need to add more IPs to the white list.

To edit/delete a whitelisted IP address, click the Actions button next to the required IP address, and then choose the required action.

19.1.6 Customer Networks

Customer networks are used for isolation of customer's virtual servers from other customers' VSs via VLAN. This feature is applicable only for VSs with VMware compute resource.

For more information, see Customer vCenter Networks.

19.1.7 Log in as User

Administrators can log in as a user to see their view of the cloud. To do so:
1. Go to your Control Panel's Users and Groups menu. You'll see a list of all user accounts in your cloud.
2. Click the Actions button next to the user you'd like to log in as, then select Login as option.
3. Your screen will refresh and you should now be logged in as that user.

To return to your original view of the cloud, click the Back to Admin Area link at the top of the screen.
19.1.8 Create User

To add a new user:

1. Go to your Control Panel’s **Users and Groups** menu. You’ll see a list of all user accounts in your cloud.
2. Click the **Create User** button at the bottom of the list.
3. Fill in the user creation form step by step:

   **Step 1 of 4**
   - Move the **Use Gravatar** slider to the right to use the gravatar image.
   - **Login name** - provide user login name. It can consist of 2-40 characters, letters [A-Za-z], digits [0-9], dash [ - ], lower dash [ _ ], [@]. You can use both lower- and uppercase letters.
   - **First name** - specify user first name. It can consist of any 1-20 characters.
   - **Last name** - specify user last name. It can consist of any 1-20 characters.
   - **Email address** - specify user email.
   - **Time zone** - select the required time zone from the drop-down box.
   - **Locale** - specify user locale settings by selecting the appropriate locale from the drop-down box (see **Locales** section for details).
   - **Password** - specify user password and confirm it. The password can consist of 6-40 characters and must meet the password complexity requirements.
   - **Repeat password** - **repeat** user password
   - **Additional info** - fill in field 1, field 2, field 3, testing with additional information
   - **Display infoboxes** - move the slider to the right to display guidance infoboxes for the user.
   - **Click** **Next**.

   **Step 2 of 4**
   - Assign user to the billing plan by selecting the required billing plan from the drop-down box.
   - **Click** **Next**.

   **Step 3 of 4**
   - **User role** - select the user role for this user.
- User group - assign user to the user group by selecting the required user group from the drop-down box.
- Click Next.

**Step 4**
- Specify Auto-suspending options if any. You can configure the system to suspend a user at a definite time or in several hours after creation.

4. Click the Save button to finish.

**19.1.9 User Additional Fields**
User Additional Fields allow administrators to create custom fields and use them with the API or a third party system. The custom fields are stored and edited in the user profile.

To add a new Additional Field:
1. Log in to the Control Panel as an Admin.
2. Go to the Users and Groups menu.
3. On the screen that appears, click the User Additional Fields button at the bottom of the list.
4. Click the Create Additional Field at the bottom of the list.
5. Fill in the form that appears. You can choose the string/integer data type, and set the Default Value that will be displayed if a user hasn't specified data for this field, or if they have entered information that doesn't match the data type.
6. Click the Create New Field button to finish.

To edit or delete an additional field:
1. Click the Edit icon next to an additional field to change its details.
2. Click the Delete icon next to an additional field to delete it.

**19.1.10 Edit User**
To edit a user account:
1. Go to your Control Panel's Users and Groups menu. You'll see a list of all user accounts in your cloud.
2. Click the Edit icon next to the user you want to edit.
3. Change their details as required on the screen that appears:
   - Move the Use Gravatar slider to the right to use the gravatar image.
   - Login name - provide user login name. It can consist of 2-40 characters, letters [A-Za-z], digits [0-9], dash [-], lower dash [ _ ], [@]. You can use both lower- and uppercase letters.
- **First name** - specify user first name. It can consist of any 1-20 characters.

- **Last name** - specify user last name. It can consist of any 1-20 characters.

- **Email address** - specify user email.

- **Time zone** - select the required time zone from the drop-down box.

- **Locale** - specify user locale settings by selecting the appropriate locale from the drop-down box (see **Locales** section for details).

- **System theme** - specify the desirable theme for the user CP look and feel. By default, the global cloud settings are applied.

- **Password** - specify user password and confirm it. The password can consist of 6-40 characters and must meet the password complexity requirements.

- **Repeat password** - repeat user password

- **Display infoboxes** - move the slider to the right to display guidance infoboxes for the user.

- **Billing plan** - select the required billing plan from the drop-down box.

- **User roles** - select the user role for this user.

- **User group** - assign user to the user group by selecting the required user group from the drop-down box.

- **Auto suspending** - edit the auto-suspending options.

4. Click the **Save** button to finish.

You can also view and change the following settings when editing a user:

- **User Payments**
- **Billing Plans**
- **User Whitelist IPs**
- **View User Backups**
- **Customer Networks** (standalone guide)
- **Add SSH Key**

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### 19.1.11 Add SSH Key

To add a SSH key to a user profile:

1. Go to your Control Panel's **Users and Groups** menu.
2. Click the **Edit** icon next to the required user.
3. Click the **SSH Key** button.

4. On the pop-up screen you can add a new key, and edit/delete a key. The SSH key will be automatically assigned to all VSs the user creates. To assign keys to existing VSs, go to the **VS Overview -> Properties** menu.

### 19.1.12 Delete User

Completely deleting a user from the system is a two-step process.

#### 19.1.12.1 Step 1. Deleting users and their resources.

To delete a user:

1. Go to your Control Panel's **Users and Groups** menu. You'll see a list of all user accounts in your cloud.

2. Click the **Actions** icon next to the user you want to remove, then choose **Delete**. A confirmation window with the warning that all resources associated with the user will be removed as well will appear. Click the **Confirm** button. The additional window pops up with the requirement to enter the admin password. Enter the password and click **Confirm**.

    To enable confirmation of user deletion by means of password go to Control Panel's **Settings** menu > **Configuration** > **Defaults** tab and move the **Enable password protection on user deleting** slider to the right. Otherwise, the password protection will be disabled by default.

After this process all user's resources will be deleted, however, the user and their statistics will remain in the cloud. Recipes that run on other user's resources are not deleted after their owners are removed. These recipes can be accessed via **Recipes > Unowned** recipes menu. User with global permissions can become an owner of any of the unowned recipes by choosing **Actions > Become an owner**.
19.1.12.2 Step 2. Erasing the user.

The deleted user will appear in the users list with the deleted status. The cloud administrator can completely erase the user from the cloud by performing the following procedure:

1. Go to your Control Panel's **Users and Groups** menu. You’ll see a list of all user accounts in your cloud.
2. Click the Actions icon next to the user you want to delete, then choose Erase. You’ll be asked for confirmation before the user is erased.

19.1.13 Suspend and Activate Users

Suspending a user account makes it inactive, but still present on the system. A suspended user will not be able to log into the Control Panel. To suspend an account:

1. Go to your Control Panel's **Users and Groups** menu. You'll see a list of all user accounts in your cloud.
2. Click the Suspend icon next to the user you want to suspend. You’ll be asked for confirmation before the user is suspended.
3. To activate a suspended user, click the Activate user button next to their entry in the Users and Groups menu.

You can also set a user to auto-suspend at a certain time/date on the user’s Edit Profile screen (**Users & Groups > [user name] > Edit Profile tab**).

19.1.14 View User Backups

Backups in OnApp clouds are associated with user account. To view backups of a particular user:

1. Go to your Control Panel's **Users and Groups** menu.
2. You’ll see a list of all user accounts in your cloud. Click the name of a required user.
3. On the **User Details** screen, click **Backups** tab.
4. On the screen that appears, you'll see the list of backups that belong to this user along with their details:

- o date when the backup was taken
  o target
  o status
  o backup size
  o initiated
  o backup server
  o note
  o virtual server
  o customer

To move to the VS backups page, delete a backup or convert it to template, click the Actions button next to template and then select the required action.

19.1.15 Unlock User

To unlock the user:

1. Go to your Control Panel's Users and Groups menu. You'll see a list of all user accounts in your cloud.
2. Click the Actions button next to the locked user, then click the Unlock Account button.

19.2 User Groups

You can assign users into different user groups, so you can tie some users together and offer similar cloud experiences. At present, you can configure the following for user groups:

- assign a UI theme to specific user groups (Settings > Look&Feel menu)
- set the default roles
- specify billing plans

User groups are also used for configuring restrictions sets to correctly set up the reseller role. These can limit the resources available to a user based on either the user's billing plan or the user group.
19.2.1 View User Group

To view user groups:
1. Go to your Control Panel's Users and Groups menu.
2. Click the User Groups tab.
3. Click a group's label to see all the roles and billing plans assigned to the questioned group.

19.2.2 Create User Group

To create a user group:
1. Go to your Control Panel's Users and Groups menu.
2. Click the User Groups tab.
3. On the page that follows, click Create Group button.
4. On the next page, fill in the user group details:
   - label - choose a name for the user group

The following parameters affect restrictions sets configuration only:
1. 
   - roles - assign role(s) which will be available to resellers with the appropriate restrictions set
   - billing plans - assign billing plan(s) which will be available to resellers with the appropriate restrictions set
5. Click Save.

19.2.3 Edit User Group

To edit a user group:
1. Go to your Control Panel's Users and Groups menu.
2. Click the User Groups tab.
3. Click the Actions button next to the user group you want to change, then click Edit. Alternatively, you can click the user group's label and on the screen that appears, click the Edit (pencil) icon.
4. Edit the user group details:
   - label - choose a name for the user group
The following parameters affect restrictions sets configuration only:

1. roles - assign role(s) which will be available to resellers with the appropriate restrictions set
2. billing plans - assign billing plan(s) which will be available to resellers with the appropriate restrictions set

5. Click **Save**.

### 19.2.4 Assign New User to Group

You can do this on the Add New User screen, as part of the user creation process:

1. Go to your Control Panel's **Users and Groups** menu.
2. Click the **Create User** button.
3. In the **Roles & Groups** section, select the User Group from the drop-down menu.
4. Complete the other user detail fields, and click **Save**.

### 19.2.5 Change User Group for User

You can change the group a user is assigned to on the Edit User screen:

1. Go to your Control Panel's **Users and Groups** menu.
2. Click the **Actions** icon next to the user, then click **Edit**.
3. Select a user group for the user from the user group drop-down menu.
4. Click the **Save** button.

### 19.2.6 Delete User Group

To delete a user group:

1. Go to your Control Panel's **Users and Groups** menu.
2. Click the **User Groups** tab.
3. Click **Delete** in the **Actions** list next to a user group to delete a specific group.

### 19.3 Drop Session

The Drop session panel is used to terminate a session from an OSA-ICC. You can use this functionality if you need to terminate a session because you can't get to a PC or you have a bad connection.

If the auto-reconnect option was selected during the customization of your session, the option will
automatically reconnect your session after you drop it.
To drop sessions:
1. Go to your Control Panel's Users and Groups menu.
2. On the Users tab, click the Drop all sessions tab in the lower left corner of your screen.

19.3.1 Drop Own Sessions
To terminate own sessions:
1. Click on your user name at the top of the Control Panel screen to view details of the user account you're currently logged in with.
2. On the screen that appears, click Drop Other Sessions button.
All sessions, except the active one, will be dropped.

To be able to use drop session functionality, you should have the following permissions enabled for your user role:
- Drop all the existing sessions (sessions.drop_all)
- Drop all the user sessions but the current (sessions.drop_others)

For details on permissions, refer to the Permissions List section.

19.4 Users with Config Problems

With OnApp you can manage users which have some configuration problems and resolve those issues through the Users with config problems menu.
For this:
1. Go to your Control Panel's Users and Groups menu.
2. Click the Users with Config Problems tab, and then choose one of the following:
   o Users without roles - shows the list of those users who do not have the roles assigned.
   o Users without time zones - shows the list of users who do not have the time zones set.
   o Users without user groups - shows the list of users who are not assigned to any user group.
3. On the page that appears, click the Actions button next to a required user to perform the following:
4. 
   o Log in as User
- Edit User
- Delete User
- Suspend and Activate Users
- Whitelist IPs
20 ROLES AND SETS

OnApp allows you to assign roles to users. Each role has a set of permissions associated with it. By assigning users to different roles you can control what those users are allowed to do. Roles are assigned to users during the user creation process.

OnApp provides the following pre-configured user roles:

- Administrator
- User

For details on user permissions, see Permissions List.

20.1 Create New Role

To add a new role:

1. Go to Control Panel > Roles and Sets.
2. Click the Roles tab.
3. Press the "+" button or click the Create Role button at the bottom of the screen.
4. On the screen that follows, give the role a name (label) and use the radio buttons to set its permissions.
5. Click the Save button to finish.

On the Add New Role screen there are also buttons to give full access to the role (this automatically checks all relevant boxes to allow that role to perform any action) and to deselect all permissions, if you want to start from scratch.

Make sure to enable either the Select resources manually on virtual server creation or the Select instance type on virtual server creation permission, or both if required. If the user does not have any of these permissions enabled, they will not be able to create virtual servers.
20.2 Edit Role

To edit a role:
1. Go to Control Panel > Roles and Sets.
2. Click the Roles tab. You'll see a list of all roles on your system and a number of users assigned to each role.
3. Click the Actions button next to the role you want to change, then click Edit.
4. On the screen that appears, change the role’s description and permissions, then click the Save button.

20.3 Delete Role

To delete a role:
1. Go to Control Panel > Roles and Sets.
2. Click the Roles tab. You'll see a list of all roles in your system.
3. Click the Actions button next to the role you want to delete, then click Delete. You'll be asked for confirmation before the role is removed.

20.4 Clone Role

You can copy the role with all its permissions in OnApp. To clone a role:
1. Go to Control Panel > Roles and Sets.
2. Click the Roles tab. You'll see a list of all roles in your system and a number of users assigned to each role.
3. Click the Actions button next to the role you want to change, then click Clone.

Now the role is copied with the name of the original role proceeded with the date and time suffix.

To change the role’s name or the set of permissions, edit its details:
1. Go to Control Panel > Roles and Sets.
2. Click the Roles tab. You'll see a list of all roles in your system and a number of users assigned to each role.
3. On the screen that appears, click the Edit (pencil) icon.
4. Change the permissions and role’s label if required.
5. Click **Save** to apply the changes.

### 20.5 Restrictions Sets

The restrictions set is a customizable group of limitations. Configure restrictions sets to create a sub-admin role, i.e. reseller role, with control over a limited amount of cloud resources. This tool gives cloud administrators more flexibility in limiting resources and operations available to reseller role(s). Creating a new restrictions set associates a role or number of roles with certain resources’ limitations. The resellers can only view and control the part of cloud assigned to them by the cloud administrator. Within that part they have admin permissions. However, they cannot view or use the resources of the whole cloud.

Previously, the exact list of resources and actions that the users were able to handle in their cloud was defined by the following parameters:

- **billing plan** - configures which resources are available to users (e.g. data store zones, recipes, network zones, and so on). If none are added, the user will have unlimited resources.
- **roles/permissions** - specifies which actions the user can perform with those resources configured by billing plan (e.g. See all data store zones in the cloud, edit own recipes only, etc.).

The restrictions sets add possibility to tie the user limitations with the user groups. With this new option, you can choose if the particular resources are restricted by the following:

- **billing plans** - if restricted by billing plans, the resellers will be able to manage only those resources which are added to a billing plan. If nothing is added, no resources will be available.
- **user groups** - if the resource is restricted by user group, the reseller will be able to handle only the resources owned by the users of their group.

- Resellers cannot create any new zones or resources.

- A reseller cannot create roles, therefore, the roles that reseller requires have to be created by the cloud administrator. Further corrections to user roles can only be performed by the cloud administrator.

- Reseller’s users have the same permissions as regular OnApp users.

- We recommend that the cloud administrator grants the reseller full access to all resources excluding the following permissions:
  - **Restrictions Resources group**
20.5.1  Configure Reseller Role

The reseller role is limited only to the part of the cloud assigned to the reseller by the cloud administrator. Resellers have no influence on the cloud as a whole. This section describes the steps the cloud administrator needs to perform to configure the reseller role.

To implement and use the reseller instance, cloud administrator must create and tie together the following:

- a reseller role
- a billing plan
- a user group
- a reseller account
- a restrictions set

Further, the resellers can adjust the cloud "Look and Feel" to their preferences.

20.5.1.1  Create a reseller role

The cloud administrator creates a reseller role. This process is similar to creating other roles in OnApp. For more information, see Create New Role.

We recommend that the cloud administrator grants the reseller full access to all resources excluding the following permissions:

- Restrictions Sets group
- Create/update/destroy role
- Create new zones or resources
• Restrictions Resources group
• Restrictions Sets group
• Create/update/destroy role
• Create new zones or resources

20.5.1.2 Create a restrictions set
The restrictions set specifies to which resources in the cloud the reseller will have the limited access. If you do not limit a particular resource, the reseller will have unlimited admin-like access to it. When creating a restrictions set, you tie the role to which a reseller user will be further assigned with the limitations configured in this set. Refer to the Create Restrictions Sets section for details on how to create restrictions sets.

20.5.1.3 Create billing plan
Create a billing plan for the reseller and specify the limits and prices for the resources. For more information, see Set Billing Plan Prices And Resource Limits.
If the restrictions for the reseller role are set based on the billing plan approach, then the billing plan of the reseller works differently from typical OnApp billing plans. In typical ones, if the resources are not added, users assigned to such a billing plan will have access to unlimited resources. In case of a reseller, if some resources were not added, the reseller will have no access to that resource.

20.5.1.4 Create other roles required by the reseller
Create the roles which the reseller requires so that they could add their own users based on it, as the reseller cannot create new or update existing roles. This process is similar to creating other roles on OnApp. For more information, refer to Create New Role section.
All further corrections to the roles are performed by the cloud administrator. Therefore, it is important that the resellers inform the cloud administrator what functionality they require for users to have access to.

20.5.1.5 Create a user group
To tie the restrictions set with the end users of the reseller and their resources, create a user group and add there the appropriate user roles.
During the user group creation process, the cloud administrator:
• Adds the reseller role and the roles requested by the reseller to the group
• Adds the reseller's billing plan to the group
For more information on how to create a role, refer to Create New Role section.

20.5.1.6 Create reseller account
Create a reseller account:
• Assign the reseller role to this account
• Assign the reseller's billing plan to this account
• Add the reseller to the user group created earlier

For more information on creating users, refer to Create User section.

20.5.2 Create Restrictions Sets

To create a restrictions set:
1. Go to the Control Panel > Roles and Sets menu.
2. Click the Restrictions Sets tab.
3. Press the "+" button or click the Create Set button at the bottom of the screen.
4. On the screen that follows, fill in the restrictions set details:
   o label - choose a name for the restrictions set
   o roles - select the roles that will be limited under the restrictions set
   o resources - choose the resources you want to limit for the resellers assigned to the role specified above. You can restrict users by billing plan and user group or both:
     ▪ billing plans - if restricted by billing plans, the resellers will be able to manage only those resources which are added to a billing plan. If nothing is added to a billing plan, no resources will be available.
     ▪ user groups - if the resource is restricted by user group, the reseller will be able to handle only the resources owned by the users of their group.
     ▪ both - if the resource is restricted both by user group and billing plan, the restrictions overlap.

For the list of resources that can be limited under a restrictions set, see List of Restrictions Resources.

5. Click the Submit button to finish.

20.5.3 List of Restrictions Resources

Restrictions sets can limit the following resources:

Some resources can be limited both by billing plan and user group. If two restrictions are selected for one parameter, the reseller's access to this resource will be defined by both
these limitations at the same time.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Restriction Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Activity logs</strong></td>
<td>by user group</td>
<td>The reseller can see the activity log of those users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td><strong>Autoscaling configuration</strong></td>
<td>by user group</td>
<td>The reseller can manage only those autoscaling configurations, which are created for VSs created by users who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage autoscaling configurations for VSs which are created on Compute resources in Compute zones added to reseller billing plan.</td>
</tr>
<tr>
<td><strong>Backups server zones</strong></td>
<td>by billing plan</td>
<td>The resellers can manage backup server zones within the limits set in their billing plan.</td>
</tr>
<tr>
<td><strong>Backup servers</strong></td>
<td>by billing plan</td>
<td>The reseller can see and use only those backup servers, which are set in his billing plan.</td>
</tr>
<tr>
<td><strong>Backups</strong></td>
<td>by user group</td>
<td>The reseller can configure only those backups, which are created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage backups created on backup server zones added to the reseller billing plan.</td>
</tr>
<tr>
<td><strong>Base resources</strong></td>
<td>by user group</td>
<td>The reseller can manage only those base resources of billing plans which are assigned to users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td><strong>Billing plans</strong></td>
<td>by user group</td>
<td>The reseller can manage only those billing plans, which are assigned to users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td><strong>Blueprints</strong></td>
<td>by billing plan</td>
<td>The reseller can manage blueprints stored on data store zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td></td>
<td>by user group</td>
<td>The reseller can see and use only those blueprints, which were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td><strong>CDN resources</strong></td>
<td>by user group</td>
<td>The reseller can manage only those CDN resources, which are used by customers, who are members of the user group to</td>
</tr>
<tr>
<td>Resource</td>
<td>Restriction Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CDN usage statistics</td>
<td>by user group</td>
<td>The reseller can monitor only CDN usage statistics of those users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Customer networks</td>
<td>by user group</td>
<td>The reseller can manage only those customer networks, which are created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage customer networks created on network zones which are added to the reseller billing plan.</td>
</tr>
<tr>
<td>Customer VLANs</td>
<td>by user group</td>
<td>The reseller can manage only those customer VLANs, which are created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Data store zones</td>
<td>by billing plan</td>
<td>The reseller can manage data store zones within the limits set in his billing plan.</td>
</tr>
<tr>
<td>Data stores</td>
<td>by billing plan</td>
<td>The reseller can manage data stores added to data store zones specified in their billing plan. Without this restriction the reseller will be able to see all the data stores in the cloud (if permissions allow).</td>
</tr>
<tr>
<td>Disks</td>
<td>by user group</td>
<td>The reseller can manage only those disks, which are used by customers, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage disks located on data store zones which are assigned to their billing plan.</td>
</tr>
<tr>
<td>DNS zones</td>
<td>by user group</td>
<td>The reseller can manage only those DNS zones, which are created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Edge groups</td>
<td>by billing plan</td>
<td>The reseller can manage edge groups within the limits set in his billing plan.</td>
</tr>
</tbody>
</table>
| Edge servers           | by user          | The reseller can manage only those edge servers, which are
<table>
<thead>
<tr>
<th>Resource</th>
<th>Restriction Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>group</td>
<td>created by users, who are members of the user group to which this reseller is assigned.</td>
<td></td>
</tr>
<tr>
<td>by billing plan</td>
<td>The reseller can manage edge servers within the limits set in his billing plan.</td>
<td></td>
</tr>
<tr>
<td>Firewall rules</td>
<td>by user group</td>
<td>The reseller can manage only those firewall rules, which are set by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage firewall rules for VSs created in network zones which are added to the reseller billing plan.</td>
</tr>
<tr>
<td>Compute zones</td>
<td>by billing plan</td>
<td>The reseller can manage Compute zones within the limits set in his billing plan.</td>
</tr>
<tr>
<td>Compute resources</td>
<td>by billing plan</td>
<td>The reseller can manage Compute resources assigned to Compute zones which are added to their billing plan.</td>
</tr>
<tr>
<td>iFrames</td>
<td>by user group</td>
<td>The reseller can manage only those iFrames, which are created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Template groups</td>
<td>by billing plan</td>
<td>The reseller can manage template groups within the limits set in his billing plan.</td>
</tr>
<tr>
<td>Templates</td>
<td>by billing plan</td>
<td>The reseller can manage templates assigned to template stores which are added to the reseller billing plan.</td>
</tr>
<tr>
<td>IO statistics</td>
<td>by user group</td>
<td>The reseller can monitor only IO statistics of those users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage IO statistics stored on data store zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td>Virtual server's IP addresses</td>
<td>by user group</td>
<td>The reseller can manage IP addresses for VSs, which are owned by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage IP addresses for VSs running on Compute resources assigned to Compute zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td>Resource</td>
<td>Restriction Type</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>IP addresses</td>
<td>by billing plan</td>
<td>The reseller can manage IP addresses in the network zones added to reseller billing plans.</td>
</tr>
<tr>
<td>Last access log</td>
<td>by user group</td>
<td>The reseller can view only the last access log of those users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Load balancers</td>
<td>by user group</td>
<td>The reseller can manage only those load balancers that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage load balancers running on Compute resources attached to Compute zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td>Load balancing clusters</td>
<td>by user group</td>
<td>The reseller can see and manage only those load balancing clusters that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can see and manage load balancing clusters running on Compute resources attached to Compute zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td>Log items</td>
<td>by user group</td>
<td>The reseller can view only the log items of users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Nameservers</td>
<td>by billing plan</td>
<td>The reseller can configure resolvers on network zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td>Network zones</td>
<td>by billing plan</td>
<td>The reseller can see and manage network zones within the limits set in his billing plan.</td>
</tr>
<tr>
<td>Networks</td>
<td>by billing plan</td>
<td>The reseller can see and manage only networks attached to network zones which are added to reseller billing plan.</td>
</tr>
<tr>
<td>OAuth providers</td>
<td>by user group</td>
<td>The reseller can configure only those OAuth identity providers that are used by customers, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Payments</td>
<td>by user group</td>
<td>The reseller can view only the payments made by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Recipe groups</td>
<td>by billing plan</td>
<td>The reseller can see and manage recipe groups within the limits</td>
</tr>
<tr>
<td>Resource</td>
<td>Restriction Type</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>plan</td>
<td></td>
<td>set in his billing plan.</td>
</tr>
<tr>
<td>Recipes</td>
<td>by user group</td>
<td>The reseller can manage only those recipes, that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage recipes assigned to recipe groups which are added to the reseller billing plan.</td>
</tr>
<tr>
<td>Roles</td>
<td>by user group</td>
<td>The reseller can see and manage only those roles that are assigned to his user group.</td>
</tr>
<tr>
<td>SAML identity providers</td>
<td>by user group</td>
<td>The reseller can see and manage only those SAML identity providers that were configured by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Schedule logs</td>
<td>by user group</td>
<td>The reseller can view only the schedule logs of the users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can view schedule logs depending on where the backup schedules have been taken:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• for normal backups, the schedule logs for data store zones added to reseller billing plan are available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• for incremental backups, the schedule logs for Compute zones added to reseller billing plan are available</td>
</tr>
<tr>
<td>Schedules</td>
<td>by user group</td>
<td>The reseller can see and manage only those schedules, that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can view schedules depending on where they have been taken:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• for normal backups, the schedules for data store zones added to reseller billing plan are available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• for incremental backups, the schedules for Compute zones added to reseller billing plan are available</td>
</tr>
<tr>
<td>Resource</td>
<td>Restriction Type</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Storage servers</td>
<td>by user group</td>
<td>The reseller can see and manage only those storage servers, that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage storage servers that are based on Compute resources from Compute zones added to reseller billing plan.</td>
</tr>
<tr>
<td>Transactions</td>
<td>by user group</td>
<td>The reseller can view only the transactions of those users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>User groups</td>
<td>by user group</td>
<td>The reseller can see and manage only those user groups, that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>White IPs</td>
<td>by user group</td>
<td>The reseller can see and manage only those white IPs that were added by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Users</td>
<td>by user group</td>
<td>The reseller can see and manage only those users who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td>Virtual server snapshots</td>
<td>by user group</td>
<td>The reseller can see and manage only those virtual server snapshots, that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can see and manage snapshots of virtual servers running on the Compute resources from the Compute zones added to reseller billing plan.</td>
</tr>
<tr>
<td>Virtual servers</td>
<td>by user group</td>
<td>The reseller can manage only those virtual servers, that were created by users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can see and create virtual servers within the limits set in his billing plan.</td>
</tr>
<tr>
<td>Virtual machine statistics</td>
<td>by user group</td>
<td>The reseller can view only the virtual server statistics of those users, who are members of the user group to which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing</td>
<td>The reseller can view the statistics for virtual servers running on the Compute resources from the Compute zones added to</td>
</tr>
</tbody>
</table>
## ROLES AND SETS - RESTRICTIONS SETS

### Resource | Restriction Type | Description
---|---|---
| | plan | reseller billing plan.

The following vCD restrictions set elements apply to vCloud users only:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Restriction Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org Networks</td>
<td>by billing plan</td>
<td>The vCloud user can manage org networks which reside in the network zone associated with vCD billing plan.</td>
</tr>
<tr>
<td>vApps</td>
<td>by user group</td>
<td>The vCloud user can manage only vApps which run in the vCloud organization (user group).</td>
</tr>
<tr>
<td>vApp Templates</td>
<td>by user group</td>
<td>The vCloud user can manage only vApp templates in the vCloud organization (user group).</td>
</tr>
<tr>
<td>Catalogs</td>
<td>by user group</td>
<td>The vCloud user can manage only vApp template catalogs in the vCloud organization (user group).</td>
</tr>
<tr>
<td>vDCs</td>
<td>by user group</td>
<td>The vCloud user can manage virtualDataCenters which exist in the vCloud Organization (user group).</td>
</tr>
<tr>
<td>vDC Storage Profiles</td>
<td>by user group</td>
<td>The vCloud user can manage Storage profiles associated with virtualDataCenters in the vCloud Organization (user group).</td>
</tr>
<tr>
<td>vCloud Credentials</td>
<td>by user group</td>
<td>The vCloud users can manage vCloud credentials only of those users, who are assigned to their vCloud organization (user group).</td>
</tr>
</tbody>
</table>

### 20.5.4 Edit Restrictions Sets

To edit a restrictions set:

1. Go to **Control Panel > Roles and Sets** menu.
2. Click the **Restrictions Sets** tab. You'll see a list of all restrictions sets.
3. Click the **Actions** button next to the restrictions set you want to change, then click **Edit**.
4. On the screen that appears, you can change the following parameters:
   - **Label**
   - **Roles**
   - **Resources**
5. Click the **Submit** button.
20.5.5  Delete Restrictions Sets

To delete a restrictions set:

1. Go to Control Panel > Roles and Sets menu.
2. Click the Restrictions Sets tab. You'll see the list of all restrictions sets.
3. Click the Actions button next to the restrictions set you want to remove, then click Delete. You'll be asked for confirmation before the restrictions set is removed.
21 BILLING PLANS

Before users can create virtual servers in your cloud, it is important to set prices for the resources they use. This is a three-step process: creating a billing plan, setting prices and resources limits for that plan, and then assigning users to that plan.

You can set default (master) and custom resource limits for compute resource, data store and network zones. The master bucket/template is a virtual zone which does not exist physically. They are added to each billing plan automatically. The main purpose of the master bucket and master template is holding limit and price settings that can be applied to multiple zones with one click. The master bucket sets the total limits for all compute zones added to the bucket. The master template sets the same limits per each zone using master template: you can simply set desired limits and prices per master zone and assign all your data store and network zones to it.

21.1 Master Bucket Billing

Master bucket is created automatically with each billing plan as a part of the compute zone limits section. Master bucket is highlighted in green. You can add or remove compute zones to/from the master bucket any time after the billing plan creation.

Depending on the configuration, compute zone billing may behave differently:

1. **The billing plan contains only master bucket with no compute zones within and besides it.**
   In this case the limits and prices set in the master bucket will be applied to all user’s virtual servers. Users will be able to create virtual servers in any compute zone available as long as there are enough limits in the master bucket.

   If you create or alter a billing plan of a user who already has compute zones, "orphaned" compute zones will use master bucket limits. For example, if user has three compute zones and you add two of them to the billing plan, the third one will be billed according to the master bucket limits.

2. **The billing plan contains several compute zones, all of which are added to master bucket.**
   The users signed up with this plan will be able to manage virtual servers in these zones only. The master bucket limits and prices are total for all the zones and affect all compute resources in these zones as if they were a single zone. For example, if you have three Compute zones added to the master bucket with the CPU limit set to 6, you can either create one virtual server with 6 CPUs in any of three zones, or three virtual servers with two CPUs in any of the three compute zones, or two virtual servers with three CPUs, and so on.
3. **The billing plan contains several compute zones with custom prices and limits.**
   Users will only be able to control these zones’ resources. The prices and ability to control virtual servers are determined by limits set for each compute zone individually. For example, you will be only able to create virtual servers in the Compute zones set in the billing plan. Limits and prices for that virtual servers will be taken from the corresponding compute zone limits (each compute zone will have its own limits and prices).

4. **The billing plan contains mixed compute zone limits (both master and custom).**
   For example, if there are three compute zones added to a billing plan, two of which are added to the master bucket and one zone added with custom limits, the first two zones will share the master bucket’s limits, while the third one will use its own limits.

   *Refer to Set Billing Plan Prices And Resource Limits section for details on applying resources to zones.*

### 21.2 Master Template Billing

Master template is created automatically with each billing plan as a part of the data store zone and network zone limits sections. Master templates are highlighted in yellow. You can add data stores and network zones to the master templates any time after the billing plan creation.

Depending on the configuration, master template billing may behave differently:

1. **The billing plan contains only the master template with no data store/network zones added.**
   In this case the billing plan does not limit/charge the data stores and networks.

2. **The billing plan contains one or more data store/network zones which are not added to the master template and have custom prices/limits.**
   The prices and ability to control virtual servers is determined by limits set for each data store/network zone individually. Users signed up with this billing plan will be able to control only data store/network zones set in the billing plan. Limits and prices will be taken from the corresponding data store/network zone limits (each data store/network zone will have its own limits and prices).

3. **The billing plan contains data store/network zones added to the master template.**
   The master template zones’ limits and prices will affect all those data stores/networks according to the limits and prices set in master template. That means that each zone will have the limits and prices as the master template.

4. **The billing plan contains mixed data store/network zone limits (both master and custom).**
   For example, if there are three data store zones added to a billing plan, two of which are added to the master template and one zone added with custom limits, the first two zones will have the same limits and prices as those set for the master template, while the third one will use its own limits.

   *Refer to Set Billing Plan Prices And Resource Limits section for details on applying resources to zones.*
When a zone is assigned to the master bucket or master template, its current prices are deleted and substituted with corresponding bucket/template zone’s settings. When you unsubscribe a billing plan limit from the master bucket or master template, its resources will be restored.

21.3 Create Billing Plan

To create a billing plan:
1. Go to your Control Panel’s Billing Plans menu.
2. On the screen that appears, press “+” button or click the Create Billing Plan button at the bottom of the screen.
3. Complete the form on the screen that follows:
   o Label - give your billing plan a name.
   o Monthly price – set a monthly price for the billing plan. This price will be applied regardless of the actual prices for used resources.
   o Currency - set a currency to charge in.
4. Specify Windows licensing support settings:
   o Tick the MAK licensing box to enable MAK licensing for a user signed up for this plan
   o Tick the KMS licensing box to allow using KMS service
   o Choose User license to allow inserting custom licenses
5. Click Save to finish.

21.4 Set Billing Plan Prices And Resource Limits

You can set pricing and limits for cloud resources for each billing plan.

To add a resource limit to a billing plan:
1. Go to your Control Panel’s Billing Plans menu.
2. The screen that appears shows all billing plans currently available. Click the *Actions* button next to the plan in question, then click *Resources*.

3. The screen loads all the resources currently assigned to this billing plan. Now you can add limits to the following resources. If nothing added, the user gets unlimited resources:
   - User VS limits
   - Limits for template store
   - Limits for recipe groups
   - Limits for compute zones
   - Limits for data store zones
   - Limits for network zones
   - Limits for edge groups
   - Limits for backup server zones
   - Limits for guaranteed minIOPS
   - Limits for instance types

If you delete a resource associated with the billing plan from the cloud, the resource is also deleted from a billing plan. If there are no other resources of this type added to Billing Plan, the resource will become unlimited.

**User VS limits**

To set resource limits for user virtual servers:

1. Go to the billing plan resources screen (*Billing Plans* > *Resources*).
2. Click the "+" button in the upper right corner of the User VS limits.
3. In the window that pops up, select the resource type from the drop-down menu and click *Add Resource*.
4. Set limits for user virtual servers:
   - *Virtual Servers Limits (Max)* - the maximum number of virtual servers users can create.
   - *Autoscaling Limits (Free, Max, Price)* – the number of VSs using Autoscaling that user can create for free as well as the total amount of such VSs. You can also set the price for the VSs using Autoscaling (per VS).
   - *Templates, ISOs & Backups Storage (Disk size for free, Disk size, Price)* - the amount of free disk space users get for backup, ISO and template storage, and the total amount of disk space they can use for backups, ISOs and templates. Disk space is measured in GB, and priced per hour.
   - *Backups Limits (Free, Max, Price)* - the number of backups users can create for free as well as the maximum number of backups, according to their template/backup storage
space limit. You can set prices per backup per hour. Alternatively, use Templates & Backups Storage limit to charge per GB of disk space the backup actually takes.

The limits for Templates, ISOs & Backup Storage and Backup Limits will apply only if you use Compute resources for disk-related actions (basic backup scheme) in your cloud.

If there are backup servers in your cloud:
- set the Backup server zone limits as required.
- set the Backups (User VS Limit) max limit to 0.

- **Template Limits (Free, Max, Price)** - the number of user templates which can be created for free as well as the maximum number of user templates, according to their template/backup storage space limit. You can set prices per user template per hour. Alternatively, use Templates & Backups Storage limit to charge per GB of disk space the template actually takes.

- **Customer network limits** - (Free, Max, Price) - the number of customer networks users can create for free, and the maximum number of customer networks they can create.

- **ISO Limits (Free, Max, Price)** - the number of ISOs users can create for free as well as the maximum number of ISOs, according to their template/ISO/backup storage space limit. You can set prices per ISO per hour. Alternatively, use Templates, ISOs & Backups Storage limit to charge per GB of disk space the ISOs actually take.

- **Acceleration (Free, Max, Price)** - the number of virtual servers users can accelerate using an accelerator for free as well as the maximum number of accelerated VSs. You can set prices per accelerated VS per hour.

- **Application Servers (Max)** - the maximum number of application servers users can create.

- **DRaaS (Price)** - the additional prices for VSs that have DRaaS enabled: for disk size per GB per hour, for RAM per MB per hour, for CPU core per core per hour, for CPU per percent per hour or CPU per unit per hour.

Billing plan resource limits are specified per user, not per VS. So, a user assigned to a plan with a maximum available disk size of 500Gb cannot exceed that limit across all of their virtual servers.

**Limits for template store**

When you add template store limits to a billing plan, you limit the number of preconfigured system templates available to users signed up for this billing plan – they can only choose from templates specified.
To add resource limits for template store:
1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the "+" button in the upper right corner of the Limits for Template Store box.
3. In the window that pops up, select the target template distribution from the drop-down menu and click Add Resource.

**Limits for recipe groups**

When you add a recipe group to a billing plan, you limit the number of preconfigured plug-ins called recipes to users signed up for this billing plan - they can only choose from the recipe groups specified. If nothing added to a billing plan, the users can use all the recipe groups in the system.

User's own recipes will not be included into the billing plan.

To add resource limits for recipe groups:
1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the "+" button in the upper right corner of the Limits for Recipe Groups box.
3. In the window that pops up, select the target recipe group from the drop-down menu, and click Add Resource.

**Limits for compute zones**

The master bucket is added to each billing plan automatically. The master bucket sets the total amount of limits and prices that all compute zones using the bucket will have. All servers running on a compute resource within this zone will come within these values. You can use custom resource limits for compute zones alongside with master bucket limits.

You can also reset the limits and prices and set them to default (used in master bucket). In this case your current settings will be overridden.

To add limits for Compute zones:
1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Scroll down to the Limits & Pricing for Compute Zones section and set the following limits for the Master Buckets resource:

   CPU
BILLING PLANS - SET BILLING PLAN PRICES AND RESOURCE LIMITS

- the number of CPU cores that users get for free
- the maximum number of CPU cores they can request under this plan
- the price per CPU core per hour, for VSs powered on
- the price per CPU core per hour for VSs powered off

**CPU Share**

- the CPU share % that users get for free
- the maximum CPU share % they can request under this plan
- the prices per CPU share % per hour, for VSs powered on
- the prices per CPU share % per hour, for VSs powered off

**CPU Units** - move the Use CPU Units slider to the right to enable CPU Units instead of CPU shares and CPU cores.

- the CPU units that users get for free
- the maximum CPU units they can request under this plan
- the prices per CPU unit per hour, for VSs powered on
- the prices per CPU unit per hour, for VSs powered off

- Currently CPU Units are available for Xen and KVM Compute resources only.
- Do not use CPU Units for KVM5 Compute resources, Baremetal, VMware servers, and load balancers.

**Memory**

- the amount of RAM users get for free
- the maximum RAM they can request under this plan
- the prices for RAM for VSs powered on
- the prices for RAM for VSs powered off. RAM is measured in MB and priced per hour.

3. Set the **VS creation properties** which specify the minimum amount of resources available for users in a server creation wizard form. You can also set the default values for CPU and CPU share resources. Each server created based on this particular Compute zone will be created with these default values and CPU/CPU share parameters won't be shown in a server creation wizard.
CPU Priority (refer to Billing Calculation section for details on how CPU priority is calculated)
- set the minimum CPU priority for a server
- alternatively, configure the default values which set the CPU Priority automatically assigned when creating a VS (move the Use default values slider and set the values). It is only possible to enable the Use default values option when resource prices and max limit are not set.

Memory
- set the minimum RAM available when creating a VS.

You can set default CPU and CPU priority settings in the billing plan. This option is available only if limits and prices for the CPU and CPU shares are set to zero for the corresponding zone. Specifying the default CPU and/or default CPU priority amount will result in VSS's always being created with the corresponding CPU/CPU priority amount for the given Compute zone.

To prevent users from choosing a Compute resource when creating a VS, but still enable them to select the type of virtualization, use Show Compute resources on Virtual Machine creation permission. For details, refer to Permissions List section.

4. Click the "+" button in the upper right corner of the Limits & Pricing for Compute zones box to add a custom Compute zone.

5. In the window that pops up:
   a. Select the target Compute zone from the drop-down menu.
   b. Specify if this Compute zone should use the limits set for a Master Bucket
   c. Specify if CPU units should replace CPU shares and CPU cores for this Compute zone.
   d. Click the Add resource button.

6. Set the limits and pricing. For details, refer to step 2.
7. To reset the Compute zone limits and pricing to those specified for Master Bucket, move the slider in the Use Master Bucket? column to the right.

If you’d like to prevent your users from choosing a Compute resource when creating a VS, but still enable them to select the type of virtualization, use Show Compute resources on Virtual Server creation permission. For details, refer to Permissions List section.

Limits for data store zones

The master template is added to each billing plan automatically. When applying the master template zone limits to a data store zone, each data store within this zone will have the same limits and prices as the master template. You can use custom limits for data store zones alongside with master template zone limits.

You can also reset the limits and prices and set them to default (used in master template). In this case your current settings will be overridden.

To add limits for data store zones:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Scroll down to the Limits & Pricing for Data Store Zones section and set the following limits for the Master Templates resource:
   - Disk Size - the disk space users get for free, and the maximum disk space they can request under this plan. You can set prices for disk space for VSs powered on and off. Disk size is measured in GB and priced per hour.
   - Data read - set the amount of data read users can send for free, and the price over free units. Data read is measured in GB and priced per GB.
   - Data written - set the amount of data written users can send for free, and the price over free units. Data written is measured in GB and priced per GB.
   - Input requests - specify the number of input requests per hour users can get for free and the price over free units. Input requests are measured in millions and priced per million requests.
   - Output requests - specify the number of output requests per hour users can get for free and the price over free units. Output requests are measured in millions and priced per million requests.
3. Click the "+" button in the upper right corner of the Limits & Pricing for Data Store zones box to add a custom data store zone.
4. In the window that pops up:
   a. Select the target data store zone.
   b. Select the limit type: hourly or monthly.
      When setting hourly resource type, the user will be billed only for the disk size that
OnApp 4.2 Administration Guide

Billing Plans

- Set billing plan prices and resource limits

exceeds the hourly free limit. The next hour, the user will again have the free hourly limit available and will pay only for the overused units. When setting monthly resource type, the limits for resources are set per month rather than per hour. After the free limit is exceeded, all the units overused during the month will be billed hourly according to the price set. For details on hourly/monthly billing calculation, see Billing Calculation.

c. Specify if this data store zone should use the limits set for a Master Defaults zone.
d. Click the Add resource button.

5. Set limits and prices for the data store zone. For details, refer to Step 2.

6. To reset the data store zone limits and pricing to those specified for Master Template resource, move the slider in the Use Template Master? column to the right. In this case your current settings will be overridden.

Limits for network zones

The master template is added to each billing plan automatically. When applying the master template limits to a network zone, each VS running within this zone will come under these values. You can use custom limits for network zones alongside with master template limits.

You can also reset the limits and prices and set them to default (used in master template).

To add limits for network zones:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Scroll down to the Limits & Pricing for Network Zones section and set the following for Master Templates zone:
   - IP address (Free, Max, On, Off) - the number of IP addresses users get for free, and the maximum number of IP addresses they can request under this plan. IP addresses are priced per hour.
   - Port speed - set the amount of port speed user gets for free, and the maximum port speed amount user can request. The port speed is measured in MB per second and priced per MB.
   - Data received - set the amount of data received users can send for free, and the price over free units. Data received is measured in GB and priced per GB.
   - Data sent - set the amount of data sent users can send for free, and the price over free units. Data sent is measured in GB and priced per GB.
3. Click the "+" button in the upper right corner of the Limits & Pricing for Network Zones box to add a custom network zone.

4. In the window that pops up:
   a. Select the target network zone.
   b. Select the limit type: hourly or monthly.
      When setting hourly resource type, the user will be billed only for the disk size that exceeds the hourly free limit. The next hour, the user will again have the free hourly limit available and will pay only for the overused units.
      When setting monthly resource type, the limits for resources are set per month rather than per hour. After the free limit is exceeded, all the units overused during the month will be billed hourly according to the price set.
      For details on hourly/monthly billing calculation, see Billing Calculation.
   c. Specify if this network zone should use the limits set for a Master Defaults zone
   d. Click the Add resource button.

5. Set limits and prices for the network zone. For details, refer to step 2.

6. To reset the network zone limits and pricing to those specified for Master Template resource, move the slider in the Use Master Template? column to the right. In this case your current settings will be overridden.

