OnApp Cloud 5.4
Administration Guide
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OnApp 5.4 Administration Guide

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.

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:

- **Add**
- **Edit**
- **Delete**

- **Statistics**
- **Actions**
- **Power status**

- **Hide menu**
- **Full screen**
- **Build**

- **Tools menu**
- **Switch on/off**

Document Revisions

OnApp 5.4

Added
OnApp Cloud 5.4 Administration Guide

- Added Visitors Report and Admin Report sections
- Added Edit Data Store IO Limits and Edit Disk IO Limits sections
- Added Assign Disk to VS section
- Added ISO Virtual Server Backups and ISO Virtual Server Backup Schedules sections
- Added Container Virtual Server Backups and Container Virtual Server Backup Schedules sections

Updated

- Updated Login Screen section: added information on login attempts count
- Updated List of all OnApp Permissions section: added CDN reports related permissions, IO Limiting permissions, Enable/Disable Integrated Storage permission, Assign any disk to VS/Assign own disk to VS permissions, updated Edge gateways permissions
- Updated List of Default Permissions for User Role section: added CDN reports related permissions, Assign own disk to VS permission
- Updated Edit System Configuration, Migrate Disks, and Migrate Virtual Server Disks sections: added information on the Block Size parameter
- Updated Maintenance Mode for Xen/KVM Compute Resources section: added maintenance mode functionality for CloudBoot compute resources.
- Updated Upload OVAs, Edit OVAs and View OVAs sections: updated info about min memory size parameter
- Updated ISO Virtual Servers, OVA Virtual Servers and View Container Server Details sections: added information on the Auto-backup slider
- Updated Edit Defaults Configuration section: added migration options
- Updated Migrate Virtual Server section: added ability to cold migrate a VS together with disks to another compute zone
- Updated Create Virtual Server, Create OVA Virtual Server and Create ISO Virtual Server sections: changed the templates’ section design
- Updated Edit System Configuration section: removed IP range limit field from OnApp Configuration (Interface tab)
- Updated Manage Organization Networks section: added ability to edit static IP pools for isolated and routed org networks
- Updated Create and Manage vApp Templates section: added ability to upload vApp templates in OVA format, added the Data Store for Hard Disk 1 parameter
- Updated the Create and Manage Catalogs section: added information on the new process of adding files to the library
- Updated Notifications Setup section: added ability to configure an amount of displayed unread notifications; now your notifications are displayed as a bell at the top of the page
- Updated Create Network Zone section: added information on the Infrastructure server type
- Updated Application Servers, Create Application Server, CDN Edge Servers, Create CDN Edge Server and vCloud Director Supported Functionality sections: added ability to create application servers and edge servers for users with vCloud Director integration

- Added domain field in the creation wizard to the following docs:
  - Create Virtual Server
  - Create OVA Virtual Server
  - Create ISO Virtual Server
  - Create Smart Server
  - Create Baremetal Server
  - Create Application Server
  - Create Container Server

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What's New in OnApp Cloud 5.4

The OnApp Cloud 5.4 release contains the following changes and new features:

**SDN**

Added software defined network (SDN) capability to OnApp, which allows you to offer a broad range of networking services and create more flexibility. OnApp 5.4 introduces network IP nets. A network can include several IP nets which are IP ranges with a default gateway.

**Cold migration for VSs and disks**

Added ability to migrate disks and virtual servers cold between compute resources with local storage or across zones.
Backups for obscure VSs

Added possibility to back up the disks of the virtual servers created from ISO, VSs imported from OVA, and Container servers.

Disk reassignment between VSs

Now you can re-assign a disk from one VS to another VS that is owned by the same owner.

Maintenance mode for CloudBoot compute resources

Implemented the maintenance mode feature for CloudBoot compute resources. The maintenance mode is used to temporarily take the compute resource out of service, fix or upgrade it.

IOPS limiting

Implemented an IOPS limiting feature which allows you to prioritize the load on a SAN for VSs. You can set IOPS limiting for data stores and disks.

CDN reporting

CDN reporting functionality allows you to study and review the in-depth analysis on your own CDN resources by viewing different reports. Added CDN Visitors and Admin Reports.

VS creation wizard improvements

The Templates step of the virtual server creation wizard has been redesigned. Also domain field has been added to the Virtual Server Properties step of the wizard.

Federation improvements

The following improvements of Federation are implemented:

- improved Cloud Motion functionality
- added ability to configure recipes and custom recipe variables for VSs created in Federation
- added resources ratios for VSs built on public federated zones
- added ability to install SSH Keys for federated virtual servers

vCloud Director improvements

The following improvements of vCloud Director functionality are implemented:

- added possibility to create vCloud Director application servers and CDN edge servers
- added ability to manage advanced edge gateway services
- added ability to edit static IP pools for org networks

vCenter improvements

Improved OnApp and vCenter integration networking functionality:

- added import of vCenter infrastructure (networks and data stores)
- added ability to import VS from vCenter

Document Conventions

The following document conventions are used in this guide.
OnApp Cloud Overview

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.

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:

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.

Control Panel server

The Control Panel 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

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
- Can be of Virtual, Baremetal, Smart and VPC types. The VPC type indicates the vCloud Director compute resources
- Can be associated with the data stores, networks and backup servers of the same type

OnApp Cloud supports the following Compute resource virtualization platforms:

- Xen - OnApp supports Xen 3 and Xen 4
- KVM
- VMware
- vCloud Director

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.

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.

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.

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.

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.

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.

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. Networks in OnApp can be of Virtual, Baremetal, Smart and VPC types and can be associated with compute resources and compute zones of the same type. The VPC type indicates the vCloud Director networks.

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.

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.

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.

- **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. At this stage OnApp introduces high availability for the following components:
  - UI
  - Background services
  - Cloudboot
  - Load Balancer
  - Redis
  - Message Queue
  - Database

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.

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 5.2 API Guide.