---

By adding Compute resource, data store and network zone resources to a billing plan, you can add to the overall limits enforced by the billing plan by limiting what amount of resource is available in different zones of your cloud.
For example: a user is assigned to a billing plan with a total limit of 10 IP addresses. The plan is associated with 2 network zones: NZ1, a high performance zone, which has a limit of 2 IPs; and NZ2, which has a limit of 8 IPs.
In this case, the user would be able to use a maximum of 10 IPs for all of their VSs - of which, up to 2 may be located in NZ1, and up to 8 located in NZ2.

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**Limits for edge groups**

To add limits for edge groups:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the "+" button in the upper right corner of the Limits for edge groups box.
3. In the window that pops up, select the target edge group from the drop-down menu, and click Add Resource.
4. Set the prices for the edge group per GB per hour.
If no limits or edge groups are specified, no edge groups will be available to this billing plan.

Limits for backup server zones

To add limits for backup server zones:

- Auto-backups are only billed per disk size. Backup quantity limit is not applied to this backup type.
- Manual backups are billed per backups disk size and per backup quantity limit.

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the "+" button in the upper right corner of the Limits for backup server zones box.
3. In the window that pops up, select the target backup server zone from the drop-down menu, and click Add Resource.
4. Set limits and prices for the backup server zone:
   - Backups - set the amount of backups users get for free, and the total amount they may use. You can set prices for backups. Quantity backup limit only affects manual backups (created by clicking the Take backup button).
   - Backup Disk Size - set a maximum amount of backup server space users get for free, and total amount of backup server space users can request. When the backup server space is exceeded, you can take a backup, but you cannot restore it unless the size is freed up. You can set prices for backup server space. Backup server space is measured in GB.
     - Please also set the Backups max limit to 0 in the User VS limits.
   - Templates - set the amount of templates users can send for free, and the prices for each template over that limit.
   - Template Disk Size - set the amount of template disk size users can receive for free, and the prices for each GB over that limit. Template disk size is measured in GB, and priced per GB.
5. If you specify backup server zone in the billing plan, users will be able to use only the backup servers specified in the backup server zones assigned to their billing plan.

6. If the billing plan does not contain any assigned backup servers zone, users will be able to use any available Backup Server.

Limits for guaranteed minIOPS

(for billing plans with SolidFire data stores added)

To add limits for guaranteed minIOPS:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the "+" button in the upper right corner of the Limits for guaranteed minIOPS box.
3. In the window that pops up, select the target data store zone from the drop-down menu, and click Add Resource.

Limits for Instance Types

When you add instance types limits, you enable users signed up for this billing plan to select predefined resource packages in the virtual server creation wizard. If you add compute/data store/network zones to this section, you limit the zones to which the instance type will apply. If no zones are added, the instance types will be applied to all zones within this billing type.

21.4.1 Add limits for Instance Types

To add limits for instance types:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the "+" button in the upper right corner of the Limits for Instance types box.
3. In the window that pops up, select the target instance type and the compute zone(s), data store zone(s) and network zone(s) the instance type will apply to. Click Add Resource.
4. Set the price that will be charged per VS powered on/off for each appropriate instance type. You can also set the pricing for overused bandwidth per GB/hr.

If you do not select any compute resource/data store/network zones, the instance type will apply to all compute resource/data store/network zones available for the user.

It is advisable that you limit the user's billing plan by the compute zones that have enough resources to support the instance type(s) you add to the user's billing plan. If the user selects a compute zone that does not have enough resources during virtual server creation, they will not see all the instances types available to them, but only those that...
21.4.2 Modify/delete Limits for Instance Types

If required, you can edit the zones the instance type applies to:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the **Actions** button next to the instance type you are interested in and select **Edit**.
3. In the window that pops up, edit the compute resource/data store/network zone(s) and click **Update**.

If there is a VS created on a compute resource/data store/network zone you remove while editing the billing plan, the VS will still be billed according to the instance type.

Also, you can delete instance types from the billing plan:

1. Go to the billing plan resources screen (Billing Plans > Resources).
2. Click the **Actions** button next to the instance type you are interested in and select **Delete**. You will be asked for confirmation before the instance type is removed from the billing plan.

Instance types that have been used during virtual server creation cannot be deleted.

21.5 Billing Plan Configuration Workflow

The following scheme describes how to configure a billing plan:
21.6 Billing Calculation

Below you will find the description of the billing logic and how the billing is calculated for the following billing plan resources:

- Hourly and monthly resource limit types
- IP addresses
- Port speed
- Guaranteed minIOPS
- Disk size
- CPU
- CPU priority
- CPU shares
- CPU units
21.6.1 Hourly and monthly resource limit types

It is possible to choose hourly or monthly billing when adding a data store or network zone resources to the OnApp billing plan.

When setting hourly resource type, the limits for resources are set per hour, and the statistics is gathered hourly and then is compared to the free resource limit. Then, the resource limits which exceed the free amount allowed are billed.

When setting monthly resource type, the limits for resources are set per month, and the statistics is gathered hourly and then is compared to the free resource limit set per month. When the free limit set per month is exceeded, the exceeding amount is billed based on the overusage price per resource per hour.

For example, user adds a data store zone monthly resource to the billing plan and sets free disk size limit per month to 50 GB:

- During the first hour, 50 GB are used (all the free limit).
- During the second hour, 2 GB are used. As there’s no free limit left, the user is charged for 2 GB per hour.
- During the third hour, 5 GB are used. Since there’s no free limit left, the user is charged for 5 GB per hour (previous 2 GB over limit are not taken into account, since they are already billed).

If a user adds a data store zone hourly resource to the billing plan and sets free disk size limit per hour to 50 GB:

- During the first hour, 5 GB are used. As the free limit is 50 GB the user is not charged (all the free limit).
- During the second hour, 52 GB are used. The user is charged for 2 GB over free limit per hour.
- During the third hour, 55 GB are used. The user is charged for 5 GB per hour overusage (previous 2 GB over limit are not taken into account, since they are already billed).

21.6.2 IP addresses

Each virtual server has two IP types: regular and outside. Public IP addresses are used for servers’ Internet access. Private IP addresses are used for private networks.

When calculating IP address billing for a particular resource, each virtual server’s IP address is compared to the free IP limit in a linear queue (starting with the first added IP address). Regular IPs are calculated first.

One IP address can be added as a regular and an outside IP at the same time. In this case, it will be only charged as a regular one. That is why outside IPs are calculated second.
The IP address billing calculation:

**Example**

Free IP address limit is 3.

**VS 1**

The first virtual server has two regular and two outside IP addresses, but the second regular IP address is the same as the second outside IP address, so the number of unique IPs assigned to this virtual server is 3.

**VS2**

The second virtual server has two regular and two outside IP addresses.

According to the billing algorithm, the first regular IP address checks if there are some IPs added before it and then gets compared to the free IP address limit. $1 < 3$, so it is not charged (2 IPs of free disk size limit left).

Then, the second IP address is compared to the remaining free IP address number. $1 < 2$, so the second IP also is not charged (1 IP of free disk size limit left).

After that, the outside IPs are calculated:

The first outside IP address checks if there are some outside IPs added before it and then gets compared to the free IP address limit.

$1 \geq 1$, so this IP address is not charged (0 IP of free disk size limit left).
Then, the second outside IP is compared to the remaining free IP address number. There are no free IPs left, but since the second regular IP address equals the second outside IP address, the second IP also is not billed.

Consequently, all IP addresses of the second virtual server are billed, as the free IP address limit is already used up.

21.6.3 Port Speed

Port speed is calculated by subtracting the free port speed value from free port speed limit and summing up the remainders. If the disk’s port speed is less that the free port speed limit, it is not billed.

The port speed billing calculation is the following:

\[(\text{NIC 1 port speed} - \text{free port speed value}) + (\text{Disk 2 port speed} - \text{free port speed value}) + \ldots\]

Example
In this example, free port speed limit is 20 MB/second.

VS 1
First virtual server has two NICs.
NIC 1 = 10 MB/second
NIC 2 = 25 MB/second

**VS 2**
Second virtual server has two NICs.
NIC 3 = 10 MB/second
NIC 4 = 30 MB/second

Then, \((10 - 20) + (25 - 20) + (10 - 20) + (30 - 20) = 15\) MB will be charged.
Since the first and the third NICs are less than the free amount, they are not charged.

### 21.6.4 Guaranteed minIOPS

Guaranteed minIOPS is calculated by subtracting the free IOPS value from each disk’s IOPS and summing up the remainders. If the disk’s IOPS is less that the free IOPS value, it is not billed.

With this in mind, the formula for minIOPS billing calculation is:

\[
(Disk 1 \text{ IOPS} - \text{free IOPS value}) + (Disk 2 \text{ IOPS} - \text{free IOPS value}) \ldots \text{etc.}
\]

In this example, free IOPS = 45
Disk 1 has 50 IOPS
Disk 2 has 45 IOPS
Disk 2 has 60 IOPS
Disk 4 has 20 IOPS
Then: \((50-45) + (45-45) + (60-45) + (20-45) = 20\) IOPS which is billed.
Since the second and the fourth disks' IOPS values are less than the free amount, these disks are not billed.

21.6.5 Disk size

When calculating disk size billing for a particular resource, each virtual server's disk size is compared to the free disk size limit in a linear queue (starting with the first added disk), then each next disk is compared to the free disk size limit remainders.

The disk size billing calculation is:
Free disk size is 50 GB.
We have two virtual servers assigned to the same data store.

**VS 1**
The first virtual server has two disks.
Disk 1 = 15 GB
Disk 2 = 20 GB

**VS 2**
The second virtual server has two disks.
Disk 1 = 20 GB
Disk 2 = 15 GB

According to the billing algorithm, the first disk checks if there are disks added before it and then gets compared to the free disk size limit:
15 < 50, so it is not charged (35 GB of free disk size limit left).

Then, the second disk is compared to the remaining free disk size limit:
20 < 35 (15 GB of free disk size limit left).
So, the second disk is also not charged.

After that, the second virtual server’s disks are processed. The third disk is compared to the remaining free disk size limit:
20 > 15 (20 - 15 = 5, so 5 GB of the disk’s size will be charged).
Finally, the fourth disk is charged for the whole disk size, as the free disk size limit is already reached.

21.6.6 CPU

CPU, CPU shares and memory limits are set for the Compute zone.

When calculating CPU billing for a particular resource, the sum of all virtual server’s CPU over the free limit is billed.

So, the CPU billing formula can be displayed as follows:

\[
(\text{VS1 CPUs}) + (\text{V2 CPUs}) + (\text{VS# CPUs}) - \text{free CPU limit}
\]

Example

Free CPU limit is 3.
If we have two virtual servers:

VS 1
The first VS has 2 CPUs

VS 2
The second VS has 3 CPUs

The number of CPUs charged: \((2+3) - 3 = 2\)
21.6.7 CPU shares

To calculate the CPU shares price for the virtual server, multiply the number of server’s cores by CPU priority percentage given.

Then, each virtual server’s CPU priority value is compared to the free CPU shares limit in a linear queue (starting with the first added virtual server), then each next virtual server is compared to the free CPU shares limit remainders.

Example

In this example, free CPU shares limit is 140.

VS 1

The first virtual server has 2 CPUs and 50% CPU priority (100% in total).

VS 2

The second virtual server has 3 CPUs and 40% CPU priority (120% in total).

According to the billing algorithm, the first virtual server checks if there are servers added before it and then gets compared to the free CPU shares limit:

100 < 140, so it is not charged (40 of free CPU shares limit left).

Then, the second virtual server is compared to the remaining CPU shares limit:

120 > 40 (120 – 40 = 80), so 80 percent of this server’s CPU shares will be charged.

21.6.8 CPU Priority

The amount of CPU resource a VS is given, is the CPU priority (you can think of this as its "share percentage") multiplied by the number of cores allocated to that VS. This is a minimum number – clients can burst over it, up to 100% multiplied by the number of cores. For example, on a Compute resource with 3GHz CPU cores:

- 100% x 1 core = 3GHz (burstable to 3GHz)
- 10% x 2 cores = 600MHZ (burstable to 6GHz)
- 5 % x 4 cores = 600MHz (burstable to 12GHz)

By default, OnApp allows overselling of cloud resources. For example, OnApp will allow users to create 5 VSs with 100% CPU priority/1 CPU core on a Compute resource with a 4-core CPU. In this example, OnApp would reduce the guaranteed CPU for each VS.

If you build a VS on a KVM Compute resource, the CPU priority settings will be disabled and CPU priority value will be 100 by default.
21.6.9 CPU Units

The CPU unit is an abstract figure that replaces CPU priority. It is an arbitrary relative value that the host can enter to mark the capacity of the Compute resources in a zone. It is the host's responsibility to enter the values per Compute resources correctly and logically. You can set the amount of units per Compute zone and per each particular Compute resource in a zone. If you set the CPU Units per Compute zone, then each Compute resource in this zone will be assigned the number of units set. To set different capacity to a particular Compute resource, specify the CPU units amount to a required Compute resource not a zone. To bill for CPU Units, enable CPU units for a billing plan and set the price per unit.

Each Compute resource core within a zone is given a 1000 CPU Units default value when CPU units are enabled per zone (this is made in the billing plan). The Host can then change that number for each Compute resource to any other number between 1-100,000 to fit its capacity. The faster the Compute resource, the higher the value should be set.

CPU Units show the speed of the CPU - this can be done in any way that the host wants to as it's just a number that is relative to another number. OnApp will simply process the numbers. For example, if one Compute resource is two times more powerful than another, then the CPU units could be 1000 and 500.

To evaluate Compute resource's physical performance, you can take the following values:

1. CPU Mhz

When creating a VS, you will specify the desired amount of CPU Units that this VS will take out of total CPU Units set for Compute resource.

Please note that OnApp cannot guarantee identical performance over different Compute resources and workload types when migrating VSs.

**Example:** If you have a Compute zone (Compute resourceZ) with 5 Compute resources attached to it, and you set 1000 CPU Units to Compute resourceZ zone, then each of five Compute resources in this zone will have 1000 CPU Units. In case you would like to increase the capacity of specific Compute resource1 Compute resource to 2000 in this Compute resourceZ zone, set the CPU Units option of this Compute resource1 to 2000. For example, giving Compute resource 1 a score of 1000 and Compute resource 2 the score of 500 is the same as giving Compute resource 1 a score of 2 and Compute resource 2 a score of 1. However, the first case gives you more flexibility in spreading the resources between VSs.
When setting CPU units, the main thing is that the correlation between the CPU Units for each Compute resource should correspond to the correlation of their actual performance. Example of setting CPU units based on CPU speed:

<table>
<thead>
<tr>
<th>Compute resource</th>
<th>Compute resource CPU Mhz</th>
<th>Compute resource Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4000</td>
<td>1000</td>
</tr>
<tr>
<td>B</td>
<td>2000</td>
<td>500</td>
</tr>
<tr>
<td>C</td>
<td>1000</td>
<td>250</td>
</tr>
<tr>
<td>D</td>
<td>500</td>
<td>125</td>
</tr>
</tbody>
</table>

**Limitations**

- CPU Units are available for Xen and KVM Compute resources only.
- Do not apply CPU Units for KVM Compute resources running on CentOS5, VMware, baremetal servers, and load balancers.
- Currently, you cannot change from Cores to Units or Units to Cores in an existing Compute Zone.
- So far only billing calculation can be performed based on CPU units. At this time we do not guarantee the same performance for VSs when migrating to another Compute resource with different capacity.

**21.6.10 Instance Types**

To set up billing for the instance types, at first configure the amount of available resources in the package at the Instance Types > Create Instance Type menu.

Second, add the instance type(s) to the billing plan. There you set the price that will be charged per VS powered on/off for each appropriate instance type.

There are also a number of VS resources that are not set up during instance type creation but are configured automatically:

- **CPU Priority** - CPU priority is automatically set to 100
- **Swap disk size** - swap disk size can have the size of 1/2/3 GB. Its size is calculated by multiplying the RAM by two.
- **IP address** - the first available IP address is selected. One IP address is assigned to the VS created using an instance type for free.
• **Port speed** - depends on the billing plan limit. If the port speed Max limit in the billing plan is set to unlimited, the port speed in the instance type will also be set to *unlimited*. If the port speed Max limit in the billing plan is set to a certain value, the port speed in the instance type will be set to that same value.

When you build a VS using an instance type, certain billing plan limits will not apply to that VS:

• Data read/written and input/output requests are not billed for disks of the VS built using an instance type. The VSs disk size will be defined by the disk size indicated in the selected instance type.

• The *Limits & Prices for Network Zones* will only apply to the VSs that overuse the bandwidth limit set in the selected instance type. A free IP address is assigned to the VS. The VSs port speed, data sent and data received are not billed until the VS overuses the instance type’s bandwidth limit. After that, the data the VS sends and receives will be billed according to the Price over free units cost.

For more information, refer to the Billing for Instance Types section.

21.6.11 DRaaS

In billing plan DRaaS resources are a part of User VS limits. You can set the following additional fees for a VS with DRaaS enabled:

• for disk size per GB per hour
• for RAM per MB per hour
• for CPU core per core per hour
• for CPU per percent per hour or CPU per unit per hour

These prices are additional to regular prices per indicated resources.

**For example:**

Regular price for disk size, set in your billing plan, is 10$ per GB per hour. Additionally you set price for disk size for a VS using DRaaS, as 5$ per GB per hour. So the total price for the VS disk size will be 15$ per GB per hour when DRaaS enabled.

21.7 Assign Users to Billing Plan

Assigning a new user to a billing plan takes place on the Add New User screen, as part of the user creation process:

1. Go to your Control Panel's Users and Groups menu.
2. Click the Create User button.
3. Fill in the required details and click Next.
4. On the screen that appears, select a billing plan for the user from the billing plan drop-down menu.
5. Complete the other user detail fields, and click the Save button.

21.8 Edit User Billing Plan

Changing a user's billing plan takes place on the Edit User screen:
1. Go to your Control Panel's Users and Groups menu.
2. Click the Actions button next to the user in question, then click Edit.
3. Select a billing plan for the user from the billing plan drop-down menu.
4. Click the Save button.

Editing a billing plan that is associated with more than one user will affect all users attached to it. If you wish to only affect that user then copy the billing plan and associate it only with the single user.

21.9 Copy Billing Plan

To copy a billing plan:
1. Go to your Control Panel’s Billing Plans menu. The screen that appears will show all the billing plans currently set up on the cloud.
2. Click the Actions icon next to a required billing plan, then click Copy.

21.10 Delete Billing Plan

To delete a billing plan:
1. Go to your Control Panel’s Billing Plans menu. The screen that appears will show all the billing plans currently set up on the cloud.
2. Click the Delete icon next to a billing plan to remove it from the system. You’ll be asked for confirmation before the plan is removed.

Deleting a billing plan that is associated with more than one user will affect all users attached.
If you wish to only affect that user then copy the billing plan and associate it only with the single user.

## 21.11 Create and Manage Payments

OnApp provides a possibility to add information about payments to OnApp Control Panel. Payments are already paid invoices for used resources according to billing plans. There are two types of payments in OnApp: user payments and company payments. User payments are those which you charge for the resources created on XEN/KVM compute resources. Company payments are those for the vCloud Director integration resources. If you do not have the vCloud Director integration, the **Company Payments** tab will be missing. For more info on company payments refer to [Create and Manage Payments](#) doc in the OnApp and vCloud Director Configuration Guide.

Ensure that **Payments** permissions are on before managing payments. For more information refer to the [List of all OnApp Permissions](#) section of this guide.

Below you can find instructions on how to create and manage payments.

### On this page:
- View payments
- Create payment
- Edit payment
- Delete payment

### 21.11.1 View payments

To view payments:

1. Go to your Control Panel's **Payments** menu.
2. On the screen that appears, you will see the list of all payments together with their details:
   - User – the name of a user, who made the payment
   - Payment Date – the date when the payment was done
   - Amount – the money amount which was paid
   - Invoice Number – the serial number of a paid invoice
   - Actions – click the Actions button to edit or delete a payment

   You can filter the list of payments by user - select the user from the drop-down menu and click the Apply button.

21.11.2 Create payment

1. Go to your Control Panel’s Payments menu.
2. On the screen that appears, you will see the list of all payments. Click the New Payment button or the "+" button.
3. Complete the form on the screen that follows:
   - User – the name of a user, who makes the payment
   - Invoice Number – the serial number of a paid invoice
   - Amount – the money amount which was paid
4. Click Save.

   You can also create and manage payments for a particular user at Control Panel > Users and Groups menu > User’s name > Payments tab.

21.11.3 Edit payment
To edit a payment:

1. Go to your Control Panel’s Payments menu.
2. On the screen that appears, you will see the list of all payments. Click the Actions button next to the payment you want to edit, then click Edit.
3. Make changes on the screen that follows:
   - User – write the name of a user, who conducted the payment
   - Invoice Number – put the serial number of a paid invoice
   - Amount – change the money amount which was paid
4. Click Save.

21.11.4 Delete payment

To delete a payment:

1. Go to your Control Panel’s Payments menu.
2. On the screen that appears, you will see the list of all payments. Click the Actions button next to the payment you want to delete, then click Delete.
3. Confirm the deletion.
22 INSTANCE TYPES

Instance types are preconfigured CPU/RAM/Disk/Bandwidth packages that can be selected during the VS creation process. You can add multiple instance types specifying different values for the parameters to suit your customer’s needs. Resources that are not set when creating an instance type, such as, for example, swap disk size, are calculated automatically.

Instance types make it easier for users to create virtual servers. The users simply need to select one of the instance types available to them in the wizard. However, it is still possible to set the VS resources manually if required. Instance types apply only to virtual servers created on KVM or Xen compute resources.

To provide your users with the ability to choose VS resources from the predefined instance type(s), add the necessary types to the users’ billing plan(s). After that, instance types will appear in the server creation wizard, on the Resources step.

For more info on how to configure instance types in your cloud, refer to Set up Instance Types for Cloud.

22.1 View Instance Types

The Instance Types page shows the list of all instance types in your cloud with their details. To view the list instance types:

1. Go to your Control Panel’s Instance Types menu.
2. The screen that appears shows the list of all instance types and their details:
   - Label - the name of the instance type
   - CPUs - the number of CPU cores available in this instance type
   - Memory - the RAM size (GB) available in the instance type
   - Disk Size - the disk size available in this instance type
   - Bandwidth - the bandwidth available in this instance type
   - Associated Billing Plans - the number of billing plan(s) which use this instance type. Click the number next to the instance type you are interested in to view the details of the billing plans associated with it.
   - Actions - click the Actions button to either edit or delete the instance type
3. Click the label of an instance type to view its details:
   - Label - the name of the instance type
   - CPUs - the number of CPU cores available in this instance type
   - Memory - the RAM size (GB) available in the instance type
o *Disk Size* - the Disk size available in this instance type

o *Bandwidth* - the bandwidth available in this instance type

o *Associated Billing Plans* - the labels of billing plan(s) in which this instance type is used. Click the label of billing plan to view it.

o *Associate Virtual Servers* - the number of virtual servers that were created using this instance type. Click this number to view the details of the VSs associated with this instance type.

### 22.2 Set up Instance Types for Cloud

To enable your users to create virtual servers using instance types, you need to perform the following configurations:

- Enable the instance types permission
- Add instance type(s) to your cloud
- Add the instance type(s) to the users' billing plan
- Interface configuration
- Build virtual server using instance types

#### 22.2.1 Enable the instance types permission

In OnApp, there are two permissions that control how resources are selected during virtual server creation: *Select resources manually on virtual server creation* and *Select instance type on virtual server creation*. You can enable one or both of these permissions for your users. By default, users with the role *User* have the *Select resources manually on virtual server creation* enabled. If you want your users to be able to select instance types during virtual server creation, you need to enable the *Select instance type on virtual server creation* permission. Depending on the permissions, the *Resources step* of the virtual server creation wizard can be different:

- If both the *Select resources manually on virtual server creation* and *Select instance type on virtual server creation* permissions are enabled, the user will be able to choose whether to create a VS using an instance type or by setting resources manually.

- If you disable the *Select resources manually on virtual server creation* permission and enable the *Select instance type on virtual server creation permission*, the user will be able to select VS resources only from the instance type(s) available to that user.

- If you disable the *Select instance type on virtual server creation permission* and enable the *Select resources manually on virtual server creation* permission, the user will only be able to select resources manually.
If you are adding a custom role, make sure to enable either the *Select resources manually on virtual server creation* or the *Select instance type on virtual server creation* permission, or both if required. If the user does not have any of these permissions enabled, they will not be able to create virtual servers.

For the list of OnApp permissions, refer to the Permissions List section.

### 22.2.2 Add instance types to your cloud

After you enable the necessary permissions for your user(s), you need to add instance types to your cloud. When you add a new instance type, you set CPU/RAM/Disk/Bandwidth. You can add multiple instance types to provide your customers with a number of predefined packages to choose from. Resources that are not set when creating an instance type are calculated automatically.

To create an instance type:

1. Go to your Control Panel's **Instance Types** menu.
2. The screen that appears, shows the list of all instance types. Click the "+" button at the top of the screen.
3. Complete the form on the screen that follows:
   - **Label** - fill in the name of the instance type.
   - **CPUs** - move the slider to set the number of CPU cores available in the instance type. The maximum CPUs value is 8.
   - **Memory** - move the slider to set the RAM size available in the instance type. The maximum value is 16384 MB by default.
   - **Disk Size** - move the slider to set the Disk size available in the instance type. The maximum value is 100 GB by default. The maximum disk size cannot be larger than the largest data store size in your cloud.
   - **Bandwidth** - move the slider to set the bandwidth available in the instance type, the maximum value is 450 GB by default. Otherwise, tick the check box to set bandwidth to unlimited.

If the user exhausts the bandwidth limit, the resources they overuse will be calculated according to the billing plan's Overused Bandwidth price in the Limits for Instance Types section.

You can change the default minimum and/or maximum values for memory, disk size and bandwidth by adding the following parameters to the config/on_app.yml file and restarting OnApp services:

- `instance_type_min_disk_size` (GB)
- `instance_type_max_disk_size` (GB)
- `instance_type_max_memory` (MB)
4. Click **Save** to finish.

### How are other VS resources calculated?

The following resources are set automatically for instance types:

- **CPU Priority** - CPU priority is automatically set to 100
- **Swap disk size** - swap disk size can have the size of 1/2/3 GB. Its size is calculated by multiplying the RAM by two. If the calculated value is larger than three, the swap disk size is set to 3. If the calculated value is smaller than three, it is rounded to the closest value from the 1/2/3 range that is larger than the calculated size. If the calculated value is larger than the disk size set for the instance type, the swap disk is not added to the VS.
- **IP address** - the first available IP address is selected
- **Port speed** - depends on the billing plan limit. If the port speed **Max** limit in the billing plan is set to unlimited, the port speed in the instance type will also be set to **unlimited**. If the port speed **Max** limit in the billing plan is set to a certain value, the port speed in the instance type will be set to that same value.

### 22.2.3 Add the instance type(s) to the users' billing plan

Once you created the instance types, they can be added to billing plan(s). This step is required to bundle the instance types with the specific compute/data store/network zones. To add limits for instance types:

1. Go to the **Billing Plans** list and click the label of the billing plan to which you want to add instance or **create a new billing plan**.
2. Click the "+" button in the upper right corner of the **Limits for Instance types** box.
3. In the window that pops up, select the target instance type and the compute zone(s), data store zone(s) and network zone(s) to which the instance type will apply. Click **Add Resource**.
4. Set the price that will be charged per VS powered on/off for each appropriate instance type. You can also set the pricing for overused bandwidth per GB/hr.

Instance types apply only to Xen and KVM compute zones. If you select a vCloud or VMware compute zone, the instance type will not be displayed in the virtual server creation wizard.

If you do not select any compute/data store/network zones, the instance type will apply to all compute/data store/network zones available for the user.
It is advisable that you limit the user's billing plan by the compute zones that have enough resources to support the instance type(s) you add to the user's billing plan. If the user selects a compute zone that does not have enough resources during virtual server creation, they will see all instance types available to them, but those that have resources incompatible with the chosen compute zone will be greyed out. Greyed out instance types cannot be selected.

Note that Instance Type VSs can only be created on compute resources within compute zones where all compute resources are assigned the same amount of CPU units. If there are compute resources with different amount of CPU units set in a zone, it will not be possible to create Instance Type VSs in such zones. The reason is that CPU priority for Instance Type VSs in this configuration cannot be set to 100%, which is the default value for such virtual servers.

If required, you can edit the zones to which the instance type applies:

1. Go to the **Billing Plans** list and click the label of the billing plan you are interested in.
2. Click the **Actions** button next to the instance type you are interested in and select **Edit**.
3. In the window that pops up, edit the compute resource/data store/network zone(s) and click **Update**.

If there is a VS created on a compute/data store/network zone which you remove while editing the billing plan, the VS will still be billed according to the instance type.

Also, you can delete instance types from the billing plan:

1. Go to the **Billing Plans** list and click the label of the billing plan you are interested in.
2. Click the **Actions** button next to the instance type you want to remove and select **Delete**. You will be asked for confirmation before the instance type is removed from the billing plan.

You cannot delete the Instance types that are used for existing VSs.

After you add instance types to the user's billing plan, they will be available in the virtual server creation wizard at the **Resources** step.

### 22.2.4 Interface configuration

After you add instance types to the user's billing plan, you can configure how instance types will be displayed in the virtual server creation wizard. This step is optional.

Instance types can be displayed either in card or list view. Displaying instance types in card view is convenient if there is one or several instance types available to the user.
However, if the user can choose among a large number of instance types, it is more convenient to view instance types in list view.
To change the layout of instance types in the virtual server creation wizard:

1. Go to your Control Panel's Settings menu, and click the Configuration icon.
2. The page that loads is the System tab. At the bottom of this page, set the Instance Types number parameter. The default value is 3.
3. Click Save Configuration.

### 22.2.5 Build Virtual Server Using Instance Types

Once you have performed the above configurations, the instance types can be selected during a virtual server creation.

Depending on the permissions, users will be able to select an instance type, set resources manually or choose one of these options on the Resources step.

If the user selects a compute zone that does not have enough resources during VS creation,
the instance types that have resources incompatible with the chosen compute zone will be
grayed out and unavailable.
If there are no available IP addresses during VS creation, all instance types will be grayed out
in the wizard.
Check production_allocation.log to see why some resources are not suitable for a particular
virtual server while adding/editing this VS using an instance type.

From this tab, you can choose one of the predefined instance types for your virtual server. For each
of the instance types the following details are displayed:

- **Memory** - the RAM size (GB) available in the instance type
- **CPUs** - the number of CPU cores available in this instance type
- **Disk Size** - the disk size available in this instance type
- **Bandwidth** - the bandwidth available in this instance type
- **Price per Hour**:
  - **Mode ON** - hourly instance type price for the VS powered on
  - **Mode OFF** - hourly instance type price for the VS powered off
- **Price per Month**:
  - **Mode ON** - monthly instance type price for the VS powered on
  - **Mode OFF** - monthly instance type price for the VS powered on

Click the instance type to select it. After that, the instance type you have chosen will be highlighted
in green.

Click **Next** to proceed to the following step of the wizard.

You are forwarded to the next step from the tab you are currently on. If you select an instance
type and then click the **Create Your Own** tab (where you set the resources manually) and
proceed to the next step, the system will set the resources from the **Create Your Own** tab
even if you did not configure any resources there.

Virtual servers created using instance types do not support autoscaling.

The virtual servers you create using the **Instance Types** tab will be billed according to one of your
preconfigured instance types.

### 22.3 Billing for Instance Types

A VS built using instance types is billed differently than VSs built by configuring resources
manually. To set up billing for instance types you need to perform two steps:
1. Add an instance type to your cloud and select the quantity of resources available to a VS built using it.

2. Add the instance type to the billing plan and set the price the Instance Type VS will be charged.

### 22.3.1 Add instance types to your cloud

To set up billing for instance types, at first configure the amount of resources available in the package at the **Instance Types > Create Instance Type** menu. The users who build a VS applying that instance type will be limited to:

- **CPUs** - the number of CPU cores available in the instance type. The maximum CPUs value is 8.
- **Memory** - the RAM size (GB) available in the instance type. The maximum value is 16384 MB by default.
- **Disk Size** - the disk size available in the instance type. The maximum value is 100 GB by default. The maximum disk size cannot be larger than the largest data store size in your cloud.
- **Bandwidth** - the bandwidth available in the instance type. The maximum value is 450 GB by default. Otherwise, tick the check box to set bandwidth to unlimited.

You can change the default minimum and/or maximum values for memory, disk size and bandwidth by adding the following parameters to the config/on_app.yml file and restarting OnApp services:

- `instance_type_min_disk_size` (GB)
- `instance_type_max_disk_size` (GB)
- `instance_type_max_memory` (MB)
- `instance_type_min_bandwidth` (GB)

### 22.3.2 Add instance types to the billing plan

After you create instance types in your cloud you need to add them to the billing plan. There you set the price that will be charged per VS powered on/off for each appropriate instance type.

There are also a number of VS resources that are not set up during instance type creation but are configured automatically, or differ from standard procedure:

<table>
<thead>
<tr>
<th>Resource Type</th>
<th>Resource</th>
<th>Default Value</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Limits for</strong></td>
<td>CPU Priority</td>
<td>100</td>
<td>CPU priority is automatically set to 100.</td>
</tr>
<tr>
<td>Resource Type</td>
<td>Resource</td>
<td>Default Value</td>
<td>Additional Information</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Compute Zones</strong></td>
<td>The <em>Free</em> billing plan limits for compute zones</td>
<td>N/A</td>
<td>The <em>Free</em> billing plan limits for compute zones do not apply to Instance Type VSs.</td>
</tr>
<tr>
<td></td>
<td>The <em>Max</em> billing plan limits for compute zones</td>
<td>configurable</td>
<td><em>Max</em> limits for compute zone resources apply to Instance Type VSs. The CPUs and Memory limits set in the instance type cannot exceed the corresponding limits in the billing plan. If you create an instance type that exceeds the billing plan limits, you will be able to add this instance type to a billing plan and it will appear as available in the VS creation wizard. However, if this instance type is selected in the wizard, an error will occur after you try to proceed to the next step of the wizard.</td>
</tr>
<tr>
<td><strong>Limits for Data Store Zones</strong></td>
<td>The <em>Free</em> billing plan limits for data store zones</td>
<td>N/A</td>
<td>The <em>Free</em> billing plan limits for data store zones do not apply to Instance Type VSs.</td>
</tr>
<tr>
<td></td>
<td>The <em>Max</em> billing plan limits for data store zones</td>
<td>configurable</td>
<td><em>Max</em> limits for data store resources apply to Instance Type VSs. The Disk Size limit set in the instance type cannot exceed the corresponding limit in the billing plan. If you create an instance type that exceeds the billing plan limit, you will be able to add this instance type to a billing plan and it will appear as available in the VS creation wizard. However, if this instance type is selected in the wizard, an error will occur after you try to proceed to the next step of the wizard.</td>
</tr>
<tr>
<td>Data Read/written</td>
<td>N/A</td>
<td></td>
<td>The VSs disk size will be defined by the disk size indicated in the selected instance type.</td>
</tr>
<tr>
<td>Input/output Requests</td>
<td>N/A</td>
<td></td>
<td>The VSs disk size will be defined by the disk size indicated in the selected instance type.</td>
</tr>
<tr>
<td>Swap Disk Size</td>
<td>1/2/3 GB</td>
<td></td>
<td>The size is calculated by multiplying the RAM by two. If the calculated value is larger than three, the swap disk size is set to 3. If the calculated value is smaller than three, it is rounded to the closest value from the 1/2/3</td>
</tr>
<tr>
<td>Resource Type</td>
<td>Resource</td>
<td>Default Value</td>
<td>Additional Information</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Limits for Network Zones | IP Address   | the first available IP address is assigned | One IP address is assigned to the Instance Type VS for free. If a user wants to assign an additional IP address to such a VS:  
- In case there are available units according to the Free IP address limit in the billing plan, the additional IP address will be assigned for free.  
- In case the Free IP address limit is exhausted the additional IP address will be added and billed according to the On/Off billing plan price per IP/hour.  
If there are no available IP addresses during VS creation, all instance types will be grayed out in the wizard. |
| Data Received/Written | N/A           | N/A           | These limits do not apply to Instance Type virtual servers. The VSs port speed, data sent and data received are not billed until the VS overuses the instance type’s bandwidth limit. After that, the data the VS sends and receives will be billed according to the billing plan’s Overused Bandwidth price in the Limits for Instance Types section. |
| Port Speed          | depends on the billing plan limit | N/A           | If the port speed Max limit in the billing plan is set to unlimited, the port speed in the instance type will also be set to unlimited.  
If the port speed Max limit in the billing plan is set to a certain value, the port speed in the instance type will be set to that same value. |
22.4 Edit Instance Type

You can edit all the resources set for an instance type.

To edit an instance type:
1. Go to your Control Panel’s **Instance Types** menu.
2. The screen that appears, shows the list of all instance types. Click the **Actions** button next the instance type you are interested in and select **Edit**.

Only those instance types that are not used in a billing plan and during VS creation can be edited. If you try to edit an instance type that is used an error message will appear.

3. On the page that loads, you can edit the following details:
   - **Label** - edit the name of the instance type.
   - **CPUs** - move the slider to set the number of CPU cores available in the instance type. The maximum CPUs value is 8.
   - **Memory** - move the slider to set the RAM size (MB) available in the instance type. The maximum value is 16384 MB by default.
   - **Disk Size** - move the slider to set the Disk size (GB) available in the instance type. The maximum value is 100 GB by default.
   - **Bandwidth** - move the slider to set the bandwidth (GB) available in the instance type. The maximum value is 450 GB by default. Otherwise, tick the check box to set bandwidth to unlimited.

4. Click **Save** to finish.

You can change the default minimum and/or maximum values for memory, disk size and bandwidth by adding the following parameters to the config/on_app.yml file and restarting OnApp services:
- `instance_type_min_disk_size` (GB)
- `instance_type_max_disk_size` (GB)
- `instance_type_max_memory` (MB)
- `instance_type_min_bandwidth` (GB)
22.5 Delete Instance Type

To edit an instance type:

1. Go to your Control Panel's Instance Types menu.
2. The screen that appears, show the list of all instance types. Click the Actions button next the instance type you are interested in and select Delete. You will be asked for confirmation before the instance type is removed.

Only those instance types that are not used in a billing plan and during VS creation can be deleted. If you try to delete an instance type that is used an error message will appear.
23  COMPUTE RESOURCE SETTINGS

The Control Panel's Compute resource Settings menu is where you get detailed control over low-level cloud settings for Compute resources, Compute zones and location groups.

23.1  Compute Resource Settings.

Compute resources are a critical part of the cloud. You should only change Compute resource settings if you are confident about what settings you want to change and how to configure them.

23.1.1  View Compute Resource Settings

To view Compute resource settings:
1. Go to your Control Panel Settings menu.
2. Click the Compute resources icon.
3. On the screen that appears, you will see the list of all Compute resources in the cloud along with their details:
   - Status - whether the compute resource is online, offline or in maintenance mode
   - Label - the name of the Compute resource
   - IP Address - the IP address of the Compute resource
   - Enabled - whether the compute resource is enabled or disabled. If disabled, you cannot create the virtual servers on it, or migrate the VSs to this compute resource.
   - CPU Cores - number of CPU cores
   - RAM - total/free RAM
   - VS - the number of VSs associated to the compute resource

   - Features - , where the first icon shows Compute resource's failover status, the second one - statistics collection, the third one - CloudBoot status and the fourth one - backup status (for CloudBoot compute resources only; it shows whether CloudBoot compute resource is used as a backup server)

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.
To view a particular Compute resource details, click the label of a required Compute resource. On the screen that appears you’ll see compute resource details (RAM usage/RAM available, IP Address, CPU MHz/CPU cores etc.) and Activity log of this compute resource. To view details of a transaction from activity log, click its Ref number.

To edit or delete a Compute resource, click the Actions button next to the Compute resource, then select the required action.

23.1.2 Create Compute Resource

You can add more physical Compute resources at any time. To add a Compute resource:

1. Go to your Control Panel Settings menu.
2. Click the Compute resources icon.
3. Press "+" button or click the Add a new Compute resource button underneath the list of Compute resources on the screen.
4. On the screen that appears:
   - Label - enter a Compute resource label.
   - IP Address - add an IP address.
   - Compute resource Type - choose a Compute resource type (Xen, KVM, vCloud or VMware).
     - For instructions on creating a VMware Compute resource, refer to vCenter Implementation Guide.
     - For instructions on creating a vCloud Compute resource, refer to OnApp and vCloud Director Configuration Guide.
   - Backups IP address - add a provisioning network IP address.
   - CPU Units - adjust the slider to set the desired amount of CPU units for this Compute resource. For more info on CPU units, refer to Billing Calculation.
     - Do not apply CPU Units for KVM Compute resources running on CentOS5 and baremetal servers.
     - Mind that setting a different amount of CPU units will affect your cloud configuration. It will not be possible to create Instance Type VSs on the compute zone to which you assign this compute resource.
   - Enabled - move the slider to the right to enable a Compute resource. Compute resources that are not enabled cannot be used to host VSs.
   - Collect Stats - move the slider to the right to collect statistics for this Compute resource.
COMPUTE RESOURCE SETTINGS - COMPUTE RESOURCE SETTINGS.

5. Click the **Save** button. The Compute resource will be added to the system. You can view it under the **Compute resources** menu. Click the **Back** button to return to the **Compute resource Settings** page.

For details on how to create a CloudBoot Compute resource, refer to the Create CloudBoot Compute Resource section.

### 23.1.3 Create CloudBoot Compute Resource

CloudBoot compute resources are created in Control Panel's **Settings** menu. To add a compute resource:

1. Configure the IP range which the Control Panel will assign to compute resources.
2. Add specific compute resources to the Control Panel itself.

---

**On this page:**

- Create an IP range
- Create CloudBoot compute resource
  - Step 1 of 5. Type
  - Step 2 of 5. MAC Address
  - Step 3 of 5. Properties
  - Step 4 of 5. Devices
  - Step 5 of 5. Finalize
23.1.3.1 Create an IP range

To create an IP range:
1. Go to your Control Panel’s Settings menu and click the Compute resources icon.
2. Click the CloudBoot IPs tab – this is where you add an IP address or range for the compute resource management interfaces, which Compute resources will acquire via DHCP when they boot. It is recommended to locate Compute resources management interfaces on a separate subnet with a NIC on the CP server also attached. In this configuration, the management subnet can use private address space and does not need to be externally addressable.
3. Next, power on your Compute resources. As they boot, the Control Panel will detect and record their MAC addresses.
   - Click the New IP Address button. On the page that loads, fill in the following information:
     - IP Address - enter a single address or a range of addresses to be used by the PXE server - e.g. 192.168.1.100-192.168.1.200 (see the note below).
     - Netmask - enter a netmask.
     - Gateway - enter a default gateway address (see the note below).
   - Click the Submit button to finish.

   The dynamic range should be quite a bit larger than the actual IPs that will get assigned. This allows space for reassigning new nodes that come online, without creating address collisions. Compute resource management interfaces must be on the same subnet as the Control Panel server, and addresses must be valid for that addressable subnet. The Compute resource management interface must also have PXE boot enabled.

23.1.3.2 Create CloudBoot compute resource

To create a CloudBoot compute resource:
1. Go to your Control Panel’s Settings > Compute Resources menu.
2. Click the Add New CloudBoot Compute Resource button at the bottom of the screen.
3. Fill in the wizard step by step. Each of these steps is described in the corresponding sections below.
4. Click the Create CloudBoot Compute Resource button to start the creation process.

Step 1 of 5. Type
At this step, select the type of CloudBoot compute resource you want to create:

- KVM - KVM CloudBoot Compute Resource
- Xen 3 - Xen 3 CloudBoot Compute Resource (CentOS 5)
- Xen 4 - Xen 4 CloudBoot Compute Resource (CentOS 6)
- Backup - CloudBoot Provisioning and Backup Resource
- Smart - KVM CloudBoot Compute Resource with hardware pass-through
- Baremetal - CloudBoot Compute Resource configured to run Baremetal Servers

Click **Next** to proceed to the following step of the wizard to specify the MAC Address.

**Step 2 of 5. MAC Address**

At this step, select MAC IP Address of the new compute resource. It will be picked up automatically when you first PXE boot a new server on your cluster using the Control Panel.

Click **Next** to proceed to the following step of the wizard to specify the properties.

**Step 3 of 5. Properties**

At this step, specify the CloudBoot compute resource properties:

- **Label** - give the compute resource a name
- **Pxe IP address** - select an IP address for this compute resource from the address pool available
• **Enabled** - move the slider to the right to allow VSs to be installed/booted on this compute resource

• **Compute Zone** - select the compute zone, to which this compute resource will be assigned, from the drop-down list

• **Custom Config** - specify any custom commands you want to run when compute resource is booted

Centos now defaults to NFSv4. This is known to cause compatibility issues so we strongly recommend that you use NFSv3 for all mounts. This can be done by passing \( -tnfs\ -o\ vers=3 \) in any mount commands.

We strongly recommend that you recheck if custom config doesn't brake any functionality. So before putting in production, the server with changed custom config should be rebooted, and the server behaviour rechecked. We recommend to perform the Storage Health Check and Network Health Check.

• **Show Advanced settings** - move this slider to the right to specify advanced compute resource settings:
  
  o **Backup IP address** - add a provisioning network IP address

  o **CPU units** - set the number of CPU units which will be assigned to the compute resource

  o **Collect Stats** - move the slider to the right to collect statistics for this compute resource

  o **Disable Failover** - move the slider to the right to disable VS migration to another compute resource if this compute resource is marked as offline by the Control Panel server

  o **MTU** - specify the maximum transportation unit size. You can set the frame size from 1500 to 9000 bytes
The maximum transportation unit (MTU) is the maximum size of a unit that can be transmitted via ethernet traffic. Any data that exceed the specified MTU value will be divided into smaller units before being transferred. Utilization of jumbo frames allows you to reduce increase throughput and increase CPU utilization during large size file transfers.

- **Storage Controller RAM** - specify the storage controller RAM value (minimum 640 MB)
- **Drives per Controller** - specify the number of disks per controller virtual server. You can specify from 1 to 4 disks. By default, the controller virtual server is created per 4 disk drives
- **Number of cache mirrors** - specify the number of cache mirrors for the compute resource
- **Number of cache stripes** - specify the number of cache stripes for the compute resource
- **Power Cycle command** - arbitrary command string to be executed by IPMI from the CP server. If the command is entered, a new option "Power Cycle Compute resource" - which will execute the entered command will appear in Tools menu at **Settings > Compute resources > Compute resource** page.

Currently, a command or commands should be written in one line separated with semicolon. If the command(s) is written in two lines you will receive a "fail" response, although the transaction will be performed.

Click **Next** to proceed to the following step of the wizard.

**Step 4 of 5. Devices**

At this step the compute resource is rebooted and the new configuration, set in step 3, is applied. Once the compute resource comes back online you will be shown a list of devices that it contains - currently these are disks, network interfaces and PCI devices. After the compute resource is created these devices can be further managed from the
Control Panel (Settings > Compute Resources > label of compute resource > Tools > Manage devices).

Devices are unassigned by default. To assign a device to a particular task, click on the required task near the device. Devices can be assigned to different tasks:

Disks can be assigned to Storage (typical option when disk is connected to Integrated Storage) or to Cache (as cache device). Move the Format all assigned disks slider to the right to enable formatting for all disks, which are assigned to a particular task.

When you assign disk to Cache, then SSD caching is enabled. This feature increases disk I/O performance. There are two basic cache modes of operation:

- Write-through: improves read I/O performance, no impact on reliability
- Write-back: improves both read and write I/O performance, small chance of data loss.

Caching can be configured on two levels: per data store and per disk. For more information refer to the SSD Caching section of OnApp Storage guide.

- Network interfaces can be assigned to SAN

Ensure that the Compute Resource Devices permissions are on before managing devices. For more information refer to the List of all OnApp Permissions section of this guide.

Click Next to proceed to the following step of the wizard.

Step 5 of 5. Finalize

At this step, wait until compute resource devices configuration is applied. Then you will be indicated that compute resource is successfully configured and ready for operation. Click the Complete button. The compute resource will be added to the system. You can view it under the Compute resources menu. You do not need to power cycle the Compute resource manually – the Control Panel handles this remotely, and takes care of the configuration automatically.

23.1.4 Manage CloudBoot Compute Resource Devices

You can manage CloudBoot compute resource devices (disks, network interfaces and PCI devices), which are configured during CloudBoot compute resource creation.
To edit CloudBoot compute resource devices configuration:

1. Go to Control Panel's **Settings** menu > **Compute Resources** > label of compute resource > **Tools** > **Manage devices**.

2. You will get Storage version details and the list of devices together with their details:
   - For disks - name, status and SCSI identifier
   - For network interfaces - name, status and MAC

3. Click the **Edit Device Configuration** button.

4. **Configure disks**:
   - move the **Passthrough all disks** slider to the right to pass through all disks to Storage Controller Server without the bond and the Storage Controller Server will have the complete control over disks.
   - assign each disk to Storage or to Cache, or leave it unassigned
   - for disks assigned to Cache, specify number of mirrors and stripes

5. **Configure network interfaces** - assign network interface to SAN, pass through it to SAN or leave it unassigned.

6. **Configure PCI devices**:
   - move the **Passthrough custom PCI devices** slider to the right to display all PCI devices available on the Compute resource. You can then choose specific devices to pass through to the storage controller.

7. Click **Next**.

8. After devices are successfully reconfigured, click **Finish**.
23.1.5 Edit Xen/KVM Compute Resource

To edit a Xen or KVM Compute resource:

1. Go to your Control Panel's Settings menu.
2. Click the Compute resources icon.
3. Click the Actions button next to the Compute resource you want to edit, then click Edit.
4. On the screen that follows, change details as required:
   o Label - the Compute resource’s name
   o IP Address - IP address of the Compute resource
   o Compute resource Type - Compute resource type (Xen, KVM)
   o Backup IP address - provisioning network IP address
   o CPU units - change the amount of CPU units assigned to this Compute resource.

   Mind that setting a different amount of CPU units will affect your cloud configuration. It will not be possible to create Instance Type VSs on the compute zone to which you assign this compute resource.

   o Enabled - enable or disable the ability to install/boot virtual servers on this Compute resource
   o Collect Stats - enable or disable the ability to collect statistics for this Compute resource
   o Disable failover - enable or disable the VS migration to another Compute resource if this Compute resource is marked as offline by the Control panel server.
   o Power Cycle Command - arbitrary command string to be executed by IPMI from the CP server. If the command is entered, a new option "Power Cycle Compute resource" - which will execute the entered command will appear in Tools menu at Settings > Compute resources > Compute resource page.

   Currently, a command or commands should be written in one line separated with semicolon. If the command(s) is written in two lines you will receive a "fail" response, although the transaction will be performed. The power cycle command is executed on Control Panel under user onapp, this may be any script created in bash.

5. Click the Save button to save your changes.
23.1.6 Edit CloudBoot Compute Resource

To edit a CloudBoot Compute resource:

1. Go to your Control Panel's Settings menu.
2. Click the Compute resources icon.
3. Click the Actions button next to the CloudBoot Compute resource you want to edit, then click Edit.
4. On the screen that follows, change details as required:

   **Properties**

   - **Label** - the Compute resource’s name
   - **Backup IP address** - provisioning network IP address
   - **CPU Units** - set the amount of CPU units assigned to this Compute resource
   - **Enabled** - enable or disable the ability to install/boot virtual servers on this Compute resource
   - **Collect stats** - enable or disable the ability to collect statistics for this Compute resource
   - **Disable failover** - enable or disable the VS migration to another Compute resource if this Compute resource is marked as offline by the Control Panel server.

   **Storage disks**

   - Move the slider next to the available disk to the right to select it for this Compute resource.

   **Storage NICs**

   For each Compute resource NIC, you can use one of the following options:

   - **Unassigned** - leave the NIC unused.
   - **SAN subnet** - select this option to use this interface for storage network. In this case, NIC interface will be bonded with virtual network interface of the Storage Controller Server.
   - **Passthrough to storage** - this option is available for Xen CloudBoot Compute resources. The network interface will be added to the Storage Controller Server without the bond and the Storage Controller Server will have the complete control over this interface.
- **Passthrough to Guest** - this option is available for smart CloudBoot Compute resources. The network interface will be added to the smart server.

Please note, that using more than one NIC for SAN subnet requires switch support. Please ensure that your network infrastructure supports the utilized NIC bonding and is configured correctly. By default, the utilized NICs bonding mode is round-robin which requires grouping appropriate ports together according to the section [5 Switch Configuration](#) of Linux Ethernet Bonding Driver guide.

### Storage PCI devices

- **Passthrough custom PCI devices** - if network interfaces are available but are not detected by the Control Panel, check this box to display all PCI devices available on the Compute resource. You can then choose specific devices to pass through to the storage controller.

### Advanced

Move the Advanced slider to the right to edit advanced Compute resource settings:

- **MTU** - specify the maximum transportation unit size. You can set the frame size from 1500 to 9000 bytes.

  The maximum transportation unit (MTU) is the maximum size of a unit that can be transmitted transferred via ethernet traffic. Any data that exceed the specified MTU value will be divided into smaller units before being transferred. Utilization of jumbo frames allows you to reduce increase throughput and increase CPU utilization during large size file transfers.

- **Storage controller RAM** - specify the storage controller RAM value (minimum 640 MB).

- **Drives per controller** - specify the number of disks per controller virtual server. You can specify from 1 to 4 disks. By default, the controller virtual server is created per 4 disk drives

- **Number of cache mirrors** - specify the number of cache mirrors for the compute resource

- **Number of cache stripes** - specify the number of cache stripes for the compute resource
**COMPUTE RESOURCE SETTINGS** - **COMPUTE RESOURCE SETTINGS.**

- **Custom config** - specify any custom commands you want to run when Compute resource is booted.
- **Power Cycle Command** - arbitrary command string to be executed by IPMI from the CP server. If the command is entered, a new option "Power Cycle Compute resource" - which will execute the entered command will appear in Tools menu at Settings > Compute resources > Compute resource page.

Currently, a command or commands should be written in one line separated with semicolon. If the command(s) is written in two lines you will receive a "fail" response, although the transaction will be performed. The power cycle command is executed on Control Panel under user onapp, this may be any script created in bash.

5. Click the **Save** button to save your changes.

### 23.1.7 Edit Baremetal CloudBoot Compute Resource

To edit a CloudBoot Compute resource:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Compute resources** icon.
3. Click the **Actions** button next to the CloudBoot Compute resource you want to edit, then click **Edit**.
4. On the screen that follows, change details as required:
   - **Label** - the Compute resource's name
   - **CPU units** - the amount of CPU units assigned to this Compute resource
   - **Enabled** - enable or disable the ability to install/boot virtual servers on this Compute resource
   - **Custom config** - specify any custom commands you want to run when Compute resource is booted
   - **Power Cycle command** - arbitrary command string to be executed by IPMI from the CP server. If the command is entered, a new option "Power Cycle Compute resource" - which will execute the entered command will appear in Tools menu at Settings > Compute resources > Compute resource page.

Currently, a command or commands should be written in one line separated with semicolon. If the command(s) is written in two lines you will receive a "fail" response, although the transaction will be performed. The power cycle command is executed on Control Panel under user onapp, this may be any script created in bash.
5. Click the **Save** button to save your changes.

### 23.1.8 Edit Smart CloudBoot Compute Resource

To edit a CloudBoot Compute resource:

1. Go to your Control Panel’s **Settings** menu.
2. Click the **Compute resources** icon.
3. Click the **Actions** button next to the CloudBoot Compute resource you want to edit, then click **Edit**.
4. On the screen that follows, change details as required:

**Properties**

- **Label** - the Compute resource’s name
- **Backup IP address** - provisioning network IP address
- **CPU units** - the amount of CPU units assigned to this Compute resource
- **Enabled** - enable or disable the ability to install/boot virtual servers on this Compute resource
- **Collect stats** - enable or disable the ability to collect statistics for this Compute resource
- **Disable failover** - enable or disable the VS migration to another Compute resource if this Compute resource is marked as offline by the Control Panel server.

**Storage disks**

- Move the slider next to the available disk to the right to select it for this Compute resource.

**Storage NICs**

For each Compute resource NIC, you can use one of the following options:

- **Unassigned** - leave the NIC unused.
- **SAN subnet** - select this option to use this interface for storage network. In this case, NIC interface will be bonded with virtual network interface of the Storage Controller Server.
- **Passthrough to storage** - this option is available for Xen CloudBoot Compute resources. The network interface will be added to the Storage Controller Server without the bond and the Storage Controller Server will have the complete control over this interface.

- **Passthrough to Guest** - this option is available for smart CloudBoot Compute resources. The network interface will be added to the smart server.

**Advanced**

Move the Advanced slider to the right to edit advanced Compute resource settings:

- **MTU** - specify the maximum transportation unit size. You can set the frame size from 1500 to 9000 bytes.
  
  The maximum transportation unit (MTU) is the maximum size of a unit that can be transmitted via ethernet traffic. Any data that exceed the specified MTU value will be divided into smaller units before being transferred. Utilization of jumbo frames allows you to reduce increase throughput and increase CPU utilization during large size file transfers.

- **Storage controller RAM** - specify the storage controller RAM value (minimum 640 MB).

- **Drives per controller** - specify the number of disks per controller virtual server. You can specify from 1 to 4 disks. By default, the controller virtual server is created per 4 disk drives.

- **Allow unsafe assigned interrupts** - move this slider to the right to allow/restrict unsafe assigned interrupts. This parameter is enabled automatically during the smart CloudBoot Compute resource creation if the Compute resource does not support interrupt remapping.

- **Custom config** - specify any custom commands you want to run when Compute resource is booted.

- **Power Cycle Command** - arbitrary command string to be executed by IPMI from the CP server. If the command is entered, a new option "Power Cycle Compute resource" - which will execute the entered command will appear in Tools menu at **Settings > Compute resources > Compute resource** page.

  Currently, a command or commands should be written in one line separated with semicolon. If the command(s) is written in two lines you will receive a "fail" response, although the transaction will be performed. The power cycle command is executed on Control Panel under user onapp, this may be any script created in bash.
5. Click the **Save** button to save your changes.

### 23.1.9 Delete Compute Resource

Compute resources can be removed from your cloud if required. A Compute resource cannot be removed until all of the virtual servers assigned to it are migrated to another Compute resource.

To remove a Compute resource:
1. Go to your Control Panel's **Settings** menu.
2. Click the **Compute resources** icon.
3. Click the **Actions** button next to the Compute resource you want to delete, then click **Delete**.

### 23.1.10 Manage Compute Resource Data Stores

Data stores can easily be attached and removed from Compute resources. This association between a Compute resource and a data store is called a data store join.

To add/remove data store joins:
1. Go to your Control Panel's **Settings** menu and click the **Compute resources** icon.
2. Click the label of the Compute resource you want to manage data stores for.
3. On the screen that appears, click the **Tools** button, then click **Manage Data Stores**.
4. On the screen that follows, you'll see a list of all data stores currently associated with this Compute resource.

To remove a data store join, click the **Delete** icon next to it. You'll be asked for confirmation before the store is removed.

To add a new data store join, choose a data store from the drop-down menu and click the **Add Data Store** button.

### 23.1.11 Manage Compute Resource Networks

Networks can easily be attached and removed from Compute resources. This association between a Compute resource and a network is called a network join.

To add/remove network joins:
1. Go to your Control Panel's **Settings** menu and click the **Compute resources** icon.
2. Click the label of the Compute resource you want to manage networks for.
3. On the screen that appears, click the **Tools** button, then click **Manage Networks**.
4. On the screen that follows, you'll see a list of all networks currently associated with this Compute resource.
To remove a network join, click the Delete icon next to it. You'll be asked for confirmation before the network is removed.

To add a new network join, choose a network from the drop-down menu, enter its interface name (eth0, eth1) and click the Add Network button.

### 23.1.12 Maintenance Mode for Xen/KVM Compute Resources

Compute resources provide hardware for virtual servers, ensuring highly efficient use of available hardware. Below you can find the solutions regarding compute resource maintenance.

If you need to take a compute resource out of service, fix or upgrade it, use the maintenance mode feature. The VSs will be migrated to another compute resource and you can easily maintain your hardware. Be aware that after maintenance, VSs will not be migrated back to your compute resource automatically. You should manually bring VSs back to this compute resource.

If a compute resource is overloaded, but you do not want to take it out of service, you can enable or disable the ability to install/boot virtual servers on the compute resource by means of the Enabled slider while editing compute resource. VSs, which are already created on this compute resource, will not be migrated and will be running.

- Maintenance mode is applicable to Xen/KVM compute resources only.
- Maintenance mode is available only for Static compute resources.
- Ensure that the Set maintenance mode for any compute resource permission is on before managing maintenance mode. For more information refer to the List of all OnApp Permissions section of this guide.

### On this page:
- Enable maintenance mode
- Disable maintenance mode
- Maintenance mode and CPU flags

#### 23.1.12.1 Enable maintenance mode
To enable maintenance mode for a particular compute resource:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Compute resources** icon.
3. Click the label of the compute resource you are interested in.
4. Click **Tools > Enable Maintenance Mode**.
5. On the screen that follows:

   - move the first slider to the right if you want to stop all virtual servers that cannot be migrated to another compute resource. This might happen because there are not enough resources on other compute resources in this zone for all VSs, or there is only one compute resource in a zone. All VSs, which have hot migration option enabled, will try to migrate to another compute resource. Also remember that smart servers can only be cold migrated.

   - move the second slider to the right if you are sure you want to enable maintenance mode for this compute resource.

6. Click **Confirm**. The action will be confirmed only if both options are enabled.

VSs will be sequentially migrated to other compute resources within the compute zone, to which your compute resource is assigned. Compute resource will be marked as in maintenance mode and you will be able to fix or upgrade it.

Be aware, that Xen-based VSs are migrated to Xen compute resources, and KVM-based VSs - to KVM compute resources respectively within one compute zone. If you want to enable maintenance mode for Xen compute resource, there must be at least one more Xen compute resource within compute zone, to which both of them are assigned. Otherwise you will not be able to activate maintenance mode for this compute resource.

### 23.1.12.2 Disable maintenance mode

To bring a compute resource back online, switch maintenance mode off:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Compute resources** icon.
3. Click the label of the compute resource you are interested in.
4. Click **Tools > Disable Maintenance Mode**.

If you want to return VSs to the compute resource, from which they were migrated, you should **manually bring VSs back** to this compute resource.

Disabling maintenance mode initiates automatic compute resource reboot.

### 23.1.12.3 Maintenance mode and CPU flags

If the compute zone has already **configured CPU flags**, and then one of the compute resources of this compute zone goes to maintenance mode, there are several scenarios when it goes back online:

- if the compute resource after maintenance has the same CPU flags as all other compute resources in a compute zone, the performance stays on the previous level and no problems should occur.

- if the compute resource after maintenance has more flags than other compute resources in a compute zone, the additional flags will not be enabled for this compute zone.

- if the compute resource after maintenance has less flags and worse performance than other compute resources in a compute zone, you will receive the email that there is an inconsistency with the flags and the warning that the current configuration of a compute zone is broken with the recommendation to fix that on CPU Flags page for a compute zone.

### 23.1.13 Compute Resource Extended CPU Flags

OnApp provides the list of extended CPU flags for each KVM compute resource. The extended CPU flag’s feature provides the possibility to get the maximum functionality and performance of the new CPUs with latest processor types. The CPU flags are managed per compute zone. The compute resource level provides only the list of flags marked as enabled/disabled/available/unavailable. See further sections for details.

Extended CPU flag's management is available for KVM compute resources only.
23.1.13.1 Prerequisites

The extended CPU flags are managed per compute zone. So that each compute resource assigned to a zone will inherit the flags enabled per compute zone.

The following steps should be taken to enable CPU flags feature:

1. Set up CPU flags functionality for all compute resources added to a certain compute zone:
   - during compute zone creation
   - while editing compute zone

2. Enable or disable CPU flags for certain compute zone. For more information refer to the Manage Extended CPU Flags for Compute Zone section of this guide.

23.1.13.2 Compute resource CPU flags

To view the list of extended CPU flags of a compute resource:

1. Go to your Control Panel's Settings menu and click the Compute Resources icon.
2. Click the label of the compute resource you are interested in.
3. On the screen that appears, click the Compute Resource Overview link in the Tools section.
4. You will get the page with compute resource details. Click the Extended CPU flags link in the Tools section.
5. On the screen that follows you'll see the list of CPU flags sorted into several parts:

   - Enabled - those flags which are currently enabled per compute zone to which this compute resource is attached. So each compute resource in this zone has these flags enabled.
- **Disabled** - those flags which are currently disabled per compute zone to which this compute resource is attached but you can enable them if required on the Manage CPU Flags page. That means that each compute resource in this zone has these flags, but they are not enabled currently.

- **Available** - the list of all CPU Flags detected on this compute resource. This list is shown when the compute resource is not assigned to a compute zone. These flags cannot be enabled for this compute resource individually. At first the compute resource should be assigned to a compute zone, and then the flags can be configured for the whole compute zone.

- **Unavailable** - those flags which are available to this particular compute resource only and not available to other compute resources in a compute zone, so they cannot be enabled.

**Example**

Let's consider the configuration where one compute zone has three compute resources assigned to it. Compute Resource 4 is not assigned to any compute zone.

- Flag1, Flag2 and Flag3 are **enabled**: they are common for all compute resources in a zone, and switched on for the compute zone. So Compute Resource 1, Compute Resource 2 and Compute Resource 3 also have these flags enabled.
• Flag4 is **disabled** for the compute zone. That means that Compute Resource 1, Compute Resource 2 and Compute Resource 3 have Flag4, but it is not enabled currently.

• Flag5 and Flag6 are available to Compute Resource 3 only and not available to other compute resources in the compute zone, so they cannot be enabled. They are **unavailable**.

• Flag7 and Flag8 are **available** for Compute Resource 4. But Compute Resource 4 is not assigned to the compute zone, so Flag7 and Flag8 cannot be enabled for Compute Resource 4 individually. At first Compute Resource 4 should be assigned to the compute zone, and then Flag7 and Flag8 can be configured for the whole compute zone if they are not conflicted.

### 23.2 Compute Zones Settings

Compute zones can be used to create different tiers of service - for example, by setting up different zones for high-performance Compute resource servers, with different prices for virtual servers deployed on that zone.

Compute zones can have data stores and networks attached to them. The combination of Compute resource, data store and network groups can be used to create private clouds for customers.

If there is only one Compute resource located in the Compute zone, it will not be marked as offline during the management network failure. This is an expected OnApp behavior.

#### 23.2.1 Create Compute Zone

Follow the below procedure to create a Compute Zone for any type of Compute resources apart from VMware. To create a Compute Zone for VMware Compute resources, please, refer to Create VMware Compute Zone.

To create a new Compute zone:

1. Go to your Control Panel's Settings menu and click the Compute Zones icon.
2. Press "+" or click the Create Compute Zone button.
3. On the screen that follows:
   a. **Label** - give your Compute zone a name.
   b. **Provider name** - enter the provider name that will appear in the list of zones in Federation. This field is relevant only to federated zones.
   c. **Server type** - choose the server type from the drop-down box:
      i. Choose the **virtual** server type to create a Xen, KVM, or CloudBoot zone
      ii. Choose the **smart** server type to create a smart server zone.
      iii. Choose the **baremetal** server type to create a baremetal server zone.
   d. **Location group** - select the location group to which this Compute zone will be assigned.
e. **Release resource type** - this option allows you to free up the Compute resource resources and over-commit RAM, CPU and CPU shares by means of the virtual servers that are shut down. By default, the Compute zone is created with the *Memory Guarantee* option enabled. In this case the over-committing cannot be used. To enable resource releasing, choose either the *Ballooning* or *Only Started VS* option.

   - **Memory guarantee** - the actual free Compute resource memory is calculated. All virtual servers residing on the Compute resource will be able to start.
   - **Ballooning** (KVM Compute resources only) - free Compute resource memory is calculated with the ability to use memory over-committing.

   • A virtual server may be migrated to another Compute resource if there is not enough memory for it to start up on the Compute resource with the ballooning option enabled.
   • Do not use the ballooning option if there is at least one edge or storage server within the Compute zone.
   • When using ballooning option it is impossible to monitor the exact free compute resource memory as it is a floating value. Therefore some VS edit or start actions may fail.

   - **Only started VS** - only the memory of running virtual servers is calculated.

f. **Max VS to start at once** - specify the maximum number of virtual servers that can be started simultaneously on this Compute resource (5 recommended). This option ensures that virtual servers with VIP status will be booted prior to other servers.

g. **Placement type** - specify the Compute resource selection algorithm, which will be used on virtual server provisioning and recovery, per Compute zone:

   - **Take HV with maximum free RAM (Sparse)** - set this type to select the Compute resource with maximum free RAM during the VS recovery. This option allows you to perform faster migration of virtual servers with the lesser (sparse) number of iterations during the failover.

   This option behaves in different ways, depending on the event:
   • On provisioning, the round-robin algorithm will be used on Compute resource selection.
   • On recovery, the Compute resource with maximum free RAM will be selected.

   - **Take HV with minimum free RAM (Dense)** - with this type the system selects the Compute resource with minimum required free RAM. This option allows filling Compute resource as densely as possible before starting to use next Compute resource in the zone.

h. **Failover timeout** - time period for which the iterations will run during the failover if the Compute resource does not respond.
i. **CPU units** - set the number of CPU units which will be assigned to each Compute resource in this zone by default. Do not apply CPU Units for the zones which have KVM Compute resources running on CentOS5 and baremetal servers.

j. **CPU guarantee** - move the slider to the right to ensure there is enough CPU on the Compute zone to create a new VS

k. **Use Local Read Path** - move the slider to the right to minimize the network throughput dependency for read heavy workloads. When the Use Local Read Path option is enabled, reads go over the local software bridge to a local replica of the data rather than traverse a physical NIC + switch.

l. **Run Sysprep** - move the slider to enable Windows virtual server deployment without running a sysprep. If there are several simple deployed virtual servers from the same template in the cloud, they will have identical SIDS. This will result in the system conflict. It is not possible to set VS password when creating a Windows-based VMware virtual server without running a sysprep.

m. **Extended CPU Flags** - move the slider to the right to enable CPU flags functionality for all compute resources added to this compute zone.

n. **Instance Type VSs** - move the slider to the right if you want the zone to be used when creating Instance Type VSs only. If you enable this option, the zone will not be available in the virtual server creation wizard’s Resources step for custom VSs (VSs built by setting resources manually). If this slider does not appear, this zone is inappropriate for creating Instance Type VSs.

Note that Instance Type VSs can only be created on compute resources within compute zones where all compute resources are assigned the same amount of CPU units. If there are compute resources with different amount of CPU units set in a zone, it will not be possible to create Instance Type VSs in such zones. The reason is that CPU priority for Instance Type VSs in this configuration cannot be set to 100%, which is the default value for such virtual servers.

4. Click the **Save** button.

### 23.2.2 View Compute Zones

To view Compute zones:

1. Go to your Control Panel’s **Settings** menu and click the **Compute Zones** icon.

2. The screen that appears will show all zones currently set up in the cloud along with the following details:
23.2.3 View Compute Zone Details

To view details of a Compute zone:

1. Go to your Control Panel's **Settings** menu and click the **Compute Zones** icon.
2. Click the label of the zone you're interested in. The screen that follows shows details of that zone:
   - **Label** - Compute zone's name.
   - **Location group** - location group where this zone is located.
   - **Max VS to start at once** - the maximum number of VSs which can run simultaneously in this zone.
   - **Placement type** - the Compute resource selection algorithm, which will be used on virtual server provisioning and recovery.
   - **Failover timeout** - time period for which the iterations will run during the failover if the Compute resource does not respond.
   - **Release resource type** - shows which option is set for over-committing RAM, CPU and CPU shares.
   - **Assigned Compute resources** - the list of Compute resources assigned to the zone.
   - **Unassigned Compute resources** - the list of Compute resources in the cloud that are not assigned to the zone.

23.2.4 Add Compute Resource to Compute Zone

To add a Compute resource to a zone:

1. Go to your Control Panel's **Settings** menu and click the **Compute Zones** icon.
2. Click the label of the zone you want to add a Compute resource to. The screen that appears will show you all Compute resources in the cloud, organized into two lists – those assigned to the zone already, and those that are unassigned.

3. In the unassigned list, find the Compute resource you want to add to the zone and click the **Actions** button next to it, then click **Add**.

1. We strongly recommend that you avoid creating mixed Compute zones:
   - do not add CloudBoot and static boot Compute resources to one Compute zone
   - do not add both XEN and KVM Compute resources to one zone

   The reason is that XEN VSs cannot migrate/failover to a KVM Compute resource and KVM VSs cannot migrate/failover to a XEN Compute resource.

2. Be careful when adding new compute resources to compute zone with CPU flags configured. For more information refer to the **Manage Extended CPU Flags for Compute Zone** section of this guide.

### 23.2.5 Remove Compute Resource from Compute Zone

To remove a Compute resource from a zone:

1. Go to your Control Panel's **Settings** menu and click the **Compute Zones** icon.

2. Click the label of the zone you want to remove a Compute resource from. The screen that appears will show you all Compute resources in the cloud, organized into two lists – those assigned to the zone already, and those that are unassigned.

3. In the assigned list, find the Compute resource you want to remove and click the delete button (–) in the the **Actions** section next to it.

   You can only remove a Compute resource from a Compute zone if it currently hosts no virtual servers.

### 23.2.6 Delete Compute Zone

To delete a Compute zone:

1. Go to your Control Panel's **Settings** menu, and click the **Compute Zones** icon.

2. The screen that appears will show all zones currently set up in the cloud.

3. Click the **Actions** button next to the zone you want to remove, then choose **Delete** to remove it from the cloud. You will be asked to confirm the deletion.
23.2.7 Edit Compute Zone

To edit Compute zones:

1. Go to your Control Panel’s Settings menu, and click the Compute Zones icon.
2. The screen that appears will show all zones currently set up in the cloud.
3. Click the Actions button next to the required Compute zone, then click Edit. You can edit the following Compute zone details:
   - **Label** - Compute zone’s name
   - **Location group** - location group to which the Compute zone is assigned. You can change the already set location if there are no virtual servers built on Compute resources of this zone.
   - **Release resource type** - Compute zone’s resource type. This option allows you to free up the Compute resource resources and over-commit RAM, CPU and CPU shares by means of the virtual servers that are shut down. By default, the Compute zone is created with the Memory Guarantee option enabled. In this case the over-committing cannot be used. To enable resource releasing, choose either the Ballooning or Only Started VS option.
     - **Memory guarantee** - the actual free Compute resource memory is calculated. All virtual servers residing on the Compute resource will be able to start.
     - **Ballooning (KVM Compute resources only)** - free Compute resource memory is calculated with the ability to use memory over-committing.
   - **Max VS to start at once** - the maximum number of virtual servers that can be started simultaneously on this Compute resource (5 recommended). This option ensures that virtual servers with VIP status will be booted prior to other servers.
   - **Only started VS** - only the memory of running virtual servers is calculated.

- A virtual server may be migrated to another Compute resource if there is not enough memory for it to start up on the Compute resource with the ballooning option enabled.
- Do not use the ballooning option if there is at least one edge or storage server within the Compute zone.
- When using ballooning option it is impossible to monitor the exact free compute resource memory as it is a floating value. Therefore some VS edit or start actions may fail.
o **Placement type** - specify the Compute resource selection algorithm, that will be used on virtual server provisioning and recovery, per Compute zone:
  
  - *Take HV with maximum free RAM (Sparse)* - set this type to select the Compute resource with maximum free RAM during the VS recovery. This option allows performing faster migration of virtual servers with the lesser (sparse) number of iterations during the failover.
  
  This option behaves in different ways, depending on the event:
  
  - On provisioning, the round-robin algorithm will be used on Compute resource selection.
  - On recovery, the Compute resource with maximum free RAM will be selected.
  
  - *Take HV with minimum free RAM (Dense)* - with this type the system selects the Compute resource with minimum required free RAM. This option allows filling Compute resource as densely as possible before starting to use next Compute resource in the zone.

- **Failover timeout** - time period in minutes for which the iterations will run during the failover if the Compute resource does not respond.

- **CPU Units** - edit the amount of CPU units assigned to each Compute resource in this zone by default.

- **CPU guarantee** - move the slider to the right to ensure there is enough CPU on the Compute zone to create a new VS.

- **Update Compute resource CPU units** - move the slider to apply the edited number of CPU units to all the Compute resources in this zone.

- **Disable failover** - Compute resource failover means VS migration to another Compute resource if the Compute resource on which it is running goes offline.

When you assign Compute resource to the new Compute zone without any Compute resources, the disable failover zone’s parameter automatically takes the value of the Compute resource.

When all Compute resources within the zone have the same value, the Compute zone’s disable failover status will be the same, otherwise the Compute resources zone’s failover status will be set to disabled.

When you change the Compute zone’s disable failover value, this change will be applied to all Compute resources within this zone.

1. **Use local reads path** - minimize the network throughput dependency for read heavy workloads. When the *Use Local Read Path* option is enabled, reads go over the local software bridge to a local replica of the data rather than traverse a physical NIC + switch.
- **Run Sysprep** - enable or disable Windows virtual server deployment without running sysprep.

  It is not possible to set VS password when creating a Windows-based VMware virtual server without running a sysprep.

- **Extended CPU Flags** - move the slider to the right to enable CPU flags functionality for all compute resources added to this compute zone.

- **Instance Type VSs** - move the slider to the right if you want the zone to be used when creating Instance Type VSs only. If you enable this option, the zone will not be available in the virtual server creation wizard’s Resources step for custom VSs (VSs built by setting resources manually). If this slider does not appear, this zone is inappropriate for creating Instance Type VSs.

  Note that Instance Type VSs can only be created on compute resources within compute zones where all compute resources are assigned the same amount of CPU units. If there are compute resources with different amount of CPU units set in a zone, it will not be possible to create Instance Type VSs in such zones. The reason is that CPU priority for Instance Type VSs in this configuration cannot be set to 100%, which is the default value for such virtual servers.

4. Click the **Save** button to save your changes.

### 23.2.8 Manage Compute Zone Data Stores

Data stores can easily be attached and removed from Compute zones. This association between a Compute zone and a data store is called a data store join.

1. Go to your Control Panel’s **Settings** menu and click the **Compute Zones** icon.

2. Click the label of the Compute zone you want to manage data stores for.

3. On the screen that appears, click the **Manage Data Stores** link in the **Tools** section.

4. On the screen that follows you’ll see a list of all data stores currently associated with this Compute zone.

To remove a data store from the zone, click the **Delete** icon next to it. You’ll be asked for confirmation before the store is removed.

To add a new data store, choose one from the drop-down menu and click the **Add Data Store** button.
23.2.9 Manage Compute Zone Networks

Networks can easily be attached and removed from Compute zones. This association between a Compute zone and a network is called a network join.

1. Go to your Control Panel's Settings menu and click the Compute Zones icon.
2. Click the label of the Compute zone you want to manage data stores for.
3. On the screen that appears, click the Manage Networks link in the Tools section.
4. On the screen that follows you'll see a list of all networks currently associated with this Compute zone.

To remove a network, click the Delete icon next to it. You'll be asked for confirmation before the network is removed.

To add a new network, choose one from the drop-down menu, enter its interface name (eth0, eth1) and click the Add Network button.

If the Compute zone loses network connection, a warning message "All Compute resources are not responsive" will be displayed.

23.2.10 Manage Compute Zone Recipes

To manage Compute zone recipes:

1. Go to your Control Panel's Settings menu and click the Compute Zones icon.
2. Click the label of the zone you’re interested in.
3. On the Compute zone details page click the Tools button, then select Manage Recipes.
4. The screen that follows shows details of all the recipes in the cloud:

- The right pane displays the list of Compute zone events to which the recipes can be assigned to.
- The left pane shows the list of all recipes in the cloud.

Assign recipe

Use drag and drop feature to assign a recipe to a desired Compute zone event.

You can assign template recipes to the following events:

- *Compute resource comes online* - run the recipe when the Compute resource comes online
- *Compute resource goes offline* - run the recipe when the Compute resource goes offline

The recipe will be triggered when the statistics is not received from a Compute resource for a certain period of time for some reason. If the Compute resource is offline, the recipe will not run.
- **VS provisioning** - run the recipe during VS provisioning
- **VS network rebuild** - run the recipe when rebuilding a network
- **VS disk added** - run the recipe when adding a disk
- **VS network interface added** - run the recipe when adding a network interface
- **VS disk resized** - run the recipe when resizing a VS disk
- **VS resize** - run the recipe when resizing a VS

**To use drag and drop:**
1. Click the arrow button in front of the required event to unfold it.
2. Click the arrow button in front of the required recipe group to unfold it. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.

**Remove recipe**
To remove recipe:
1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the **Delete** button next to the recipe you want to remove.

### 23.2.11 Manage Extended CPU Flags for Compute Zone

OnApp introduces a possibility to use extended CPU flags for compute resources. Enabling extended CPU flags will increase performance and functionality of processors. This functionality is implemented on a per compute zone basis. When enabled per compute zone and properly configured, all compute resources in that zone will inherit the specified extended CPU flags. Hot migration inside such compute zones is more reliable. This feature also allows you to set bigger prices for the better CPUs in billing plans.

- It is important that you evaluate the risks of CPU flags misconfiguration before enabling the functionality. Make sure that the list of extended CPU flags that you select is reasonable.
- CPU flag's functionality is relevant to KVM compute resources only. We do not recommend creating mixed XEN/KVM compute zones for better performance.
- When switching on extended CPU flags for compute zone, go through the already existing compute resources to switch off conflicting flags.

Below you can find instructions on how to set and use CPU flags.
23.2.11.1  Enable CPU flags for compute zone

You can enable extended CPU flags functionality for a compute zone:

- during compute zone creation
- while editing compute zone

After extended CPU flags functionality is enabled for a compute zone, all compute resources in this zone will use the CPU flags set up for the zone. If no CPU flags are set (for example you haven't configured them yet), then no extended CPU flags are enabled for compute resources in this zone.

Now proceed to Manage CPU flags page.

23.2.11.2  Manage CPU flags

After extended CPU flags functionality is enabled for compute zone, configure the list of enabled CPU flags:

1. Go to your Control Panel's Settings menu and click the Compute Zones icon.
2. Click the label of the Compute zone you want to manage CPU flags for.
3. On the screen that appears, click the Manage CPU Flags link in the Tools section.
4. On the screen that follows you'll see the list of CPU flags that are common for all the compute resources. Also you will see the list of conflicted CPU flags (if any).
5. Click the Edit icon. The list of all the flags that are common for all compute resources in a zone will be displayed.
6. Click a flag to enable or disable it. Enabled flags are marked in green, disabled flags are grayed out.
7. Click Submit.
- If there are conflict flags (those which are not available to some compute resources in this compute zone, but this compute resource is forcefully added to compute zone), they are marked red.

- If the compute zone has already configured CPU flags, and then one of the compute resources of this zone goes to maintenance mode, there are several scenarios when it goes back online. For more information refer to the Maintenance Mode for Xen/KVM Compute Resources section of this guide.

- Be careful when adding new compute resources to a compute zone with enabled and configured extended CPU flags. For more info, refer to the following section.

23.2.11.3 Adding new compute resources to compute zone with already configured set of flags

There are several scenarios when new compute resources are added to compute zone with already configured set of flags:

- If the new compute resource has the same CPU as those which are already in a compute zone, no problems should occur. The new compute resource will inherit the CPU flags set per compute zone.

- If the new compute resource has the CPU with better performance than those which are already in a compute zone, the new compute resource will inherit the CPU flags set per zone. The other flags will be disabled.
If the new compute resource has the CPU with worse performance than those which are already in a compute zone, the new compute resource cannot inherit all the CPU flags set per zone, as most probably some of them are missing for this new compute resource. In this case you will be alerted on inconsistency and you will have to make a decision if such compute resource should be added to zone. When you add a compute resource to a compute zone a warning pops up with the info that some flags of this new compute resource are missing. You make a decision to cancel the adding a compute resource to a compute zone, or agree despite the current zone configuration may be broken to proceed adding this compute resource anyway. If you agree, the compute resource is added to a compute zone and you are warned that it is required to manage flags to fix. In this case, go to the Settings > Compute zones > compute zone label > Tools > Manage CPU flags page to switch off the redundant flags. The flags managing page will show the list of flags divided into three columns: Enabled/Disabled/Conflict. You decide which flags to switch on/off.
24 STORAGE SETTINGS

The Control Panel's Storage Settings menu is where you get detailed control over low-level cloud settings for data stores, data store zones and disks.

24.1 Data Store Zones Settings

Data store zones can be used to create different tiers of service – for example, by setting up different zones for ordinary and high-performance SANs in the cloud. Zones can also be used to create private clouds for specific users.

24.1.1 View Data Store Zones

To view data store zones:

1. Go to your Control Panel's Settings menu, and click the Data Store Zones icon.
2. The screen that appears will show all data store zones currently set up in the cloud with their labels and the location groups they are assigned to.

Click a zone's label (name) to see details of the zone and to access the functions for adding/removing data stores to/from the zone.

24.1.2 View Data Store Zone Details

To view details of a data store zone:

1. Go to your Control Panel's Settings menu and click the Data Store Zones icon.
2. Click the label of the zone you're interested in. On the screen that appears, you will see the following data store zone details:
   - Its label
   - A list of data stores assigned to the zone
   - A list of data stores unassigned to the zone
24.1.3 Create Data Store Zone

To create a new data store zone:

1. Go to your Control Panel’s Settings menu and click the Data Store Zones icon.
2. Click the Create Data Store Zone button.
3. On the screen that follows:
   - **Label** - give your data store zone a name.
   - **Location group** - select the location group you wish to assign this data store zone to from the drop-down list.
   - **Instance Type VSs** - move the slider to the right if you want the zone to be used when creating Instance Type VSs only. If you enable this option, the zone will not be available in the virtual server creation wizard’s Resources step for custom VSs (VSs built by setting resources manually).
4. Click the Save button.

24.1.4 Create Solidfire Data Store Zone

To create a new data store zone:

1. Go to your Control Panel’s Settings menu and click the Data Store Zones icon.
2. Click the Create Data Store Zone button.
3. On the screen that follows:
   - **Label** - give your data store zone a name.
   - **Location group** - select the location group you wish to assign this data store zone to from the drop-down list.
4. Click the Save button.
5. You will be redirected to the Data Store Zone overview page. On that page you will see Unassigned Data Stores which can be added to this Data Store Zone.
6. Click the "+" icon to assign a required SolidFire Data Store(s).
7. Afterwards click the "edit" icon to proceed with SolidFire Data Store zone settings.
8. On the page that follows specify the following options, which will be applied while selecting this data store zone when creating a virtual server or adding a disk to an existing virtual server:
   - **Default max iops** - the maximum number of Input/Output operations per second.
   - **Default burst iops** - the number of burst IOPS.
     
     Both maximum and burst IOPS values cannot exceed 15000.
   - **Min disk size** - the minimum size of a disk to be added to a virtual server.
9. Click the **Save** button.

### 24.1.5 Edit Data Store Zone

To edit data store zones:

1. Go to your Control Panel's **Settings** menu, and click the **Data Store Zones** icon. The screen that appears will show all data store zones currently set up in the cloud.
2. To change the zone's name and location group, click the **Actions** button next to the data store zone you are interested in, then click **Edit**.
3. On the page that loads you can change the following data store zone details:
   - **Label** - give your data store zone a name.
   - **Location group** - select the location group you wish to assign this data store zone to from the drop-down list. You can change the already assigned location group only if there are no disks or ISOs built on data stores of current zone.
   - **Instance Type VSs** - move the slider to the right if you want the zone to be used when creating Instance Type VSs only. If you enable this option, the zone will not be available in the virtual server creation wizard's **Resources** step for custom VSs (VSs built by setting resources manually).
4. Click **Save**.

### 24.1.6 Attach Data Stores to Data Store Zone

To add a data store to a zone:

1. Go to your Control Panel's Settings menu and click the **Data Store Zones** icon.
2. Click the label of the zone you want to add a data store to.
3. On the screen that follows, click the "+" icon next to the unassigned data store you want to add.

### 24.1.7 Remove Data Stores From Data Store Zone

To remove a data store from a zone:

1. Go to your Control Panel's **Settings** menu and click the **Data Store Zones** icon.
2. Click the label of the zone you want to remove a data store from.
3. On the screen that appears, click the "−" icon next to the data store you want to remove, to delete it.

24.1.8 Delete Data Store Zone

Delete data store zones:
1. Go to your Control Panel’s Settings menu, and click the Data Store Zones icon. The screen that appears will show all data store zones currently set up in the cloud.
2. Click the Actions button next to the zone you want to remove, then click Delete. You’ll be asked for confirmation before the zone is removed.

24.2 Data Stores Settings

Data stores provide disk space for your virtual servers and operating systems. Data stores are attached to Compute resources. There are several types of data stores in OnApp:
1. Traditional logical volume data stores based on a centralized SAN.
2. ESXi datastores used under VMware (refer to vCenter Implementation Guide for details)
3. Integrated storage data stores (the core Integrated Storage functionality). See Integrated Storage chapter for details.

The basic management tools are the same for all data store types, but the creation process differs. Use caution when changing data store settings!

OnApp is integrated with the SolidFire storage management system. It is now possible to perform the following options with the SolidFire:

- Allocate dedicated LUN from SF cluster per virtual server disk, when creating a VS (LUN is created per each VS disk, with a separate LUN per swap disk).
- Create virtual servers without the swap disk.
- Implement backups / snapshots using SF CloneVolume method

Logical unit number (LUN) is a unique identifier assigned to one or several virtual server disks, addressed by SCSI protocol. In the SolidFire SAN environment, a RAID controller provides multiple LUN support, presenting storage as multiple devices. In this case, a LUN is used to present a view of the disk storage to the virtual server. When a LUN is assigned to a virtual server, it acts as its physical disk drive. Regardless of the use, each logical unit is treated as a single device.

LUN allows differentiating up to eight logical units. In LUN division, SAN is configured in such
a way to match LUNs to proper virtual servers. Use of LUN mapping allows improving security by setting a storage access limitations, so that only LUNs authorized to access a particular virtual server can access the specific port.

24.2.1 View Data Stores

To view all data stores on your cloud:
1. Go to your Control Panel Settings menu.
2. Click the Data Stores icon. The screen that appears lists all data stores currently available and their details:
   - Label - the name of the data store
   - IP address - the IP address of the data store
   - Shared? - whether the data store is shared or not
   - Identifier - the identifier of the data store
   - Enabled - whether the data store is enabled or not
   - Data Store Zone - the data store zone to which this data store is assigned
   - Location Group - the location group to which this data store is assigned
   - Disk Usage - used disk size within the data store
   - Disk Capacity - the disk capacity set for the data store
   - Actions - click the Actions icon to Edit or Delete a data store

24.2.2 Create LVM Data Store

To create a data store:
1. Go to your Control Panel Settings menu.
2. Click the Data Stores icon.
3. Click the Create Data Store link at the bottom of the screen.
4. Follow the steps in the creation wizard:
   **Step 1 of 2. Properties**
   - Label - choose a name for the data store
   - IP address - enter an IP address for your data store
   - Data store type - select the Lvm data store type
Step 2. Resources

- **Disk Capacity** - set disk capacity in GB
- **Local Compute resource** - if required, you can also bind the data store with a local Compute resource. This is helpful if you wish that the data store and a Compute resource were located on the same physical server thus decreasing the time needed for a Compute resource-data store connection.
- **Data Store Zone** - if required, you can also assign the data store to a data store zone. The drop-down menu lists all data store zones set up in the cloud (to add or edit data store zones, see Data Store Zones Settings).

5. When you've finished configuring the store, click the Create Data Store button.

To use the data store, you have to assign it either to a Compute resource or a Compute zone.

### 24.2.3 Create SolidFire Data Store

You can create one SolidFire data store per cloud that will represent the space available at the SolidFire side.