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
### 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**

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<th>Local Storage Only</th>
<th>Enterprise SAN</th>
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<td>Any number of integrated storage drives can be grouped together across any Compute resource</td>
<td>Minimum 1 dedicated partition in each Compute resource separate disk from the primary OS drive recommended</td>
<td>Centralised Block Storage SAN (iSCSI, ATA over Ethernet or Fibre Channel) accessible to every Compute resource at least 1 dedicated 1GBit/s NIC assigned per Compute resource for the SAN multiple NICs bonded or 10GBit/s ethernet recommended</td>
</tr>
<tr>
<td>SSD drives recommended for best performance</td>
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</tr>
<tr>
<td>at least 1 dedicated NIC assigned per Compute resource for the SAN</td>
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</tr>
<tr>
<td>multiple NICs bonded or 10GBit/s ethernet recommended</td>
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</tr>
</tbody>
</table>

### vCloud Director Integration Implementation Details

OnApp has developed a new integration between the OnApp Infrastructure-as-a-Service platform and VMware vCloud Director. Starting with OnApp 4.2 you can import multiple vCDs into OnApp.

The new integration enables existing vCloud Director installations to use the OnApp CP as their front-end UI. With the new integration, OnApp:
- Provide new UI options for vCloud Director users (VS monitoring)
- Expand vCloud Director capabilities with integrated billing plans

OnApp CP and the vCloud Director are synchronized on a daily basis to update the data.

Control Panel with vCloud Director integration should have at least 3 onappd instances (vcloud L1, vcloud L2 and another one).

Below you can find the compatibility matrix for vCloud Director and OnApp versions:

<table>
<thead>
<tr>
<th>Versions</th>
<th>vCD 5.6</th>
<th>vCD 8.0</th>
<th>vCD 8.10</th>
</tr>
</thead>
<tbody>
<tr>
<td>OnApp v5.4</td>
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<td></td>
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<tr>
<td>OnApp v5.3</td>
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<tr>
<td>OnApp v5.2</td>
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<td></td>
<td></td>
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<tr>
<td>OnApp v5.1</td>
<td></td>
<td></td>
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<tr>
<td>OnApp v5.0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OnApp v4.3</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Implementation

OnApp and vCloud Director connection is supported with RabbitMQ. To integrate OnApp with the vCloud Director, you must specify RabbitMQ credentials both on the OnApp CP and the vCloud Director (in beta version, RabbitMQ will be delivered with the OnApp RPMs. RabbitMQ will be synchronizing OnApp and the vCloud Director: it will get the list of actions happen in the vCD and report it to the CP).

After that, add the vCloud Director instance as an OnApp compute resource (vcloud type) and specify the vCloud Director URL and vCloud Director system admin credentials. After that, all the existing vCloud Director resources will be shown in OnApp.

At the moment, importing a vCloud Director into OnApp includes the following components:

- vCloud Director instance (as an OnApp compute resource)
- vApps
- VSs
- Catalogues
- Organizations (added as OnApp user groups)
- Networks (organization vDC networks, external networks and vApp networks)
- Storage policies
- Users and their roles (except system administrators)

The import of other vCloud Director components into OnApp is scheduled for the following releases.

vCloud Director instance

VSs

Virtual servers, built on a guest operating system, can be used to install and run software compatible with that operation system. VSs between Vcloud Director and Vcenter are mapped using moref ID.

vApps

VApp consists of one or more virtual servers that communicate over a network and use resources and services in a deployed environment.

vApp templates

A vApp template is a virtual server image that is loaded with an operating system, applications, and data. VApp templates are added to catalogs.

Catalogs
A catalog is a container for vApp templates and media files. You can view the list of catalogs at OnApp Control Panel > Catalogs menu of your OnApp Cloud.

**Edge Gateways**

Edge Gateway is a virtual router for organization vDC (virtualDataCenter) networks. You can view the list of edge gateways (together with firewall rules, NAT rules and VPN service) at OnApp Control Panel > Edge Gateways menu of your OnApp Cloud.

**vCloud Director Resource Pools**

Resource pool is an allocation model which determines how and when the provider virtual data center compute and memory resources are committed to the organization virtual data center. There are three types of resource pools:

- Allocation Pool
- Pay-As-You-Go
- Reservation Pool

**Orchestration Models**

Orchestration models enable you to provide your customers with a ready environment which they can use to deploy virtual servers.

**Organizations**

vCD Organizations are displayed in OnApp as user groups.

**Company Billing Plans**

Company billing plan is a set of limits and prices for the resources used by vCloud Director organizations imported as user groups into OnApp.

**Networks**

External, organization and vApp network types, as well as network pools, are imported into OnApp as networks and network zones of the VPC type. Below are the details on how different vCD networks are imported:

- Are associated with their network pool imported as a routed network zone.
- Isolated organization networks are associated with their network pool imported as an isolated network zone.
- Direct organization networks are associated with their external network imported as a network zone.

**vApp Networks**

vApp networks are imported into OnApp as networks and are associated with a network zone. Depending on the type of the vApp network, it will be associated with a certain zone.

- Routed vApp networks are associated with their network pool imported as a routed network zone.
OnApp Cloud 5.4 Administration Guide

- **Isolated vApp networks** are associated with their network pool imported as an isolated network zone.
- **Direct vApp networks** are associated with their parent organization network and are assigned to the network zone to which their parent networks are assigned. So depending on the parent network, they can be imported to Isolated, Routed, or External network zone.

### Storage policies

Provider storage policies are imported to OnApp as data store zones of the VPC type. Storage policies appear in the OnApp UI as data stores. You can select them during vApp creation. To view storage policies and the list of disks and VSs associated with them, go to the Settings > Data Stores menu.

### Users

Users are imported with their existing roles. OnApp imports the username and creates that user in OnApp. From that point forward, changes to the user should be made inside OnApp. OnApp will generate a random password for each imported user. The user will be emailed with the instructions to change this password to be able to log into OnApp. After the log in, user will be asked to confirm the vCloud Director password.