To create a SolidFire data store:
1. Go to your Control Panel Settings menu.
2. Click the Data Stores icon.
3. Click the Create Data Store link at the bottom of the screen.
4. Follow the steps in the creation wizard:

**Step 1 of 3. Properties**

- **Label** - enter a data store label
- **IP address** - specify an IP address to be used for managing the data store via CP (Inasmuch SolidFire data stores have two interfaces, you'll have to specify the IP address for the cluster admin later)
- **Data store type** - select a solidfire data store type
- **Enabled** - move the slider to the right to enable a data store. When disabled, OnApp will not allow new disks to be created automatically on that data store. This is useful to prevent an established data store from becoming too full. It also lets you prevent the automatic creation of root disks on 'special' data stores (high speed, etc).
- **Click Next.**

**Step 2 of 3. Resources**

- **Disk Capacity** - set disk capacity in GB.
- **Local Compute resource** - if required, you can also bind the data store with a local Compute resource. This is helpful if you wish that the data store and a Compute resource were located on the same physical server thus decreasing the time needed for a Compute resource-data store connection.
- **Data Store Zone** - if required, you can also assign the data store to a data store zone. The drop-down menu lists all data store zones set up in the cloud (to add or edit data store zones, see Data Store Zones Settings).

**Step 3. Authentication Settings**

- **Specify the cluster Admin settings:**
  - **iSCSI IP** - iSCSI IP address
  - **Username** - specify username for cluster authorization
  - **Password** - specify password for cluster authorization

- **Specify the SolidFire Account settings:**
  - **Username** - specify SolidFire account username
  - **Initiator secret** - specify iSCSI initiator secret (optional)
  - **Target secret** - specify iSCSI initiator secret (optional)

*Initiator secret* and *target secret* are optional parameters. They are created automatically for a newly created account. For the new account they will be taken from the SolidFire database. If you specify target and initiator secrets for an existing user, they will be overwritten.
5. When you’ve finished configuring the store, click the Create Data Store button.

24.2.4 Edit Data Store

To edit a data store:

1. Go to your Control Panel's Settings menu.
2. Click the Data Stores icon. You'll see a list of the data stores on your system.
3. Click the Actions button next to the store you want to change, then click Edit.
4. On the following page the appropriate data store details:
   - **Label** - the name of the data store.
   - **IP address** - the IP address of the data store.
   - **Iscsi IP** - iSCSI IP address.
   - **Disk Capacity** - set disk capacity in GB.
   - **Enabled** - move the slider to the right to enable a data store. When disabled, OnApp will not allow new disks to be created automatically on that data store. This is useful to prevent an established data store from becoming too full. It also lets you prevent the automatic creation of root disks on 'special' data stores (high speed, etc).
   - **Local Compute resource** - if required, you can also bind the data store with a local Compute resource. This is helpful if you wish that the data store and a Compute resource were located on the same physical server thus decreasing the time needed for a Compute resource-data store connection.
   - **Data Store Zone** - if required, you can also assign the data store to a data store zone. The drop-down menu lists all data store zones set up in the cloud (to add or edit data store zones, see Data Store Zones Settings).
   - **Data store type** - choose the data store type.
5. Click the Save Data Store button to finish.

24.2.5 Delete Data Store

To delete a data store:

1. Go to your Control Panel's Settings menu.
2. Click the Data Store icon. You'll see a list of the data stores in your system.
3. Click the Actions icon next to the data store you want to delete, then click Delete. You'll be asked for confirmation before the store is deleted.
24.3 Disks Settings

The disk settings screen lets you view, edit, migrate and delete every disk in the cloud, and provides quick access to their backup and schedule functions.

Do not create multiple partitions on one disk for virtual servers. OnApp Control Panel supports only one partition per disk. In cases when you change disk partition, the CP might loose control of such a disk and the VS associated with it. If required, create additional disks instead.

24.3.1 View Disks

To view a disk:
1. Go to your Control Panel's Settings > Disks menu.
2. On the page that loads, you can see the list of all the disks in the cloud and their details:
   - Disk - disk ID
   - Label - disk label
   - Size - disk size in GB
   - Data Store - data store the disk is configured on
   - Virtual Server - the virtual server the disk is assigned to
   - Mounted? - whether the disk is mounted or not
   - File system - the disk's file system
   - Type - the disk's type (swap or standard)
   - Built? - whether the disk has been built or not
   - Backups - number of backups taken
   - Auto-backup? - whether auto-backups are scheduled for this disk

24.3.2 Enable Disk Auto-backups

To enable disk auto-backups:
1. Go to your Control Panel's Settings > Disks menu.
2. Move the Auto-backup icon to the right next to the required disk.
You can use disk auto-backups to enable/disable automatic backups for a particular disk. If the incremental backups are enabled in your cloud, you can set auto-backups per VS rather than per disk.

*If disk auto-backups were turned on before enabling the incremental backups option, you will need to disable the disk auto-backups and enable incremental auto-backup per virtual server.*

### Backup Disks

The Disks screen lists all the disks in the cloud and indicates disk ID, disk label, disk size, data store they're configured on, the virtual server they're assigned to, their type, status, number of backups taken and backup status.

To back up a disk:

1. Go to your Control Panel's **Settings > Disks** menu.
2. Click the **Actions > Backup** button next to the required disk.
3. Click **Take a Backup** button.

### Migrate Disks

You can migrate disks to other data stores, which are allocated to the same Compute resource. Unlike **VS migration** – disk migration requires reboot of the VS (despite the template it is based on). You can only migrate disks to data stores in data store zones assigned to your billing plan.

To migrate a disk to another data store:

1. Go to your Control Panel's **Settings > Disks** menu.
2. Click the **Actions** button next to the disk you want to change, then click the **Migrate** link.
3. Choose a target data store.
4. Click the **Start Migrate** button.

### View Disk IOPS

To see IOPS for a disk:

1. Go to your Control Panel's **Settings > Disks** menu.
2. Click the **Actions** button next to the required disk, then click the **IOPS** link.
3. There are four charts on the screen that appears:
   - Instant IOPS - IOPS for the last hour
   - Hourly IOPS - IOPS for the last 24 hours
   - Instant data written/read - data written/read for the last 24 hours
   - Hourly data written/read - data written/read for the last hour

4. To zoom into a time period, click and drag in a chart. Click the **Reset Zoom** button to zoom out again.

### 24.3.6 Schedule Disks for Backups

In addition to the system auto-backup presets, you can schedule backups of virtual servers (VS disks) as required. For example, you can set up a schedule to back up your disks once a week.

To schedule a backup:
1. Go to your Control Panel's **Settings > Disks** menu.
2. Click **Actions > Schedule for backups** button next to a disk to schedule a backup for.

### 24.3.7 Delete Disks

To delete a disk:
1. Go to your Control Panel's **Settings > Disks** menu.
2. Click **Actions > Delete** button next to a disk to delete it. You'll be asked for confirmation before the disk is removed. All backups for this disk will be removed too.

#### 24.3.7.1 Disk Wipe

OnApp Cloud provides two ways to clean VS data when deleting or migrating a VS’s disk. By default, OnApp Cloud will format the physical disk space used by a virtual server when that VS’s virtual disk is deleted, or when the VS disk is migrated to another data store.

You can also choose to wipe/format a VS’s disk (filling it with zeroes) by changing a configuration setting on the OnApp Control Panel server. To enable this behavior:

1. Log in as root on your OnApp Control Panel server.
2. Edit the following configuration file: `/onapp/interface/config/on_app.yml` and set the `wipe_out_disk_on_destroy` parameter to true.
The `wipe_out_disk_on_destroy` value is set to FALSE by default. If you wish to return disk wiping behaviour to the default setting (formatting rather than zeroing disks), simply edit the config file and set the value to FALSE again.
25 LOCATION GROUPS

The location group ties compute resource, network, data store and backup server zones into the same location group. So, when you create a compute resource and choose a compute zone assigned to a specific location group, the network, data store and backup servers will be limited to this location group. This enables you to host different types of servers (virtual, smart, application, edge and storage) in remote locations using a single control panel. Please contact your cloud specialist to enable this feature.

Make sure to enable the Access Token to use Location groups functionality (Settings > Configuration menu).

The location group specified per server predefines the selection of compute zones and, consequently, its compute resources.

If a user has compute zones assigned to location groups in their billing plan, the Cloud Locations step will appear in the virtual server creation wizard. On this step, the user selects the country and city where the cloud is located. If the user’s billing plan has several compute zones, some of which are assigned to location groups, whereas others are not - the cloud locations screen will not be available in the wizard.

It is not possible to take incremental backups if you are using location group functionality without a backup server added to the group - the following error message will appear:

"Backup cannot be made at this time: This disk cannot be backed up, check Location Group settings."

This issue will be fixed in next releases. As a workaround, add an empty backup server zone to your location group.

25.1 Add Location Groups

To add a location group:

1. Add and properly configure a location in OnApp Dashboard.
2. Go to your Control Panel Settings > Location Groups screen.
3. The page that loads will show the groups of all available locations.

4. Click the **Refresh** button if the required location is not listed.

After that, configure the resources that will be attached to the location groups. We recommend the following configuration sequence to ensure correct relationships within location groups:

1. Add resources to the zones. For example, attach data stores to the data store zones.
2. Add zones you configured at Step 1 to the required location group.

Create relations between resources themselves: attach data stores and networks to the Compute zones.

Do not delete location groups with assigned zones!

### 25.2 View Location Groups

The Location Groups are added in OnApp Dashboard. So, when you log in to your Control Panel, the system lists all the locations added and configured in OnApp Dashboard.

To view the list of Location Groups available in your cloud:

1. Go to your Control Panel’s **Settings** menu.
2. Click the **Location Groups** icon. The page that appears will show all the location groups in your cloud.
3. Click the location group name to see its details:

- o country and city
- o CDN locations
- o Compute resource, data store, network, and backup server zones assigned to this location

### 25.3 Edit Location Groups

It is possible to modify an existing location in OnApp Dashboard if the location is not used by any zone.
If special requirements are met, you can change the location already assigned to Compute resource/data store/network/backup server zones. For more info on this, refer to the following sections:

- Edit Compute Zone
- Edit Data Store Zone
- Edit Network Zone
- Edit Backup Server Zone

## 25.4 Assign Zones to Location Groups

To properly configure the Location groups in your cloud, assign the CDN locations and Compute resource, Data store, Network and Backup server zones to them.

To assign zones to a location group:

1. Log in to your OnApp Control Panel.
2. Go to your **Settings > Location Groups** menu.
3. Click the **Country** or **City** of the Location Group in question.
4. The page that loads is organized into the list of CDN Locations and Compute resource/Data store/Network/Backup server zones. Click the “+” button next to a required zone.
5. In the window that pops up, choose a particular location or zone and click **Attach**. The CDN locations available for sign up are those configured in OnApp Dashboard, while zones are taken from OnApp CP.
6. Repeat the procedure for other zones/locations.

You can also assign a Location Group to a particular CDN Edge Server/Compute resource/Data store/Network/Backup server zone on the following screens:

- Create CDN Edge Server
- Edit Compute Zone
- Edit Data Store Zone
- Edit Network Zone
- Edit Backup Server Zone
25.5 Unassign Zones from Location Groups

To unassign a Compute resource/Data store/Network/Backup server zone from a location group:

1. Log in to your OnApp Control Panel.
2. Go to your Settings > Location Groups menu.
3. Click the Country or City of the Location Group in question.
4. The page that loads is organized into the list of Compute resource/Data store/Network/Backup server zones. Click the "-" (Delete) button in the Actions column next to a required zone.
5. Repeat the procedure for other required zones.

You cannot unassign a Compute resource/Data store/Network/Backup server zone from a Location Group if such zone is used by any virtual server. It is impossible to unassign a CDN Location, if this location has Edge servers within it.

You can also unassign a Location Group from a particular Compute resource/Data store/Network/Backup server zone on the following screens:

- Edit Compute Zone
- Edit Data Store Zone
- Edit Network Zone
- Edit Backup Server Zone
26 BACKUP SETTINGS

The Control Panel's Backup Settings menu is where you get detailed control over low-level cloud settings for backup servers and backup server zones.

For general information on how backups work, where they are stored, the types of backups, refer to Virtual Server Backups section of this guide.

26.1 Auto-backup Presets Settings

Auto-backup presets are a simple way to set up an automatic backup schedule when virtual servers are created. Once configured, they can be applied to a VS automatically when the Automatic Backups Required box is checked during VS creation. A number of preset backup time periods are available (daily, weekly, monthly and annual backups) which are configured further by specifying how often each backup is taken. So, for example, you can set up automatic backups every 2 days, every 1 month, or even every 12 months (the same as every 1 year). Each type of backup can be enabled or disabled.

To view and edit auto-backup presets:

1. Go to your Control Panel's Settings menu
2. Click the Auto-backup Presets icon. You'll see a list of the presets available on the following screen, and whether they are enabled or not.
3. To change a preset, click its Actions icon, then click Edit to change the following auto-backup preset details:
   - Duration
   - Period
   - Rotation period
   - Enabled
4. Click the Save button to finish.
5. To add more schedules, click Back.

The combination of Auto-backup Presets and Scheduled VS backups provides a great deal of flexibility in the way backups are handled for the cloud, and for individual VSs. Auto-backup Presets can be applied to all new VSs added to the cloud. Scheduled VS backups enable specific backups to be scheduled for individual VSs, outside of the auto-backup pattern.
26.2 Backup Servers Settings

Backup servers are servers responsible for storing backups and templates of virtual servers running in the cloud, in order to prevent data loss in the event of failure. For general information on how backups work, where they are stored, the types of backups, refer to Virtual Server Backups section of this guide.

There are now three ways to handle backup and template storage in your cloud:

1. Basic backup scheme
2. Advanced backup scheme
3. CloudBoot backup scheme

Only one Backup Scheme can be used per cloud.

26.2.1 Basic Backup Scheme

Running disk-related actions on Compute resources

This was the default backup method prior to OnApp Cloud 2.3.2. In this scenario, template/backup storage works as follows:

- Backups and templates are stored on a single backup/template server.
- Backup transactions are performed on Compute resources.
- After the backup is taken on a Compute resource, it is put on the backup/template server. This server can be accessed via SSH or NFS.
  - In order to make this server accessible via SSH, you should configure SSH file transfer server options.
  - In order to make this server accessible via NFS, you should mount the appropriate directory from this server to each Compute resource.

Centos now defaults to NFSv4. This is known to cause compatibility issues so we strongly recommend that you use NFSv3 for all mounts. This can be done by passing `-t nfs -o vers=3` in any mount commands.

- Backups created are stored at the path defined in Settings > Configuration > Backups/templates

OnApp SANity can only use the Basic Backup Scheme.
26.2.2 Advanced Backup Scheme

Running disk-related actions on one or more dedicated backup servers

This backup scheme can be used in OnApp Cloud 2.3.2 and above. This option does not use Compute resources to take backups. Instead, you deploy one or more dedicated backup servers, which handle transactions and store all backups & templates.

- If you have added one or more backup servers, all backups will be stored on these servers.
- If there is more than one backup server, backups are performed on the server with the most available disk space.
- A network is used to connect Compute resource with the backup server. (An IP address is assigned to Compute resource and a backup server to build an iSCSI connection. If no IP is assigned to the Compute resource, an IP from the management network will be used.
- Using this method, templates are also stored on the dedicated backup server(s). When converting a backup to a template, the new template will be stored on the same server as the backup.

Dedicated backup servers handle the following activities:

**Backup and template related actions**

- Take a backup
- Restore a backup
- Convert backup to template
- Destroy backup
- Destroy template

**Disk related actions**

- Configure OS on virtual server
- Provision virtual server
- Create disk
- Format disk
- Resize disk
- Migrate disk
- Destroy disk

**VS related actions**

- Set SSH keys
- Network Configuration
- Rebuild network
- Attach/detach Network Interface
If there are no dedicated backup servers in the cloud, all these actions will be performed by Compute resources, and backups/templates stored according to the settings defined in Settings > Configuration > Backups/templates.

**PLEASE NOTE:**
- The use of dedicated backup servers is available for non-local data stores only.
- Volume groups of each data store based on SAN must be shared with the backup server.
- If your cloud uses a combination of local storage and SANs, you will only be able to use the new backup method for virtual servers that have been allocated SAN-based storage.
- If only local storage is used, you shouldn’t define any dedicated backup servers – instead, configure your SSH or NFS settings in the Settings > Configuration > Backups/templates menu.

### 26.2.3 CloudBoot Backup Scheme

Starting from the OnApp v3.0 you can use dedicated CloudBoot backup servers and virtual backup servers in your cloud. Please refer to the Create CloudBoot Backup Server and Create Virtual Backup Server sections for more details.

### 26.2.4 Create Backup Server

To create a backup server:

1. Go to your Control Panel’s Settings menu, then press Backup Servers icon.
2. Click the Create Backup Server button.
3. Fill in the form that appears:
   - **Label** - give your backup server a label
   - **IP address** - enter the backup server IP address (IPv4)
   - **Backup IP address** - add a provisioning network IP address
   - **Capacity** - set the backup server capacity (in GB)
   - **Backup server zone** - select the backup server zone to which this backup server will be assigned
4. Move the Enabled slider to the right to enable the backup server.
5. Click the Add Backup server button.

Once you’ve added a backup server to your cloud and wish to limit the backup resources,
make sure to set the limits in billing plan for backup server zone resources.

26.2.5 Create CloudBoot Backup Server

CloudBoot backup servers are CloudBooted KVM Compute resources that can be be used as backup servers. Follow the step-by-step instructions provided in this chapter to configure CloudBoot backup servers in your cloud.

- You should configure some local or remote attached storage for persistent backups on the provisioning/backup server. We strongly recommend you to deploy one or more backup servers for backups and VS provisioning when using a CloudBoot functionality.
- Centos now defaults to NFSv4. This is known to cause compatibility issues so we strongly recommend that you use NFSv3 for all mounts. This can be done by passing `-t nfs -o vers=3` in any mount commands.

To create a CloudBoot backup server:

1. Update CloudBoot and CP server RPMs:
   ```
   yum update onapp-store-install yum update onapp-cp-install
   ```

2. Configure CloudBoot settings:
   ```
   /onapp/onapp-store-install/onapp-store-install.sh
   ```

3. Create a new KVM CloudBoot Compute resource with an IP address from the dynamic range. Refer to the Create CloudBoot Compute Resource section of this guide for details.

4. Make sure to choose the 'Backup' option and don't format disks.

5. Go to your Control Panel's Settings menu, then press Backup Servers icon.

6. Click the Create Backup Server button.

7. Fill in the form that appears:
   Tick the Enabled box to enable the backup server.
   - **Label** - give your backup server a label
   - **IP address** - enter the IP address of a Compute resource you have created at step 1
   - **Backup IP address** - add a provisioning network IP address
   - **Capacity** - set the backup server capacity (in GB)
   - **Backup Server Zone** - assign your backup server to the backup server zone.
If you intend to attach LVM-based storage and create backups, you should also add the IP address of the KVM Compute resource added in step 1 in the 'Backup IP address' field of each of your Compute resources.

Further steps:
1. Format and mount the local storage:
   a. SSH to the backup server
   b. Format the storage, e.g.:

   ```bash
   bash#> mkfs.ext4 /dev/sda
   ```

   c. Mount the storage to /onapp:

   ```bash
   bash#> mount /dev/sda /onapp
   ```

   Add `mount /dev/sda /onapp` to custom config file also.

   d. Make folders for backups and templates:

   ```bash
   bash#> mkdir /onapp/backups
   bash#> mkdir /onapp/templates
   ```

2. Copy templates from the Control Panel server to the Backup server using SCP:

   ```bash
   bash#> scp /onapp/templates/*.gz root@[backup_server_ip]:/onapp/templates
   ```

3. Update the database so that the location of the templates is known:
   a. Find the database password:

   ```bash
   cat /onapp/interface/config/database.yml |grep password
   ```

   b. Open the onapp database in MySQL:
bash#> mysql -p bash#> use onapp;

c. Find the ID of the backup server:

bash#> select * from backup_servers;

d. For all of the templates, set the required backup_server_id:

bash#> update templates set backup_server_id='[your_id]';

4. To download the base templates during the installation to your Control Panel, download and run the following script:

bash#> wget http://downloads.repo.onapp.com/get_template.sh
bash#> /bin/sh get_template.sh

If your backups disappear after rebooting the CloudBoot backup server with LVM storage, add mount command to CloudBoot backup server custom config after the reboot. This is a known issue which will be fixed in the future release.

To fix your custom config settings, use one of the following options provided in the examples below (you will have to specify your own device names):

1. If you have a separate partition for backups and templates (/dev/sda1 and /dev/sda2)

   mkdir -p /onapp/backups
   mkdir -p /onapp/templates
   mount /dev/sda1 /onapp/backups
   mount /dev/sda2 /onapp/templates

2. If you current array is detected as /dev/sda1 and currently everything is located in /onapp within templates and backup directories within:

   mkdir -p /onapp
26.2.6 Create Virtual Backup Server

Virtual backup server is a configured backup server based on the Xen CloudBoot Compute resource that can be used as a backup server. Utilization of virtual backup servers helps to reduce IO load in Domain 0 on Xen Compute resource servers and improve their performance and may be used as an alternative to dedicated backup servers. The virtual backup servers can then be used to offload the backup activities from Dom0 and free up resources from the Compute resource. Once configured via the CloudBoot interface, virtual backup servers are managed exactly the same as dedicated physical backup servers.

For clouds using the backup scheme without dedicated backup servers, virtual backup servers should be used rather than the standard procedure.

You can create a virtual backup server either via OnApp user interface or using the CLI tool:

- Creating a virtual backup server via CLI
- Creating a virtual backup server via OnApp UI

You need to configure a backup target for storing backups before using a virtual backup server. If you reboot a Compute resource that functions as a virtual backup server without a target specified, all backups will be lost!

Virtual backup servers are included in the onappstore rpm and need to be configured manually via the CP terminal.

You can execute the following commands:

**Command backupServerAdmin**

**Usage:**

backupServerAdmin list

backupServerAdmin create <Compute resource MAC Addr> <RAM> <vCPUs> <Bridge1,Bridge2,...BridgeN>
backupServerAdmin delete <Compute resource MAC Addr> <VMname>
backupServerAdmin start <Compute resource MAC Addr> <VMname>
backupServerAdmin stop <Compute resource MAC Addr> <VMname>
backupServerAdmin move <Src Compute resource MAC Addr> <Dst Compute resource MAC Addr> <VMname>
backupServerAdmin Compute resourcenetinfo <Compute resource MAC Addr>

Where:

- **Compute resource MAC Addr** - MAC address of a Xen Compute resource that is used for the virtual backup server
- **RAM** - virtual backup server RAM
- **vCPUs** - virtual backup server CPUS
- **Bridge1,Bridge2,...BridgeN** - bridge identifiers configured on the Compute resources
- **Src Compute resource MAC Addr** - the MAC address of the Compute resource we will move the virtual backup server from during the migration
- **Dst Compute resource MAC Addr** - target MAC IP address during the virtual backup server migration
- **VSname** - virtual backup server name that is generated automatically during the creation process

**backupServerAdmin list report example:**

Node <MAC_ADDRESS> (<IP_ADDR>)
Backup Server '<BS_NAME>':
 Memory: 'BS_RAM'
 vCPUs: 'BS_CPU'
 Networks: ['bridge=BRIDGENAME,vifname=VIFNAME,mac=MAC_ADDR']
 Running: TRUE/FALSE

26.2.6.1 Creating a virtual backup server via CLI

To add the virtual backup server via CLI:
1. List available Compute resources and IP addresses:
   
   `backupServerAdmin list`

2. Query Networks available to a given Compute resource:
   
   `backupServerAdmin Compute resourcenetinfo`

3. Create a config on a chosen Compute resource:
   
   `backupServerAdmin create`

4. Find the ID of the backup server:
   
   `backupServerAdmin list`

5. Start the Backup server VS:
   
   `backupServerAdmin start`

6. Wait for two minutes. After that, go to the OnApp Control Panel and create new Xen CloudBoot Compute resource with the MAC of a virtual backup server address obtained with the 'backupServerAdmin list' command.

7. Restart the backup server from the CLI:
   
   `backupServerAdmin stop`
   `backupServerAdmin start`

---

### 26.2.6.2 Creating a virtual backup server in the OnApp UI

To create new virtual backup server in the OnApp Control Panel:

1. Go to your Control Panel's Settings menu, then press Backup Servers icon.

2. Click the Create Backup Server button.

3. Fill in the form that appears:
   - Label - give your backup server a label
   - IP address - enter the IP address of a virtual backup server
   - Backup IP address - skip this field, as it is not required for the virtual backup server
   - Capacity - set the backup server capacity (in GB)
   - Backup Server Zone - assign your backup server to a backup server zone
4. Tick the **Enabled** box to enable the backup server.

**FAQ:**

*Where are backups stored?*

A backup target must be configured prior to using a virtual backup server otherwise it will soon run out of space. Also all backups will be lost if the Compute resource with a virtual backup server is rebooted in case a target is not specified.

*How does a virtual backup server work?*

Once booted and managed via the CloudBoot interface, exactly the same as a backup server.

*Is the virtual backup server used for provisioning?*

Yes - it performs the same operations as a dedicated backup server.

*How can you tell if a backup server is virtual or dedicated?*

In the UI there will be an additional Compute resource that has a MAC address beginning "de:be", that is available during the CloudBoot Compute resource creation. From the CP server, running backupServerAdmin list will show the presence of a backup server.

---

26.2.7 **Edit Backup Server**

To edit a backup server:

1. Go to your Control Panel's **Settings** menu and click the **Backup Servers** icon.

2. On the screen that appears, you'll see the list of all backup servers currently set up in the cloud. Click the **Actions** button next to the backup server you want to edit, then click **Edit** to change the backup server's properties:
   - Label
   - IP address
   - Backup IP address
   - Capacity (in GB)
   - Backup server zone
   - Enabled box – if you leave the enabled box empty, the backup server will be disabled.

3. Click the **Save Backup server** button to save changes.

26.2.8 **Backup Server Balancing**

The choice of a specific backup server on which a backup will be performed is called backup server balancing.
Previously when you sent a command to take a backup, the system would schedule a corresponding transaction at a specific backup server. This transaction would be pending until its queue came up. However, if the backup server was very loaded, offline, or somehow not available, this transaction would take very long, or even should be restarted manually.

Now, with Backup Server Balancing, when the transaction is launched, the system will reassign it to the most appropriate backup server.

OnApp supports two backup types: normal and incremental, each of them having its own procedure of selecting the most appropriate server to take a backup:

For Normal Backups the system will follow the sequence below to take a backup:

1. Check which backup servers are assigned to this location group
2. Which of them are available to the user
3. Which of those have enough space
4. From those remaining, the most appropriate backup server will be the one with the smallest count of "take backup" transactions at the moment of the check
5. If for several backup servers this quantity is equal (0, 1, 2, ...n), the backup server with the lowest load (highest cpu_idle parameter) will be selected as the most appropriate

In case of Incremental Backups, the first backup (which is similar to normal backups) the server will be selected the same as for normal backups:

1. Check which backup servers are assigned to this location group
2. Which of them are available to the user
3. Which of those have enough space
4. From those remaining, the most appropriate backup server will be the one with the smallest count of "take backup" transactions at the moment of the check
5. If for several backup servers this quantity is equal (0, 1, 2, ...n), the backup server with the lowest load (highest cpu_idle parameter) will be selected as the most appropriate

All consequent backups will be performed at the same backup server as long as it is available and has enough storage space. If not - the alternative backup server will be selected following the principle described above.

26.2.9 Manage Backups For Backup Server

Click a backup server zone's label to perform the following actions with a backup server:

- See the list of all backups currently present on the backup server.
- Remove a particular backup.
- Proceed to the backup page.
26.2.10 Delete Backup Server

To delete a backup server:
1. Go to your Control Panel's Settings menu and click the Backup Servers icon.
2. Click the backup server's label.
3. On the screen that appears, you'll see the list of all backup servers currently set up in the cloud.
4. Click the Actions button next to the backup server you want to remove from the cloud, then click Delete. You'll be asked to confirm deletion.

All the backups stored on that backup server will be deleted!

26.3 Backup Server Zones Settings

The Backup server zones feature can be used to create different tiers of service – for example, by organizing backup servers in the cloud into different backup server zones. You can also specify limits and prices individually for each Backup Server Zone assigned to the Billing Plan. For general information on how backups work, where they are stored, the types of backups, refer to Virtual Server Backups section of this guide.

26.3.1 View Backup Server Zone Details

To view details of a backup server zone:
1. Go to your Control Panel's Settings menu and click the Backup Server Zones icon.
2. On the screen that appears, you'll see all backup server zones currently set up in the cloud.
3. Click the label of the zone you're interested in. The screen that appears shows details of that zone:
   o Zone's label
   o List of assigned backup servers
   o List of unassigned backup servers

26.3.2 Create Backup Server Zone

To create a new backup server zone:
1. Go to your Control Panel’s **Settings** menu and click the **Backup Server Zones** icon.

2. On the screen that appears, click the **Create New Backup Zone** button at the bottom of the list.

3. On the screen that follows:
   - **Label** - Give your backup server zone a name.
   - **Location group** - select the location group you wish to assign this backup server zone to from the drop-down list.

4. Click the **Save** button.

### 26.3.3 Edit Backup Server Zone

To edit a backup server zone:

1. Go to your Control Panel’s **Settings** menu.

2. Click the **Backup Server Zones** icon.

3. Click the **Actions** button next to the backup server zone, then click **Edit** to change the zone’s label and location group. You can change the already assigned location only if there are no backups or templates stores on backup servers of the current zone.

4. Click **Save**.

### 26.3.4 Add Backup Server to Backup Server Zone

To attach a backup server to the backup server zone:

1. Go to your Control Panel’s **Settings** menu and click the **Backup Server Zones** icon.

2. Click the label of the zone you want to attach a backup server to. On the screen that appears you will see the list of all backup servers in the cloud organized into two groups – those already assigned to this backup server zone and those that are unassigned.

3. Choose an unassigned backup server and click the **Add** icon next to it.

### 26.3.5 Remove Backup Server From Backup Server Zone

To remove a backup server to the backup server zone:

1. Go to your Control Panel’s **Settings** menu and click the **Backup Server Zones** icon.

2. Click the label of the zone you want to remove a backup server from. On the screen that appears you will see the list of all backup servers in the cloud organized into two groups – those already assigned to this backup server zone and those that are unassigned.

3. In the assigned list, find the backup server you want to remove, and click the **Delete** icon next to it.
26.3.6 Delete Backup Server Zone

To delete a backup server zone:

1. Go to your Control Panel's Settings menu
2. Click the Backup Server Zones icon.
3. Click the Actions button next to the zone you want to remove, then click Delete. You will be asked to confirm deletion.

26.4 Schedules Settings

Schedules settings screen provides overview of all virtual servers' backup schedules in the cloud. Depending on the backup type set in your cloud settings, schedules are created either per virtual server or per disk:

- If you are using normal backups, the schedules are created per disk.
- If you are using incremental backups, the schedules are created per virtual server.

When you create a schedule, you can set the time when the backup will be taken. Each backup erases the previous backup. When a schedule is no longer needed, we recommend deleting it so that the task will no longer run.

Backup schedules are managed per server. See the following sections for details:

- Virtual Server Backup Schedules
- View Smart Server Backup Schedules

26.4.1 View Schedules

To view the list of all schedules:

1. Go to your Control Panel's Settings menu.
2. Click the Schedules icon to see a list of all schedules on the system along with their details:
   - Date - time when the schedule was created
   - Target - server or disk for which the schedule was created (depending on the backup type)
   - Action - scheduled action
   - Duration - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - Period - backup period: days, weeks, months or years
   - Rotation period - number of backups after which the first backup will be deleted
This parameter is applicable to incremental backups only! Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

- **Next Start** - time of the next backup
- **User** - user who created the backup schedule
- **Status** - schedule status

3. **To view schedules of a particular server, see:**
   - View Virtual Server Backup Schedules
   - Smart Server Backup Schedules

### 26.4.2 Edit Schedules

To edit a schedule:

1. Go to your Control Panel’s **Settings** menu.
2. Click the **Schedules** icon to see a list of all schedules on the system.
3. Click the **Edit** icon next to a schedule to change its details:
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted. This parameter is for incremental backup schedules only.

   Despite of the input value, for normal backups (when Disk is the target) rotation period is always 1. Thus, only 1 normal auto-backup with specific frequency, period and target will be stored in the system.

   - **Start Time** - the time when the backup will be taken
   - **Enabled** - move the slider to enable or disable the schedule

4. Click the **Save** button to save your changes.

### 26.4.3 Delete Schedules

To delete a schedule:
1. Go to your Control Panel's **Settings** menu.
2. Click the **Schedules** icon to see a list of all schedules on the system.
3. Click the **Actions** icon next to the schedule you want to remove, then choose **Delete**.
27 NETWORK SETTINGS

The Control Panel's Network Settings menu is where you get detailed control over low-level cloud settings for networks, network zones, IP address pools, firewalls, resolvers, customer VLANs.

27.1 Networks Settings

OnApp enables you to modify network configurations quickly and easily. Use caution when changing network settings.

27.1.1 View networks

To view the networks currently available in your cloud:
1. Go to your Control Panel's Settings menu.
2. Click the Networks icon.
3. The screen that appears shows every network available in your cloud and their details:
   - Label
   - Identifier
   - VLAN
   - Network Zone
   - Location Group

Click a network's label to show details of IPs assigned to that network, and to add new IP addresses.
Click the Edit icon to change the network's label, VLAN and network zone settings.

27.1.2 Create Network

To add a new network:
1. Go to your Control Panel's Settings menu.
2. Click the Networks icon: the screen that appears shows every network available in your cloud.
3. Click the Add New Network button at the end of the list.
4. On the screen that follows, specify the following network details:
   - Label - choose a name for the network. The network label is simply your choice of a human-readable name – "public", "external", "1Gb", "10Gb" etc.
NETWORK SETTINGS

27.1.3 Edit Network

To change the name, VLAN or network zone of an existing network:

1. Go to your Control Panel's Settings menu.
2. Click the Networks icon.
3. Click the Actions button next to the network you want to change, then click Edit.
4. On the screen that follows, change the details of the network:
   - **Label** - the name of the network. The network label is simply your choice of a human-readable name – "public", "external", "1Gb", "10Gb" etc.
   - **VLAN** - a VLAN number. The VLAN field only needs to be given a value if you are tagging the IP addresses you will add to this network with a VLAN ID (IEEE 802.1Q). If you plan to tag IP addresses in this way, you need to make sure the link to the public interface on the Compute resources is a trunked network port. If you are not VLAN tagging addresses, this field can be left blank and the public port on the Compute resource can be an access port.
   - **Network Zone** - assign the network to a network zone if required.
5. Click the Save Network button to save the changes.

27.1.4 Add IP Address to Network

Once a network has been added you need to add IP addresses to that network. The system supports dual-stack protocol implementation (both IPv4 and IPv6).

To add IPv4 or IPv6 addresses:

- **VLAN** - fill in a VLAN number. The VLAN field only needs to be given a value if you are tagging the IP addresses you will add to this network with a VLAN ID (IEEE 802.1Q). If you plan to tag IP addresses in this way, you need to make sure the link to the public interface on the Compute resources is a trunked network port. If you are not VLAN tagging addresses, this field can be left blank and the public port on the Compute resource can be an access port.

- **Network Zone** - assign the network to a network zone if required

5. Click the Add Network button to finish.

Once you have added a network to OnApp you will need to add an IP address range to the new network.

To use the network, you have to assign it either to a Compute resource or a Compute zone.

Baremetal servers are not compatible with VLANs.
1. Go to your Control Panel's Settings menu.
2. Click the Networks icon: the screen that appears shows every network available in your cloud.
3. Click the name (label) of the network you want to add addresses to. On the screen that follows you'll see a list of all IP addresses currently assigned to this network.
4. Click the Add New IP Address button at the bottom of the screen, and complete the form that appears:
   - **IP Address** – you can create either single IP address or a range of IP addresses.
     - Single IP address example: ‘192.168.1.5’ (IPv4); ‘2001:db8:0:0:800:200C:417A’ (IPv6).
     - Range example: ‘192.168.0.2-254’ or ‘192.168.0.2-192.168.0.254’ (IPv4);
   - **Netmask** – netmask example: ‘255.255.255.0’ (IPv4) or ‘24’ (IPv6).
   - **Gateway** – enter a single IP to specify a gateway. If you leave this blank the address will be added without a gateway in case the IP addresses specified above are private. For public IP address this parameter cannot be left blank.
   - **Don't use as primary during VS build** – if you tick this box, the IP addresses you add will never be assigned as primary IPs. Primary IPs are only allocated to VSs when the VS is built, so with this box ticked, the address range will never be assigned to a newly built VS.
5. Click the Add New IP Address button to finish.

   The number of IP addresses you can add at one time is defined on the Settings > Configuration screen, under the Interface tab. To add more IP addresses than the maximum number configured, just repeat the procedure again.

27.1.5 Assign IP Address to User

You can assign an IP address or several IP addresses to a particular user, so that they could create a VS based on it:
1. Go to your Control Panel's Settings menu.
2. Click the Networks icon.
3. Click the name (label) of the network from which you wish to assign an IP address to a user.
4. On the page that appears, you will see the list of IP addresses added to this network. Tick the box or drag the cursor around the required address or several addresses to select them. The Filter at the top of the page will simplify the selection process.
5. Click Assign IP addresses.
6. On the window that pops up, choose the user name.
7. Click the **Assign IP addresses** button.

### 27.1.6 Unassign IP Address from User

You can unassign an IP Address from a particular user at any time:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Networks** icon.
3. Click the name (label) of the network from which you wish unassign an IP address.
4. On the page that appears, you will see the list of IP addresses added to this network. Tick the box or drag the cursor around the required address or several addresses to select them. The Filter at the top of the page will simplify the selection process.
5. To unassign, click **Unassign IP addresses**.

### 27.1.7 Delete IP Address from Network

To delete an IP address from a network:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Networks** icon.
3. Click the name (label) of the network you wish to remove an address from.
4. On the page that appears you will see the list of IP addresses added to this network. Tick the box or drag the cursor around the required address or several addresses to select them. Click the **Delete IP Address(s)** button at the bottom of the page or the **Delete** icon in the Actions section next to an IP address. The Filter at the top of the page will simplify the selection process.

### 27.1.8 Delete Network

Before deleting a network please ensure that it is detached from compute zone and compute resources.

To delete an existing network, so it is no longer available as a cloud resource:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Networks** icon.
3. Click the **Actions** button next to the network you want to remove, then click **Delete**. You will be asked for confirmation before the network is deleted.
27.1.9 View Network Details

To view network details:

1. Go to your Control Panel’s Settings menu.
2. Click the Networks icon.
3. Click the label of the network you are interested in. The screen that follows shows the details of IP addresses assigned to the network:

- **IP Addresses** - IP addresses in the selected network
- **Network** - the ID of the network, to which the IP address is assigned
- **Dis.(stands for Disallowed primary)** - the green dot indicates that IP address is not allowed to be used as primary, otherwise the dot is red
- **Assigned** - the name of a user, to whom the IP address is assigned
- **VS** - the VS name, to which the IP address is assigned
- **Actions** - the actions, which you can perform with the IP address: edit or delete

If you want to assign/unassign or delete one or several IP addresses, tick the checkbox near the appropriate IP address(es), and then click the appropriate button: Delete IP Address(es), Assign IP addresses or Unassign IP addresses.

You can add a new IP Address by clicking the New IP Address button or "+" icon in the upper right corner of the page.

The properties icon in the upper right corner of the page enables/disables the Search field.

27.2 Network Zones Settings

Network zones can be used to create different tiers of service – for example, by setting up different zones for different network resources in the cloud. Zones can also be used to create private clouds for specific users.

27.2.1 Create Network Zone

To create new network zone:

1. Go to your Control Panel’s Settings menu and click the Network Zones icon.
2. Click the Create Network Zone button.
3. On the screen that follows:
   o **Label** - give your network zone a name.
27.2.2 View Network Zone

To view network zones:

1. Go to your Control Panel’s Settings menu, and click the Network Zones icon. The screen that appears will show all network zones currently set up in the cloud with the following details:
   - **Label** - the name of the zone
   - **Location group** - the location group with which the zone is associated

2. Click a zone’s label (name) to see details of the zone and to access the functions for adding/removing networks to/from the zone.

27.2.3 View Network Zone Details

To view details of a network zone:

1. Go to your Control Panel’s Settings menu and click the Network Zones icon.

2. Click the label of the zone you’re interested in. The screen that follows shows details of that zone:
   - Network zone’s label
   - A list of networks assigned to the zone
   - A list of networks unassigned to the zone

27.2.4 Edit Network Zone

To edit network zones:

1. Go to your Control Panel’s Settings menu, and click the Network Zones icon.

2. The screen that appears will show all network zones currently set up in the cloud. Click a zone’s label (name) to see details of the zone and to access the functions for adding/removing networks to/from the zone.

- **Location group** - select from the drop-down list the location group you wish to assign this network zone to.
- **Instance Type VSs** - move the slider to the right if you want the zone to be used when creating Instance Type VSs only. If you enable this option, the zone will not be available in the virtual server creation wizard’s Resources step for custom VSs (VSs built by setting resources manually).

4. Click the **Save** button.
3. To change the network zone's label and location group, click the **Actions** button next to required zone, then click **Edit**.
   - **Label** - the name of the zone
   - **Location group** - the location group with which the zone is associated. You can change the already assigned location only if there are no network joins, IP addresses or name servers within networks in this zone.
   - **Instance Type VSs** - move the slider to the right if you want the zone to be used when creating Instance Type VSs only. If you enable this option, the zone will not be available in the virtual server creation wizard's **Resources** step for custom VSs (VSs built by setting resources manually).

4. Click **Save**.

### 27.2.5 Add Networks to Network Zone

To add a network to a zone:

1. Go to your Control Panel's **Settings** menu and click the **Network Zones** icon.
2. Click the label of the zone you want to add a network to. The screen that appears will show you all networks in the cloud, organized into two lists – those assigned to the zone already, and those that are unassigned.
3. In the unassigned list, find the network you want to add to the zone and click the **Add** icon next to it.

   **Network zone must contain only one network type - either usual networks, or VMware customer networks.**

### 27.2.6 Remove Networks From Network Zone

To remove a network from a zone:

1. Go to your Control Panel's **Settings** menu and click the **Network Zones** icon.
2. Click the label of the zone you want to remove a network from. The screen that appears will show you all networks in the cloud, organized into two lists – those assigned to the zone already, and those that are unassigned.
3. In the assigned list, find the network you want to remove, and click the **Delete** icon next to it.
27.2.7  Delete Network Zone

To delete network zones:
1. Go to your Control Panel's Settings menu, and click the Network Zones icon.
2. The screen that appears will show all network zones currently set up in the cloud.
3. To remove a network zone from the cloud, click the Actions icon next to the zone, then click Delete. You'll be asked for confirmation before the zone is removed.

27.3  Firewalls

Firewalls are used to manage VLANs and route VS networking traffic in and out of OnApp. Vyatta Community Edition is used with standard OnApp CP firewall interface on a VS basis. Because all customer VS are running inside customer network, firewalls are required as the VS gateway. The shared Vyatta must be installed and configured for CP to control it before creating any VMware virtual server.

Documentation on Vyatta can be found at here.

27.3.1  View/Edit/Delete Firewalls

To view the list of firewalls:
1. Go to your Control Panel's Settings menu and click the Firewalls icon. On the screen that appears, you'll see the list of all firewalls.
2. To edit a firewall, click the Actions button next to the required firewall, then choose Edit.
3. To delete a firewall, click the Actions button next to the firewall you want to remove, then choose Delete.

27.3.2  Create firewall

To configure firewall settings:
1. Go to your Control Panel's Settings menu and click the Firewalls icon.
2. On the page that loads, you can see the list of available firewalls. To create a firewall click Add Firewall.
3. Specify the following settings:
   o IP Address for CP communication - IP address used to manage firewall via CP
   o CIDR to CP link - internal IP address prefix size
27.4 Resolvers Settings

OnApp Resolvers work like DNS servers – they translate a hostname to an IP address.

You should specify at least 2 resolvers for each network in OnApp. When a new VS is provisioned, these resolvers are injected into the resolver configuration automatically.

27.4.1 View Resolvers

To view the resolvers on your system:
1. Go to your Control Panel's Settings menu.
2. Click the Resolvers icon. The screen that appears lists all resolvers set up for your cloud.

27.4.2 Create Resolver

To add a new resolver:
1. Go to your Control Panel's Settings menu.
2. Click the Resolvers icon.
3. On the screen that appears, click the **Create Resolver** button.

4. Specify resolver details:
   - **Address** - the resolver IP address
   - **Network** - the ID of the network to which this resolver should belong

5. Click **Create Resolver** button.

### 27.4.3 Edit Resolver

To edit an existing resolver:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Resolvers** icon.
3. Click the **Actions** icon next to the resolver you want to change, then click **Edit** to change the resolver's address and network.
4. Click **Save Resolvers** to save changes.

### 27.4.4 Delete Resolver

To delete an existing resolver:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Resolvers** icon.
3. Click the **Actions** button next to the resolver you want to remove, then click **Delete**. You will be asked for confirmation before the resolver is removed.

### 27.5 Customer VLANs

Customer VLAN is a group of virtual servers functioning as if they're connected to a single network (even if they are not, in fact). This is a vCenter implementation functionality only. For details, refer to a vCenter guide **Customer VLANs**.

### 27.6 IP Address Pools

IP Address Pools are network configurations that you can associate with VLANs. They assign IP addresses to VMware vCenter virtual servers included to customer VLANs. Each IP address pool consists of a range of NAT IP addresses. When configuring an IP Address Pool, you set a range of IPv4 or IPv6 addresses and specify the network address of a VLAN that this pool will be available to.
IP address pools is used for VMware vCenter virtual servers only. For more details, refer to vCenter Implementation Guide.
28 ONAPP CONFIGURATION

The Control Panel's OnApp Configuration menu is where you get detailed control over the configuration of OnApp itself.

28.1 Authentication

OnApp offers you a possibility to log in using the credentials from a third-party Identity Provider. This section contains information on SAML and OAuth authentication possibilities.

28.1.1 OAuth

OAuth - open standard for authorization - enables your users to log into OnApp using their Google and Facebook accounts. To provide users of your cloud with such login possibility:

- Cloud Administrator must enable OAuth provider
• User must connect the enabled provider to their profile.

28.1.1.1  Enabling OAuth for the cloud
1. Go to OnApp Dashboard > Settings > Authentication page
2. Select OAuth Providers tab
3. Move the Enable slider next to the required OAuth providers.