### vCloud Director Supported Functionality

Here is the list of the current vCloud Director functions you can perform by means of OnApp Control Panel:

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Supported Actions</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>vApps</strong></td>
<td>view</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>compose</td>
<td>4.1 and up</td>
</tr>
<tr>
<td></td>
<td>create</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>start</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>stop</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>delete</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>edit</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>recompose</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>add vApp to catalog</td>
<td>4.1 and up</td>
</tr>
<tr>
<td></td>
<td>add to catalog</td>
<td>4.0 and up</td>
</tr>
<tr>
<td><strong>Virtual Servers</strong></td>
<td>view</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>shutdown</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>reboot</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>edit (label, RAM,CPU)</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>set SSH keys</td>
<td>4.2 and up</td>
</tr>
<tr>
<td></td>
<td>view VS console</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>start</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>delete</td>
<td>4.1 and up</td>
</tr>
<tr>
<td></td>
<td>insert/eject Media (ISO)</td>
<td>4.2 and up</td>
</tr>
<tr>
<td></td>
<td>install VMWare Tools</td>
<td>4.3 and up</td>
</tr>
<tr>
<td><strong>VS console</strong></td>
<td>MKS</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>Vmrc</td>
<td>4.0 and up</td>
</tr>
<tr>
<td>Feature</td>
<td>Action</td>
<td>Compatibility</td>
</tr>
<tr>
<td>---------------------------------</td>
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</tr>
<tr>
<td>VS Snapshots</td>
<td>view</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>create</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>restore</td>
<td>4.1 and up</td>
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<tr>
<td></td>
<td>build</td>
<td>4.1 and up</td>
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<tr>
<td></td>
<td>delete</td>
<td>4.1 and up</td>
</tr>
<tr>
<td>VS monitoring</td>
<td>view CPU statistics</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>view networking statistics</td>
<td>4.0 and up</td>
</tr>
<tr>
<td></td>
<td>view disk statistics</td>
<td>4.0 and up</td>
</tr>
<tr>
<td>VS Network Interface</td>
<td>view</td>
<td>4.0 and up</td>
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<tr>
<td></td>
<td>add</td>
<td>4.0 and up</td>
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<td>edit</td>
<td>4.1 and up</td>
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<td>delete</td>
<td>4.0 and up</td>
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<tr>
<td>VS Guest Customization</td>
<td>view</td>
<td>4.1 and up</td>
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<td></td>
<td>edit</td>
<td>4.1 and up</td>
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<tr>
<td>VS Recipes</td>
<td>view</td>
<td>4.2 and up</td>
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<td></td>
<td>assign</td>
<td>4.2 and up</td>
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<td></td>
<td>remove</td>
<td>4.2 and up</td>
</tr>
<tr>
<td>VS Recipe Custom Variables</td>
<td>view</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>create</td>
<td>4.2 and up</td>
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<td>edit</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>delete</td>
<td>4.2 and up</td>
</tr>
<tr>
<td>vApp Templates</td>
<td>view</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>create</td>
<td>4.2 and up</td>
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<td></td>
<td>delete</td>
<td>4.2 and up</td>
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<tr>
<td>Orchestration Models</td>
<td>view</td>
<td>4.2 and up</td>
</tr>
<tr>
<td></td>
<td>create</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>deploy</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>delete</td>
<td>4.2 and up</td>
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<tr>
<td>Catalogs</td>
<td>view</td>
<td>4.0 and up</td>
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<td></td>
<td>create</td>
<td>4.2 and up</td>
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<td></td>
<td>delete</td>
<td>4.2 and up</td>
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<tr>
<td>Media library</td>
<td>view</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>upload file</td>
<td>5.3</td>
</tr>
<tr>
<td>Storage policies</td>
<td>view / select during vApp creation</td>
<td>4.0 and up</td>
</tr>
<tr>
<td>Organizations</td>
<td>view</td>
<td>4.0 and up</td>
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<tr>
<td></td>
<td>create</td>
<td>4.2 and up</td>
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<tr>
<td></td>
<td>edit</td>
<td>4.2 and up</td>
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<td>OnApp Cloud 5.4 Administration Guide</td>
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<tr>
<td><strong>Disks</strong></td>
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<tr>
<td>view 4.0 and up</td>
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<td>add 4.0 and up</td>
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<td>edit 4.0 and up</td>
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<td>delete 4.0 and up</td>
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<tr>
<td><strong>Users</strong></td>
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<tr>
<td>view 4.0 and up</td>
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<td>create 4.2 and up</td>
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<td>edit 4.2 and up</td>
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<td>delete 4.2 and up</td>
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<tr>
<td><strong>vApp Networks</strong></td>
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<tr>
<td>view 4.0 and up</td>
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<td>add 4.1 and up</td>
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<tr>
<td><strong>Org Networks</strong></td>
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<tr>
<td>view 4.2 and up</td>
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<tr>
<td>create 4.3 and up</td>
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<tr>
<td>edit 4.2 and up</td>
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<tr>
<td>delete 4.2 and up</td>
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<tr>
<td><strong>Firewall Rules</strong></td>
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<tr>
<td>view 4.0 and up</td>
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<tr>
<td>add 4.0 and up</td>
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<tr>
<td>edit 4.1 and up</td>
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<tr>
<td>delete 4.0 and up</td>
<td></td>
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</tr>
<tr>
<td><strong>Edge Gateways</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>view 4.0 and up</td>
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<tr>
<td>add 4.1 and up</td>
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<tr>
<td>edit 4.1 and up</td>
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<tr>
<td>delete 4.1 and up</td>
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<tr>
<td><strong>NAT rules</strong></td>
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<tr>
<td>view 4.1 and up</td>
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<tr>
<td>create 4.1 and up</td>
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<tr>
<td>edit 5.2 and up</td>
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<tr>
<td>delete 4.1 and up</td>
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<tr>
<td><strong>VPN tunnels</strong></td>
<td></td>
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<tr>
<td>view 4.1 and up</td>
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<tr>
<td>create 4.1 and up</td>
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<tr>
<td>delete 4.1 and up</td>
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</tr>
<tr>
<td><strong>Resource Pools</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>view 4.2 and up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>create 4.3 and up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>edit 4.3 and up</td>
<td></td>
<td></td>
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<tr>
<td>delete 4.2 and up</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Resource Pool Data Stores</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>view 4.3 and up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>create 4.3 and up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>edit 4.3 and up</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
Network Configurations

There are several supported network configurations:

- Cloud Only (Xen & KVM)
- Basic Backup Scheme
- Advanced Backup Scheme

*Cloud only Network Diagram (BBS)*
Cloud only Network Diagram (ABS)
Cloud & Storage
This allows you to use OnApp Integrated Storage.
Data Protection is restricted to Basic Backup Scheme

Cloud and Storage Network Diagram (BBS)
Cloud Only (VMware)

*Cloud only Network Diagram (VMware)*
Zone Types

Starting from version 5.3, OnApp reinforces the role of the types for compute, data store, network and backup server zones. The following norms apply to existing and new zones and resources:

- All individual resources (compute resources, data stores, backup servers and networks) should be assigned to zones. Unassigned resources cannot be used for virtual server creation.
- All compute, data store, network and backup server zones have their type which cannot be changed. The zone’s type also defines the type of the resources assigned to it. All vCloud Director related resources have the VPC type.
- Resources can be moved from one zone to another, but the zones should be of the same type. For example, you can move a data store from a data store zone of the Virtual type to another zone of the Virtual type. However, such a data store cannot be moved to a zone of the VPC type.
- Networks, data stores and backup servers can only be assigned to compute zones and compute resources of the same type. For example, a network from the Virtual type network zone can be assigned only to a compute zone of the Virtual type.

See also:

- Data Stores Settings
- Data Store Zones Settings
- Compute Zones Settings
- Compute Resource Settings
- Backup Server Zones Settings
- Network Zones Settings
Below you can find tables that demonstrate the available zone types depending on the resource type:

- **Compute resources and zones:**

<table>
<thead>
<tr>
<th>Compute Resource Type</th>
<th>Compute Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xen</td>
<td>Virtual/Baremetal</td>
</tr>
<tr>
<td>KVM</td>
<td>Virtual/Smart</td>
</tr>
<tr>
<td>VMware</td>
<td>Virtual</td>
</tr>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
</tbody>
</table>

- **Data stores and data store zones:**

<table>
<thead>
<tr>
<th>Data Store Type</th>
<th>Data Store Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>LVM</td>
<td>Virtual/Smart</td>
</tr>
<tr>
<td>Integrated Storage</td>
<td>Virtual/Smart</td>
</tr>
<tr>
<td>SolidFire</td>
<td>Virtual/Smart</td>
</tr>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
<tr>
<td>VMware</td>
<td>Virtual</td>
</tr>
</tbody>
</table>

- **Networks and network zones:**

<table>
<thead>
<tr>
<th>Network Type</th>
<th>Network Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
<tr>
<td>Other</td>
<td>Virtual/Smart/Baremetal</td>
</tr>
</tbody>
</table>

- **Backup servers and backup server zones:** backups server zones can have either the Virtual or the Smart type. Any backup server can be added to a zone of either type. Once the backup server is added to a zone of a certain type it can be assigned to a backup server zone, compute resource or compute zone of that type only.

**Dashboard**

The OnApp dashboard is displayed after logging into the system. You can view resource usage statistics, activity log and summary of the entire cloud.
Statistics

You can choose the time period (24 hours, 7 or 30 days), for which the statistics will be shown. Resource statistics are represented in the form of bars and charts, which show the following:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Used</th>
<th>Total</th>
<th>Chart</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>Total virtual cores assigned to running VSs (may be higher than active cores if overselling)</td>
<td>Total physical cores on all compute resources which are configured in OnApp</td>
<td>Points on the graph show daily peaks of used CPU (in cores)</td>
</tr>
<tr>
<td>Memory</td>
<td>Total amount of memory used currently.</td>
<td>Sum total of RAM allocated to VSs + RAM allocated to orphaned VSs</td>
<td>Points on the graph show daily peaks of used memory (in MB)</td>
</tr>
<tr>
<td>Storage</td>
<td>Total amount of storage currently used.</td>
<td>Sum total of all VS disks unused capacities + orphaned disks capacities</td>
<td>Points on the graph show daily peaks of used storage (in GB)</td>
</tr>
<tr>
<td>IOPS /h usage</td>
<td>The amount of input/output requests for the entire cloud (blue part of the bar- data read, dark blue - data written) for the last hour</td>
<td></td>
<td>Points on the graph show the total sum of all hourly statistics for a given day</td>
</tr>
<tr>
<td>Baremetal servers</td>
<td>The amount of running baremetal servers in the cloud</td>
<td>The amount of baremetal servers created in the cloud</td>
<td>Points on the graph show daily peaks of amount of created baremetal servers</td>
</tr>
<tr>
<td>Smart servers</td>
<td>The amount of running smart servers in the cloud</td>
<td>The amount of smart servers created in the cloud</td>
<td>Points on the graph show daily peaks of amount of created smart servers</td>
</tr>
<tr>
<td>vCloud CPU*</td>
<td>Points on the graph show daily peaks of used provider vDC CPU (in GHz)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>vCloud Storage*</td>
<td>Points on the graph show daily peaks of used vCloud storage (in GB)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*vCloud Director charts are not shown on the dashboard if vCloud Director has never been connected to the Control Panel.

Go to your Control Panel's Settings > Configuration > Interface tab > Dashboard Statistics to choose which statistics will be shown on the dashboard.

Ensure that Dashboard permissions are enabled before viewing dashboard statistics. For more information about permissions refer to the Permissions section of this guide.