28.1.1.2  Facebook
1. Select an icon to be displayed during the login
2. Fill in the app key and app secret from the Facebook application

Configure Facebook application
To create and configure the Facebook application for your cloud:
1. a. Log in as Facebook developer at https://developers.facebook.com/
b. Create an application:
   • enter display name
   • select suitable category for your product
   • on the Dashboard of the created app you will see App ID and App Secret which are required in step 2 above
   • go to the Settings menu, press Add Platform and select Website
   • in the appearing field Site URL specify the address of your Control Panel
   • specify your Contact Email, otherwise your application cannot go live
   • go to Status & Review menu and make your application public using the slider in the top right corner

28.1.1.3  Google
1. Select an icon to be displayed during the login
2. Fill in the app key and app secret from the Google application

Configure Google application*
1. Go to the Google Developers Console.
2. Select a project, or create a new one by clicking Create Project. Use a single project to hold all platform instances of your app (Android, iOS, web, etc.), each with a different Client ID.
   a. In the Project name field, type in a name for your project.
   b. In the Project ID field, optionally type in a project ID for your project or use the one that the console has created for you. This ID must be unique world-wide.
   c. Click the Create button and wait for the project to be created. Note: There may be short delay of up to 30 seconds before the project is created. The project name appears at the top of the left sidebar, indicating you are now editing the project.
3. In the left sidebar, select APIs & auth. A list of Google web services appears.
4. Find the Google+ API service and set its status to ON—notice that this action moves the service to the top of the list.
5. Enable any other APIs that your app requires.
6. In the sidebar, select Credentials.
7. In the OAuth section of the page, select Create New Client ID.
   In the resulting Create Client ID dialog box, register the origins where your app is allowed to access the Google APIs, as follows. The origin is the unique combination of protocol, hostname, and port.
   a. In the Application type section of the dialog, select Web application.
   b. In the Authorized JavaScript origins field, enter the origin for your app. You can enter multiple origins to allow for your app to run on different protocols, domains, or subdomains. Wildcards are not allowed. In the example below, the second URL could be a production URL.

   http://onapp.cp
   https://myproductionurl.example.com
   c. In the Authorized redirect URI field, enter your redirect URI callback:

   http://onapp.cp/users/auth/google/callback
   It is important to set the configuration indicated in the box above, otherwise the Google will set the default value as http://onapp.cp/callback
   d. Select Create Client ID.
8. Go into the Consent Screen and add your email address and a product name. The other fields are optional.
9. In the resulting Client ID for web application section, note or copy the Client ID and Client
secret that your app will need to use to access the APIs.

* Configurations are taken from official Goggle instructions “Step 1: Create a client ID and client secret”.

**Connecting the enabled OAuth provider to user profile**

To connect a user profile to either of above OAuth providers and be able to log in with it, the user has to:


2. Go to their own profile by clicking the name on the top panel of the dashboard or in the list of users in **Users and Groups** menu.

3. In the **OAuth Authentication** section press the **Connect** button next to the required provider.

4. User will be redirected to confirm such connection.

Upon completion, the user will be able to log in to OnApp with the OAuth Provider they have connected.

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28.1.2 **SAML Authentication**

SAML Authentication enables the integration of OnApp as a Service Provider into third-party systems via Single Sign-On possibility, so that users of third-party systems can use their credentials to access OnApp services, without the need to be previously registered in OnApp Cloud.
This Authentication is enabled by adding an Identity Provider (IdP) instance, which is used to direct OnApp login requests to the server configured with SAML.

- Currently OnApp supports only Windows ADFS identity provider.
- It must be configured properly to be able to store OnApp mapping attributes (user role, time zone, etc).
- It requires that only HTTPS protocol is used.

Selecting a SAML IdP on OnApp login screen, a user will be redirected to the login screen of that identity provider. Upon logging in there with their email and password (or if they are already logged in), they will be redirected back to OnApp Control Panel. This final redirect will contain an email attribute of that user which is used for their recognition in OnApp system – if such a user already exists he or she are recognized and authorized, if not - a new OnApp user will be automatically created.

A new user will not be created without the OnApp Key attribute.
The attributes of the third party system users will be synchronized during every login, depending on the available keys for attributes mapping. This will enable third party system administrator to preset the main OnApp user properties (user role, time zone, group) without the necessity to enter OnApp and make the required configurations manually.

Users created without these attributes can be located and managed at Users and Groups > Users with Config Problems on your OnApp Control Panel.

If required, you may configure the cloud access for SAML users only by using SAML.
To do so, disable the switch Local Login for SAML Users at Control Panel > Settings > Configuration > System

28.1.2.1 Add New ID Provider

Enabling the possibility to log into OnApp through Identity Provider involves two stages:
1. Add the Identity Provider (IdP) instance to Service Provider (SP)
2. Configure Service Provider at Identity Provider

Add the IdP instance on the OnApp CP

It is important to access OnApp CP via https before the following steps, to ensure the links containing in the Metadata file are correct.

To add a new Identity Provider instance follow these steps:
1. Go to your Control Panel’s Settings > Authentication
2. Click New SAML Id Provider or a ”+” sign
3. Fill in the fields in the new window:

   - **Idp sso target url**, **Idp cert fingerprint** and **Idp cert** are given by the Identity Provider.

   - **Enabled** - move the slider to the right to enable this identity provider at the login screen
   - **Name** - enter the name of the identity provider
   - **Icon** - select the icon file, which will be displayed at the login screen
   - **Issuer** - the name of the service provider; by default - the address of your OnApp Control Panel
   - **Idp sso target url** - the URL to which the authentication request should be sent
   - **Idp cert fingerprint** - the SHA1 fingerprint of the certificate, e.g. "90:CC:16:F0:8D:...
   - **Idp cert** - the identity provider’s certificate in PEM format
4. Fill in the keys for attributes mapping.

If the SAML Identity Provider does not send the user's email as name_id in response, the user needs to fill in the **User email key** when configuring an ID provider.

These keys are the names of attributes of the third-party system's users which will be synchronized with OnApp. See **Attributes Mapping Configuration** for more details.

- **OnApp Key** - the key which enables the synchronization of the below attributes during every login to OnApp; third party system users who are not yet registered in OnApp will not be created without this key
- **User email key** - the email of the user
- **User name key** - login name of the user; cannot be changed or synchronized after creating; if this key is missing the email address will be utilized as a login name for the user
- **Roles key** - key of the role attribute, which will create/sync the user's role in OnApp
- **User group key** - the group attribute to assign the user to a particular group
- **Time zone key** - key of the time zone to which the user will be associated

5. Click **Save** button.

**Configure Service Provider**

Besides adding the IdP instance, the Identity Provider must also configure the SP instance in their system. To simplify this configuration process, the Identity Provider may use the SP **metadata**:

1. Upon creation you will be redirected to the screen with details of the Identity Provider. At the bottom of the page you will see the **Link to Metadata**.
2. Copy this link and submit it in the **Select Data Source** menu.
3. In the **Claim Rules** menu create new rule by clicking **Add Rule** and select **Transform an Incoming Claim** as the template.
   - Select **E-mail Address** as the **Incoming Claim Type**.
   - For **Outgoing Claim Type**, select **Name ID**.
   - For **Outgoing Name ID Format**, select **Email**.
Now this identity provider may be selected at the login screen:

28.1.2.2 Attributes Mapping Configuration

To import users into OnApp Cloud already with a number of preset properties (user role, time zone, group), the administrator of the Identity Provider adds additional attributes to their users. These attributes can be imported into or synchronized with the Server Provider (OnApp cloud), making it possible to configure SP users in Identity Provider's system.

To import users with additional attributes, the administrator of the Identity Provider adds the required attribute(s) to users and fills them in with values from OnApp. For example, the administrator of the Identity Provider wants users imported with a role. For this, the role attribute should be created and given a value of an OnApp role(s). The name of this parameter is entered in the Roles key field.

When a user enters OnApp Cloud through the IdP instance, the system will check whether the synchronization is enabled and then it will look for the OnApp-dedicated attributes. Keys for attributes mapping are the names of the said attributes.

There are the following keys for attributes mapping:

- **OnApp Key** - the key which enables the synchronization of the below attributes during every login to OnApp; third party system users who are not yet registered in OnApp will not be created without this key
- **User email key** - the email of the user
- **User name key** - login name of the user; cannot be changed or synchronized after creating; if this key is missing the email address will be utilized as a login name for the user
- **Roles key** - key of the role attribute, which will create/sync the user's role in OnApp
- **User group key** - the group attribute to assign the user to a particular group
- **Time zone key** - key of the time zone to which the user will be associated

These fields are optional, SAML Authentication will work if these fields are left blank.
However, if the SAML Identity Provider does not send the user's email as name_id in response, the user needs to fill in the User email key when configuring an ID provider.

Do not fill in these fields if the attributes were not added by the administrator of the Identity Provider.

An example of Attribute Mappings keys may look like the following:

- **OnApp key** - OnApp_Enabled
- **User email key** - OnApp_UserEmail
- **User name key** - OnApp_UserName
- **Roles key** - OnApp_Roles
- **User group key** - OnApp_UserGroup
- **Time zone key** - OnApp_TimeZone

These attributes have to contain values which will be imported or synchronized with corresponding OnApp user entries. **OnApp_Enabled** attribute must be "boolean" type, case insensitive:

```
"OnApp_Enabled" => "TRUE" / "false",
```

The other attributes are case insensitive, of the "string" type. The value of the attributes **OnApp_TimeZone**, **OnApp_Roles**, **OnApp_UserGroup** must correspond to the label of the required time zone, role, or user group accordingly. **OnApp_Roles** attribute may contain several values divided by a semicolon:

```
"OnApp_Roles" => "Administrator";"Advanced user",
"OnApp_TimeZone" => "Baghdad",
"OnApp_UserName" => "somename",
"OnApp_UserGroup" => "Test user group"
```

### 28.1.2.3 Manage Identity Providers

To see the list of Identity Providers and manage them:

1. Go to your Control Panel's **Settings > Authentication**. You will see all SAML IdPs available in your cloud with their key details:
   - **Name** - name of the Identity Provider
   - **IdP SSO Target Url** - the URL to which the authentication request is sent
ONAPP CONFIGURATION - LICENSE

28.1.2.4 SAML Troubleshooting

Some errors you may encounter while setting up a connection between OnApp and Identity Provider and how to solve them:

- **missing name_id** - make sure that you set up an email for a user on IdP
- **fingerprint mismatch** - ensure you are using an appropriate certificate or fingerprint. Note, the certificate takes precedence on the fingerprint if both are indicated
- **Idp cert** - the identity provider's certificate must be in PEM format
- Make sure to access OnApp CP via https before adding the identity provider instance to ensure the links containing in the Metadata file are correct. If the link in the Metadata is incorrect (http instead of https), please delete the IdP instance and create it again having accessed OnApp CP via https.

28.2 License

The license screen lets you view and edit your OnApp license key details. To edit OnApp license details:

1. Go to your Control Panel’s Settings menu.
2. Click the License icon.
3. The screen that appears will show the following license details:
   - **license type**
   - **license key**
   - **core limit**
   - **license status**
   - **trader status**
   - **supplier status**
4. Click the **Change License Key** button to change the OnApp license key. You will be redirected to the System Configuration page.

5. To accelerate the license validation after changing the license, click the **Restart License Client** button.

### 28.3 Configuration Settings

The configuration settings screen lets you change various aspects of your OnApp installation. To edit these OnApp configuration settings:

1. Go to your Control Panel’s **Settings** menu.

2. Click the **Configuration** icon. Click the tabs to edit the relevant config settings (System, Backups/Templates, Interface, Defaults) – these are explained in the subsections that follow.

#### 28.3.1 Edit System Configuration

1. Go to your Control Panel's **Settings** menu, and click the **Configuration** icon.

2. Click the **System** tab to change the following application settings:

   If you change any settings here and save, the Control Panel server will restart OnApp services.

   **License info**

   - **Key** - the key for your OnApp installation.

   **File Upload configuration**

   - **Max upload size** - the maximum file size for ISOs that can be uploaded to boot a VS.

   **SAML**
- **Force SAML login** - enabling this feature will force SAML users to log into the cloud only with their third-party credentials and disable the possibility for them to log with OnApp login and password.

### Yubico

By setting up the *Use Yubico login* option for your cloud, you give your customers the ability to log into OnApp by entering their credentials and using a Yubikey.

- **Use Yubico login** - move the slider to the right to enable logging in using a Yubikey
- **Yubico client ID** - enter your Yubico client ID
- **Yubico secret key** - enter your Yubico secret key

You can retrieve your Yubico client ID and secret key at [https://upgrade.yubico.com/getapikey/](https://upgrade.yubico.com/getapikey/).

### RabbitMQ

- **Host** - RabbitMQ server IP address
- **Virtual Host** - the name of the "virtual host" (or vhost) that specifies the namespace for entities (exchanges and queues) referred to by the protocol. Note that this is not virtual hosting in the HTTP sense.
- **Login** - RabbitMQ login
- **Password** - RabbitMQ password

If you want to use a separate RabbitMQ instance for vCloud, specify the following vCloud RabbitMQ parameters in the `/onapp/configuration/rabbit_mq/vcloud/credentials.yml` file:

- **:host**: - RabbitMQ server IP address
- **:port**: - RabbitMQ port
- **:vhost**: - the name of the "virtual host" (or vhost) that specifies the namespace for entities (exchanges and queues) referred to by the protocol. Note that this is not virtual hosting in the HTTP sense.
- **:user**: - RabbitMQ login
- **:password**: - RabbitMQ password
Compute resources*

- Requests before marked as failed - determines how many times the Control Panel server will attempt to contact a Compute resource before failover is initiated. For the Integrated Storage, we recommend increasing this parameter to 30, so that the storage platform has enough time to mark the Compute resources accordingly, and allow the VSs to start up after a failed Compute resource. In integrated storage statuses of backend nodes are marked as inactive approximately in 3 minutes after a backend node has stopped reporting its status. Integrated storage is a distributed system and it takes some time to sync/converge metadata across nodes.

VS Console Ports*

These are the ports used to remotely connect to virtual servers using the integrated VNC console.

- Set the port range using the First port and Last port fields.

Email - this is where you configure OnApp to send email alerts for failed transactions and changes of Compute resource status. If OnApp Storage is enabled, you may also switch on Storage hourly and/or daily email reports.

- Send notifications? - move this slider to the right to enable email alerts (failed tasks, offline Compute resources, etc).

- Enable hourly Storage reports - generate and send hourly Storage reports. Hourly Storage report is an email with details about storage disks changing degradation statuses (e.g. "Healthy" > "Degraded", "Missing members" > "Healthy", etc). If no such changes occurred during the last hour, the email is not sent.

- Enable daily Storage reports - are the health check diagnostic pages sent as email for each Compute zone with storage.

- System host - enter a server IP or URL. Email alerts link to transaction logs for alert events, and those logs are opened from the server configured here.

- FROM: – the email address from which help requests and email alerts are sent.

- TO: - the email address to which the system will send alerts about failed transactions and change of Compute resource status.

- Email delivery method - select a mail transfer agent: either sendmail or smtp. If you select smtp, please configure the options below:
  - SMTP address - address of the SMTP server
- **SMTP port** - port of the SMTP server
- **SMTP domain** - associated domain
- **SMTP username** - user name to login into SMTP server
- **SMTP password** - password to login into SMTP server
- **SMTP authentication** - select an authentication mechanism from a drop-down menu
- **SMTP enable STARTTLS** - enable or disable StartTLS extension

### Miscellaneous

- **Application name** – here you may change the application name, which is displayed at the welcome screen.
- **Config comment** - this text is added by OnApp to system configuration files, such as resolv.conf. This prevents the system from creating VSs with more CPU than is available for a Compute resource. For example, on a Compute resource with 4 CPU cores, with CPU guarantee enabled, you will only be able to create 4 VSs with 100% CPU priority. The system will not allow you to create a 5th VS.

- **Enable huge pages** - move this slider to the right to enable huge pages utilization. Huge pages are the memory pages of size 2MB. Use of huge pages allows you to reduce the number of page walks as compared to a standard method of translation from a virtual address to physical 4kB page.

- **Show IP address selection for new VS** – move this slider to the right to enable IP address assignment during VS creation.
- **Number of simultaneous transactions** - the number of transaction runners which the daemon will execute at the same time.
- **Zombie transaction time** - set the duration in minutes after which the transaction running longer than the indicated time will be marked as zombie.
- **System alert reminder period** - the duration in minutes for the system to email alerts to admin if the failover resources are not enough. The default value is 60.
- **Enable wrong activated logical volume alerts** - move the slider to the right to enable system alerts.
- **Wrong activated logical volume minutes** - specify the alert emails frequency in minutes.
- **Timeout Before Shutting Down VSs (30-600 sec)** - specify the VS shutdown period within the indicated range. This will allow refusing the shutdown if the VS is booting and retry every 30 seconds till it is registered.
- Allow VS password encryption – move this slider to the right to enable root password encryption for virtual servers.
- Allow VMware Compute resource password encryption – move this slider to the right to enable root password encryption for VMware Compute resources.
- Use HTML 5 VNC console - move this slider to the right to enable the use of HTML 5 VNC console. VNP ports from the CP server are not required if the HTML 5 console is enabled.

It is only possible to use HTML 5 console if the Control Panel server is based on CentOS6.

- Max network interface port speed - maximum NIC port speed in MB
- Allow users connect to AWS - move this slider to the right to enable AWS for the cloud

**Delay in seconds between executing background tasks**
Sets frequency in seconds for executing the following tasks:

- Backup taker
- Billing stats monitor
- Cluster monitor
- Compute resource monitor
- Schedule runner
- Transaction runner
- CDN Sync

**Background Processes**

- Amount of service instances - the number of system processes that perform the OnApp engine tasks simultaneously. Each of the system processes performs the task using a separate CPU core. The default value is 1. Currently, the maximum value is 5. If you input a value larger than five, the number of system process will still be five.
- Transaction standby period - the time which a transaction spends in stand-by period before requeueing to pending queue.. The default value is 30. We recommend increasing this parameter for clouds with thousands of pending long lasting transactions (like backups) in order to decrease CPU/IO load.
CloudBoot

- **Enable CloudBoot** - move this slider to the right to enable/disable the PXE boot system on the cloud.
- **Static Config target** - the IP of NFS server that contains virtual server image templates.
- **CP server Cloudboot target** - the IP of Control Panel server.

OnApp Storage

- **Enable OnApp Storage** - move this slider to the right to enable/disable the OnApp storage on the cloud.
- **Use Local Read Path** - move this slider to the right to minimize the network throughput dependency for read heavy workloads. When the Use Local Read Path feature is enabled, reads go over the local software bridge to a local replica of the data rather than traverse a physical NIC + switch.
- **Use unicast** - switch from multicast to unicast mode. Instead of CP server setting a multicast 'channel' and restarting all Compute resource control stacks that are added to the zone, the CP server now maintains the list of unicast hosts. This is the list of IDs of all hosts in the same zone separated with a comma. CP server updates the unicast hosts list for all Compute resources whenever any member is added or deleted from the set. This parameter is stored in the `onappstore.conf` file, and the CP server explicitly copies the `/rw/onappstore.conf` to `/onappstore/onappstore.conf` on all Compute resources whenever a change is made.

Please, be aware this is a beta option. We suggest switching to unicast mode only in case you are not able to use multicast. Also, if at least one Virtual Server is running - unicast cannot be turned on.

VMware

- **VMware cluster name** - the name of the VMware cluster.

Statistics Management
- **Time of instant statistics storage (days)** - the number of days the instant statistics from Compute resource will be stored.

- **Enable hourly statistics archiving** - move the slider to the right to enable hourly statistics to be archived several months before it is aggregated into monthly statistics. If this feature is enabled, hourly statistics will be stored for a certain period of time specified in the Time of hourly statistics storage (months) parameter below.

- **Time of hourly statistics storage (months)** - this parameter configures how long you want the detailed hourly statistics to be kept in database before being converted into monthly statistics.

### Custom Tools In Recovery Images

- **URL for custom tools** - specify the full URL to the tools file packed with GNU Tar + Gzip, like `http://domain.com/file.tgz`. These tools will be copied to a recovery VS after rebooting in recovery mode. The users will then be able to unpack and use these tools as they wish to.

If the recovery image file is too large, the virtual servers may fail to start up in the recovery mode. We highly recommend you to test the custom recovery image on the virtual server with minimum RAM size before using it.

### SNMP Trap Settings

- **Snmptrap addresses** - a set of IPv4 management network IP(s) from the CP server separated by coma. These IP addresses will be used for communication between Control Panel and Compute resources.

- **Snmptrap port** - port used for snmptrap. This must be greater than 1024.

We recommend that you do not change the default value. In case you change the port value on your OnApp CP - the corresponding change of the port `VM_STATUS_SNMP_PORT` should be made for all Compute resources in `/etc/onapp.conf` file.

### OnApp Dashboard API

- **Access Token** - enter the Access token that is displayed in your OnApp Dashboard for your user account details. This token is used to synchronize locations between OnApp CP and OnApp Dashboard. Make sure to enable the Access Token if you are using CDN Locations.
CDN Settings

- **Maximum results per page for API-call to Aflexi** - the maximum number of results per page delivered when OnApp data are synchronized with Aflexi. The default value is 500.

Instance Types

- **Instance Types number** - when the specified number is reached, instance types are shown in the linear view in the virtual server creation wizard for easier instance type selection. The default value is 3.

Allow Control Panel to send crash reports

- **Allow to collect errors** - move the slider to enable Control Panel to collect, aggregate, encrypt and send crash reports. If you enable this feature, the error list from your Control Panel will be sent to OnApp in a form of an encrypted API call. By default, this option is enabled.

Zabbix Settings

Starting with version 4.2, OnApp uses Zabbix for autoscaling. If you already have a Zabbix server, you can connect it to your cloud by adding the necessary information in the fields provided below:

- **Zabbix host** - the IP address of your Zabbix server
- **Zabbix url** - the path to the Zabbix web-interface
- **Zabbix user** - your Zabbix user
- **Zabbix password** - your Zabbix password

3. Click the **Save Configuration** button to finish.

28.3.2 Edit Backups/Templates Configuration

1. Go to your Control Panel's **Settings** menu, and click the **Configuration** icon.
2. Click the **Backups/Templates** tab to manage the following settings:

   If you change any settings here and save, the Control Panel server will restart OnApp
Manage Templates
To enable template update and install, set the following parameters:


- **Delete template source after install** - enable this option to delete the downloaded templates after they were distributed.

Do not enable this option if the location of your templates is shared with CP box. Otherwise, recently downloaded templates may be removed!

Paths to
Sets paths for various OnApp files (shown here with default path examples)

- **Templates** - /onapp/templates
- **Recovery templates** - /onapp/tools/recovery
- **Backups** - /onapp/backups

Backup/template server
Backups and templates can be stored on a remote server or a mounted disk. To store backups & templates remotely, configure the following settings:

- **Allow incremental backups** - move this slider to the right to enable incremental backups. Incremental backups are advanced method of taking backups. During the incremental backup, only the changes made after the last backup are archived instead of backing up the whole target. See Virtual Server Backups for details. Incremental backups are not available for Windows virtual servers, as well as under VMware and SolidFire. If the **Allow incremental backups** option is enabled, the new provisioning scheme will be used (with unpacked templates). Otherwise, the system will use the traditional provisioning method.

When the incremental backups option is enabled, the ability to create full backups will be disabled (except for the servers that do not support incremental backup type). Existing full backups will be still accessible via **Backups > Images** menu.

If you are using incremental backups option AND ssh_file_transfer is disabled, you should either enable dedicated backup servers in your cloud or share the backups and templates folders (paths) between your Compute resources.
ONAPP CONFIGURATION

- **Use SSH file transfer** - move this slider to the right to enable SSH data transfer for your template/backup server. If this option is not enabled, you will need to mount the templates/backup server manually. It is not possible to utilize SSH file transfer option when incremental backups are enabled.

  "Skip this option if you are using incremental backups.

- **Server IP** - specify the IP address of the backup/template server.

- **User login** - the login used for remote server authentication. A password is not required, but it is required that you store a host key.

- **SSH options** - the SSH protocol options that set the rules and behavior of how to log into the remote server. By default, the options are set to omit adding new host keys to the host file, and skip password authentication. They also specify the path where the host key is stored. For a detailed list of configuration options, refer to SSH protocol man pages (under the \(-o\) option description. See [http://unixhelp.ed.ac.uk/CGI/man-cgi?ssh+1](http://unixhelp.ed.ac.uk/CGI/man-cgi?ssh+1)).

**Backup processes**

- **Total number allowed** - the maximum number of Compute resource and data store backup processes allowed at once on the Control Panel.

- **Total per data store** - if this number exceeds the overall total, the overall total limit will be enforced.

- **Total per Compute resource** - if this number exceeds the overall total, the overall total limit will be enforced.

- **Total per backup server** - if this number exceeds the overall total, the overall total limit will be enforced.

  For example: if Total number allowed is 10, and Total per data store and Total per Compute resource are set to 5, then up to 10 backups can be taken at once – 5 per data store, and 5 per Compute resource.

**Incremental backups**

*Minimum Disk Size Calculation Coefficient for Template* - this parameter is for incremental backups only. During the backup conversion to template, backup’s size is multiplied by this coefficient to make sure that template will be slightly bigger than the actual size for correct performance.

**Rsync options**

These options are for clouds with enabled incremental backups. Your cloud must have dedicated backup server configured with one of the following file systems: ext2, ext3, ext4,
reiserfs or xfs.

*Store extended attributes* - enable this option to store extended attributes when taking incremental backups.
*Store ACLs* - enable this option to store access control lists.

3. Click the **Save Configuration** button to finish.

### 28.3.3 Edit Interface Configuration

1. Go to your Control Panel's **Settings** menu, and click the **Configuration** icon.
2. Click the **Interface** tab to change the following application settings:

   Please note, the system will restart OnApp services automatically after you save new configuration.

**Locales**

- **Locales** – select locales which will be available for the users from the drop-down menu. You may select multiple locales.

**IP addresses**

- **IP range limit** – set the number of IPs that can be added as a range at the same time.

**AJAX update rates (ms)**

- **VS Status** - AJAX pagination update time for virtual servers
- **Dashboard/logs/other** - AJAX pagination update time for dashboard, logs and other screens

**Pagination**

- **Max items limit** – set the maximum amount of items which can be displayed per page applying **Show All** button in the list. If the overall number of the items in the list exceeds the number entered herein, **Show All** button will not be available in the list menu.
System themes
- Default system theme – select a system theme from a drop-down menu. It can be light or dark.

3. Click the Save Configuration button to finish.

28.3.4 Edit Defaults Configuration
1. Go to your Control Panel’s Settings menu, and click the Configuration icon.
2. Click the Defaults tab to change the following application settings:

   Please note, the system will restart OnApp services automatically after you save new configuration.

   Enable password protection on user deleting - move this slider to the right to enable confirmation of user deletion by means of administrator password.

   Enforce password complexity - move this slider to the right to specify the following password complexity configuration settings:

   o Minimum length - specify minimum required password length (0-99). The default value is 6.
   o Enforce at least one upper and lower case letter - move this slider to the right to enforce user using both uppercase and lowercase letters in their password.
   o Enforce at least one letter and number - move this slider to the right to enforce user using both letters and numbers in their password.
   o Enforce symbols - move this slider to the right to enforce user using symbols in their password.
   o Enforce unique password every time - move this slider to the right to make user enter unique password each time they change password (the last 12 passwords are saved in OnApp configuration). This refers to the user account passwords only.
   o Lockout attempts - the number of unsuccessful login attempts that are allowed before user’s account is locked out.
   o Expiry (Months) - specify the password expiry period in months.

   To save password complexity configuration disable the Enforce Password Complexity option and enable it again.

New Virtual Servers
o **Default Image Template** - choose a particular OS template as the default for VS creation. A new virtual server will be created using this template, unless otherwise set in the wizard.

o **Service Account Name** - specify the service account name that will be automatically created on VMware virtual servers to be able to communicate with them.

**Firewall**

o **Default firewall policy** – default settings for a VS's **Networking > Firewall** tab (accept/drop)

o **Enable KVM anti spoofing** - move this slider to the right to run the anti-spoofing mechanism for IP addresses of the network interfaces attached to KVM-based virtual servers. To apply the anti-spoofing, it is necessary to restart the Control Panel and OnApp Daemon.

o **Allow to start more than one Virtual Server with the same IP** - move this slider to the right to allow starting up virtual servers with one IP address.

**SSH Options**

o **SSH port** – specify the port used to connect to Compute resources and backup servers.

**SSH Keys**

o **SSH-keys** – click to manage the administrator SSH keys. The keys will be automatically assigned to all VSs which will be created in the cloud later.

To assign the keys to existing VSs, go to **VS Overview > Properties** menu.

3. Click the **Save Configuration** button to finish.

### 28.4 Control Panel Recipes Settings

Recipes are sets of instructions that are triggered during the certain stages of events defined. By managing recipes via the **Settings** menu, you can assign recipes to the control panel server.

To manage this functionality make sure that you have the Manage recipes for Control Panel permission enabled.

To manage Control Panel recipes settings:

1. Go to your Control Panel’s **Settings** menu and click the **Recipes** icon.

2. On the screen that appears, you will see the details of all recipes in the cloud:
The left pane shows the list of all recipes in the cloud organized into recipe groups.

The right pane displays the list of control panel events to which the recipes can be assigned to.

**Assign recipe**

Drag and drop recipe to assign it to a desired control panel event.

You can assign virtual server recipes to the following events:

- **KVM Compute resource goes online** - run the recipe when the KVM Compute resource comes online
- **KVM Compute resource goes offline** - run the recipe when the KVM Compute resource goes offline
- **XEN Compute resource goes online** - run the recipe when the Xen Compute resource comes online
- **XEN Compute resource goes offline** - run the recipe when the Xen Compute resource goes offline
- **VMware Compute resource goes online** - run the recipe when the VMware Compute resource comes online
- **VMware Compute resource goes offline** - run the recipe when the VMware Compute resource goes offline

NOTE: The recipe will be triggered when the statistics is not received from a Compute resource for a certain period of time for some reason. If the Compute resource is offline, the recipe will not run.

- **Compute resource added** - run the recipe when the new Compute resource is added
- **Compute resource removed** - run the recipe when Compute resource is removed
- **VS Provisioning** - run the recipe during VS provisioning
- **VS Network rebuild** - run the recipe when rebuilding a network
- **VS Disk added** - run the recipe when adding a disk
- **VS Network Interface added** - run the recipe when adding a network interface
- **VS Disk resized** - run the recipe when resizing a VS disk
- **VS Resize** - run the recipe when resizing a VS

**To use drag and drop:**

1. Click the arrow button in front of the required event to unfold it.
2. Select the required recipe in the left pane and hold it down with the left mouse button.
3. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.
Remove recipe

To remove recipe:

1. Click the arrow button in front of the required event to view the list of recipes assigned to it.
2. Click the **Delete** button next to the recipe you want to remove.
29 PERMISSIONS LIST

The permissions are used to determine what the OnApp users are authorized to do within the cloud. OnApp uses role-based access to specify what users can view, edit, create or remove in OnApp. Each role is a set of permissions defined for the OnApp cloud that you can assign to specific users to control user access to the cloud settings.

To set the permissions:
1. Go to your Control Panel's Roles and Sets menu.
2. On the screen that follows, you'll see a list of all roles on your system on the following screen.
3. Click the Actions button next to the relevant role, then click Edit.
4. Change the role's permissions for users as required, then click the Save button.

The Permissions chapter comprises the complete list of OnApp cloud permissions as well as the default permissions for the Admin and User roles.

29.1 List of all OnApp Permissions

The list below includes all the permissions that can be set up in OnApp.

- Accelerators
- Activity logs
- Application Servers
- Autoscaling Configuration
- Autoscaling monitors
- Auto-backup presets
- Availability
- Backup server zones
- Backup servers
- Backups
- Base resources
- Billing plans
- Blueprints
• Blueprint templates
• Blueprint template groups
• Blueprint template group relations
• Catalogs
• CDN locations
• CDN resources
• CDN SSL Certificates
• CDN usage statistics
• CloudBoot
• Company Billing Plans
• Compute resources
• Compute Resource Devices
• Compute zones
• Control panel
• Currencies
• Customer networks
• Customer VLANs
• Dashboard
• Data stores
• Data store joins
• Data store zones
• Disks
• DNS zone
• DRaaS
• Edge Gateways
• Edge groups
• Edge servers
• Federation
• Firewall rules
• Global search
• Groups
• Help
• High Availability Cluster
• HTTP Caching Rules
• iFrame
• Instance Types
• Internationalization
• IO Statistics
• IP Address Pools
• IP addresses
• ISOs
• Last access log
• Load balancing clusters
• Location Groups
• Log items
• Media
• Monthly billing statistics
• Nameservers
• Networks
• Network zones
• OnApp Storage
• OAuth Providers
• Payments
• Permissions
• Recipes
• Recipe Groups
• Recipe Group Relations
• Relation group templates
• Resource limits
• Resource Pool
• Resource Pool Statistics
• Restrictions Resources
• Restrictions Sets
• Roles
OnApp administrators can control users’ ability to manage accelerators through the Control Panel's Roles and Sets menu. You can set the following accelerator permissions for user roles:

- **Any action on Accelerators** - the user can take any actions on accelerators
- **Change an owner of any Accelerator** - the user can change the owner of any accelerator
OnApp 4.2 Administration Guide

29.1.2 Activity logs

OnApp administrators can control users' ability to manage activity logs configuration through the Control Panel's Roles and Sets menu. The following activity logs for user roles can be set:

- **Any action on Activity Logs** - the user can take any action on activity logs
- **Destroy any Activity Logs** - the user can delete activity logs
- **Destroy own Activity Logs** - the user can only delete their own activity logs
- **See list of all Activity Logs** - the user can see list of all activity logs
- **See list own Activity Logs** - the user can only see list of their own activity logs
- **See all Activity Logs** - the user can see all activity logs
- **See all own Activity Logs** - the user can only see their own activity logs

For details, refer to the CDN Accelerator section.
29.1.3 Application Servers

OnApp administrators can control users’ ability to manage application servers. This is handled through the Control Panel’s Roles and Sets menu. You can set the following application servers permissions for user roles:

- **Any action on application servers** – the user can take any action on application servers
- **Change an owner of any application server** – the user can change the owner of any application server
- **Create a new application server** – the user can create a new application server
- **Destroy any application server** – the user can delete any application server. To delete any application server together with its backups, the user needs to have the **Destroy any backup** permission enabled. Otherwise, the backups of the application server deleted by the user will remain in the system.
- **Destroy own application servers** – the user can only delete their own application servers. To delete an application server together with its backups, the user needs to have the **Destroy own backup** permission enabled. Otherwise, the backups of the application server deleted by the user will remain in the system.
- **Migrate any application server** – the user can migrate any application server
- **Migrate own application servers** – the user can only migrate their own application servers
- **Any power action on application servers** – the user can take any power-related action on application servers
- **Any power action on own application servers** – the user can only take power-related actions on their own application servers
- **See all application servers** – the user can view any application server. If this permission is enabled, the user can manage applications deployed on any application server.
- **See own application servers** – the user can only view their own application servers. If this permission is enabled, the user can manage applications deployed on their application servers
- **Read VIP status** - the user can read VIP status of application servers.
- **Rebuild Network on any application server** – the user can rebuild network of any application server
- **Rebuild Network on own application servers** – the user can only rebuild network of own application server
- **Set VIP status** - the user can set/delete VIP status for application servers
- **Change Suspended status for application server** – the user can change Suspended status for an application server
- **Unlock any application server** – the user can unlock any application server
- **Update any application server** – the user can edit any application server
- **Update own application servers** – the user can only edit their own application servers
29.1.4 Autoscaling Configuration

OnApp administrators can control users’ ability to manage VS autoscaling configuration through the Control Panel’s Roles and Sets menu. The following autoscaling permissions for user roles can be set:

- **Any Actions with Autoscaling Configuration** - the user can take any action on autoscaling configuration
- **Create Autoscaling Configuration** - the user can create autoscaling configuration
- **Destroy any Autoscaling Configuration** - the user can delete autoscaling configuration
- **Destroy own Autoscaling Configuration** - the user can only delete own autoscaling configuration
- **Read all Autoscaling Configuration** - the user can read autoscaling configuration
- **Read own Autoscaling Configuration** - the user can only read own autoscaling configuration
- **Update all Autoscaling Configuration** - the user can edit autoscaling configuration
- **Update own Autoscaling Configuration** - the user can only edit own autoscaling configuration

For details, refer to the Autoscale Virtual Server section.

29.1.5 Autoscaling monitors

OnApp administrators can control users’ access to monitis monitors. You can set the following monitis monitors permissions for user roles:

- **Any Actions on relation autoscaling monitors** - the user can perform any actions on relation monitis monitors
- **View autoscaling monitor information** - the user can view monitis monitor information

For details, refer to the View Load Balancer Autoscaling Monitors section.

29.1.6 Auto-backup presets

OnApp administrators can control users’ ability to manage auto-backup presets configuration through the Control Panel’s Roles and Sets menu. The following auto-backup presets permissions for user roles can be set:

- **Any action on auto-backup presets** - the user can take any action on auto-backup presets that have been backed up automatically
• **See all auto-backup presets** - the user can see all auto-backup presets that have been backed up automatically
• **Update any auto-backup presets** - the user can edit any auto-backup presets that has been backed up automatically

For details, refer to Autobackup Presets Settings section.

### 29.1.7 Availability

OnApp administrators can control users' ability to manage availability configuration through the Control Panel's Roles and Sets menu. The following availability permission for user roles can be set:

• **Any action on Availability settings** - user can take any actions on Availability settings

### 29.1.8 Backup server zones

OnApp administrators can control users' ability to manage backup server zones through the Control Panel's Roles and Sets menu. The following backup server zone permissions for user roles can be set:

• **Any action on backup server zones** - the user can take any action on backup server zones
• **Create a new backup server zone** - the user can create a new backup server zone
• **Delete any backup server zone** - the user can delete any backup server zone
• **See list of all backup server zones** - the user can see list of all backup server zones
• **See details of any backup server zone** - the user can see details of any backup server zone
• **Update any backup server zone** - the user can edit any backup server zone

For details, refer to Backup Server Zones Settings chapter.

### 29.1.9 Backup servers

OnApp administrators can control users' ability to manage backup servers through the Control Panel's Roles and Sets menu. You can set the following backup server permissions for user roles:

• **Any action on Backup servers** - the user can take any action on any Backup server
• **Add a new Backup server** - the user can add a Backup server
• **Delete any Backup server** - the user can delete any Backup server
• **See all Backup servers** - the user can see all Backup servers
• **Update any Backup server** - the user can edit any Backup server
29.1.10 Backups

OnApp administrators can control users’ ability to manage backups through the Control Panel’s Roles and Sets menu. You can set the following backup permissions for user roles:

- **Any action on backups** - the user can take any action on any backup
- **Convert any backup to template** - the user can take any backup of any virtual server, and convert it to a template
- **Convert own backup to template** - the user can only convert their own backups to templates
- **Create backup for any VS** - the user can create a backup of any virtual server
- **Create backup for own VS** - the user can only create backups of their own virtual servers
- **Destroy any backup** - the user can delete any backup. To delete any virtual server together with its backups, the user needs to have this permission enabled. Otherwise, the backups of the VS deleted by the user will remain in the system.
- **Destroy own backup** - the user can only delete their own backups. To delete own virtual server together with its backups, the user needs to have this permission enabled. Otherwise, the backups of the VS deleted by the user will remain in the system.
- **See all backups** - the user can see all backups
- **See own backups** - the user can only see their own backups
- **Update any backup** - the user can edit any backup
- **Update own backup** - the user can only edit their own backups

For details, refer to Virtual Server Backups section.

29.1.11 Base resources

OnApp administrators can control users’ ability to manage billing plan resources through the Control Panel’s Roles and Sets menu. You can set the following base resource permissions for user roles:

- **Any action on resources** - the user can take any action on base resources
- **Create a new resource** - the user can create a new base resource
- **Delete any resource** - the user can delete any base resource
- **See list of all resources** - the user can see list of all base resources
- **See details of any resource** - the user can see details of any base resource
- **See own base resources** - the user can only see own base resources

For details, refer to Backup Servers Settings chapter.
• **Update any resource** - the user can edit any base resource

For details, refer to **Billing Plans** chapter.

### 29.1.12 Billing plans

OnApp administrators can control users' ability to manage billing plans through the Control Panel's Roles and Sets menu. You can set the following billing plan permissions for user roles:

- **Any action on billing plans** - the user can take any action on any billing plan
- **Create a new billing plan** - the user can create a new billing plan
- **Delete any billing plan** - the user can delete any billing plan
- **See list of all billing plans** - the user can see list of all billing plans
- **See details of any billing plan** - the user can see details of any billing plan
- **See own billing plan** - the user can only see own billing plan
- **Update any billing plan** - the user can edit any billing plan

For details, refer to **Billing Plans** chapter.

### 29.1.13 Blueprints

OnApp administrators can control users' ability to manage blueprints through the Control Panel's Roles and Sets menu. You can set the following blueprint permissions for user roles:

- **Any action on blueprints** - the user can take any action on blueprints
- **Create a new blueprint** - the user can create a new blueprint
- **Destroy any blueprint** - the user can delete any blueprint
- **Destroy own blueprint** - the user can delete own blueprints
- **See all blueprints** - the user can see list of all blueprints
- **Read own blueprint** - the user can see details of own blueprint
- **Update any blueprint** - the user can edit own blueprint
- **Update own blueprint** - the user can edit any blueprint

For details, refer to **Blueprint Servers** section.

### 29.1.14 Blueprint templates

- **Any action on blueprint templates** - the user can take any action on blueprint templates
- Create a new blueprint template - the user can create a new blueprint template
- Destroy any blueprint template - the user can delete any blueprint template
- Destroy own blueprint template - the user can delete own blueprint templates
- See all blueprint templates - the user can see list of all blueprint templates
- Read own blueprint template - the user can see details of own blueprint template
- Update any blueprint template - the user can edit any blueprint template
- Update own blueprint template - the user can edit own blueprint template

For details, refer to Blueprint Templates section.

29.1.15 Blueprint template groups

- Any action on blueprint template groups - the user can take any action on blueprint template groups
- Create a new blueprint template group - the user can create new blueprint template groups
- Destroy any blueprint template group - the user can delete any blueprint template group
- See list of all blueprint template groups - the user can see list of all blueprint template groups
- See all blueprint template groups - the user can see all blueprint template groups
- Update any blueprint template group - the user can update any blueprint template group

For details, refer to Blueprint Template Groups section.

29.1.16 Blueprint template group relations

- Any action on blueprint template group relations - the user can take any action on blueprint template group relations
- Create a new blueprint template group relation - the user can create a new blueprint template group relation
- Destroy any blueprint template group relation - the user can delete any blueprint template group relation
- See list of all blueprint template group relations - the user can see list of all blueprint template group relations
- See all blueprint template group relations - the user can see details of all blueprint template group relations
- Update any blueprint template group relation - the user can edit any blueprint template group relations group
For details, refer to Blueprint Template Groups section

29.1.17 Catalogs
OnApp administrators can control users' ability to manage vCloud catalogs through the Control Panel's Roles and Sets menu. You can set the following catalogs permissions for user roles:

- *Any action on Catalogs* - the user can take any action on catalogs
- *Create a new Catalog* - the user can create new catalogs
- *Delete any Catalog* - the user can delete any catalog
- *Delete own Catalogs* - the user can only delete own catalogs
- *Read any Catalog* - the user can see the list of all catalogs
- *Read own Catalogs* - the user can only see own catalogs

29.1.18 CDN locations
OnApp administrators can control users' ability to manage CDN locations through the Control Panel's Roles and Sets menu. You can set the following CDN locations permissions for user roles:

- *Any action on CDN Locations* - the user can take any action on CDN locations
- *See all CDN Locations* - the user can see details of all CDN locations
- *Update any CDN Locations* - the user can edit any CDN locations

29.1.19 CDN resources
OnApp administrators can control users' ability to manage CDN resources through the Control Panel's Roles and Sets menu. You can set the following CDN resources permissions for user roles:

- *Any action on CDN resources* - the user can take any action on CDN resources
- *Create a new CDN resource* - the user can create a new CDN resource
- *Destroy any CDN resource* - the user can delete a CDN resource
- *Destroy own CDN resources* - the user can only delete their own CDN resources
- *See all CDN resources* - the user can see all CDN resources
- *See own CDN resources* - the user can only see their own CDN resources
- *Update any CDN resource* - the user can edit any CDN resource
• **Update own CDN resources** - the user can only edit their own CDN resources
For details, refer to [CDN Resources](#) section.

### 29.1.20 CDN SSL Certificates

- **Any action on CDN SSL Certificates** - the user can take any action on CDN SSL certificates
- **Create a new CDN SSL Certificates** - the user can create a new CDN SSL certificate
- **Destroy any CDN SSL Certificates** - the user can delete any CDN SSL certificate
- **Destroy own CDN SSL Certificate** - the user can only delete their own CDN SSL certificates
- **See all CDN SSL Certificates** - the user can see all CDN SSL certificates. If this permission is disabled, the user cannot create SSL certificates.
- **See own CDN SSL Certificates** - the user can only see their own CDN SSL certificates
- **Update any CDN SSL Certificates** - the user can edit any CDN SSL certificate
- **Update own CDN SSL Certificates** - the user can only edit their own CDN SSL certificates

For details, refer to [CDN SSL Certificates](#) section.

### 29.1.21 CDN usage statistics

OnApp administrators can control users' ability to manage CDN usage statistics through the Control Panel's Roles and Sets menu. You can set the following CDN usage statistics permissions for user roles:

- **See details of CDN usage statistics** - the user can see CDN usage statistics details
- **User can see CDN usage statistics** - the user can see CDN usage statistics
- **User can see own CDN usage statistics** - the user can only see own CDN usage statistics

For details, refer to [CDN usage](#) section.

### 29.1.22 CloudBoot

- **Manage CloudBoot configurations** - the user can manage Cloud Boot settings
29.1.23 Company Billing Plans

OnApp administrators can control users' ability to manage company billing plans. This is handled through the Control Panel's Roles and Sets menu. You can set the following company billing plan permissions for user roles:

- **Any action on company billing plans** - the user can take any action on any company billing plan
- **Create a new company billing plan** - the user can create a new company billing plan
- **Delete any company billing plan** - the user can delete any company billing plan
- **See details of any company billing plan** - the user can see details of any company billing plan
- **See own company billing plan** - the user can see only the billing plan of their own company
- **Update any company billing plan** - the user can edit any company billing plan

29.1.24 Compute resources

OnApp administrators can control users' ability to manage Compute resources. This is handled through the Control Panel's Roles and Sets menu. You can set the following Compute resource permissions for user roles:

- **Any action on Compute resources** - the user can take any action on Compute resources
- **Create a new Compute resource** - the user can create a new Compute resource
- **Destroy any Compute resource** - the user can delete any Compute resource
- **Set maintenance mode for any compute resource** - the user can set maintenance mode for any Compute resource
- **See all Compute resources** - the user can see all Compute resources
- **Show Compute resources on Virtual Server creation** - display Compute resources on Add New Virtual Server screen. Note: the **See All Compute resources** permission must be enabled for this permission to work properly.
- **Reboot any Compute resource** - the user can reboot any Compute resource
- **Update any Compute resource** - the user can edit any Compute resource

For details, refer to Compute Resource Settings chapter.

29.1.25 Compute Resource Devices

OnApp administrators can control users' ability to manage compute resource devices. This is handled through the Control Panel's Roles and Sets menu. You can set the following compute resource devices permissions for user roles:

- **Any action on Compute Resource Devices** - the user can take any action on compute resource devices
- See all Compute Resource Devices - the user can see all compute resource devices
- Update any Compute Resource Device - the user can edit any compute resource device

29.1.26 Compute zones
OnApp administrators can control users' ability to manage Compute zones. This is handled through the Control Panel's Roles and Sets menu. You can set the following Compute zone permissions for user roles:
- Any action on Compute zones - the user can take any action on Compute zones
- Create a new Compute zone - the user can create a new Compute zone
- Delete any Compute zone - the user can delete any Compute zone
- See list of all Compute zones - the user can see list of all Compute zones
- See details of any Compute zone - the user can see details of any Compute zone
- Show Compute Zones on Virtual server creation - display Compute zones on Add New Virtual Server screen. Note: the See Details of any Compute Zone permission must be enabled for this permission to work properly.
- Manage recipes for Compute zone - the user can manage recipes for any Compute zone
- Update any Compute zone - the user can edit any Compute zone

For details, refer to Compute Zones Settings chapter.

29.1.27 Control panel
- Manage recipes for Control Panel - the user can manage recipes for any Control Panel

This permission will not be granted by pressing Full access button while editing the list of Permissions in the Roles section and can only be selected manually.

29.1.28 Currencies
OnApp administrators can control users' ability to manage currency through the Control Panel's Roles and Sets menu. You can set the following currency permissions for user roles:
- Any action on Currencies - the user can take any action on currencies
- Create new Currency - the user can create a new currency
• *Delete any Currency* - the user can delete any currency  
• *See list of all Currencies* - the user can view any currency  
• *Update all Currencies* - the user can update any currency  
For details, refer to *Currencies* section.

29.1.29  Customer networks

• *Any action on customer networks* – the user can take any action on customer networks  
• *Create own customer network* – the user can create own customer networks  
• *Destroy own customer network* – the user can delete own customer networks  
• *See own customer networks* – the user can view own customer networks  
For details, refer to *Customer vCenter Networks* section

29.1.30  Customer VLANs

• *Any action on Customer VLAN* - the user can see all actions available on customer VLANs  
• *Create a new Customer VLAN* - the user can create a new customer VLAN  
• *Destroy any Customer VLAN* - the user can delete all customer VLANs  
• *See all Customer VLANs* - the user can view any customer VLAN  
• *Update any Customer VLAN* - the user can edit any customer VLAN  
For details, refer to *Customer VLANs* section.

29.1.31  Dashboard

OnApp administrators can control users’ access to the dashboard through the Control Panel's Roles and Sets menu. You can set the following dashboard permissions for user roles:

• *All actions on Dashboard* - the user can see all available dashboard actions  
• *See Alerts* - the user can see alerts on the dashboard, including zombie VSSs and transactions, and background processes  
• *See Global Statistic* - the user can see Global Dashboard statistics  
• *See License Details* - the user can see Dashboard Cloud Licenses’ details
29.1.32 Data stores
OnApp administrators can control user access to data store management. You can set the following data store permissions for user roles:
- **Any action on data stores** - the user can take any action on data stores
- **Create a new data store** - the user can create a new data store
- **Destroy any data store** - the user can delete any data store
- **See all data stores** - the user can see all data stores
- **Update any data store** - the user can edit any data store
For details, refer to **Data stores** section.

29.1.33 Data store joins
OnApp administrators can control users' ability to manage data store joins through the Control Panel's Roles and Sets menu. You can set the following data store joins permissions for user roles:
- **All actions on datastores on Compute resource** - the user can take any action on data stores attached to a Compute resource
- **Add Data Store to any Compute resource** - the user can add a data store to any Compute resource
- **Remove Data Store from any Compute resource** - the user can detach a data store from any Compute resource
For details, refer to **Manage Compute Zone Data Stores** section.

29.1.34 Data store zones
OnApp administrators can control user access to data store zones management. You can set the following data store zone permissions for user roles:
- **Any action on data store zones** - the user can take any action on data store zones
- **Create a new data store zone** - the user can create a new data store zone
• *Delete any data store zone* - the user can delete any data store zone
• *See list of all data store zones* - the user can see list of all data store zones
• *See details of any data store zone* - the user can see details of any data store zone
• *Update any data store zone* - the user can edit any data store zone

For details, refer to the [Data Store Zones Settings](#) section.

### 29.1.35 Disks

OnApp administrators can control user access to disks management. You can set the following disks permissions for user roles:

• *Any action on disks* - the user can take any action on disks
• *Auto-backup for any disk* - the user can schedule an automatic backup on any disk
• *Auto-backup for own disk* - the user can only schedule automatic backups on their own disks
• *Create a new disk* - the user can create a new disk
• *Destroy any disk* - the user can delete any disk
• *Destroy own disk* - the user can only delete their own disks
• *Migrate any disk* - the user can migrate any disk
• *Migrate own disks* - the user can only migrate their own disks
• *See all disks* - the user can see all disks
• *See own disks* - the user can only see their own disks
• *Unlock any disk* - the user can unlock any disk
• *Update any disk* - the user can edit any disk
• *Update own disk* - the user can only edit their own disks

For details, refer to the [Virtual Server Disks](#) section.

### 29.1.36 DNS zone

OnApp administrators can control users' ability to manage DNS zones through the Control Panel's Roles and Sets menu. You can set the following DNS zone permissions for user roles:

• *Any action on DNS zone* - the user can take any action on DNS zone
• *Create a new DNS zone* - the user can create a new DNS zone
• *Destroy any DNS zone* - the user can delete a DNS zone
• *Destroy own DNS zone* - the user can only delete their own DNS zones
• See all DNS zones - the user can see all DNS zones
• See own DNS zones - the user can only see their own DNS zones
• Any action on DNS record - the user can take any action on DNS record
• Create a new DNS record - the user can create a new DNS record
• Destroy any DNS record - the user can delete a DNS record
• See all DNS records - the user can see all DNS records
• See own DNS records - the user can see own DNS records
• Update any DNS record - the user can update any DNS record
• Update own DNS record - the user can update own DNS record
• DNS Setup - the user can set up DNS

For details, refer to DNS chapter.

29.1.37 DRaaS
OnApp administrators can control users’ ability to manage DRaaS through the Control Panel's Roles and Sets menu. You can set the following DRaaS permissions for user roles:
• Any action related to DRaaS - the user can take any action related to DRaaS

29.1.38 Edge Gateways
OnApp administrators can control users' ability to manage vCloud edge gateways through the Control Panel's Roles and Sets menu. You can set the following edge gateway permissions for user roles:
• Any action on edge gateways - the user can take any action on edge gateways
• Read any edge gateways - the user can see the list of all edge gateways
• Read own edge gateways - the user can only see own edge gateways

29.1.39 Edge groups
OnApp administrators can control users’ ability to manage edge groups through the Control Panel's Roles and Sets menu. You can set the following edge groups permissions for user roles:
• Any action on edge groups - the user can take any action on edge groups
• Create a new edge group - the user can create a new edge group
• Destroy any edge group - the user can delete any edge group
• See all edge groups - the user can see all edge groups
OnApp 4.2 Administration Guide

PERMISSIONS LIST - LIST OF ALL ONAPP PERMISSIONS

29.1.40 Edge servers

OnApp administrators can control users' ability to manage edge servers through the Control Panel's Roles and Sets menu. You can set the following edge server permissions for user roles:

- **See list of available Edge Group Locations** - allows users to see the list of all available locations which can be assigned to the edge group
- **Read price for all Edge Group Locations** - with this permission users will see the price for using the location. Without this permission, users won't see the price column at all neither for assigned location nor for available
- **Update any edge group** - the user can edit any edge group

For details, refer to CDN Edge Groups section.

OnApp administrators can control users' ability to manage edge servers through the Control Panel's Roles and Sets menu. You can set the following edge server permissions for user roles:

- **Any action on Edge Server** - the user can take any actions on edge servers
- **Change an owner of any Edge Server** - the user can change the owner of any edge server
- **Create a new Edge Server** - the user can create a new edge server
- **Destroy any Edge Server** - the user can destroy any edge server
- **Destroy own Edge Servers** - the user can destroy own edge servers
- **Migrate any Edge Server** - the user can migrate any edge server
- **Migrate own Edge Servers** - the user can migrate own edge servers
- **Any power action on Edge Servers** - the user can take any power-related action on edge server
- **Any power action on own Edge Servers** - the user can take any power-related action on own edge servers
- **See all Edge Servers** - the user can see all edge servers
- **See own Edge Servers** - the user can see own edge servers
- **Read VIP status** - the user can read VIP status of edge servers
- **Rebuild Network on any Edge Server** - the user can rebuild network on any edge server
- **Rebuild Network on own Edge Servers** - the user can only rebuild network on own edge servers
- **Set VIP status** - the user can set/delete VIP status for edge servers
- **Change Suspended status for Edge Server** - the user can change Suspended status for any edge server
- **Unlock any Edge Server** - the user can unlock any edge server
- **Update any Edge Server** - the user can update any edge server
- **Update own Edge Servers** - the user can update own edge servers

For details, refer to CDN Edge Servers section.
29.1.41 Federation

OnApp administrators can control users’ ability to access federated resources through the Control Panel's Roles and Sets menu. You can set the following federation permissions for user roles:

- **Any actions on federation resources** - the user can perform any action on federated resources
- **Add Compute zone to federation** - the user can add Compute zone to federation
- **View unsubscribed federation resources** - the user can view unsubscribed federation resources
- **Remove Compute zone from federation** - the user can remove Compute zone from federation
- **Activate or deactivate Compute zone for federation** - the user can activate or deactivate Compute zone for federation
- **Subscribe to the Compute zone** - the user can subscribe to the Compute zone
- **Unsubscribe from the Compute zone** - the user can unsubscribe from the Compute zone

For details, refer to the [Federation Guide](#).

29.1.42 Firewall rules

OnApp administrators can control users’ ability to manage firewall rules through the Control Panel's Roles and Sets menu. You can set the following firewall rules permissions for user roles:

- **Any Action on Firewall Rules** - the user can take any actions with firewall rules
- **Create Firewall Rules for anyone** - the user can create firewall rules for anyone
- **Create own Firewall Rules** - the user can only create own firewall rules
- **Destroy any Firewall Rules** - the user can delete any firewall rules
- **Destroy own Firewall Rules** - the user can only delete own firewall rules
- **Read all Firewall Rules** - the user can read all firewall rules
- **Read own Firewall Rules** - the user can only read own firewall rules
- **Update all Firewall Rules** - the user can edit all firewall rules
- **Update own Firewall Rules** - the user can only edit own firewall rules

For details, refer to the [Set Virtual Server Firewall Rules](#) section.

29.1.43 Global search

OnApp administrators can control user access to global search. You can set the following global search for user roles:

- **Global search** - global search through the whole database

For details, refer to the [Cloud Search Tool](#) section.
29.1.44 Groups
This set of permissions is reserved for future use and currently is not used. Enabling or disabling those permissions will not affect the system in any way.

29.1.45 Help
OnApp administrators can control user access to help section.
- All actions on Help - the user can take any action under the Help menu
- Send Support requests - the user can send support requests from the Help menu
For details, refer to Help chapter.

29.1.46 High Availability Cluster
- Manage HA clusters settings - the user can manage High Availability clusters in the Settings > HA Clusters menu.

29.1.47 Http Caching Rules
OnApp Administrators can control user’s ability to manage HTTP Caching rules. You can set the following permissions:
- Any actions on http caching rules - the user can create/delete/set rules/edit rules.
- Create http caching rules - the user can only create HTTP caching rules.
- Delete http caching rules - the user can remove HTTP caching rules.
- See http caching rules for cdn resources - the user can set HTTP caching rules for the resources.
- Update http caching rules - the user can edit http caching rules.

29.1.48 iFrame
- Any action on iFrame - the user can perform any action on iFrame
- Create new iFrame - the user can create a new iFrame instance
- Destroy any iFrame - the user can delete any iFrame instance
- See all iFrame - enables to see the list of all iFrames in the cloud
• See own iFrame - enables to see only the iFrames associated with own user profile. Without this permission users won't be able to see the iFrame configured by the administrator.
• Update any iFrame - the user can edit any iFrame
For detail refer to iFrame Configuration section.

29.1.49 Instance Types
• Any action on Instance Types - the user can take any action on Instance Types
• Create Instance Type - the user can create new Instance Types
• Delete any Instance Type - the user can delete any Instance Type
• See all Instance Types - the user can see all Instance Types
• Update any Instance Type - the user can update any Instance Type
For details, refer to the Instance Types section.

29.1.50 Internationalization
• Edit Internationalization Locales - the user can view and edit all non-English language phrases
For details, refer to Localization and Customization chapter.

29.1.51 IO Statistics
OnApp administrators can control user access to IOPS statistics.
• Full access to IO Statistics - the user has full access to IO Statistics
• See all IO Statistics - the user can see all IO Statistics
• See own IO Statistics - the user can see own IO Statistics
For details on IO Statistics, refer to View Disk IOPS section

29.1.52 IP Address Pools
• Any action on IP Address Pool - the user has full access to IP address pools
• Create a new IP Address Pool - the user can create new IP address pools
• Destroy any IP Address Pool - the user can delete any IP address pool
29.1.53 IP addresses

OnApp administrators can control users’ ability to manage IP addresses. This is handled through the Control Panel's Roles and Sets menu. You can set the following IP address permissions for user roles:

- **Any action on IP addresses** - the user can take any action on IP addresses
- **Assign IP address to user** - the user can assign IP address to user
- **Create a new IP address** - the user can create a new IP address
- **Destroy any IP address** - the user can delete any IP address
- **See all IP addresses** - the user can see all IP addresses
- **Unassign IP address from user** - the user can unassign IP address from user
- **Update any IP address settings** - the user can edit any IP address settings

For details, refer to Assign IP Address to User and Unassign IP Address from User sections.

29.1.54 ISOs

OnApp administrators can control users’ ability to manage ISOs. This is handled through the Control Panel's Roles and Sets menu. You can set the following ISO permissions for user roles:

- **Any action on ISOs** - the user can take any action on ISOs
- **Create a new ISO** - the user can create a new ISO
- **Destroy any ISO** - the user can delete any ISO (own, user, and public)
- **Destroy own ISO** - the user can only delete own ISO
- **Destroy user ISO** - the user can delete ISOs created by any user, but not public ISOs
- **Make any ISO public** - the user can make public any ISO available to all users
- **Make own ISO public** - the user can make public own ISOs only
- **Make user ISO public** - the user can make public ISOs created by any user
- **Create and manage own ISOs** - the user can create and edit/delete/view own ISOs
- **Manage all ISOs** - the user can manage own/user/public ISOs
- **Create and manage user ISOs** - the user can view/create/edit/delete ISOs created by any user
• See all ISOs - the user can view all ISOs in the cloud
• See own ISOs - the user can only view the ISOs created by themselves
• See all public ISOs - the user can view all public ISOs
• See user ISOs - the user can view the ISOs created by any user in the cloud
• Update any ISO - the user can edit any ISO in the cloud
• Update own ISO - the user can only edit own ISO
• Update user ISO - the user can edit the ISOs created by any user in the cloud

For details, refer to ISOs section.

29.1.55 Last access log
OnApp administrators can control users' access to log. You can set the following last access log permissions for user roles:
• Any action on last access log - the user can perform any action on last access log of any user
• See the last access log of any user - the user can see the last access log of other users
• See own last access log - the user can only see their own last access log

Load balancers
OnApp administrators can control users' ability to manage load balancers. This is handled through the Control Panel's Roles and Sets menu. You can set the following load balancer permissions for user roles:
• Any action on load balancer - the user can take any action on load balancer
• Migrate any load balancer - the user can migrate any load balancer
• Migrate own load balancer - the user can only migrate their own load balancer

For details, refer to Load Balancers section.

29.1.56 Load balancing clusters
OnApp administrators can control users' ability to manage load balancing clusters. This is handled through the Control Panel's Roles and Sets menu. You can set the following load balancing cluster permissions for user roles:
• Any action on load balancing cluster - the user can make any action on relation load balancing
• Configure autoscale out parameter of load balancing cluster - the user can configure Autoscale Out when creating/updating a load balancing cluster
• Create a new load balancing cluster - the user can create a new load balancing cluster
PERMISSIONS LIST - LIST OF ALL ONAPP PERMISSIONS

29.1.57 Location Groups

OnApp administrators can control users’ ability to manage location groups. You can set the following location groups permissions for user roles:

- **Any action on location groups** - the user can take any action on location groups
- **Create a new location group** - the user can create a new location group
- **Delete any location group** - the user can attempt to delete location group
- **See all location groups** - the user can see details of any location group
- **Refresh location groups** - the user can refresh location groups

For details, refer to Location Groups section.

29.1.58 Log items

OnApp administrators can control users’ ability to manage log items. You can set the following log items permissions for user roles:

- **Any action on log items** - the user can take any action on log items
- **Delete any log item** - the user can delete any log item
- **Delete own log item** - the user can only delete their own log items
- **See list of all log items** - the user can see all log items
- **See list of own log items** - the user can only see their own log items
- **See details of any log item** - the user can see details of any log item
- **See details of own log item** - the user can only see details of their own log items

For details, refer to Logs section.
29.1.59 Media
OnApp administrators can control users' ability to manage Media files through the Control Panel's Roles and Sets menu. You can set the following media permissions for user roles:

- **Any action on Media** - the user can take any action on media files
- **Delete any Media** - the user can delete any media files
- **See any Media** - the user can view any media files
- **Update any Media** - the user can edit any media files

29.1.60 Monthly billing statistics
OnApp administrators can control users' access to monthly billing statistics. You can set the following monthly bills permissions for user roles:

- **Full access to Monthly Bills Statistics** - the user has full access to monthly bills statistics
- **See all Monthly Bills Statistics** - the user can see all monthly bills statistics
- **See only own Monthly Bills Statistics** - the user can only see own monthly bills statistics

For details, refer to View User Account Details section.

29.1.61 Nameservers
OnApp administrators can control users' ability to manage name servers. This is handled through the Control Panel's Roles and Sets menu. You can set the following nameservers permissions for user roles:

- **Any action on nameservers** - the user can take any action on nameservers
- **Create a new nameserver** - the user can create a new nameserver
- **Destroy any nameserver** - the user can delete any nameserver
- **See all nameservers** - the user can see all nameservers
- **Update any nameserver settings** - the user can edit any nameserver

29.1.62 Networks
OnApp administrators control how users can manage networks. This is handled through the Control Panel's Roles and Sets menu. You can set the following network permissions for user roles:

- **Any action on networks** - the user can take any action on networks
- **Create a new network** - the user can create a new network
- **Destroy any network** - the user can delete any network
- **See all networks** - the user can see all networks
• *Update any network* - the user can edit any network

For details, refer to *Networks Settings* section.

### 29.1.63 Network zones

OnApp administrators control a user's ability to manage network zones. This is handled through the Control Panel's Roles and Sets menu. You can set the following network zone management permissions for user roles:

- *Any action on network zones* - the user can take any action on network zones
- *Create a new network zone* - the user can create a new network zone
- *Delete any network zone* - the user can delete any network zone
- *See list of all network zones* - the user can see list of all network zones
- *See details of any network zone* - the user can see details of any network zone
- *Update any network zone* - the user can update any network zone

For details, refer to *Network Zones Settings...* section.

### 29.1.64 OnApp Storage

- *Manage OnApp storage* - the user can access the OnApp storage settings

### 29.1.65 OAuth Providers

OnApp administrators can control users' ability to manage OAuth providers through the Control Panel's Roles and Sets menu. You can set the following OAuth providers permissions for user roles:

- *Any action on OAuth providers* - the user can take any action on OAuth providers
- *See all OAuth providers* - the user can see all configured OAuth providers
- *Update any OAuth provider* - the user can edit any OAuth provider

For details, refer to *OAuth* section.

### 29.1.66 Payments

OnApp administrators control how users can manage payments. This is handled through the Control Panel's Roles and Sets menu. You can set the following payments permissions for user roles:

- *Any action on payments* - the user can take any action on payments
- Create a new payment - the user can create a new payment
- Destroy any payment - the user can delete any payment
- See all payments - the user can see all payments
- See own user payments - the user can only see their own user payments
- See own company payments - the user can only see their own company payments (applicable for vCloud users)
- Update any payment - the user can edit any payment

For details, refer to User Payments section.

29.1.67 Permissions

OnApp administrators control a user's ability to manage permissions. This is handled through the Control Panel's Roles and Sets menu.

- Any action on permissions - the user can take any action on permissions
- Create a new permission - the user can create a new permission
- Destroy any permission - the user can delete any permission
- See all permissions - the user can see all permissions
- Update any permission - the user can edit any permission

29.1.68 Recipes

OnApp administrators control a user's ability to manage recipes. This is handled through the Control Panel's Roles and Sets menu.

- Any actions on Recipes - the user can take any action on recipes
- Create new Recipes - the user can create new recipes

- Delete any Recipe - the user can delete any recipe
- Delete own Recipes - the user can delete own recipes
- Edit any Recipe - the user can edit any recipe
- Edit own Recipes - the user can edit own recipes
• *Read any Recipe* - the user can read any recipe

• *Read own Recipes* - the use can read own recipes

For details, refer to *Recipes* chapter.

### 29.1.69 Recipe Groups

• *Any action on recipe groups* - the user can take any action on recipe groups

• *Create a new recipe group* – the user can create a new recipe group

• *Destroy any recipe group* - the user can delete any recipe group

• *See list of all recipe groups* – the user can view the list of recipe groups

• *See all recipe groups* – the user can view any recipe group details

• *Update any recipe group* – the user can edit all recipe groups

For details, refer to *Recipe Groups* chapter.

### 29.1.70 Recipe Group Relations

• *Any action on recipe group relations* - the user can take any action on recipe relation group

• *Create a new recipe group relation* - the user can create a new recipe relation group

• *Destroy any recipe group relation* - the user can delete any recipe relation group

• *See list of all recipe group relations* - the user can view the list recipe relation groups

• *See all recipe group relations* - the user can view any recipe relation group details

• *Update any recipe group relation* – the user can edit any recipe relation group

For details, refer to *Recipe Groups* chapter.

### 29.1.71 Relation group templates

OnApp administrators control how users can manage relation group templates. This is handled through the Control Panel's Roles and Sets menu. You can set the following relation group templates permissions for user roles:

• *Any action on relation group templates* - the user can take any action on relation group templates
- **Create a new relation group template** - the user can create a new relation group template
- **Create own relation group template** - the user can create his own template group
- **Destroy any relation group template** - the user can delete any relation group template
- **Destroy own relation group templates** - the user can delete own relation group templates
- **See all relation group templates** - the user can see all relation group templates
- **See own relation group templates** - the user can see his own relation group templates
- **Update price for relation group template** - the user can update price for relation group template

For details, refer to [Template Store and My Template Groups](#) section.

### 29.1.72 Resource limits

OnApp administrators control how users can manage resource limits. This is handled through the Control Panel’s Roles and Sets menu. You can set the following resource limits permissions for user roles:

- **Any action on resource limit** - the user can take any action on resource limits
- **Create a new resource limit** - the user can create a new resource limit
- **Destroy any resource limit** - the user can delete any resource limit
- **See all resource limits** - the user can see all resource limits
- **See own resource limits** - the user can only see their own resource limits
- **Update any resource limit** - the user can edit resource limits for any user account

For details, refer to [Set Billing Plan Prices And Resource Limits](#) section.

### 29.1.73 Resource Pool

OnApp administrators control how users can manage vCloud resource pools. This is handled through the Control Panel’s Roles and Sets menu. You can set the following resource pool permissions for user roles:

- **Any action on Resource Pools** - the user can take any action on resource pools
- **Delete any Resource Pools** - the user can delete any resource pool
- **Read any Resource Pool** - the user can see the list of all resource pools
29.1.74 Resource Pool Statistics

OnApp administrators control how users can manage vCloud resource pool statistics. This is handled through the Control Panel's Roles and Sets menu. You can set the following resource pool statistics permissions for user roles:

- *Any action on resource pool statistics* - the user can take any action on any resource pool statistics
- *See all resource pools statistics* - the user can see statistics for all resource pools
- *See own resource pools statistics* - the user can see statistics for own resource pools only

29.1.75 Restrictions Resources

OnApp administrators can control users’ ability to manage restrictions resources through the Control Panel's Roles and Sets menu. You can set the following restrictions resources permissions for user roles:

- *Any actions on restrictions resources* - the user can take any actions on restrictions resources while configuring restriction sets (Roles and Sets > Restrictions Sets tab > Resources)
- *See all restrictions resources* - the user can see all restrictions resources while configuring restriction sets (Roles and Sets > Restrictions Sets tab > Resources)

29.1.76 Restrictions Sets

OnApp administrators can control users’ ability to manage restrictions sets through the Control Panel's Roles and Sets menu. You can set the following restrictions sets permissions for user roles:

- *Any action on restrictions sets* - the user can take any action on restrictions sets
- *Create a new restrictions set* - the user can create a new restrictions set
- *Delete restrictions set* - the user can delete any restrictions set
- *See all restrictions sets* - the user can see all restrictions sets
- *See own restrictions sets* - the user can see restrictions sets assigned to his role(s)
- *Update restrictions set* - the user can update any restrictions set

For details, refer to Restrictions Sets chapter.

29.1.77 Roles

OnApp administrators control a user's ability to manage roles. This is handled through the Control Panel's Roles and Sets menu.

- *Any action on Roles* - the user can take any action on roles
- *Create a new Role* - the user can create a new role
- *Destroy any Role* - the user can delete any role
PERMISSIONS LIST - LIST OF ALL ONAPP PERMISSIONS

- **See all Roles** - the user can see all roles
- **See user's own roles** - the user can see only roles assigned to them
- **Update any Role** - the user can edit any role

For details, refer to Roles And Sets chapter.

### 29.1.78 SAML Identity Providers

- **Any action on SAML identity providers** - the user can perform any action on SAML Identity Providers
- **Create a SAML identity provider** - the user can add new Identity Provider
- **Destroy any SAML identity provider** - the user can delete any Identity Provider
- **See all SAML identity providers** - the user can see the list of all Identity Providers
- **Update any SAML identity provider** - the user can edit any SAML Identity Provider

### 29.1.79 Schedule logs

OnApp administrators control a user's ability to manage schedule logs. This is handled through the Control Panel's Roles and Sets menu.

- **Any action on schedule logs** - the user can take any action on schedule logs
- **Create a new schedule log** - the user can create a new schedule log
- **Destroy any schedule log** - the user can destroy any schedule log
- **See all schedule logs** - the user can see all schedule logs
- **See own schedule logs** - the user can only see their own schedule logs
- **Update any schedule log** - the user can edit any schedule log

For details, refer to Schedules Settings section.

### 29.1.80 Schedules

OnApp administrators control users' ability to manage schedules. This is handled through the Control Panel's Roles and Sets menu. You can set the following schedule management permissions for user roles:

- **Any action on schedules** - the user can take any action on schedules
- **Create a new schedule** - the user can create a new schedule
- **Destroy any schedule** - the user can delete any schedule
- **Destroy own schedule** - the user can only delete their own schedules
- **See all schedules** - the user can see all schedules
- **See own schedules** - the user can only see their own schedules
- **Update any schedule** - the user can edit any schedule
- **Update own schedule** - the user can only edit their own schedules

For details, refer to **Schedules** section.

### 29.1.81 Sessions

OnApp administrators control a user's ability to drop sessions. You can set the following drop session permissions for user roles:

- **Any actions on sessions** - the user can take any action on sessions
- **Drop all the existing sessions** - the user can drop all the existing sessions including their own
- **Drop all the user sessions but the current** - the user can delete all the sessions created under their account but their current

For details, refer to **Drop Session** section.

### 29.1.82 Settings

OnApp administrators control a user's ability to manage settings. This is handled through the Control Panel's Roles and Sets menu.

- **Any action on settings** - the user can take any action on settings
- **Manage SSL certificate** - the user can upload and update SSL certificate located under config/ssl_certificates folder
- **See read settings** - the user can see all settings
- **Restart Dashboard Client** - the user can restart the dashboard client
- **Update Settings** - the user can edit everything in the Settings menu
- **View OnApp version** - the user can navigate to version to see which version of OnApp is installed

For details, refer to **OnApp Configuration** chapter.
29.1.83 Smart Servers

OnApp administrators control how users can manage Smart Servers. This is handled through the Control Panel's Roles and Sets menu. You can set the following Smart Servers permissions for user roles:

- **Add recipe to any Smart Server** - the user can add recipes to any smart server
- **Add recipe to own Smart Server** - the user can add recipes to own smart servers only
- **Remove recipe from any Smart Server** - the user can remove a recipe from any smart server
- **Remove recipe from own Smart Server** - the user can remove recipe from own smart server

For details, refer to [Smart Servers chapter](#).

29.1.84 SSH keys

OnApp administrators control how users can manage SSH keys. This is handled through the Control Panel's Roles and Sets menu. You can set the following SSH keys permissions for user roles:

- **Add ssh keys for all the virtual servers** - the user can add ssh keys for all the virtual servers
- **Add ssh keys for own virtual servers** - the user can only add ssh keys for own virtual servers

For details, refer to [Add SSH Key section](#).

29.1.85 Storage Servers

- **Any action on Storage Server** - the user can take any actions on storage servers
- **Change an owner of any Storage Server** - the user can change the owner of any storage server
- **Create a new Storage Server** - the user can create a new storage server
- **Destroy any Storage Server** - the user can delete any storage server
- **Destroy own Storage Servers** - the user can delete own storage servers
- **Migrate any Storage Server** - the user can migrate any storage server
- **Migrate own Storage Servers** - the user can migrate own storage servers
- **Any power action on Storage Servers** - the user can migrate own storage servers
- **Any power action on own Storage Servers** - the user can take any power-related action on own storage servers
- **See all Storage Servers** - the user can see all storage servers
- **See own Storage Servers** - the user can see own storage servers
• Read VIP status - the user can read VIP status of storage servers
• Rebuild Network on any Storage Server - the user can rebuild network on any storage server
• Rebuild Network on own Storage Servers - the user can only rebuild network on own storage servers
• Set VIP status - the user can set/delete VIP status for storage servers
• Change Suspended status for Storage Server - the user can change Suspended status for any storage server
• Unlock any Storage Server - the user can unlock any storage server
• Update any Storage Server - the user can update any storage server
• Update own Storage Servers - the user can update own storage servers
For details, refer to CDN Storage Servers section.

29.1.86 Sysadmin tools
OnApp administrators control how users can manage sysadmin tools. This is handled through the Control Panel’s Roles and Sets menu. You can set the following sysadmin tools permissions for user roles:
• Any action Sysadmin Tools - the user can see all actions on the Sysadmin Tools menu
For details, refer to Sysadmin Tools section.

29.1.87 Templates
OnApp administrators control how users can manage templates. You can set the following template sets permissions for user roles:
• Any action on templates - the user can take any action on all templates
• See the list of available for installation templates - the user can see all templates available for the installation from the template server (Templates > System templates > Available tab)
• Install template upgrades - the user can install upgrades to the system templates
• See the list of template upgrades - the user can see the upgrades for the installed system templates
• Create a new template - the user can create a new template
• Destroy any template - the user can delete any template
• Destroy own template - the user can only delete their own templates
• Destroy user template - the user can delete any user templates
OnApp 4.2 Administration Guide v4

PERMISSIONS LIST - LIST OF ALL ONAPP PERMISSIONS

- See the list of inactive templates - the user can see the list of inactive templates
- See list of active installations - the user can see the list of active template installations
- Make any template public - the user can make any template public
- Make own template public - the user can only make their own templates public
- Make user template public - the user can make any user templates public
- Manage own templates - the user can create and view/edit/delete their own templates
- Manage public templates - the user can create/edit/delete/view system/public template
- Manage user templates - the user can create and manage user templates
- See all templates - the user can see all templates
- See own templates - the user can only see their own templates
- See all public templates - the user can see all system templates including public
- See user templates - the user can see any user templates
- Manage recipe for any template - the user can manage recipes for any template
- Manage recipe for own templates - the user can manage recipes for own templates only

- Restart failed installation - the user can restart failed template installation
- Update any template - the user can edit any template (Templates > System templates > Edit template)
- Update own template - the user can only edit their own templates (Templates > My templates > Edit template)
- Update user template - the user can update user templates (Templates > User templates > Edit template)

For details, refer to Templates chapter.

29.1.88 Template groups

OnApp administrators can control users’ ability to manage image template groups. This is handled through the Control Panel’s Roles and Sets menu. You can set the following image template groups permissions for user roles:

- Any action on template group - the user can take any action on template groups
- Create a new template group - the user can create a new template group
- Create own template group - the user can create his own template group
- Delete any template group - the user can delete a template group
- Delete own template group - the user can delete his own template group
• **See details of any template group** (image_template_groups.read) - the user can view template group details

• **See details of own template groups** - the user can view his own template groups

• **Update any template group** (image_template_groups.update) - the user can edit any template group

• **Update own template groups** - the user can edit his own template groups

For details, refer to Template Store and My Template Groups sections.

### 29.1.89 Themes

OnApp administrators control a user's ability to manage themes. You can set the following themes permissions for user roles:

• **Any action on Themes** - the user can make any action on themes

• **Create Theme** - the user can create new themes

• **Destroy Theme** - the user can delete themes

• **Read Theme** - the user can read themes

• **Update Theme** - the user can make changes in themes

For details, refer to Look & Feel section.

### 29.1.90 Transactions

OnApp administrators control a user's ability to manage transactions. You can set the following transactions permissions for user roles:

• **Any action on transactions** - the user can take any action on transactions

• **Cancel zombie transactions** - the user can cancel transactions which run too long and are most likely failed

• **Cancel own zombie transactions** - the user can cancel transactions which run too long and are most likely failed and belong to this user

• **Delete all transactions from log** - the user can delete all transactions from a log

• **Delete own transactions from logs** - the user can only delete their own transactions from a log

• **See list of all transactions** - the user can see all transactions

• **See list of own transactions** - the user can only see their own transactions

• **See details of all transactions** - the user can see details of any transaction

• **See details of own transaction** - the user can only see details of their own transactions
29.1.91 Users

OnApp administrators can control users’ ability to manage configuration. This is handled through the Control Panel’s Roles and Sets menu. You can set the following users permissions for user roles:

- **Any action on users** - the user can take any action on user accounts
- **Upload avatar** - the user can upload an avatar
- **Change user password** - the user can change user’s password
- **Change own password** - the user can only change own password
- **Create any user** - the user can create a new user account
- **Destroy any user** - the user can delete any user account
- **Destroy own user** - the user can only delete their own user account
- **User can login as any user** - the user can login as any user
- **See all users** - the user can see all user accounts
- **See all users prices** - the user can see all users prices. By disabling this permission together with the **See user outstanding amount** and **See user summary payments** permissions, you can hide the payment screen on the dashboard.
- **See user backups/templates prices** – the user can see users’ backups/templates prices
- **See user billing plan** – the user can see users’ billing plans
- **See user hourly prices** – the user can see users’ hourly prices
- **See user monthly prices** – the user can see users’ monthly prices
- **See user outstanding amount** – the user can see users’ outstanding amount. By disabling this permission together with the **See all users prices** and **See user summary payments** permissions, you can hide the payment screen on the dashboard.
- **See user summary payments** – the user can see user’s summary payments. By disabling this permission together with the **See user outstanding amount** and **See all users prices** permissions, you can hide the payment screen on the dashboard.
- **See user total cost** – the user can see users’ total cost
- **See user virtual server prices** – the user can see users’ virtual server prices
- **See own users** – the user can only see their own user account
- **Suspend and unsuspend users** – the user can suspend/unsuspend any users
- **Unlock any user** - the user can unlock any user
PERMISSIONS LIST - LIST OF ALL ONAPP PERMISSIONS

29.1.92 User additional fields

OnApp administrators control a user's ability to manage user additional fields. You can set the following user additional fields permissions for user roles:

- **Any action on user additional fields** - the user can perform any action on additional fields for user
- **Create user additional fields** - the user can create user additional fields
- **Destroy any user additional fields** - the user can delete any user additional fields
- **Read all user additional fields** - the user can read all user additional fields
- **Update all user additional fields** - the user can edit all user additional fields

For details, refer to **User Additional Fields** section.

29.1.93 User groups

OnApp administrators control a user's ability to manage user groups. You can set the following user groups permissions for user roles:

- **Any action on user groups** - the user can take any action on user groups
- **Create a new user group** - the user can create a new user group
- **Destroy user group** - the user can delete any user group
- **See list of all user groups** - the user can see the list of all user groups
- **See details of any user group** - the user can see details of any user group
- **Update any user group** - the user can edit any user group

For details, refer to **User Groups** section.
29.1.94 VApps
OnApp administrators can control users’ ability to manage vApps. This is handled through the
Control Panel's Roles and Sets menu. You can set the following vApps permissions for user roles:

- *Any action on vApps* – the user can take any action on vApps
- *Create a new vApp* – the user can create a new vApp
- *Delete any vApp* – the user can destroy any vApp
- *Delete own vApps* – the user can only destroy their own vApps
- *Any power action on vApps* – the user can take any power actions on vApps
- *Any power action on own vApps* – the user can only take power actions on their own vApps
- *Read any vApps* – the user can view any vApps
- *Read own vApps* – the user can only view their own vApps
- *Edit any vApp* – the user can edit any vApp
- *Edit own vApps* – the user can only edit their own vApps

29.1.95 VApp Templates
OnApp administrators can control users’ ability to manage vApp templates. This is handled through
the Control Panel's Roles and Sets menu. You can set the following vApp template permissions for user roles:

- *Any action on vApp templates* – the user can take any action on vApp templates
- *Create any vApp templates* – the user can create any vApp template
- *Delete any vApp templates* – the user can destroy any vApp template

29.1.96 VApp Template Groups
OnApp administrators can control users’ ability to manage vApp template groups. This is handled
through the Control Panel's Roles and Sets menu. You can set the following vApp template group
permissions for user roles:

- *Any action on vApp template groups* – the user can take any action on vApp template groups
- *Read any vApp template group* – the user can view any vApp template group
29.1.97 vCloud Nat Rules

OnApp administrators can control users’ ability to manage vCloud nat rules. This is handled through the Control Panel’s Roles and Sets menu. You can set the following vCloud nat rules permissions for user roles:

- **Any action on nat rules** - the user can take any action on nat rules
- **Create nat rules** - the user can create a nat rule in any edge gateway
- **Delete any nat rule** - the user can delete any nat rule
- **Delete own nat rules** - the user can delete only own nat rules
- **See any nat rule** - the user can see all nat rules
- **See own nat rules** - the user can see only own nat rules
- **Edit any nat rule** - the user can edit all nat rules
- **Edit own nat rules** - the user can edit only own nat rules

29.1.98 Virtual Servers

OnApp administrators can control users’ ability to manage virtual servers. This is handled through the Control Panel’s Roles and Sets menu. You can set the following virtual servers permissions for user roles:

- **Any action on virtual servers** – the user can take any action on virtual servers
- **Allow all virtual servers to boot from ISO** - the user can boot from ISO any virtual server in the cloud
- **Allow own virtual servers to boot from ISO** - the user can boot from ISO their own virtual servers only
- **Build/rebuild any virtual server** - the user can build or rebuild any virtual server
- **Build/rebuild user’s own virtual server** - the user can build or rebuild their own virtual servers only
- **Change an owner of any virtual server** – the user can change the owner of any virtual server
- **Console to any virtual server** – the user can access any virtual server via console
- **Console to own virtual server** – the user can only access their own virtual server via console
- **Allow user to set CPU topology** - the user can set CPU topology options for virtual server
- **Create a new virtual server** – the user can create a new virtual server
- **Destroy any virtual server** – the user can delete any virtual server. To delete any virtual server together with its backups, the user needs to have the **Destroy any backup** permission enabled. Otherwise, the backups of the VS deleted by the user will remain in the system.
- **Destroy own virtual server** – the user can only delete their own virtual servers. To delete a virtual server together with its backups, the user needs to have the *Destroy own backup* permission enabled. Otherwise, the backups of the VS deleted by the user will remain in the system.

- **Migrate any virtual server** – the user can migrate any virtual server

- **Migrate own virtual server** – the user can only migrate their own virtual servers

- **Any power action on virtual servers** – the user can take any power-related action on virtual servers

- **Any power action on own virtual servers** – the user can only take power-related actions on their own virtual servers

- **Read any virtual server** – the user can read any virtual server

- **Read own virtual servers** – the user can only read their own virtual servers

- **Read VIP status** – the user can read VIP status of virtual servers

- **Rebuild Network of any virtual server** – the user can rebuild network of any virtual server

- **Rebuild Network of own virtual server** – the user can only rebuild network of own virtual server

- **Manage recipes joins for all virtual servers** - the user can manage recipes joins for all virtual servers

- **Manage recipes joins for own virtual servers** - the user can manage recipes joins for own virtual servers

- **Report a federation problem on any virtual server** - the user can report a federation problem on any virtual server

- **Report a federation problem on user's own virtual server** - the user can report a federation problem on user's own virtual server

- **Reset root password of any virtual server** – the user can reset the root password for any virtual server

- **Reset root password of own virtual server** – the user can only reset the root password of their own virtual servers

- **Select instance type on virtual server creation** - the user can select instance types on virtual server creation

- **Select resources manually on virtual server creation** - the user can select resources manually on virtual server creation

- **Set SSH keys** – the user can set their own ssh keys after the virtual server is created

- **Set VIP status** – the user can set/delete VIP status for virtual servers

- **Change Suspended status for virtual server** – the user can change Suspended status for a virtual server

- **Unlock any virtual server** – the user can unlock any virtual server

- **Update all virtual server** – the user can edit any virtual server
PERMISSIONS LIST - LIST OF ALL ONAPP PERMISSIONS

- **Update own virtual server** – the user can only edit their own virtual servers
- **Read Virtual Server's root password** - the user can view any virtual servers root password
- **Read own Virtual Server's root password** - the user can view their own virtual servers root password
- **Manage publications for all virtual servers** - the user can manage publications for all virtual servers
- **Manage publications for own virtual servers** - the user can manage their own publications only

For details, refer to the Appliances section.

### 29.1.99 Virtual Server Snapshots

OnApp administrators can control user's access to VMware virtual server snapshots. You can set the following snapshot permissions:

- **Any action on Virtual Server Snapshots** - the user can take any action on snapshots
- **Create or Restore own Virtual Server Snapshot** - the user can create/restore own snapshots
- **Destroy own Virtual Server Snapshot** - the user can delete own snapshots
- **See own Virtual Server Snapshots** - the user can see the list of own snapshots

For details, refer to the VMware Virtual Server Snapshots section.

### 29.1.100 Virtual Machine Statistics

OnApp administrators control user's access to virtual server statistics. You can set the following statistics permissions for user roles:

- **See Virtual Machine Statistics** – the user has full access to statistics
- **See all Virtual Machines Statistics** – the user can see statistics of all virtual servers
- **See own Virtual Machines Statistics** – the user can only see their own statistics

For details, refer to the Virtual Server Statistics section.

### 29.1.101 Virtual Server's IP Addresses

OnApp administrators can control users' ability to manage IP address joins. This is handled through the Control Panel's Roles and Sets menu. You can set the following IP address joins permissions for user roles:
• **All actions on virtual server’s IP addresses** - the user can take any action on virtual server IP addresses
• **Add IP address to any virtual server** - the user can add an IP address to any virtual server
• **Add IP address to own virtual server** - the user can only add IP addresses to their own virtual servers
• **Remove IP address from any virtual server** - the user can remove an IP address from any virtual server
• **Remove IP address from own virtual server** - the user can only remove IP addresses from their own virtual servers
• **See IP addresses assigned to any virtual servers** - the user can see IP addresses assigned to any virtual server
• **See IP addresses assigned to own virtual servers** - the user can only see IP addresses assigned to their own virtual servers

For details, refer to [Virtual Server IP Addresses](#) section.

### 29.1.102 White IPs

OnApp administrators control a user's ability to manage white IPs. You can set the following white IPs permissions for user roles:

• **Manage all White IPs for users** - the user can take any action on White IPs for users
• **Create white IP for all users** - the user can create any white IP
• **Create own white IP** - the user can create own white IP
• **Destroy white IP for all users** - the user can destroy any white IP
• **Destroy own white IPs** - the user can only destroy own white IP
• **Read all white user IPs** - the user can read all white IPs
• **Read own white IPs** - the user can read own white IPs
• **Update white IP for all users** - the user can update any white IP
• **Update own white IPs** - the user can update own white IP

For details, refer to [User Whitelist IPs](#) section.

### 29.1.103 Zabbix Server

OnApp administrators can control users’ ability to manage the Zabbix server. This is handled through the Control Panel’s Roles and Sets menu. You can set the following Zabbix server permission for user roles:

• **Any action related to zabbix server** - user can perform any action related to the Zabbix server
29.2 List of Default Permissions for Admin Role

The list below includes the set of default permissions for the Admin role in the OnApp v4.1.