If there are no baremetal servers or smart servers in the cloud, the statistics on them are not shown.

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** - sum of all disk capacities on Data Stores in the cloud

vCloud Statistics

To view additional vCloud Director cloud statistics, click the vCloud icon by the silver dial. Be aware, that you should be logged in as vCloud administrator to view the statistics. You can view the following statistics:

- Memory - the amount of used/total memory (in GB)  
- CPU - the amount of used/total CPU (in GHz)  
- vDisks - the amount of vDisks and disk size (in GB), used by these vDisks  
- IOPS - the amount of input and output requests

Your summary

This section 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.

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.

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.

**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.

**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.

You can also implement SAML authentication for your cloud so that your users can input their credentials from third-party systems to access OnApp services, without the need to be previously registered in OnApp Cloud. For more information refer to **SAML Authentication**.

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.

After two failed attempts at logging into the OnApp account the system will show the number of login attempts that the user has left. After the login attempts limit is exhausted the account will be locked and unlock instructions will be sent to the user's email. You can set the number of login attempts at **Control Panel** > **Settings** > **Configuration** > **Defaults** by configuring the **Lockout attempts** parameter.

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.

**Two Factor Authentication**

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** > **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.
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 menu. For details, refer to the Users chapter.

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

- Overview
- Payments
- Billing Plan
- White List
- Backups
- iFrame

Overview

This tab contains information on the user's login, user roles, billing plan, prices and other.

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 directly from the OnApp login page using your login and password, 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
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 Director Credentials

VCloud Director system administrators are not automatically imported into OnApp from vCloud Director (as, in this case they will automatically get access to all the OnApp functions). Alternatively, OnApp administrators can set their own vCloud Director credentials to be able to log into vCloud Director and manage vCloud Director resources with OnApp. Also OnApp administrators can create system administrators in their OnApp cloud and assign administrator roles to them at their own risk. After that system administrators can log in to OnApp and then set their vCD credentials by themselves. Administrators can also set the vCloud Director password for their users.

So, administrators can:

- set their own credentials for vCloud Director
- set user's vCloud Director password

The following vCloud Director credentials are displayed on the user profile page:

- **Login** - the user's vCloud Director login
- **Password** - click the Change Password link to edit the user's vCloud Director credentials

### Set System Administrator Credentials

To set system administrator credentials:

1. Click the Create Credentials button.
2. On the screen that appears, set the vCloud Director login and password to be able to manage vCloud Director resources with OnApp.
3. Click Test Connection to ensure that credentials are correct.
4. Click Save.

### Set User's vCloud Director Password

To set user's vCloud Director password:

1. Click the Change Password button.
2. On the screen that appears, set the vCloud Director password.
3. Click Test Connection to ensure that password is correct.
4. Click Save.

### API Info

- **API key** - click the Regenerate Key button to generate a new API key.

For more information, see API Key.

### Yubico info

This section appears in the profile only if you have either the Update Yubikey or the Update own Yubikey permission enabled.

Here you can enable/disable logging into OnApp using a YubiKey and add/delete YubiKeys. It is required to add at least one YubiKey to the user profile at Manage YubiKeys before you can enable the Use YubiKey option.

- **Use Yubikey** - move the slider to the right to enable logging in using a YubiKey for this user. You can enable this option only if you have added at least one YubiKey to your profile. If you delete all your Yubikeys, this option will be disabled automatically.
- **Manage YubiKeys** - click this button to add or delete YubiKey to your profile. The window that pops up shows the list of your YubiKeys and when each of them was last used. You can add up to five YubiKeys.
  - To add a new YubiKey:
    1. Enter a label for your YubiKey in the Enter label field.
    2. Click in the Touch your yubikey field.
    3. Press your finger to the gold Yubikey button. A long line of characters will appear in the field and the new Yubikey will be added to your profile.
To delete a YubiKey click the button next to the YubiKey you want to delete.

Be careful when deleting a YubiKey as it will no longer be possible to log in using that Yubikey unless you add it again to your profile.

The Yubico info section appears in the user profile only if the Use Yubico login option is enabled for your cloud at Control Panel > Settings > Configuration.

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.

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.

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**
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**.

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.

iFrame

This tab is iFrame show page. The title of this tab is set by the user when configuring this option, by default its **Service Provider**. If required you can integrate an iFrame into OnApp which will display a web page within the user profile in the 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**.

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
Service Catalog

- You need to have the *Any action related to service catalog* permission enabled to access the service catalog.
- You need to have the corresponding permissions to create new entities.

The service catalog page gives you quick access to the creation wizards of most common OnApp entities at Control Panel > Service Catalog. You can create the following components using the service catalog:

- Virtual Server
- Storage Server
- Application Server
- Container Server
- Balancer
- Edge Server
- Accelerator
- Smart Server
- Baremetal Server
- EC2 Instance

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:

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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:

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</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.
- **Shutdown** - A shut down will attempt to gracefully stop a virtual server and its operating system, which typically involves terminating all running applications.
- **Rebooted** - Rebooted 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.
- **Re-built** - To rebuild a virtual server means to reinstall the template and reconfigure the resources and network. All data will be lost.
- **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 these problems have been solved.

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.
   - compute resource - the label of compute resource with which VS is associated
   - 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):
• Reboot a VS
• Recovery reboot
• Power off a VS
• GPU usage
• Backups
• Shutdown
• Start up
• Recovery start up
• Unlock

If you are viewing the VSs list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click Apply. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the VSs list. You can always alter your column selection later. Note that by default the VIP and Backups columns are not visible in the table on narrow screens.

Column selection is currently set for one browser. If you have checked some columns in one browser and open the list in some other browser, the column selection will be the default one for that other browser.

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:

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.
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.

- Segregated VS. This field appears if the VS is segregated from another virtual server. Click the label of the virtual server to view the details of the VS from which the current server is segregated.
- 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

Please pay attention that when you edit a VS, the price is changed, and the new price is not applied immediately. It takes about 5 minutes to take effect.