Activity logs
- *Any action on Activity Logs* - the user can take any action on activity logs

Application Servers
- *Any action on application servers* – the user can take any action on application servers

Autoscalings
- *Any Actions on Autoscaling Configuration* - the user can take any actions with autoscaling configuration

Autoscaling Monitors
- *Any Actions on relation autoscaling monitors* - the user can perform any actions on relation monitors

Auto-backup Presets
- *Any action on auto-backup presets* - the user can take any action on auto-backup presets that have been backed up automatically

Availability
- *Any action on Availability settings* - user can take any actions on Availability settings

Backup Server Zones
- *Any action on backup server zones* - the user can take any action on backup server zones

Backup Servers
- *Any action on Backup servers* - the user can take any action on any Backup server

Backups
- *Any action on backups* - the user can take any action on any backup

Base Resources
- *Any action on resources* - the user can take any action on base resources

Billing Plans
- *Any action on billing plans* - the user can take any action on any billing plan

Blueprints
- *Any action on blueprints* - the user can take any action on blueprints
Blueprint templates
- Any action on blueprint templates - the user can take any action on blueprint templates

Blueprints template groups
- Any action on blueprint template groups - the user can take any action on blueprint template groups

Blueprints template group relations
- Any action on blueprint template group relations - the user can take any action on blueprint template group relations

CDN locations
- Any action on CDN Locations - the user can take any action on CDN locations

CDN Resources
- Any action on CDN resources - the user can take any action on CDN resources

CDN SSL Certificates
- Any action on CDN SSL Certificates - the user can take any action on CDN SSL certificates

CDN Usage Statistics
- See details of CDN usage statistics - the user can see CDN usage statistics details

CloudBoot
- Manage CloudBoot - the user can manage Cloud Boot settings

Compute resource devices
- Any action on Compute resource devices - the user can take any action on Compute resource devices

Control panel
- Manage recipes for Control Panel - the user can manage recipes for any Control Panel

This permission will not be granted by pressing Full access button while editing the list of Permissions in the Roles section and can only be selected manually.

Currencies
- Any action with currencies - the user can take any action on currencies

Customer Networks
- Any action on customer networks – the user can take any action on customer networks

Customer VLANs
- Any action on customer VLAN - the user can see all actions available on customer VLANs
Dashboard
- *All actions on dashboard* - the user can see all available dashboard actions
- *Show cloud dashboard* - the user can see the dial pane and the percentage of cloud usage shown on the dashboard.

Data Store Joins
- *All actions on data stores on Compute resource* - the user can take any action on data stores attached to a Compute resource

Data Store Zones
- *Any action on data store zones* - the user can take any action on data store zones

Data Stores
- *Any action on data stores* - the user can take any action on data stores

Disks
- *Any action on disks* - the user can take any action on disks

DNS Zones
- *Any action on DNS zone* - the user can take any action on DNS zone

Edge Groups
- *Any action on edge groups* - the user can take any action on edge groups

Edge Servers
- *Any action on Edge Server* - the user can take any actions on edge servers

Firewall Rules
- *Any Action on Firewall Rules* - the user can take any actions with firewall rules

Global Search
- *Global search* - global search through the whole database

Groups
- *Any action on groups* - the user can take any action on groups

Help
- *All actions on help* - the user can take any action under the Help menu

HTTP Caching Rules
- *Any actions on http caching rules* - the user can take any action on HTTP caching rules

Compute resource Zones
- *Any action on Compute zones* - the user can take any action on Compute zones

Compute resources
- *Any action on Compute resources* - the user can take any action on Compute resources
29.2.1 High Availability Cluster

- Manage HA clusters settings - the user can manage High Availability clusters in the Settings > HA Clusters menu.

iFrame
- Any action on iFrame - the user can take any action on iFrame

Instance Types
- Any action on Instance Types - the user can take any action on Instance Types

Internationalization
- Edit internationalization locales - the user can view and edit all non-English language phrases

IO Statistics
- Full access to IO Statistics - the user has full access to IO Statistics

IP Address Pools
- Any action on IP Address Pool - the user has full access to IP address pools

IP Addresses
- Any action on IP addresses - the user can take any action on IP addresses

ISOs
- Any action on ISOs - the user can take any actions on ISOs

Last Access Log
- Any action on last access log - the user can perform any action on last access log of any user

Load Balancers
- Any action on load balancer - the user can take any action on load balancer

Load Balancing Clusters
- Any action on load balancing cluster - the user can make any action on relation load balancing

Location Groups
- Any action on location groups - the user can take any action on location groups

Log Items
- Any action on log items - the user can take any action on log items

Monthly Billing Statistics
- Full access to Monthly Bills Statistics - the user has full access to monthly bills statistics

Nameservers
- Any action on nameservers - the user can take any action on nameservers

Network Zones
- Any action on network zones - the user can take any action on network zones
Networks
- *Any action on networks* - the user can take any action on networks

OAuth Providers
- *Any action on OAuth providers* - the user can take any action on OAuth providers

OnApp Storage
- *Manage OnApp storage* - the user can access the OnApp storage settings

Payments
- *Any action on payments* - the user can take any action on payments

Permissions
- *Any action on permissions* - the user can take any action on permissions

Recipes
- *Any actions on Recipes* - the user can take any action on recipes

Recipe Groups
- *Any action on recipe groups* - the user can take any action on recipe groups

Recipe Group Relations
- *Any action on recipe group relations* - the user can take any action on recipe relation group

Relation Group Templates
- *Any action on relation group templates* - the user can take any action on relation group templates

Resource Limits
- *Any action on resource limit* - the user can take any action on resource limits

Restrictions Resources
- *Any actions on restrictions resources* - the user can take any actions on restrictions resources while configuring restriction sets (*Roles and Sets* > *Restrictions Sets* tab > *Resources*)

Restrictions Sets
- *Any action on restrictions sets* - the user can take any action on restrictions sets

Roles
- *Any action on Roles* - the user can take any action on roles

SAML Identity Providers
- *Any action on SAML identity providers* - the user can perform any action on SAML identity providers

Schedule Logs
- *Any action on schedule logs* - the user can take any action on schedule logs

Schedules
• Any action on schedules - the user can take any action on schedules

Sessions
• Any actions on sessions - the user can take any action on sessions

Settings
• Any action on settings - the user can take any action on settings

Smart Servers
• Add recipe to any Smart Server - the user can add recipes to any smart server

SSH Keys
• Add ssh keys for all the virtual servers - the user can add ssh keys for all the virtual servers

Storage Servers
• Any action on Storage Server - the user can take any actions on storage servers

Sysadmin Tools
• All actions on Sysadmin Tools - the user can take any action on the Sysadmin Tools menu

Templates
• Any action on templates - the user can take any action on templates

Template Groups
• Any action on template group - the user can take any action on template groups

Themes
• Any action on Themes - the user can make any action on themes

Transactions
• Any action on transactions - the user can take any action on transactions

Users
• Any action on users - the user can take any action on user accounts

User Additional Fields
• Any action on user additional fields - the user can perform any action on additional fields for user

User Groups
• Any action on user groups - the user can take any action on user groups

Virtual Servers
• Any action on Virtual Servers – the user can take any action on virtual servers

Virtual Server's IP Addresses
• All actions on virtual server's IP addresses - the user can take any action on virtual server IP addresses
Virtual Server Snapshots
- *Any action on Virtual Server Snapshots* - the user can take any action on snapshots

Virtual Machine’s Statistics
- *See Virtual Machine Statistics* – the user has full access to statistics

White IPs
- *Manage all White IPs for users* - the user can take any action on White IPs for users

Zabbix Server
- *Any action related to zabbix server* - user can perform any action related to the Zabbix server

### 29.3 List of Default Permissions for User Role

The list below includes the set of default permissions for the User role.

**Activity Logs**
- *See details of own activity log* - the user can only see the details of their own activity log

**Backups**
- *Convert own backup to template* - the user can only convert their own backups to templates
- *Create backup for own VS* - the user can only create backups of their own virtual servers
- *Destroy own backup* - the user can only delete their own backups
- *See own backups* - the user can only see their own backups
- *Update own backup* - the user can only edit their own backups

**Base Resources**
- *See own base resources* - the user can only see own base resources

**Billing Plans**
- *See own billing plan* - the user can only see own billing plan

**CDN Resources**
- *Create a new CDN resource* - the user can create a new CDN resource
- *Destroy own CDN resources* - the user can only delete their own CDN resources
- *See own CDN resources* - the user can only see their own CDN resources
• Update own CDN resources - the user can only edit their own CDN resources

**CDN SSL Certificates**
• Create a new CDN SSL Certificate - the user can create new CDN SSL certificates
• Destroy own CDN SSL Certificate - the user can only delete their own CDN SSL certificates
• See own CDN SSL Certificate - the user can only see their own CDN SSL certificates
• Update own CDN SSL Certificates - the user can only edit their own CDN SSL certificates

**CDN Usage Statistics**
• User can see own CDN usage statistics - the user can only see own CDN usage statistics

**Customer Networks**
• Create own customer network – the user can create own customer networks
• Destroy own customer network – the user can delete own customer networks
• See own customer networks – the user can view own customer networks

**Dashboard**
• Show cloud dashboard - the user can see the cloud details on the dashboard

**Data Stores**
• See all data_stores - the user can see all data stores

**Disks**
• Auto-backup for own disk - the user can only schedule automatic backups on their own disks
• Create a new disk - the user can create a new disk
• Destroy own disk - the user can only delete their own disks
• See own disks - the user can only see their own disks
• Unlock any disk - the user can unlock any disk
• Update own disk - the user can only edit their own disks

**DNS Zones**
• Create a new DNS zone - the user can create a new DNS zone
• Destroy own DNS zone - the user can only delete their own DNS zones
• See own DNS zones - the user can only see their own DNS zones
• Create a new DNS record - the user can create a new DNS record
• See own DNS records - the user can see all DNS records
• Update own DNS records - the user can update own DNS records

**Edge Groups**
• See all edge groups - the user can see all edge groups

Firewall Rules
• Create own Firewall Rules - the user can only create own firewall rules
• Destroy own Firewall Rules - the user can only delete own firewall rules
• Read own Firewall Rules - the user can only read own firewall rules
• Update own Firewall Rules - the user can only edit own firewall rules

Groups
• See all groups - the user can see all groups

Compute resources
• See all Compute resources - the user can see all Compute resources
• Show Compute resources on Virtual Server creation - display Compute resources on Add New Virtual Server screen

Template Groups
• See details of any template group (image_template_groups.read) - the user can view template group details

IO Statistics
• See own IO Statistics - the user can see own IO Statistics

Virtual Server’s IP Addresses
• Add IP address to own virtual server - the user can only add IP addresses to their own virtual servers
• Remove IP address from own virtual server - the user can only remove IP addresses from their own virtual servers
• See IP addresses assigned to any virtual servers - the user can only see IP addresses assigned to their own virtual servers

IP Addresses
• See all IP addresses - the user can see all IP addresses

ISOs
• Read all public ISOs - the user can view public ISOs

Load Balancers
• Migrate own load balancer - the user can only migrate their own load balancer

Load Balancing Clusters
• Create new load balancing cluster - the user can create a new load balancing cluster
- **Delete own load balancing cluster** - the user can only delete own load balancing clusters
- **See details of own load balancing cluster** - the user can only see details of own load balancing cluster
- **Change own load balancing cluster** - the user can only change own load balancing cluster

**Log Items**
- **Delete own log item** - the user can only delete their own log items
- **See list of own log items** - the user can only see their own log items
- **See details of own log item** - the user can only see details of their own log items

**Monthly Billing Statistics**
- **See only own Monthly Bills Statistics** - the user can only see own monthly bills statistics

**Nameservers**
- **See all nameservers** - the user can see all nameservers

**Networks**
- **See all networks** - the user can see all networks

**Payments**
- **See own user payments** - the user can only see their own user payments
- **See own company payments** - the user can only see their own company payments (applicable for vCloud users)

**Recipes**
- **Create Recipes** - the user can add new recipes
- **Delete own Recipes** - the user can delete own recipes
- **Edit own Recipes** - the user can edit own recipes
- **Read own Recipes** - the user can view own recipes

**Recipe groups**
- **See list of recipe groups** - the user can view the list of recipe groups
- **Read recipe groups** - the user can view recipe group details

**Recipe group relations**
- **See list of recipe group relations** - the user can view the list of recipe group relations
- **Read recipe group relations** - the user can view recipe group relation details

**Roles**
• See all Roles - the user can see all roles

Templates
• Manage own templates - the user can create and manage their own templates
• See all public templates - the user can see all public templates

Transactions
• Delete own transactions from logs - the user can only delete their own transactions from a log
• See list of own transactions - the user can only see their own transactions
• See details of own transactions - the user can only see details of their own transactions

Users
• Change own password - the user can only change own password
• See own users – the user can only see their own user account
• See user backups/templates prices – the user can see users’ backups/templates prices
• See user billing plan – the user can see users’ billing plans
• See user hourly prices – the user can see users’ hourly prices
• See user monthly prices – the user can see users’ monthly prices
• See user outstanding amount – the user can see users’ outstanding amount
• See user summary payments – the user can see user’s summary payments
• See user virtual server prices – the user can see users’ virtual server prices
• Update own user – the user can only edit their own user account
• Generate own API key - the user can only generate own key
• Update own Yubikey - the user can modify their own Yubikey

Virtual server snapshots
• Create or restore own virtual server snapshot - the user can create/restore own snapshots
• Destroy own virtual server snapshot - the user can delete own snapshots
• See own virtual server snapshots - the user can see the list of own snapshots

Virtual Servers
• Build/rebuild user’s own virtual server - the user can build/rebuild their own virtual server’s only
• Console to own virtual server – the user can only access their own virtual server via console
• Create a new virtual server – the user can create a new virtual server
• Destroy own virtual server – the user can only delete their own virtual servers
• Manage publications for all virtual servers - the user can manage publications for all virtual servers
- **Migrate own virtual server** – the user can only migrate their own virtual servers
- **Any power action on own virtual servers** – the user can only take power-related actions on their own virtual servers
- **See own virtual servers** – the user can only see their own virtual servers
- **Read Virtual Server’s root password** - the user can read Virtual Server’s root password
- **Rebuild network of own virtual server** – the user can only rebuild network of own virtual server
- **Manage recipes joins for own virtual servers** - the user can manage recipe joins for own virtual servers
- **Reset root password of own virtual server** – the user can only reset the root password of their own virtual servers
- **Select resources manually on virtual server creation** - the user can select resources manually on virtual server creation
- **Update own virtual server** – the user can only edit their own virtual servers
- **See own virtual machine statistics** - the user can only see statistics for their virtual machines
- **Allow own virtual servers to boot from ISO** - the user can boot from ISO their own virtual servers only
30  TOOLS

OnApp provides a number of tools to help you monitor and manage your OnApp system: Logs, Cloud Usage Statistics, CDN Usage Statistics, Sysadmin Tools and Alerts. To access them, click the relevant links under the main Tools menu item in the Control Panel.

30.1  Logs

OnApp logs all cloud management actions that take place on cloud resources, including virtual servers, disks, data stores, Compute resources, templates, networks.

To access and manage logs:
Click the Control Panel's Logs menu to view the log of all transactions in the cloud.

- To view details of a specific transaction, click its Ref number.
- You can also search for a transaction using the search box at the top.
- You can filter logs by their status by clicking the appropriate button - Complete, Running or Failed at the top.

- Click Clean Logs to completely clear the logs.
- Click Cancel All Pending Tasks to cancel all tasks scheduled for completion.
- Click Cancel All Pending Backups to remove all pending backups.
- You can relegate "pending" transactions to failed status. For this mouse over the pending status icon of a transaction, and then click the cross sign that pops up. This option becomes available if the transaction has been pending for the period of time specified in the Settings > Configuration > Zombie transaction time parameter.
- Click the Failover Processes button to view the list of failover logs. See Failover Processes section for details.
Starting with OnApp version 4.0, users see transaction logs updated in real time. This is achieved by means of tail -f Unix command, which causes tail to not stop when end of file is reached, but rather to wait for additional data to be appended to the output.

To enhance readability, the following log items are pointed out with color and font size:

- Remote Server
- Fatal
- Executing Rollback

### 30.2 Failover Processes

Failover processes show the list of failover logs that take place on the Compute zones in the cloud.

To view the list of failover processes:

1. Go to **Control Panel > Logs**.
2. Click the **Failover Processes** button. On the page that appears, you can see the following information for each failover log:
   - Failover number
   - Indication of the time when it started
   - Compute zone on which the failover happened
   - Time of the last iteration
   - Failover action status: active or completed

To view the failover transaction details, click its reference number.

For more information on failover, refer to *Failover Configuration* section of this guide.
30.3 Statistics

Stats menu unites cloud usage and CDN usage statistics generated by the OnApp Statistics receiver.
The statistics receiver is an SNMP agent that collects data from host and guest systems and saves it in the round-robin database for the future processing. The collected data are then converted into hourly, daily, weekly and monthly statistics. The interval can be changed in the application configuration file.
Hourly statistics are stored in the database for the last 2 months.
Daily statistics are stored for 12 months.
Old statistics data are stored as a monthly statistics (12 months, respectively).

30.3.1 Cloud Usage

The Usage Statistics screen lists every virtual server in the cloud, along with their details:

- **Owner** - the owner's username.
- **CPU used** - the average CPU percentage that the VS has been using during the last 72 hours or during the specified period.
- **Disk reads completed** - the number of read operations performed by the disk.
- **Disk writes completed** - the number of write operations performed by the disk.
- **Disk data read** - the amount of data read from a disk.
- **Disk data written** - the amount of data written to a disk.
- **Bandwidth sent** - the number of Bytes sent by this VS.
- **Bandwidth received** - the number of Bytes received by this VS.

By default, statistics are generated for the last 72 hours. To specify another period, set the Start and End time and click the Apply button.
You can sort by all categories except the virtual server name: click a column label to sort in ascending order (you'll see an arrow appear to show how the data is being sorted). Click it again to sort in descending order.
You can also drill into a specific VS, or its owner, by clicking the relevant links in the list.

30.3.2 CDN Usage

CDN usage report lists the summary of CDN Resources used by CDN with their details:

- **Owner** – the owner’s user name. Click the owner’s name for details.
• **Edge Group** – the edge group to which the CDN resource belongs to.
• **Location** – CDN edge server’s location.
• **Data cached** – cached CDN traffic in a `number_to_human_size` format. (See the table below)
• **Data non cached** – non cached CDN traffic in a `number_to_human_size` format. (See the table below)

The table of formatting the bytes in `number` into a more understandable representation:

| `number_to_human_size(123)`                  | => 123 Bytes |
| `number_to_human_size(1234)`                 | => 1.21 KB   |
| `number_to_human_size(12345)`                | => 12.1 KB   |
| `number_to_human_size(1234567)`              | => 1.18 MB   |
| `number_to_human_size(1234567890)`           | => 1.15 GB   |
| `number_to_human_size(1234567890123)`        | => 1.12 TB   |
| `number_to_human_size(1234567, :precision => 2)` | => 1.2 MB   |
| `number_to_human_size(483989, :precision => 2)` | => 470 KB   |
| `number_to_human_size(1234567, :precision => 2, :separator => ',')` | => 1,2 MB   |

By default, statistics are generated for the last 72 hours. To specify another period, set the **Start** and **End** time and click the **Apply** button. Tick the **Show in my Timezone** box to show CDN usage statistics according to your profile’s time zone settings.

Deleted CDN resources/locations will be marked as unavailable after the upgrade to newer version of the OnApp cloud.

### 30.3.3 Top IOPS disks

Top IOPS statistics chart displays 10 disks with top IOPS usage along with the following details:

• **Hostname** - hostname of a virtual server the disk is located at.
• **Disk** - disk ID.
• **Total IOPS** - total number of I/O operations per second.
• **IOPS Read** - number of read I/O operations per second (total value over the last hour).
• **IOPS Written** - number of written I/O operations per second (total value over the last hour).

### 30.4 Alerts

Alerts are created when zombies appear on the system. These are listed in the Control Panel’s **Alerts** screen. There are different kinds of zombies:
• **Zombie Virtual Servers** - VSs which are detected by the OnApp controller as currently running on a Compute resource, but which are not in OnApp's database. Also, VSs running on a Compute resource the CP is not expecting it to be running on.

• **Zombie Disks** - disks which are detected by the OnApp controller as existing on a data store, but which are not in OnApp's database.

• **Zombie Data stores** - data stores which are detected by the OnApp controller as existing in the cloud, but which are not in OnApp's database.

• **Wrong Activated Logical Volumes** - the virtual servers' disks that are either activated on two Compute resources simultaneously, or activated on the wrong Compute resource.

• **Zombie Transactions** - transactions which have running status but their PIDs do not exist on the system, or transactions that have exceeded the zombie transaction time.

The **Alerts** menu also lists the background processes running on your system. **Max Amount** values show the maximum number of background processes which can run simultaneously. **Running** shows the number of processes running at the moment.

In most cases, you can remove the zombie elements from the system by clicking the **Delete** icon next to a zombie. For further help, contact support.

In previous versions OnApp used LVM commands to detect zombie disks. In OnApp 4.2 the Control Panel gathers text files from the disks in the system via SNMP and makes the decision to mark certain disks as ‘zombie’ based on these files. This solution reduces the load on LVM. The system can gather data from a maximum of approximately 4400 disks at a time per one compute resource or backup server..

### 30.5 Sysadmin

The Sysadmin page provides statistics and tools for a number of system administration tasks. These tools are divided into four tabs:
30.5.1 Sysadmin Tools

Background Task Daemon
Daemon is responsible for executing all background tasks such as:
- Transactions
- Backup takers
- Billing stats updater
- Cluster monitor
- Compute resource monitor
- Schedule runner

To operate the daemon, use the following buttons:
- **Reload daemon** – restarts the tasks, and completes all running tasks if their PIDs still exist.
- **Stop daemon** - completes any backups in progress, but prevents any more backups from starting; stops all tasks in progress.
- **Start daemon** - starts up all the tasks.
- **Check status** – shows PID of the task and its status.

To get details on daemon processes activity, run the **Track Daemon Process Activity** tool.

Availability Check
Availability check enables to see the status of OnApp Services Monitoring Tool and perform the following functions:
- Reload the OnApp Services Monitoring Tool
- Disable the OnApp Services Monitoring Tool
- Enable the OnApp Services Monitoring Tool
• Check status the OnApp Services Monitoring Tool

**CDN Check**
The CDN section enables you to check the status of CDN API and CDN Sync Runner.

**Running processes**
This section displays the list of the running system processes:

- *Generate hourly stats* - last time hourly statistics was aggregated.

- *Clean Redundant Instant Stat* - last time redundant statistics was deleted.

- *SNMP stats runner* - last time SNMP statistics was gathered from the compute resources and virtual servers running in the cloud.
  
  There are three levels of an SNMP statistics gathering:
  Level 1 - every 10 seconds. CP gets info about Compute resources uptime/virtual servers' statuses.
  Level 2 - every 60 seconds. CP gets info about the disk usage, network usage, CPU usage statistics and the list of virtual servers.
  Level 3 every 120 seconds. CP gets list of volume groups and logical volumes.

  The level values can be changed in the onapp.yml file. For details, see [Advanced Configuration Settings](#) section.

- *VMware stats* - last time VMware statistics was gathered from the vCenter.

- There are two levels of VMware statistics gathering:
  Level 1 - every 60 seconds.
  Level 2 - every 180 seconds.

  For details, see [Advanced Configuration Settings](#) section.

- *CDN sync runner* - last time CDN statistics was gathered.

- *Delete old stats* - last time when the old SNMP has been deleted.

**Last time started** - the last time when the transaction started.

**Last time finished** - the last time when the transaction finished successfully. When the transaction has failed, the last time finished field will display the time of the last successful transaction, thus indicating the failure.
Running processes time is always displayed in UTC format.

- **Solidfire Stats Level 1** - last time the statistics on disks situated on SolidFire data stores was gathered. This statistic is gathered every 2 minutes.
- **VCloud Stats** - last time vCloud statistics was gathered from vCloud.
  There are two levels of vCloud statistics gathering:
  - Level 1 - statuses of vApps and VSans. This statistic is gathered every 60 seconds.
  - Level 2 - CPU statistics gathered every 180 seconds.

### 30.5.2 Services

**Services Status**

This tab shows the statuses of all the services for High Availability clusters. Click the **Services Status** button to load the page with the list of services, their PID number and the online/offline status.

### 30.5.3 Application errors

This tab provides the list of errors registered in your Control Panel. The OnApp error collector records the errors within a CP and aggregates an error list. After that, your Control Panel sends crash reports to OnApp in a form of an encrypted API call. This functionality is enabled by default. If required, you can disable the sending of the error list from your CP at **Dashboard > Settings > Configuration > System** tab.

Errors are displayed with the following details:

- **id** - ID of the error
- **Class** - the class of the error
- **Last detected** - the last time the error was detected
- **Quantity** - how many times the error has occurred
- **Reported** - whether the error has been reported or not

Click the class of the error to view its details. This information will be sent to OnApp if you allow your CP to send crash reports:

- **Class** - the class of the error
- **Last detected** - the last time the error was detected
- **Quantity** - how many times the error has occurred
Message - the message that will be sent with this error
Backtrace - the backtrace of the error

30.5.4 Activity Log

OnApp provides a possibility to trace back any user's behavior in the cloud to prevent possible misconduct or damage from staying unrevealed.
This Activity Log covers the following actions:
- DestroyVM
- DestroyUser
- DestroyBackup
- DestroyDisk
- Change Password
- LoginAs
- StopVirtualServer
- BuildVM
- Delete CDN Resource
- Delete DNS Zone

Activity Log registers actions with the following information:
- **id** - ID of the User in the DB
- **username** - name of the user
- **created at** - when the user was created
- **action** - what action was performed
- **dependent** - id of the action on which the current one was depending
- **dependent type** - type of the dependent
- **ip address** - ip address from which the action was launched
- **user agent** - description of the agent through which the cloud was accessed

30.5.5 Zabbix Setup

Starting with version 4.2, OnApp uses Zabbix for autoscaling. OnApp will automatically install and configure Zabbix on a server you indicate. It can be either a physical server or a virtual one.
Indicate the server IP address in the field provided on this tab and OnApp will configure Zabbix on the server with that IP.

If you already have a Zabbix server, you can connect it to your cloud by adding the necessary information at Control Panel > Settings > Configuration > System tab. For more information, see Edit System Configuration.

30.5.6 Control Panel Maintenance

From this tab you can click Enable to switch on the maintenance for the CP. Control panel maintenance is a tool which enables administrators to block the CP. Administrators having permissions on managing Sysadmin Tools will have access to the Control Panel as usual. However, the CP will be blocked for all other users. Servers and services will remain running.

The screenshot illustrates what users who do not have the necessary permissions will see when they try to access the CP.
You can easily adapt the Control Panel to your requirements by translating to different custom languages, adding new currencies and currency formats, and changing images, colors, names and titles. You can also assign differently localized/customized Control Panel views to different users. This chapter explains all of this functionality.

31.1 Languages

OnApp uses a standard Rails I18n internationalization system. You can add any language to your Control Panel and translate all the interface labels, error messages and other texts into a single custom language or several languages.

31.1.1 Add Custom Languages

You can add custom languages by translating the phrases using Control Panel UI. To do so:
Go to your Control Panel’s Settings i18n Customization menu.
Click Add new locale button and select the required language from the list and click Submit. In the i18n Customization menu click the appropriate custom language name.
On the screen that appears:
Subset name – the names correspond to the .yml files located at /onapp/interface/config/locales directory
English Items – the number of phrases in the original language files
Custom Language Items – the number of translated phrases in the custom language files
Missing Items – the number of phrases which haven’t been translated yet to a custom language
Out of Date Items – the number of phrases which have changed in English since the translation was made
Click a subset name. On the screen that follows:
Provide a translation in the Custom Language Phrase field next to an appropriate English value. Click Update.
To copy the English value to a target custom language, click the >> button in the Copy column next to a required value.
Restart the HTTPD service to apply new locale.
Click the **Out of date** tab to view phrases that exist in English and your custom language, but where the English phrase has been changed since the last translation.

Click the **Missing** tab to view phrases that exist in English but are missing in your custom language.

Click the **Missing or out of date** tab to view phrases that either exist in English but not in your custom language or exist in both languages but the English phrase has changed since the last translation.

Make sure that the required locales are added in **Settings > Configuration > Interface Locales** field. Unless you add the locales in Settings, customers will not be able to switch locale.

### 31.1.2 Enable Custom Language for Specific User

Now that you have added one or more custom languages, you can specify which language a particular user will see in their view of the Control Panel. For this:

Make sure that the required locales are added in **Settings > Configuration > Interface Locales** field. Unless you add the locales in Settings, customers will not be able to switch locale.

Go to your Control Panel's **Users and Groups** menu.

Click a user's name.

On the page that appears, click the **Edit Profile** tab.

Choose your custom language from the **Locales** drop-down list.

Click **Save**.

### 31.2 Currencies

By default, the system includes three currencies: USD, EUR and GBP. You can add more currencies at any time.

#### 31.2.1 Create currency

To add a currency:

Go to your Control Panel's **Settings** menu.

Click the **Currencies** icon.

On the page that follows, click the **Create New** button.

Fill in the form that appears:

**name** - give the label to your currency
unit - insert a currency symbol

code - fill in a three-character currency code that is generally used to represent the currency you wish to add

separator - specify a character used to format decimal numbers, e.g. 100.99.

delimiter - set a grouping character used to separate thousands, e.g. 100,000,000.

precision - specify the number of digits after the delimiter. The precision parameter is used to display the costs total for a certain period, e.g. Outstanding amount, Total Cost, Payments.

precision per unit - the number of digits after the delimiter. The precision per unit parameter is used to display the prices for the resources, e.g. for CPU, Disk size, RAM, IP, Data stores, Edge servers, Disks, Backups, Templates, etc.

format - set how the currency will be displayed in the control panel. Use the following parameters:

%\n - for the digits

%\u - for the currency symbol

Click Save.

For example, the currency form for US Dollars might look as follows...

Name: US Dollar

Unit: $

Code: USD

Separator: .

Delimiter: ,

Precision: 5

Precision per unit: 8

Format: %\n %\u

…and the prices will be displayed in the following way: $7,000.00000

You can now set Precision and Precision per Unit to specify the number of digits used after the delimiter. By default, Precision per Unit is set to 2.

31.2.2 Delete Currency

To delete existing currencies:

Go to your Control Panel's Settings menu.

Click the Currencies icon.
Click the **Actions** icon next to the currency you want to remove, then click **Delete**. You will be asked for confirmation before the currency is deleted.

You cannot delete a currency that is associated with a billing plan.

### 31.2.3 Edit Currency

To edit existing currencies:

Go to your Control Panel's **Settings** menu.

Click the **Currencies** icon.

Click the **Actions** icon next to it, then click **Edit**. On the screen that appears, edit currency details:

- **name** - give the label to your currency
- **unit** - insert a currency symbol
- **code** - fill in a three-character currency code that is generally used to represent the currency you wish to add
- **separator** - specify a character used to format decimal numbers, e.g. 100.99.
- **delimiter** - set a grouping character used to separate thousands, e.g. 100,000,000.
- **precision** - specify the number of digits after the delimiter. The precision parameter is used to display the costs total for a certain period, e.g. Outstanding amount, Total Cost, Payments.
- **precision per unit** - the number of digits after the delimiter. The precision per unit parameter is used to display the prices for the resources, e.g. for CPU, Disk size, RAM, IP, Data stores, Edge servers, Disks, Backups, Templates, etc.
- **format** - set how the currency will be displayed in the control panel. Use the following parameters:
  - %n - for the digits
  - %u - for the currency symbol

Click **Save**.

### 31.3 Localization and Customization

#### Search

The search box in the Localization and Customization menu allows you to search by the following parameters:

- Item ID
To search:
Log in to your Control Panel.
Go to the Settings menu.
Click the l18n Customization icon.
Click the required language Name (e.g. "English").
On the following page, click the appropriate Subset Name (e.g. "core").
Type the search phrase into the search box and click Search.
If required, make changes and click Update.

31.4 Look & Feel

You can skin various aspects of the Control Panel's look & feel, including the logo displayed, background colors and other graphics. To do so:
Go to your Control Panel's Settings menu and click the Look & Feel icon.
Press the "+" button.
Use the fields provided to skin the UI, as explained below:

Theme options

Label - give a name to your theme.
Active – use this checkbox to specify whether the theme is displayed or not. If this box is not checked, the default colors and graphics are used, irrespective of other settings.

User group

User Groups - check the groups of users for whom you wish to apply the theme.

General

Title - enter the desired title which will be displayed at the top left corner of the browser window.
**Logo** - click the **Browse** button to choose a custom logo.
Check the **Disable Logo** box to prevent a logo from displaying.
Check the **Remove logo** box to delete a custom logo.

**Favicon** - click the **Browse** button to choose a custom logo.
Check the **Disable favicon** box to prevent the favicon from displaying.
Check the **Remove favicon** box to delete a favicon.

**Powered by**

**Hide** – check the box to remove the Powered by OnApp message at the top of the navigation pane.

**Url** – enter an URL you wish to link to instead of http://www.onapp.com/.

**Color** - this is the color displayed in the main body of the page (e.g. behind the fields you’re currently editing).
To change the color, click the field to pop up a palette chooser, or enter a CSS color code.
To revert to the default color, leave this field blank.
The color will not be displayed unless any full screen Background Image you’re using is disabled.

**Text** – specify the text which will be added after **Powered by** instead of OnApp.

**Wrapper**

**Color** - this is the color displayed around the rest of the UI.
To change the color, click the field to pop up a palette chooser, or simply enter a CSS color code.
To revert to the default color, leave this field blank.
The color will not be displayed unless any full screen Background Image you’re using is disabled.

**Body image** - click the **Browse** button to choose a custom image.
Check the **Disable body image** box to prevent the top background image displaying.
Check the **Remove body image** box to delete a custom image.

**Header&Footer HTML**

**Header** - enter the html codes to display instead of default header.

**Footer** - enter the html codes to display instead of default footer.
Click **Save Theme** button to create and apply a theme.

## 31.5 iFrame Configuration

If required you can integrate an iFrame into OnApp which will display a web page within the user OnApp Control Panel. By default, the possibility to configure an iFrame is disabled. To enable, use the *Enable iFrame Window* permission.

Currently, the iFrame functionality is in beta!

To create an iFrame:

1. Log in to your OnApp Control Panel.
2. Go to **Settings > Look & Feel**.
3. On the page that loads, click the **iFrame** tab.
4. At the bottom of the screen, click **New iFrame** button.
5. Fill in the following fields to form a custom URL which should be loaded as an iFrame:
   - **url** - fill in the URL of the web page you're going to use as an iFrame.
   - **user** - select the appropriate user whose username will be used to form an URL
   - **user credentials** - select the required user parameter from the drop-down list. This could be a user ID, user email or user name.
   - **credentials parameter** - the type of the value specified above: user ID, email or username. This will be further used to form an URL, e.g. http://example.com/?userid=3
   - **custom field** - select the custom field from the drop-down menu. These are the Additional fields of the specified user.
   - **custom field parameter** - fill in the appropriate value.
   - **iFrame height** - set the height in pixels.
   - **custom name** - give the name to your iFrame
6. Click **Test Connection** to view the result.
7. Click **Submit** to provide the possibility to use this iFrame for a specified user. The user would then be able to access this iFrame from their user profile page, the **iFrame custom name** tab.

To edit an iFrame:

1. Log in to your OnApp Control Panel.
2. Go to **Settings > Look & Feel**.
On the page that loads, click the **iFrame** tab.

The list of all iFrames will load. Click the Actions icon next to a required iFrame, and click **Edit** or **Delete** if necessary.
32 MISCELLANEOUS

This chapter describes more sophisticated operations, which help manage different OnApp functionalities. It is highly recommended that only advanced users perform these tasks.

32.1 Reset Control Panel Administrator Password

To generate a new password for an administrator user:

Log in to your OnApp Cloud Control Panel using SSH:

```
ssh root@your.hostname
```

Go to the directory where your Control Panel is installed:

```
cd /onapp/interface
```

To set a predefined password, run:

```
RAILS_ENV=production rake onapp:password[admin,new_password]
```

Make sure there are no spaces in brackets.

If the operation was successful you will see a *Password successfully changed to 'new_password'* message. If the operation could not be completed, you will see an error report.
32.2 Add IPs in Windows Environment

After you allocate an IP address assignment in your Control Panel, it is necessary to add IPs directly in your Windows environment.

To add an additional IP address in Windows 2003/2008 Server and Windows 7:

Locate the My Network Places icon on your desktop, right click and select Properties.

To open the network properties dialogue, right-click on External or Ext. Select Properties.

Select Internet Protocol (TCP/IP) and click Properties.

Click Advanced.

Click Add, enter the IP address and corresponding Subnet mask.

Click Add.

If you wish to add more IP addresses, repeat steps 5 and 6 until you have added the IP addresses we assigned to you.

32.3 Create New Linux/Windows Templates

OnApp provides separate documents to explain how to create Windows and Linux templates from scratch, rather than from existing VS templates. Please refer to the Miscellaneous Documentation for details.

32.4 Transaction Server

Transaction server is an element of the location group (Compute resource or a backup server) where the particular transaction is performed.

These are non-backup transactions, related to Appliances (apart from VMware virtual servers), such as:

- destroy disk
- configuration of the operation system
- build disk
- format disk
- provisioning
- rebuild network (offline)
- SetSshKey (offline)
ConfigureLoadBalancer (offline)

The system selects the element of your location group to be a transaction server according to the following principle:

If the appliance is associated with a Compute resource with only a local data store, this Compute resource will be selected.

If there are backup servers (server) available to the user who sets the transaction, any such backup server will be selected based on the lowest CPU load (highest cpu_idle parameter)

If the above user does not have access to the backup servers, but there are such in his location group, any of the available backup serves will be selected based on the lowest CPU load (highest cpu_idle parameter)

If there are no backup servers in the location group, the Compute resource associated with this virtual server will be selected as the transaction server.

## 32.5 Failover Configuration

OnApp allows configuring the compute resource failover behaviour. The failover settings are specified per compute zone.

Below you can find instructions on how to manage failover processes for compute resources.

<table>
<thead>
<tr>
<th>On this page:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How failover works</td>
</tr>
<tr>
<td>Failover settings</td>
</tr>
<tr>
<td>Failover algorithm</td>
</tr>
<tr>
<td>Failover Logs</td>
</tr>
</tbody>
</table>

### 32.5.1 How failover works

hypervisor_live_time (default value = 12) specifies how many times we cannot get a reply from a Compute resource after which the Compute resource is marked as offline. If Compute resource is marked as offline and the failover is enabled, the failover process starts. This parameter is configurable (Control Panel > Settings > Configuration, see the following Failover Settings section for details).

Also the Ping hosted virtual servers before initiating failover slider should be enabled to contact VSs before initiating failover.
First iteration tries to migrate all VSs according to the failover algorithm set for the Compute zone. If some VSs weren't migrated, next iteration will start, until all VSs are migrated (iterations run once a minute).

**Additional Considerations for Integrated Storage**

In Integrated Storage backend nodes are marked as inactive approximately three minutes after a backend node has stopped reporting its status. IS is a distributed system and it takes some time to sync/converge metadata across nodes. If IS is used in the cloud it is strongly recommended to set the “Requests before marked as failed” parameter in Settings > Configuration menu to at least 18-20.

32.5.2 Failover settings

To configure Compute zone failover settings:

Go to your Control Panel's **Settings** menu, and click the **Compute resource Zones** icon. The screen that appears will show all zones currently set up in the cloud.

Click the **Actions** button next to the required Compute zone, then click **Edit** and specify the following parameters:

**Placement type** - specify the Compute resource selection algorithm, that will be used on virtual server provisioning and recovery, per Compute zone:

- *Take Compute resource with maximum free RAM* (Round Robin) - set this type to select the Compute resource with maximum free RAM during the VS recovery. This option allows performing faster migration of virtual servers with the lesser number of iterations during the failover.

This option behaves in different ways, depending on the event:

On provisioning, the round-robin algorithm will be used on Compute resource selection.

On recovery, the Compute resource with maximum free RAM will be selected.

- *Take Compute resource with minimum required free RAM* - with this type the system selects the Compute resource with minimum required free RAM. This option allows filling Compute resource as tightly as possible before starting to use next Compute resource in the zone.

- *Failover timeout* - set how many minutes the system should try to find the appropriate hypervisor to migrate the VSs from the compute resource that failed. The count will start after the first time the system will find no compute resources to which to migrate VSs.

You can disable failover for each particular Compute resource in Compute resource settings:

Go to your Control Panel's **Settings** menu.

Click the **Compute resources** icon.

Click the **Actions** button next to the Compute resource you want to edit, then click **Edit**.
On the screen that follows, change the failover settings:

*Disable failover* - enable or disable the VS migration to another Compute resource if this Compute resource is marked as offline by the Control Panel server.

To configure the `hypervisor_live_time` parameter:

Go to your Control Panel's **Settings** menu, and click the **Configuration** icon.

Click the **System** tab to change the settings:

*Requests before marked as failed* - determines how many times the Control Panel server will attempt to contact a Compute resource before failover is initiated. For the Integrated Storage, we recommend increasing this parameter to 30, so that the storage platform has enough time to mark the Compute resources accordingly, and allow the VSs to start up after a failed Compute resource.

*Ping hosted virtual servers before initiating failover* - move the slider to the right to enable contacting VSs before initiating failover for a particular compute resource. By default this slider is enabled.

Note that if you are using Floating IPs in your environment or if you have VS with primary IPs which could respond to your Control Panel server from elsewhere on your network we would recommend to disable this setting to avoid the possibility of a false-positive ICMP result.

### 32.5.3 Failover algorithm

![Failover algorithm diagram]

---

**Note:**

- For Integrated Storage, increase `hypervisor_live_time` to 30 to allow sufficient time for the storage platform to mark Compute resources.
- Disable *Ping hosted virtual servers before initiating failover* if using Floating IPs or if VSs respond from elsewhere on the network.
Control Panel daemon checks compute resource accessibility via the management network (using SNMP) each 10 seconds.

If after a certain number of attempts (indicated in settings as Requests before marked as failed) compute resource’s SNMP service is down, system should ensure that compute resource is offline.

Control Panel takes the following steps:

**A option**

Control Panel sends `snmpget` request. If it is successful, then SSH is added into compute resource `virsh list` and failure account (amount of requests before compute resource is marked as failed) is reset.

**B option**

In case of `snmpget` request failure SSH is checked. If command is successful, then SSH is added into compute resource, services (snmpd&snmptrapd, restart etc.) are checked and one more `snmpget` request is sent. If it is successful, then A option is applied.

**C option**

If option B is unsuccessful, then one more `snmpget` request is sent. If it is successful, then A option is applied. In case of failure you get an alert (with information that SNMP has unusual configuration) and failure account (amount of requests before compute resource is marked as failed) is reset.

**D option**

If SSH checking request is unsuccessful, all booted VSs of the compute resource are pinged. This step is optional and depends if the *Ping hosted virtual servers before initiating failover* slider is enabled (by default this slider is enabled, see Failover settings section below).

**E option**

If ping of VSs is successful, you get an alert and failure account (amount of requests before compute resource is marked as failed) is reset.

**F option**

If ping of VSs is unsuccessful, failover is activated and compute resource is marked as offline.

Below you can find meanings of commands:

- `virsh list` - get virtualization system status (Xen or KVM) to ensure that it works properly
- `snmpget` - take uptime from compute resource

### 32.5.4 Failover Logs

Failover processes show the list of failover logs that take place on the Compute zones in the cloud.

To view the list of failover processes:

Go to **Control Panel > Logs**.
Click the **Failover Processes** button. On the page that appears, you can see the following information for each failover log:

- **Failover number**
- **Indication of the time when it started**
- **Compute zone on which the failover happened**
- **Time of the last iteration**
- **Failover action status:** active or completed

To view the failover transaction details, click its reference number.

### 32.6 Calculate Billing Statistics for the Missing Period

Sometimes customers are experiencing the problem of missing billing statistics because of daemon, delayed jobs, cron, raw statistics temporary failures. After the mentioned services get started, raw statistics data gets inserted into the DB and afterwards aggregated into raw hourly statistics (in most of cases). Having raw hourly stats in DB allows generating billing statistics based on it. That doesn't happen automatically because of peculiarities of billing statistics generation. However, it can be done manually running the rake task specifying the period (billing:calculate_hourly_stats_for_missed_period [:start_time, :end_time]).

**Usage example:**

```ruby
RAILS_ENV=production rake billing:calculate_hourly_stats_for_missed_period\['2014-06-01 01:00:00','2014-06-05 23:00:00'\]
```

### 32.7 Advanced Configuration Settings

Although you can alter most of the OnApp settings via the Control Panel user interface, there are some options that can be edited only in the onapp.yml file. You can use the Advanced Configuration Settings section to modify the OnApp configuration settings. This section contains the list of parameters you can edit in the onapp.yml file with their default values.