- 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.
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.

Ensure that Accelerate any Virtual Server/Accelerate own Virtual Servers permissions are on before enabling acceleration for the VS. For more information about permissions refer to the List of all OnApp Permissions section of this guide.

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.

Service Add-ons
If you have the service add-on functionality enabled and service add-on is assigned to the VS, you can view it at the VS overview page together with the following details:

- **Label** - the service add-on name (by clicking on it you can edit the service add-on)
- **Price** - the service add-on price, set for this service add-on in the Service Add-on Store
- **Status** - whether the service add-on is active or not
- **Actions icon** - you can unassign the Service Add-on from this Virtual Server by clicking the Delete icon.

To assign more service add-ons to the VS, click the "+" button at the upper right corner of the section. You will be redirected to the VS Overview > Service Add-ons section of the VS options.

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.

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.

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

See also:
- Virtual Servers - the information on managing virtual servers
- Set User Billing Plan Prices And Resource Limits - billing plan configuration
- Create Billing Plan - the info on how to set Lincensing Type in billing plans
- Template Software Licenses - how to enable MAK or KMS
- Set up Instance Packages for Cloud - the walk-through for using packages of resources
- Recipes - recipes creation and management
- Virtual Servers (API) - the list of available API requests
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.

Step 2 of 6. Templates

At this step, specify the template from which your virtual server will be built.

To choose a template:

1. Click the required group icon on the right (Windows, Linux, FreeBSD etc.) to expand the list of templates on the left. Every template contains the following info:
   - Template's label
   - Min memory size, required to create a VS from this template
   - Min disk size, required to create a VS from this template
   - Virtualization type (XEN, KVM)
   - Price per hour
2. Select the template.
3. 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 **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.
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Step 3 of 6. Virtual Server Properties

At this step you need to indicate your virtual server's properties, such as label, 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 [(,)]

- **Domain** - specify the domain for this VS. The default value is *localdomain*. This parameter is not applicable for Windows virtual servers.

  For example:
  
  test.onapp.com - specify 'test' as hostname, 'onapp.com' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - test.onapp.com.localdomain.

- **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. If you leave password field blank, it will be generated automatically.

Windows 10/Windows Server 2016 Virtual Servers

If you want to build Windows 10/Windows Server 2016 VSs, the following limitations apply to KVM compute resources:

- Windows 10/Windows Server 2016 VSs can be built only on CentOS 6/CentOS 7 compute resources.
- The compute resources for Windows 10/Windows Server 2016 VSs should have the ‘fsgsbase’ CPU flag enabled. For more information on CPU flags refer to Manage Extended CPU Flags for Compute Zone.
- Windows 10/Windows Server 2016 VSs can be created only on compute resources with the following CPU models:
  - Intel Xeon E series
  - Intel Xeon E7 family Intel
  - Xeon v2, v3, and v4
  - Opteron G2, G3, G4, G5, and G6

  The above limitations do not apply to XEN compute resources.
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 to proceed to the following step of the wizard to specify the virtual server resources.

Step 4 of 6. Resources

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

- A VS created using instance packages is called an instance package VS.
- A VS created by setting resources manually is called a custom virtual server.

Depending on the permissions, this step will display either Instance Packages 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 package 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 packages

If the selected instance package applies to certain compute zones only, as indicated in the user's billing plan, the VS will be created on one of the compute resources within one of those zones. Otherwise, the compute zone and compute resource for the VS will be selected automatically from the zones available to the user.

Note that instance package 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 package VSs in such zones. The reason is that CPU priority for instance package 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 packages will be grayed out in the wizard.

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

You will see all instance packages available to you, but those that have resources incompatible with the available compute zone(s) will be grayed out. Grayed out instance packages cannot be selected.

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

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

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

Virtual servers created using instance packages 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**.

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.

### 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 depends on virtualization type:

<table>
<thead>
<tr>
<th>KVM</th>
<th>XEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td>Max RAM</td>
</tr>
<tr>
<td>CentOS 5.x</td>
<td>512 GB</td>
</tr>
<tr>
<td>&lt;=CentOS 6.2</td>
<td>512 GB</td>
</tr>
<tr>
<td>CentOS 6.3</td>
<td>2000 GB</td>
</tr>
<tr>
<td>&gt;CentOS 6.3</td>
<td>4000 GB</td>
</tr>
</tbody>
</table>

• **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.
• **Network** - choose the network from which the VS should get the IP address
• **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropdown.
• **Selected IP address** - 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

• For federated VSs: be aware, that during VS creation you cannot set the network port speed greater than indicated by seller when adding zone to federation.
Click **Next** to proceed to the following step of the wizard where you can specify the virtual server recipes.

### 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.

### 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](#).

The **Accelerate** slider is available if the following conditions are met:

- Accelerator is available in the network
- IP Address, selected during VS creation, is in the same network as Accelerator
- VS is created by setting own virtual server’s resources, not by selecting a predefined instance package
- The **Show IP address selection for new VS** slider is activated in the Control Panel Settings menu > **Configuration**
- Only HTTP is supported. Other protocols, including HTTPS, will be passed through to the VS directly.
- In order to route the VS’s traffic, the VS must be on the same network with the Accelerator.

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- Since not every application supports IPv6, at least one IPv4 address must be allocated to a VS’s primary network interface.
- **Selected IP address** 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 if you have only one Network Zone assigned to your billing plan.

---

- 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](#).

The **Accelerate** slider is available if the following conditions are met:

- Accelerator is available in the network
- IP Address, selected during VS creation, is in the same network as Accelerator
- VS is created by setting own virtual server’s resources, not by selecting a predefined instance package
- The **Show IP address selection for new VS** slider is activated in the Control Panel Settings menu > **Configuration**
- Only HTTP is supported. Other protocols, including HTTPS, will be passed through to the VS directly.
- In order to route the VS’s traffic, the VS must be on the same network with the Accelerator.
At the Confirmation step you can find the configuration summary of VS, which will be created. You can view template's name, RAM size, number of networks, primary disk and swap disk size, number of cores.

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

**Virtual Server Creation Workflow**

The following scheme describes the steps required to create a virtual server:

1. **User wants to create a virtual server**
2. **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
Edit Virtual Server

You can edit resources for all VSs. Depending on the template it is built on, some VSs can have their CPU or RAM or both resized without needing to be powered off ("resize without reboot"). If the VS template allows resize of the required resource 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. On how to determine whether the template you are interested in supports resize without reboot of RAM or CPU, refer to the Hot resize document.

- Windows virtual servers cannot be resized without reboot.
- It is not possible to increase the VSs RAM beyond its max_memory value without rebooting the server. For more information refer to Hot resize.
- If the template on which the VS is built on has the value ‘YES’ for the resize without reboot option, it might denote that either CPU or RAM can be changed without rebooting the server. Some templates support the resize without reboot only for either CPU or RAM while in other templates both CPU and RAM can be changed without rebooting the server. The virtualization type also influences the resize without reboot option. For more information refer to Hot resize.

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

If you are editing a VS in Federation, there are the following resources ratios for VSs built on public federated zones:

- a 4:1 ratio for CPU cores and RAM. For example, if you are building a VS with 8 CPU cores, you need to allocate at least 2 GB of RAM to it.
- a 20:1 ratio for storage and RAM. For example, if you are building a VS with 5 GB of storage, you need to allocate at least 256 MB of RAM to it.

For virtual servers built using instance packages:

- Choose the new instance package for your virtual server. Click the instance package to select it. After that, the instance package
you have chosen will be highlighted in green.

Those instance packages that have resources incompatible with the compute zone, on which the VS is built, will be greyed out. Greyed out instance packages cannot be selected.

You can only choose from those instance packages that offer more disk size than the VS currently uses.

After you select a new instance package 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.

After changing VS resources you can see two prices per this VS per hour, depending on VS power status (on/off).

4. Click the Save button.

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!

Migrate Virtual Server

OnApp allows hot and cold migration of virtual servers:

- **Hot migration** - the migration of virtual servers between compute resources that share common data stores (or data store zones)
- **Cold migration** - the migration of virtual servers and disks between compute resources with local storage or across zones

**Hot migration between compute resources**
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 migration type - **Hypervisor**.
5. Choose the target compute resource from the drop-down menu.
6. 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.
7. 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.

To check if your Windows template supports hot migration, see http://templates.repo.onapp.com/Windows_templates.html

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**Cold migration for VSs and disks**

There are several prerequisites for the migration:

- The virtual server should be shut down to perform migration.
- The current and the target compute resources and data stores should be in the same location. Migration between locations is not possible.
- Networks must be the same across the zones.
- The bandwidth from compute resource to compute resource should be sufficient enough to allow transferring of virtual servers.
- This feature is applicable for disks with local storage only.

To cold 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 migration type - **Hypervisor and Storage (Cold only)**.
5. Choose the target compute zone and compute resource from the drop-down menu.
   The list will include the other zones that you have access to within the same network (i.e. KVM to KVM migration but not KVM to XEN migration).
6. Also you can see each disk associated to the virtual server with a drop-down menu.
   Choose target data stores for each disk from the drop-down menu. The list will include available data stores associated with the compute zone and compute resource, selected in the previous step.
7. Click the **Start Migration** button.

- If you have backups, please move them manually to a target data store.
- If you change the compute resource or data store zone, the billing will be changed according to the prices set for that new zone in the billing plan.
- Go to Control Panel's **Settings** menu > **Configuration** > **Defaults** tab > Migration options if you want to set migration rate limit and limit of transactions which can be run simultaneously on the target compute resource when migrating a VS.
- The following disk migration scenarios are applicable: from LVM data store to LVM data store; from LVM data store to Integrated Storage data store; from Integrated Storage data store to LVM data store. This feature is not applicable for SolidFire storage.

---

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** menu.

**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.
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.

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 VSSs 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.

Purge Content

This action is available only for accelerated virtual servers.

This tool allows instant removal of cache content for the accelerated virtual servers. You can purge all content or one/several files. In cases when you want to purge one or several files, the system will compare the checksum of the cached file and the new one. The cached file will only be purged if the checksums vary, that is, the files are different. If the checksum of the two files are the same, the cached file will not be purged. When you purge all content, the checksums of the cached and new files is not taken into account.

Limitations and prerequisites:
- This tool applies only to virtual servers with acceleration enabled.
- You need to have CDN enabled for the cloud to use the purge feature.
- You need have the Allow to purge content of all Virtual Servers or the Allow to purge content of Own Virtual Servers permission enabled to use this feature. For more information refer to List of all OnApp Permissions.
If several customers accelerate their VSs using one Accelerator, they can purge each other's files, provided that they enter the correct URL.

To purge a single file:
1. Go to Control Panel > Virtual Servers.
2. Click the label of the required virtual server.
3. On the page that appears, click the Purge tab.
4. In the input field, specify the path(s). You may indicate only one path per line. You can fill in either the original URL, the one prior to acceleration or the accelerated URL.
5. Click the Submit button to finish.

To purge all content:
1. Go to Control Panel > Virtual Servers.
2. Click the label of the required virtual server
3. On the page that appears, click the Purge tab.
4. Click the Purge All Contents of this Site button to purge all content.

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. You can also remove segregation if required.

- Virtual servers can only be segregated from other VSs built by its owner.
- Virtual servers can only be segregated from VSs within the same compute zone.
- Virtual servers cannot be segregated from VSs running on the same compute resource.
- The segregated VS is not automatically migrated to another compute resource.

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.

To remove segregation:
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 Desegregate Virtual Server.
4. In the dialogue box that pops up, click the OK button to finish.

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 per mission enabled. Otherwise, the backups of the VS deleted by the user will remain in the system.
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 migration option is not available for VSs booted from ISO. The only available actions will be start and stop a VS. Be aware, that all the contents of the disk may be also deleted.