We recommend to make a copy of the configuration file before making any changes.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>log_path</td>
<td>/onapp/interface/log/onapp.log</td>
</tr>
<tr>
<td>Parameter</td>
<td>Default value</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>background_process_log_path</td>
<td>/onapp/interface/log</td>
</tr>
<tr>
<td>background_process_pid_path</td>
<td>/onapp/interface/tmp/pids</td>
</tr>
<tr>
<td>private_key_path</td>
<td>/onapp/interface/config/keys/private</td>
</tr>
<tr>
<td>public_key_path</td>
<td>/onapp/interface/config/keys/public</td>
</tr>
<tr>
<td>ssh_port</td>
<td>22</td>
</tr>
<tr>
<td>use_ssh_file_transfer</td>
<td>false</td>
</tr>
<tr>
<td>ssh_file_transfer_server</td>
<td>127.0.0.1</td>
</tr>
<tr>
<td>ssh_file_transfer_user</td>
<td>root</td>
</tr>
<tr>
<td>ssh_file_transfer_options</td>
<td>-o StrictHostKeyChecking=no -o UserKnownHostsFile=/dev/null -o PasswordAuthentication=no</td>
</tr>
<tr>
<td>template_path</td>
<td>/onapp/templates</td>
</tr>
<tr>
<td>recovery_templates_path</td>
<td>/onapp/tools/recovery</td>
</tr>
<tr>
<td>mount_iso_path</td>
<td>/onapp/iso</td>
</tr>
<tr>
<td>backups_path</td>
<td>/onapp/backups</td>
</tr>
<tr>
<td>database_backups_path</td>
<td>/onapp/database_backups</td>
</tr>
<tr>
<td>remove_backups_on_destroy_vm</td>
<td>true</td>
</tr>
<tr>
<td>data_path</td>
<td>/onapp/data</td>
</tr>
<tr>
<td>update_server_url</td>
<td><a href="http://repo.onapp.com/">http://repo.onapp.com/</a></td>
</tr>
<tr>
<td>dashboard_host</td>
<td>127.0.0.1</td>
</tr>
<tr>
<td>license_key</td>
<td></td>
</tr>
<tr>
<td>generate_comment</td>
<td>Automatically generated by OnApp (%s)</td>
</tr>
<tr>
<td>graph_frequencies</td>
<td>[[hourly, 4000], [daily, 100000], [weekly, 800000], [monthly, 3200000], [yearly, 40000000]]</td>
</tr>
<tr>
<td>Parameter</td>
<td>Default value</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>use_nbd</td>
<td>true</td>
</tr>
<tr>
<td>simultaneous_backups</td>
<td>2</td>
</tr>
<tr>
<td>simultaneous_backups_per_datastore</td>
<td>2</td>
</tr>
<tr>
<td>simultaneous_backups_per_Compute resource</td>
<td>1</td>
</tr>
<tr>
<td>simultaneous_transactions</td>
<td>3</td>
</tr>
<tr>
<td>cpu_guarantee</td>
<td>false</td>
</tr>
<tr>
<td>enable_huge_pages</td>
<td>false</td>
</tr>
<tr>
<td>schedule_failure_count</td>
<td>100</td>
</tr>
<tr>
<td>remote_access_session_start_port</td>
<td>30000</td>
</tr>
<tr>
<td>remote_access_session_last_port</td>
<td>30099</td>
</tr>
<tr>
<td>ajax_power_update_time</td>
<td>8000</td>
</tr>
<tr>
<td>ajax_pagination_update_time</td>
<td>9000</td>
</tr>
<tr>
<td>Compute resource_live_times</td>
<td>12</td>
</tr>
<tr>
<td>guest_wait_time_before_destroy</td>
<td>60</td>
</tr>
<tr>
<td>disable_Compute resource_failover</td>
<td>false</td>
</tr>
<tr>
<td>allow_Compute resource_password_encryption</td>
<td>false</td>
</tr>
<tr>
<td>system_email</td>
<td><a href="mailto:app@onapp.com">app@onapp.com</a></td>
</tr>
<tr>
<td>system_support_email</td>
<td><a href="mailto:support@onapp.com">support@onapp.com</a></td>
</tr>
<tr>
<td>system_host</td>
<td>onapp.com</td>
</tr>
<tr>
<td>system_notification</td>
<td>true</td>
</tr>
<tr>
<td>ips_allowed_for_login</td>
<td>should be empty to allow all or string with IPs comma-separated, like 1.1.1.1, 2.2.2.2, 2.3.3.3</td>
</tr>
<tr>
<td>enable_ipv6</td>
<td>true</td>
</tr>
<tr>
<td>remove_old_root_passwords</td>
<td>false</td>
</tr>
<tr>
<td>Parameter</td>
<td>Default value</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>pagination_max_items_limit</td>
<td>100</td>
</tr>
<tr>
<td>monitis_path</td>
<td>/usr/local/monitis</td>
</tr>
<tr>
<td>monitis_account</td>
<td><a href="mailto:monitis@onapp.com">monitis@onapp.com</a></td>
</tr>
<tr>
<td>locales</td>
<td>[en]</td>
</tr>
<tr>
<td>default_firewall_policy</td>
<td>ACCEPT</td>
</tr>
<tr>
<td>app_name</td>
<td>OnApp</td>
</tr>
<tr>
<td>show_ip_address_selection_for_new_vm</td>
<td>false</td>
</tr>
<tr>
<td>backup_taker_delay</td>
<td>5</td>
</tr>
<tr>
<td>cdn_sync_delay</td>
<td>1200</td>
</tr>
<tr>
<td>billing_stat_updater_delay</td>
<td>5</td>
</tr>
<tr>
<td>zombie_disk_space_updater_delay</td>
<td>300</td>
</tr>
<tr>
<td>cluster_monitor_delay</td>
<td>15</td>
</tr>
<tr>
<td>Compute resource_monitor_delay</td>
<td>5</td>
</tr>
<tr>
<td>schedule_runner_delay</td>
<td>5</td>
</tr>
<tr>
<td>transaction_runner_delay</td>
<td>5</td>
</tr>
<tr>
<td>zombie_transaction_time</td>
<td>20</td>
</tr>
<tr>
<td>kms_server_host</td>
<td></td>
</tr>
<tr>
<td>kms_server_port</td>
<td>1</td>
</tr>
<tr>
<td>ip_range_limit</td>
<td>1000</td>
</tr>
<tr>
<td>same_autoscaleout_nodes_virtualization_system</td>
<td>true</td>
</tr>
<tr>
<td>dns_enabled</td>
<td>false</td>
</tr>
<tr>
<td>enabled_libvirt_anti_spoofing</td>
<td>false</td>
</tr>
<tr>
<td>allow_start_vms_with_one_ip</td>
<td>true</td>
</tr>
<tr>
<td>allow_initial_root_password_encryption</td>
<td>false</td>
</tr>
<tr>
<td>Parameter</td>
<td>Default value</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>wipe_out_disk_on_destroy</td>
<td>false</td>
</tr>
<tr>
<td>password_enforce_complexity</td>
<td>true</td>
</tr>
<tr>
<td>password_minimum_length</td>
<td>12</td>
</tr>
<tr>
<td>password_upper_lowercase</td>
<td>true</td>
</tr>
<tr>
<td>password_letters_numbers</td>
<td>true</td>
</tr>
<tr>
<td>password_symbols</td>
<td>true</td>
</tr>
<tr>
<td>password_force_unique</td>
<td>true</td>
</tr>
<tr>
<td>password_lockout_attempts</td>
<td>3</td>
</tr>
<tr>
<td>password_expiry</td>
<td>1</td>
</tr>
<tr>
<td>password_history_length</td>
<td>12</td>
</tr>
<tr>
<td>force_windows_backups</td>
<td>false</td>
</tr>
<tr>
<td>cloud_boot_enabled</td>
<td>false</td>
</tr>
<tr>
<td>nfs_root_ip</td>
<td>192.168.1.1</td>
</tr>
<tr>
<td>cloud_boot_target</td>
<td>192.168.1.1</td>
</tr>
<tr>
<td>storage_enabled</td>
<td>false</td>
</tr>
<tr>
<td>prefer_local_reads</td>
<td>false</td>
</tr>
<tr>
<td>vmware_cluster_name</td>
<td>OnApp</td>
</tr>
<tr>
<td>service_account_name</td>
<td>onapp</td>
</tr>
<tr>
<td>system_alert_reminder_period</td>
<td>60</td>
</tr>
<tr>
<td>archive_stats_period</td>
<td>3</td>
</tr>
<tr>
<td>is_archive_stats_enabled</td>
<td>false</td>
</tr>
<tr>
<td>wrong_activated_logical_volume_minutes</td>
<td>60</td>
</tr>
<tr>
<td>use_html5_vnc_console</td>
<td>false</td>
</tr>
<tr>
<td>use_rrd_for_statistic_tables</td>
<td>true</td>
</tr>
</tbody>
</table>
### Miscellaneous - Advanced Configuration Settings

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>partition_align_offset</td>
<td>2048</td>
</tr>
</tbody>
</table>

#### 32.7.1 SNMP Statistics

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>server_community</td>
<td>onapp</td>
</tr>
<tr>
<td>snmp_timeout</td>
<td>2</td>
</tr>
<tr>
<td>snmp_connect_retries</td>
<td>3</td>
</tr>
<tr>
<td>snmp_stats_level1_period</td>
<td>10</td>
</tr>
<tr>
<td>snmp_stats_level2_period</td>
<td>60</td>
</tr>
<tr>
<td>snmp_stats_level3_period</td>
<td>120</td>
</tr>
<tr>
<td>snmp_max_recv_bytes</td>
<td>100000</td>
</tr>
<tr>
<td>snmp_stats_protocol</td>
<td>udp</td>
</tr>
</tbody>
</table>

Both TCP and UDP protocols are enabled on Compute resources by default. You can select the preferred protocol by changing the `snmp_stats_protocol` parameter value.

#### 32.7.2 VMware Statistics

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>vmware_stats_level1_period</td>
<td>60</td>
</tr>
<tr>
<td>vmware_stats_level2_period</td>
<td>180</td>
</tr>
<tr>
<td>vmware_stats_usage_interval</td>
<td>20</td>
</tr>
</tbody>
</table>

#### 32.7.3 SolidFire Statistics

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>solidfire_stats_usage_interval</td>
<td>120</td>
</tr>
</tbody>
</table>
32.8 Track Daemon Process Activity

To get the details on daemon process's activity, run the activity tracker:

```shell
./script/tools/process-logger.sh -p <PID> -l|--log-folder <log folder> -d|--pid-folder <pid folder>
```

Example:

```shell
./script/tools/process-logger.sh -p 4242 -l /tmp/logs -d /tmp/pids
```

Usage:

```
track -p <PID> -l|--log-folder <log folder> -d|--pid-folder <pid folder>
```

Logs folder structure: `<LOG-FOLDER>/<PID>.

Example:

- `LOG-FOLDER` = `/tmp/logs`
- `PID` = 4242

Result: `/tmp/logs/4242/`

Options:

Required:
- `-p|--pid` PID of target process
- `-l|--log-folder` Folder, where logs are stored
- `-d|--pid-folder` Folder, where pid files are stored

Optional:
- `-t|--time-interval` Refresh time in seconds. Works only for main log and lsof command
  - Default: 1 second
- `-m|--memory-alert-step`
Memory alert size. In megabytes.
Default: 100m

-`r|--log-max-size`
  Max log size, before it rotates. In megabytes.
Default: 100m

Example:

```
track.sh -p 4242 -l /tmp/logs -d /tmp/pids
```

## 32.9 Virtual Server Provisioning

Under certain circumstances your virtual servers that are offline might be implicitly cold migrated to another compute resource within one compute zone. This occurs after manual start up with no additional information in the logs, when the compute resource cannot provide sufficient resources for the VS or is offline. If the compute resource is offline or OnApp considers that there are not enough resources to start the VS, usually because there is not enough free RAM available, the VS is implicitly cold migrated to a compute resource with sufficient resources and started there.

The mentioned conditions may also appear if a compute resource was rebooted, then came back online, but the information about its free and total RAM has not yet been obtained from the compute resource and you attempt to start up the VS. In such a case, OnApp considers that the compute resource does not have sufficient resources and migrates the VS.

To avoid such behavior, check the compute resources list at Control Panel > Settings > Compute Resources to see whether a compute resource you are interested in is online and actual information about its RAM is displaying. If there is enough free RAM for the VS, starting the virtual server will be done on the checked compute resource.
33 HIGH AVAILABILITY
CONTROL PANEL

High availability (HA) is the capability of a system to operate continuously for a desirably long period of time despite the possible failure of one or several of its components. HA significantly decreases the extent of downtime. OnApp High Availability brings new opportunity to deploy more than one Control Panel within one cloud. This allows you to improve cloud load balancing, minimize server downtime in case of CP issues and enhance scalability of the whole infrastructure. High availability keeps virtual servers, daemon, and statistics live even if the physical box where they are running fails. In this case the required component keeps working on the box which is live in the cluster. This is the optional functionality.

OnApp introduces sever possible High Availability configurations depending on your infrastructure and resources. OnApp High availability is based on Pacemaker + Corosync clustering stack, using multicast as a messaging backend. At this stage OnApp introduces high availability for the following components:

UI (httpd, onapp-vnc-proxy services)
Background services (onapp-engine, onapp-ssh-agent services)
CloudBoot (nfs, xinetd, dhcpd services)
Load Balancer
Redis
Message Queue
Database

High availability introduces accessibility for services and communication between OnApp components:

Database and Redis are deployed separately from CPs by cloud owner. You can deploy DB and Redis on the same or separate servers. In OnApp, we refer to this server as the Database & Transactions server.

Compute resources and backup servers are configured to accept connections from any Control Panel.

UI and CloudBoot operates in Active/Standby or Active/Active mode.

OnApp Engine, onapp-engine service (onapp daemon) operates in load balancing mode.

In case when service in active node becomes unavailable, the corresponding virtual IP address is being moved from the active node’s to the other node’s network interface with the highest priority. The network interface priority defines to which node the virtual IP address will be moved first, if the node where it is running gets broken.
HA prerequisites

Make sure to create a dedicated network for control panels and DB/Redis server connection.

Do not use the control panel server as the backup/template server. Make sure that the Use SSH file transfer option is disabled at Settings > Configuration menu.

Logs and templates are stored on Database&Transactions server. Ensure that all the required directories are shared correctly.

It is important that you add the IPs of CP servers into the config files for Compute resources and backup servers.

Compute resources accept API calls by StorageAPI from multiple IP Addresses only after reconfiguration.

SNMP Traps are being sent to control panels.

33.1 Advanced Deployment

This section describes the procedure for setting up advanced High Availability configuration. This configuration requires two Control Panel servers, three Database & Transactions servers and two Load Balancer servers. These servers must comply with the hardware requirements.

Physical Infrastructure Configuration

Configuration on CP Side

Configure Hosts

Configure Hosts

Configure Clusters

Configure Communication

Review and Confirmation

33.1.1 Physical Infrastructure Configuration

Configure you physical infrastructure to set up High Availability:
Add two Control Panel servers, three Database & Transactions servers and two Load Balancer servers. These servers must comply with the hardware requirements.

Install CentOS/Red Hat 6x on all servers.
Configure valid host names for the servers.
Configure network for the servers.

Install onapp-cp, onapp-store, onapp-cp-ha on two Control Panel servers with local MySQL:

```bash
bash#> yum install onapp-cp-install
```

```bash
yum install onapp-cp-ha
```

This step is optional: if you have Integrated Storage, take this step, otherwise skip it.

```bash
bash#> yum install onapp-store-install
bash#> /onapp/onapp-store-install/onapp-store-install.sh
```

Wait until two Control Panels get valid license.

Ensure that all hostnames are reachable (DNS configured or /etc/hosts contains relevant data).

Add public key of the root user of the main Control Panel to the authorized keys at a secondary Control Panel. And vice versa.

Add public key of onapp users to root authorized keys on all hosts.

Make sure the root user can log in from one node to another using SSH between both Control Panels. Confirm the authorization with the new fingerprint.

Make sure onapp user can log in from both Control Panels using SSH to all hosts. Confirm the authorization with the new fingerprint.

### 33.1.2 Configuration on CP Side

Log in to any of the Control Panels and configure hosts, clusters and communication.

#### 33.1.2.1 Configure Hosts
33.1.2.2 Configure Hosts

Add relevant hosts corresponding to physical infrastructure:
Go to your Control Panel Settings menu.
Click the HA Clusters > Hosts tab.
Click the New Host button or click the "+" button.
On the screen that appears, fill in the hostname and click Submit.

33.1.2.3 Configure Clusters

Create Load Balancer, Database, Redis and RabbitMQ clusters:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Clusters tab.
Choose one of the optional clusters and click the appropriate button: Add Load Balancer, Add Database, Add Redis or Add Message Queue.
Fill in required information:
Virtual IP - the virtual IP address of the cluster. This IP address should be unique
Net mask - mask of the network
Ports - cluster ports
Click Submit to add the cluster.

- Virtual IP for the Load Balancer cluster must be a public front end IP.
- Virtual IP for Database, Redis, RabbitMQ has to be in a data network (LAN) and can be the same (one for three clusters).
- Virtual IP for Cloudboot has to be the same as configured in main Settings, Cloudboot section.
- In case when you configure a Load Balancer, the system will skip any configured virtual IPs for daemon and UI clusters.
- The Load Balancer cluster must be added first, then you will be able to add Database, Redis and Message Queue.

33.1.2.4 Configure Communication

Configure relevant multicast channels. Two channels in different networks are recommended.
To add a communication interface:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.
Click the Add New Interface button or click the "+" button.
Fill in the following parameters:

- **Network** - the multicast network used by the hosts to communicate with each other
- **Multicast IP Address** - the multicast IP address
- **Multicast Port** - the multicast port
- **TTL** - time to live

Click Save.

At Settings > HA Clusters > Communication click Apply to save the changes.

Please note, you are required to add the correct IP address when configuring multicast. Adding incorrect IP address will affect the multicast configuration.

The maximum number of communication interfaces corresponds to the number of available NICs on hosts. For example, if all hosts have two NICs, you can configure a maximum of two communication interfaces.

The underlying system supports unicast communication but this demands manual configuration:

Issue the following command:

```bash
service onapp-ha restart
corosync-cfgtools -s
```

Ensure that the output complies with your NIC configuration.

### 33.1.2.5 Review and Confirmation

Go to Settings > HA Clusters > General and review the modified configuration.

After validating the configuration, click Enable.

The HA configuration process is shown in the activity logs.

On Load Balancer cluster nodes OnApp will deploy reverse proxy servers.

On both Control Panels http and https ports will be modified from 80 and 443 to 10080 and 10443 respectively by default. This behavior can be overridden if you set additional options.
for the Load Balancer cluster: http_port, https_port.

OnApp applications on both Control Panels will be reconfigured to use Database, Redis and Rabbitmq clusters instead of local servers.

The OnApp interface application will be restarted on new ports.

33.2 Regular Deployment

This section describes the procedure for setting up advanced High Availability configuration. This configuration requires three Control Panel servers. There are two types of this configuration: one that includes three physical servers and another that includes two physical servers and one virtual server. These servers must comply with the hardware requirements.

High Availability with two hosts has a high risk of getting split-brain condition. Therefore, we suggest building HA on minimum three hosts. If the customer does not have three physical hosts, we support HA with two physical and one virtual host. The virtual host will take part in coordination, data replication, quorum. The virtual host will not store data from the database and redis. The virtual host requires reliable, high throughput network connection. The requirements for this server are the same as for a Control Panel server without a hosted database.

Current procedure may potentially cause database failure. Make sure to backup your database before starting.

Current procedure will cause temporary service downtime. Please, notify your customers.
33.2.1  Physical Infrastructure Configuration

Install onapp-cp-ha package on the existing Control Panel:

```
yum install onapp-cp-ha
```

Add two additional physical servers.

If you plan on adding a virtual host to your configuration add one additional physical server and create a VS based on CentOS 6 on any compute resource you find proper.

Install onapp-cp and onapp-cp-ha on all servers:

```
bash#> yum install onapp-cp-install
```

```
yum install onapp-cp-ha
```

Create a database backup.

33.2.2  Configuration on CP Side

Log in to any of the Control Panels and configure hosts, clusters and communication.

33.2.2.1  Configure Hosts

Add relevant hosts corresponding to physical infrastructure:

Go to your Control Panel Settings menu.

Click the HA Clusters > Hosts tab.

Click the New Host button or click the "+" button.
On the screen that appears, fill in the hostname and click Submit.

If you are adding a virtual server to your configuration, in order to mark the one host as virtual, add option virtual=true/virtual=yes at Settings > HA Clusters > Hosts > host label > Actions > Options.

33.2.2.2 Configure Clusters

Create Load Balancer, Database, Redis and RabbitMQ clusters:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Clusters tab.
Choose one of the optional clusters and click the appropriate button: Add Load Balancer, Add Database, Add Redis or Add Message Queue.
Fill in required information:
Virtual IP - the virtual IP address of the cluster. This IP address should be unique
Net mask - mask of the network
Ports - cluster ports
Click Submit to add the cluster.

Virtual IP for the Load Balancer cluster must be a public front end IP.
Virtual IP for Database, Redis, RabbitMQ has to be in a data network (LAN) and can be the same (one for three clusters).
Virtual IP for Cloudboot has to be the same as configured in main Settings, Cloudboot section.
In case when you configure a Load Balancer, the system will skip any configured virtual IPs for daemon and UI clusters.
The Load Balancer cluster must be added first, then you will be able to add Database, Redis and Message Queue.

33.2.2.3 Configure Communication

Configure relevant multicast channels. Two channels in different networks are recommended.
To add a communication interface:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.
Click the **Add New Interface** button or click the "+" button.

Fill in the following parameters:

- **Network** - the multicast network used by the hosts to communicate with each other
- **Multicast IP Address** - the multicast IP address
- **Multicast Port** - the multicast port
- **TTL** - time to live

Click **Save**.

At **Settings > HA Clusters > Communication** click **Apply** to save the changes.

Please note, you are required to add the correct IP address when configuring multicast. Adding incorrect IP address will affect the multicast configuration.

The maximum number of communication interfaces corresponds to the number of available NICs on hosts. For example, if all hosts have two NICs, you can configure a maximum of two communication interfaces.

The underlying system supports unicast communication but this demands manual configuration:

- Issue the following command:

  ```bash
  service onapp-ha restart
corosync-cfgtools -s
  ```

  Ensure that the output complies with your NIC configuration.

### 33.2.2.4 Review and Confirmation

Go to **Settings > HA Clusters > General** and review the modified configuration.

Go to **Control Panel > Sysadmin > Control Panel Maintenance** and click **Enable**. This prevents any customer from performing any activity unless they have permissions for Sysadmin tools.

After validating configuration click **Enable** at **Settings > HA Clusters > General**.

Process is shown in the activity logs.

- On all Control Panels OnApp will deploy reverse proxy servers.
- On all Control Panels http and https ports will be modified from 80, 443 to 10080, 10443 respectively by default. This behavior can be overridden if you set additional options for lb cluster: http_port, https_port.
- The OnApp interface will automatically be switched into maintenance mode TO DO _ (link to
33.3 Basic Deployment

This section describes the procedure for setting up basic High Availability configuration. This configuration requires two Control Panel servers and one Database & Transactions server. These servers must comply with the hardware requirements.

Physical Infrastructure Configuration

Configure you physical infrastructure to set up High Availability:

Add two Control Panel servers and one Database & Transactions server. These servers must comply with the hardware requirements.

Configure network for the servers.

When planning your network configuration for high availability cluster, make sure to consider the following aspects:
add the control panel servers which will serve as the nodes to the cluster
add the data server that includes the database, Redis or stock RabbitMQ (this can be one or separate servers)
join the Control Panel servers to management and provisioning networks
Configure Logs/Transactions/Templates Accessibility

For High Availability Control Panels, it is required to properly configure the locations where the shared entities (logs/transactions/templates) are stored. Such location should be accessible from both Control Panels, so that if one server fails, the other one still has the access to all the shared entities. That is why we recommend storing them on a separate Database&Transactions server and properly share the storage locations with Control Panels, Compute resources, and backup servers.

To do so:

Create the following directories on Database & Transactions server:

/onapp/templates/ - the location where the templates manager uploads the templates and stores
/onapp/log/transactions - the location where transactions and logs are stored

You can provide any arbitrary name to the locations where the shared entities are stored, providing that you properly configured the sharing settings for them as described at steps 2-4 of this section.

Enable NFS or any other sharing service between the following locations for each CP:

mount the /onapp/templates (or any other location that you specified for storing templates at onapp.yml) on the Control Panel servers to /onapp/templates on Database&Transactions server

mount the /onapp/interface/log/transactions on the Control Panel servers to /onapp/log/transactions on Database&Transactions server

Enable NFS or any other sharing service between the following locations for Compute resource servers:

mount the /onapp/templates (or any other location that you specified for storing templates at onapp.yml) on the Compute resource servers to /onapp/templates on Database&Transactions server

Enable NFS or any other sharing service between the following locations for backup servers:

mount the /onapp/templates (or any other location that you specified for storing templates at onapp.yml) on the backup servers to /onapp/templates on Database&Transactions server

Now all the logs/transactions/templates should be accessible from both Control Panels in case of failure.

Install the onapp-cp-ha package:

```
yum install onapp-cp-ha
```
Configure Database&Transactions server (Database and Redis):

We assume that you have already installed the database server. Proceed to configure the server or servers where the database, Redis and RabbitMQ will be deployed.

Log in to Database&Transactions server.

Enter the MySQL database and set the password.

For each Control Panel IP address, run the following command:

```bash
> GRANT ALL PRIVILEGES ON onapp.* TO root@"cp_ip_address" IDENTIFIED BY 'PASSWORD' WITH GRANT OPTION;
```

where:
- **cp_ip_address** - the address of the Control Panel node.
- **password** - the password to the database

Configure Redis. Download OnApp yum repository file:

```bash
# rpm -Uvh http://rpm.repo.onapp.com/repo/onapp-repo.noarch.rpm
```

Install OnApp Redis package:

```bash
bash#> yum install redis
```

Open the Redis configuration file `/etc/redis.conf` and set:
- **bind** - the IP address of the Database&Transactions server where Redis is installed
- **port** - the port to which Redis is listening. By default the 6379 port is set.
- **requirepass** - the password to connect to Redis instance

Restart Redis. Run:

```bash
service redis restart
```

Update relevant attributes in CP server's configuration:

```bash
/onapp/interface/config/redis.yml
```

Make sure Redis is started after the configuration:
chkconfig redis on

Stop service onapp, wait until all transactions are finished or cancel them manually or issue the following command:

```
service onapp force-stop
```

This command results in cancellation of all running transactions.

Go to **Control Panel > Sysadmin > Control Panel Maintenance** and click **Enable**. This prevents any customer from performing any activity unless they have permissions for Sysadmin tools.

Create a database dump.

Apply the database dump to the database hosted on the new separate database & transaction server.

Copy `redis.rdb` to the database & transaction server.

Go to the database & transaction server and start mysqld, redis server and rabbitMQ server. Ensure they are running.

Go to the Control Panel and modify `/onapp/interface/config/database.yml, redis.yml, on_app.yml` to connect to new database & transaction server.

Issue the following command:

```
service httpd restart
```

Refresh the onapp interface web page and make sure everything works.

If issues arise:

Modify back the `/onapp/interface/config/database.yml, redis.yml, on_app.yml` to connect to local services.

Issue the following command:

```
service httpd restart
```

Contact OnApp support.

Add a second Control Panel and specify database & transaction server.
33.3.2 Configuration on CP Side

Log in to the Control Panel and configure hosts, clusters and communication.

33.3.2.1 Configure Hosts

Add relevant hosts corresponding to physical infrastructure:
Go to your Control Panel Settings menu.
Click the HA Clusters > Hosts tab.
Click the New Host button or click the "+" button.
On the screen that appears, fill in the hostname and click Submit.

33.3.2.2 Configure Clusters

Create Load Balancer, Database, Redis and RabbitMQ clusters:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Clusters tab.
Choose one of the optional clusters and click the appropriate button: Add Load Balancer, Add Database, Add Redis or Add Message Queue.
Fill in required information:
Virtual IP - the virtual IP address of the cluster. This IP address should be unique
Net mask - mask of the network
Ports - cluster ports
Click Submit to add the cluster.

Virtual IP for the Load Balancer cluster must be a public front end IP.
Virtual IP for Database, Redis, RabbitMQ has to be in a data network (LAN) and can be the same (one for three clusters).
Virtual IP for Cloudboot has to be the same as configured in main Settings, Cloudboot section.
In case when you configure a Load Balancer, the system will skip any configured virtual IPs for daemon and UI clusters.
The Load Balancer cluster must be added first, then you will be able to add Database, Redis and Message Queue.
33.3.2.3 Configure Communication

Configure relevant multicast channels. Two channels in different networks are recommended.

To add a communication interface:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.
Click the Add New Interface button or click the "+" button.
Fill in the following parameters:
Network - the multicast network used by the hosts to communicate with each other
Multicast IP Address - the multicast IP address
Multicast Port - the multicast port
TTL - time to live
Click Save.

At Settings > HA Clusters > Communication click Apply to save the changes.

Please note, the you are required to add the correct IP address when configuring multicast. Adding incorrect IP address will affect the multicast configuration.

The maximum number of communication interfaces corresponds to the number of available NICs on hosts. For example, if all hosts have two NICs, you can configure a maximum of two communication interfaces.

The underlying system supports unicast communication but this demands manual configuration:
Issue the following command:

```
service onapp-ha restart
corosync-cfgtools -s
```

Ensure that the output complies with your NIC configuration.

33.3.2.4 Configure Compute Resources and Backup Servers

Compute Resources
Configure Compute resources to be able to communicate with HA CP:
Run the following command to configure HA for static Compute resources:

```
bash#> /onapp/onapp-Compute resource-install/onapp-hv-config.sh -h
```
<CP_HOST_IP>

Where:
- `<CP_HOST_IP>` - the comma-separated FQDN or IP addresses of the management server which should receive all status reports and is authoritative for this Compute resource.

**Backup Servers**
Configure backup servers to be able to communicate with HA CP
Run the following command to configure HA for static backup servers:

```
bash#> /onapp/onapp-bk-install/onapp-bk-config.sh -h <CP_HOST_IP>
```

Where:
- `<CP_HOST_IP>` - the comma-separated FQDN or IP addresses of the management server which should receive all status reports and is authoritative for this backup server.

### 33.3.2.5 Review and Confirmation

Go to **Settings > HA Clusters > General** and review the modified configuration.
After validating configuration click **Enable**.

The process is shown in the activity logs.
If you configured Load balancer cluster:

On both Control Panels OnApp will deploy reverse proxy servers..

On both Control Panels http and https ports will be modified from 80, 443 to 10080, 10443 respectively by default. This behavior can be overridden if you set additional options for the load balancer cluster: `http_port`, `https_port`.

The OnApp interface application will be restarted on new ports. The OnApp interface application will be available via Load Balancer virtual IP address, 80, 443 ports.
Additional Considerations for CloudBoot

If you enable CloudBoot after you configured high availability cluster, or when you modify the IP addresses of CloudBoot nodes, it is required to run the following rake task for changes to take effect:

```
 rake ha:pxe:update
```

33.4 Upgrade Procedure for the Existing HA Deployment

If you have configured High Availability using version 4.1 and wish to upgrade to the 4.2 version you need to perform the following procedure to ensure that your system works correctly.

If you are using the High Availability Control Panel feature under OnApp version 4.0 or 4.1 please contact our Support team prior to your upgrade so they can review your configuration and ensure that the migration to the new HA CP functionality in 4.2 goes smoothly.

Switch the Control Panel node to maintenance mode before doing update:
Issue the following command:

```
 crm node maintenance
```

To later switch it back to normal mode issue the following command:

```
 crm node ready
```

Update onapp-cp, onapp-cp-ha and other packages:

```
 bash#> yum install onapp-cp-install
```
Go to Settings > HA Clusters > Hosts and check relevant hostnames or add some if necessary.

Go to Settings > HA Clusters > Clusters and check if virtual IPs correspond to real deployment.

Go to Settings > HA Clusters > Communication and configure relevant multicast channels. Two channels in different networks are recommended.

To add a communication interface:

Go to your Control Panel Settings menu.

Click the HA Clusters icon > Communication tab.

Click the Add New Interface button or click the "+" button.

Fill in the following parameters:
- Network - the multicast network used by the hosts to communicate with each other
- Multicast IP Address - the multicast IP address
- Multicast Port - the multicast port
- TTL - time to live

Click Save.

Click Apply.

Please note, the you are required to add the correct IP address when configuring multicast. Adding incorrect IP address will affect the multicast configuration.

The maximum number of communication interfaces corresponds to the number of available NICs on hosts. For example, if all hosts have two NICs, you can configure a maximum of two communication interfaces.

The underlying system supports unicast communication but this demands manual configuration:

Issue the following command:

```
service onapp-ha restart
corosync-cfgtools -s
```

Ensure that the output complies with your NIC configuration.

This step overwrites the existing corosync.conf file.
Go to Settings > HA Clusters > General and review the modified configuration.
After validating the configuration click Apply Changes.

### 33.5 Hardware Requirements for High Availability

We recommend the following configurations for the servers within the High Availability Configuration:

**Control Panel Servers:**
- Dual or Quad Core 2Ghz+ CPU
- 8GB RAM (16GB+ recommended)
- 100GB Raid 1
- 2x Gig network interface cards

**Database & Transactions Server:**
- Dual or Quad Core 2Ghz+ CPU
- 8GB RAM, depending on MySQL and Redis size (16GB+ recommended)
- 100GB Raid 1
- 2x Gig network interface cards

**Load Balancer:**
- Dual or more Core CPU
- 512 Mb RAM
- 20GB+ disk space
- 2x Gig network interface cards

The recommendations for other servers are the same as for standard OnApp installation.

### 33.6 Manage Hosts

A High Availability cluster is comprised of a number of hosts. You can you add new hosts if necessary and edit or delete the existing ones.
If you perform any changes to the hosts configuration, you need to click the the **Apply Changes** button at **Control Panel > HA Clusters > General** for the changes to take effect.

View Hosts
Add a Host
Edit a Host
Delete a Host

### 33.6.1 View Hosts

To the list of hosts in your configuration:

Go to your Control Panel **Settings** menu.

Click the **HA Clusters > Hosts** tab.

On the page that appears, you will see the list of host in your configuration with their details:

*Hostname* - the host name of the host

*Nodes* - the quantity of nodes on this host assigned some clusters and the number of clusters in the system

*Clusters* - the labels of cluster to which this host is assigned

*Options* - the host options

*Modified* - whether the host has been altered. If it has been altered, and you want the changes to take effect, you need to click the **Apply Changes** button at **Control Panel > Setting > HA Clusters > General**.

*Actions* - click the **Actions** button to edit or delete a host or to add options for it.

To view the list of nodes within a host click the label of the host you are interested in. The page that loads shows the list of nodes with their details:

*Cluster* - the cluster to which this node belongs

*IP Address* - the physical IP address of the node

*Interface* - the network interface of the node

*Priority* - the priority for the node. The node with the highest priority will take over the virtual IP address when the component of the cluster fails.

*Options* - the options set for the node

*Modified* - whether the node has been altered. If it has been altered, and you want the changes to take effect, you need to click the **Apply Changes** button at **Control Panel > Setting > HA Clusters > General**.

*Actions* - click the **Actions** button to edit or delete a node or to add options for it.

By clicking the **Actions** button you can edit a node or add options for it.
You cannot delete a cluster node if the cluster to which this node is assigned has only two nodes. The minimum number of nodes in a cluster is 2.

### 33.6.2 Add a Host

To add a new host:

1. Go to your Control Panel `Settings` menu.
2. Click the `HA Clusters > Hosts` tab.
3. Click the `New Host` button or click the "+" button.
4. On the screen that appears, fill in the hostname and click **Submit**.

### 33.6.3 Edit a Host

To edit a host:

1. Go to your Control Panel `Settings` menu.
2. Click the `HA Clusters > Hosts` tab.
3. Click the `Actions` button next to the host you want to edit, then click **Edit**.
4. On the screen that appears, change the hostname and click **Update**.

### 33.6.4 Delete a Host

You can delete a host only if it has no nodes assigned to any cluster. You can check this at `Control Panel > Settings > HA Clusters > Hosts`. The `Nodes` column indicates the number of nodes on the host and the quantity of clusters in the system.

To delete a host:

1. Go to your Control Panel `Settings` menu.
2. Click the `HA Clusters > Hosts` tab.
3. Click the `Actions` button next to the host you want to delete, then click **Delete**.
33.7 Manage Communication

Communication interfaces ensure that information is successfully transmitted between the nodes of the High Availability clusters. It is advisable to configure two multicast channels in different networks, in case if one of the networks fails.

Please note, the you are required to add the correct IP address when configuring multicast. Adding incorrect IP address will affect the multicast configuration.

The maximum number of communication interfaces corresponds to the number of available NICs on hosts. For example, if all hosts have two NICs, you can configure a maximum of two communication interfaces.

If you edit or delete an existing communication interface or add a new one, you need to:
- Click the Apply button at Control Panel > Settings > HA Clusters > Communication.
- Click the Apply Changes button at Control Panel > Settings > HA Clusters > General.

View Communication Interfaces
Add Communication Interface
Edit Communication Interface
Delete Communication Interface

33.7.1 View Communication Interface

To view the list of configured communication interfaces:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.

On the screen that appears you will see you configured communication interfaces with their details:
Network - the multicast network used by the hosts to communicate with each other
Multicast IP Address - the multicast IP address
Multicast Port - the multicast port
TTL - time to live

Modified - whether the communication interface has been altered. If it has been altered, and you want the changes to take effect, you need to click the Apply button at Control Panel > Setting > HA Clusters > Communication.
33.7.2 Add Communication Interface

To add a communication interface:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.
Click the Add New Interface button or click the “+” button.
Fill in the following parameters:
- Network - the multicast network used by the hosts to communicate with each other
- Multicast IP Address - the multicast IP address
- Multicast Port - the multicast port
- TTL - time to live
Click Save.

33.7.3 Edit Communication Interface

To edit a communication interface:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.
Click the Actions button and select Edit.
Fill in the following parameters:
- Network - the multicast network used by the hosts to communicate with each other
- Multicast IP Address - the multicast IP address
- Multicast Port - the multicast port
- TTL - time to live
Click Save.

33.7.4 Delete Communication Interface

To delete a communication interface:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Communication tab.
Click the Actions button and select Delete.
33.8 Manage Clusters

The high Availability configuration includes the following clusters: User Interface, Daemon, Cloud Boot, Load Balancer, Redis, Message Queue. You can edit or deactivate/activate these clusters and add options for them.

If you perform any changes to the cluster configuration, you need to click the the **Apply Changes** button at Control Panel > HA Clusters > General for the changes to take effect.

View Clusters
Add Cluster
Edit Cluster
Deactivate/Activate Cluster

33.8.1 View Clusters

To view the list of clusters:
Go to your Control Panel Settings menu.
Click the HA Clusters icon > Clusters tab.
On the screen that appears you will the clusters with their details:

- **Name** - the name of the cluster
- **Status** - the status of the cluster
- **IP Address** - the IP address of the cluster
- **Net Mask** - mask of the network
- **Ports** - cluster ports
- **Nodes** - the number of nodes in the cluster
- **Options** - options set for the cluster
- **Modified** - whether the cluster has been altered. If it has been altered, and you want the changes to take effect, you need to click the **Apply Changes** button at Control Panel > Setting > HA Clusters > General.
- **Actions** - click the Actions button to edit or deactivate a cluster or to add options for it.

To view the list of nodes with a cluster, click the label of the cluster you are interested in. The page that loads shows the list of nodes with their details:

- **host** - the host to which this node belongs
- **IP Address** - the physical IP address of the node
Interface - the network interface for the node

Priority - the priority for the node. The node with the highest priority will take over the virtual IP address when the component of the cluster fails.

Options - the options set for the node

Modified - whether the node has been altered. If it has been altered, and you want the changes to take effect, you need to click the Apply Changes button at Control Panel > Setting > HA Clusters > General.

Actions - click the Actions button to edit or delete a node or to add options for it.

By clicking the Actions button you can edit or delete a node or add options for it.

You cannot delete a cluster node if the cluster to which this node is assigned has only two nodes. The minimum number of nodes in a cluster is 2.

33.8.2 Add Cluster

To add a cluster:

Go to your Control Panel Settings menu.

Click the HA Clusters icon > Clusters tab.

Choose one of the optional clusters and click the appropriate button: Add Load Balancer, Add Database, Add Redis or Add Message Queue.

Fill in required information:

Virtual IP - the virtual IP address of the cluster. This IP address should be unique

Net mask -

Ports -

Click Submit to add the cluster.

The Load Balancer cluster must be added first, then you will be able to add Database, Redis and Message Queue.

33.8.3 Edit Cluster

To edit a cluster:

Go to your Control Panel Settings menu.
Click the **HA Clusters** icon > **Clusters** tab.
Click the **Actions** button next to the cluster you want to edit, then click **Edit**.
On the screen that appears, change the following parameters:

- **Virtual IP** - fill in the IP address
- **Net mask** - indicate the net mask
- **Ports** - indicate ports

Click **Update**.

### 33.8.4 Deactivate/Activate Cluster

If for a certain reason you do not wish a certain cluster to remain active, you can deactivate it. You can later activate the cluster if necessary.

To deactivate/activate cluster:
Go to your Control Panel **Settings** menu.
Click the **HA Clusters** icon > **Clusters** tab.
Click the **Actions** button next to the cluster you want to edit, then click **Deactivate/Activate**.

### 33.9 Options - in progress

Host Options
Node Options
Cluster Options

### 33.10 Disable High Availability

When you disable High Availability, hosts marked as **Master=yes** in options at **Control Panel** > **Settings** > **HA Clusters** > **Hosts** > **Actions** next to the host(s) you want to mark.

If disabling High Availability fails in the process, rollback is not executed. Errors are displayed in the relevant transactions' logs. If faced with such situation, you need to fix any issues in your environment that prevent disabling HA and retry.

If you do not set the **Master=yes** option for any host(s), disabling High Availability will fail.

To disable high availability apply the following steps:
Go to your Control Panel **Settings** menu.
Click the **HA Clusters > General** tab.
Click **Disable**.
Click **Apply Changes**.

When you disable High Availability, all clusters are marked as disabled.
If there was a configured Load Balancer, the system returns to httpd.
34 DISASTER RECOVERY AS A SERVICE (DRAAS)

OnApp DRaaS (Disaster recovery as a service) is a tool which replicates all of a Virtual Server’s data to a remote cloud in real-time. If anything happens to your replicated VS, then you can quickly boot a functionally identical VS on the DRaaS provider cloud.

Requirements

You must run OnApp Integrated Storage on all compute zones you wish to replicate

Your compute resources must be publicly accessible (e.g. via NAT)

You should have sufficient bandwidth for the replication (recommended >100Mbps)

Below you can find instructions on how to enable and manage DRaaS for virtual servers.

On this page:

- Prerequisites
- Enable DRaaS for Virtual Server
- Disable DRaaS
- DRaaS billing

34.1 Prerequisites

Update your Control Panel and CloudBoot to DRaaS (OnApp 4.2 version)

Check if DRaaS is enabled in your license

All the virtual servers you want to replicate must use OnApp Storage
Enable DRaaS locally on your Control Panel: go to **Settings > Configuration > System tab > Enable DRaaS**

CloudBoot must be enabled (**Settings > Configuration > System tab > Enable CloudBoot**)

If you have IP whitelisting enabled on your Control Panel server, allow the DRaaS dashboard IP address to connect.

Make sure DRaaS dashboard is properly configured (registration of compute zones for DRaaS and indication of replication sites)

### 34.2 Enable DRaaS for Virtual Server

Once you have enabled DRaaS on your cloud, registered on the dashboard and added your compute zones to DRaaS at the DRaaS dashboard, you can enable DRaaS on your virtual servers. DRaaS uses OnApp’s Integrated Storage, so any VS which you want to enable DRaaS on will need to use IS.

To enable DRaaS for a virtual server:

Go to your Control Panel's **Virtual Servers** menu.

Click the label of the required virtual server.

Click the **Tools > Enable Disaster Recovery**. This triggers the following steps:

- It registers the VS on the DRaaS Dashboard and creates an account for the VS owner (if it differs from the cloud owner)
- It creates a shadow VS on the DRaaS provider zone that you chose
- It sets up a secure tunnel and begins to replicate all your data to the DRaaS provider site
- If you log in to the Dashboard and click through to the details page for the VS, you will be able to see details of the progress.

The process of enabling DRaaS can take some time and depends on your available outbound bandwidth, how much storage you are using and other factors. Once all the data has been replicated and all the disks are synchronized, then DRaaS is fully active and your
VS is able to failover any time it needs to.

34.3 Disable DRaaS

Disabling DRaaS is a two step process: at first you disable DraaS for VS at DRaaS Dashboard, then you disable DraaS for VS at Control Panel.

To disable DRaaS for a VS at Dashboard:

Log into the DRaaS Dashboard.

Go to the details page of the VS.

Click the Stop Replication button. This stops the replication to the DRaaS Provider. The process can take a couple of minutes as the Dashboard has to coordinate between three distributed systems and ensure it cleans up state on the DRaaS provider site.

Once the replication is stopped click on the Remove Virtual Machine button which shows up near the top of the page. If you made an error and did not mean to disable DRaaS you can instead click the Start Replication button.

To disable DRaaS for a VS at Control Panel:

Go to your Control Panel's Virtual Servers menu.

Click the label of the required virtual server.

Click the Tools > Disable Disaster Recovery.

34.4 DRaaS billing

You can set pricing for DRaaS resources in user billing plan.
In billing plan DRaaS resources are a part of User VS limits. You can set the following additional fees for a VS with DRaaS enabled:

- for disk size per GB per hour
- for RAM per MB per hour
- for CPU core per core per hour
- for CPU per percent per hour or CPU per unit per hour

For more information refer to the Set Billing Plan Prices And Resource Limits section of this guide.
35 SSL CERTIFICATES

OnApp implements SSL certificates management, so that customers can import their SSL certificates to the cloud via OnApp Control Panel.

Below you can find instructions on how to add SSL certificates to OnApp Control Panel.

On this page:
- Prerequisites
- View SSL certificates
- Add SSL certificate

35.1 Prerequisites

Ensure that the following conditions are fulfilled before uploading SSL certificate to OnApp Control Panel:

*Manage SSL certificate* permission is on. For more information refer to the List of all OnApp Permissions section of this guide.

SSL certificate consists of three files with the following names: *ca.crt*, *ca.key* and *bundle.crt*.

SSL certificate is not protected by password.

35.2 View SSL certificates

To view the list of SSL certificates:

Go your Control Panel > Settings > SSL Certificate button.

The page that loads, shows all available SSL certificates with their details:

*Name* - the label of SSL certificate
*Path* - the route to SSL certificate
35.3 **Add SSL certificate**

You can either upload SSL certificate or set up a self-signed one (default self-signed certificate that comes with OnApp CP installation).

To upload SSL certificate:

Go your **Control Panel > Settings > SSL Certificate** button.

Click **Upload**.

Click **Choose File** to select the required SSL certificate from your file system.

Click **Submit**.

To set up a self-signed SSL certificate:

Go your **Control Panel > Settings > SSL Certificate** button.

Click the **Setup self-signed SSL** button. This action will setup default self-signed certificates that come with OnApp CP installation. Setting up certificates will restart the CP webserver and make it unavailable for few seconds.

Move the **Confirm setup self-signed SSL** slider to the right to confirm your action.

Click **Submit**.
36 HELP

The help menu lets you submit support requests to the OnApp team. All OnApp customers with a full (paid) license are entitled to 24/7 support.

Click the Help link in the Control Panel, and complete the form on the screen that follows.

Alternatively you can call +1 (888) 876-8666, or use the help.onapp.com portal.