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 VSs:

   - 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
• If you want to change an owner of the VS, which was built using an instance package, ensure that the new owner has permission to create VS using instance package and appropriate instance package 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.

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.

• Set SSH keys — assigns SSH keys of the admin and a VS owner to the VS. If a VS owner does not have any SSH keys, the system will only assign admin keys.

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.

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.

---

### 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.

---

### 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

---

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.
You can set the following:

- **add a specific firewall rule**: you can configure a firewall rule with specific parameters (source, destination port, protocol type etc.)
- **set default firewall rules**: you can set default firewall rules for an entire network interface

**Add a specific firewall rule**

To configure a specific 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 the last column.

**Default firewall rules**

To set default firewall rules for a network interface:

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, go to Default firewall rules section.
5. Choose ACCEPT or DROP command next to the network interface and click **Save Default Firewall Rules**. The rule will be saved in the UI, but the transaction won't be started until you click the **Apply Firewall Rules** button.

**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.

**Protocols:**

For IPv4, only the ICMP, IPV6-ICMP, TCP, UDP, DCCP, SCTP protocols are available by default. However, if required, you can enable other protocols for IPv4.

1. Go to the `/onapp/interface/config/network_protocols.yml` file.
2. The list contains all protocols available (IPv4). Set `true` for the required protocols.
3. Restart httpd by running one of the following commands:

```
    service httpd restart
```
The protocols you have enabled are now available at Control Panel > Virtual Servers > Label > Networking tab > Firewall while adding new firewall rules.

The following protocols can be enabled in the /onapp/interface/config/network_protocols.yml file:

<table>
<thead>
<tr>
<th>IP</th>
<th>RDP</th>
<th>TLSP</th>
<th>AX.25</th>
</tr>
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<tr>
<td>HOPoPT</td>
<td>IRTP</td>
<td>SKIP</td>
<td>IPIP</td>
</tr>
<tr>
<td>ICMP</td>
<td>ISO-TP4</td>
<td>CFTP</td>
<td>MICP</td>
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<tr>
<td>IGMP</td>
<td>NETBLT</td>
<td>SAT-EXPAK</td>
<td>SCC-SNI</td>
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<td>GGP</td>
<td>MFE-NSP</td>
<td>Kryptolan</td>
<td>ETHERIP</td>
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<td>IDPR</td>
<td>VISA</td>
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<td>IDPR-CMTP</td>
<td>CRYPTOLAN</td>
<td>SCPaS</td>
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<td>TP</td>
<td>SUN-NID</td>
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<td>IL</td>
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<td>SDRP</td>
<td>WB-EXPAK</td>
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<td>GMTP</td>
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<td>SECURE-VMTP</td>
<td>VRRP</td>
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<td>Stp</td>
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</tr>
<tr>
<td>IPLT</td>
<td>SsCOPMce</td>
<td>EigrP</td>
<td></td>
</tr>
</tbody>
</table>

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 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 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.

**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.

**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 last column click the **Edit** button.
5. Change the port speed.
6. Click the **Submit** button to save changes.

**Virtual Server as a Gateway**

You can set up your virtual server configuration so that it can function as a gateway for the network interface. Such a configuration overrides firewall rules and accepts all traffic to the VS from the selected network interface. This functionality provides the ability for third party gateways and load balancers to be used as OnApp virtual server.

For the VS to function as a gateway at least two IPs are required: one private and one public. A VS cannot be used as a gateway for a network interface if the network interface does not contain IPs or if it contains only public IPs.

To use a virtual server as a gateway for a network interface:

1. Go to **Control Panel > Virtual Servers > Label > Networking > Firewall**. On the page that loads the Default firewall rules section displays the list of network interfaces for which this VS can function as a gateway.
2. Select the command for the network interface, it can be either ACCEPT or DROP. If you select the DROP option, the Use as Gateway slider will become inactive, but you can save the configuration and all the traffic from the network interface will be dropped.
3. Move the **Use as Gateway** slider to the right if you want the VS to function as a gateway for the network interface.
4. Click the **Save Default Firewall Rules** button to apply changes.

5. Add the following commands in the console of the gateway VS:

See also:

- Virtual Server Networks
- Network Settings
- Firewalls
CentOS6
Where you need to indicate the range of IPs for which the VS will serve as a gateway and the name of the public and private network interfaces for the gateway VS. The IP range should contain only the IPv4 IPs (e.g. 10.10.10.0/24).

6. Add the following commands in the console of the VS that is to send traffic through the gateway VS:

```bash
route delete -net default
route add -net default gw gateway_VS_IP
```

Where you need to indicate the IP of the gateway VS for this server.

You can view the list of virtual servers that are used as gateways on a compute resource by going to Control Panel > Settings > Compute Resources > Label > Tools > Gateway Servers. The page that loads shows the list of gateway servers on a compute resource with their details.

When you set default firewall rules for a VS two additional iptables rules are added on the compute resource on which the VS is built. The iptables rules will contain the range of IPs for which the VS will serve as a gateway and the identifier of the gateway VS:

```bash
iptables -A FORWARD -s IP_range ! -d IP_range -m physdev --physdev-out gateway_VS_identifier -j gateway_VS_identifier
iptables -A FORWARD ! -s IP_range -d IP_range -m physdev --physdev-in gateway_VS_identifier -j ACCEPT gateway_VS_identifier
```

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
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. Prerequisite: virtual server template should support virtio virtualization and Linux OS. 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 Mounted slider to the right if the disk should be added to Linux or FreeBSD FSTAB (for Linux/FreeBSD 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}
     ```

   - 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.

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.

- It is recommended to take a backup of a virtual server before editing the VS disk. In case of any issues during VS disk editing you will be able to restore the VS from the backup.
- 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 cannot be detected (disk has more than one partition or some special partition table/file system), you can only increase disk physical volume size.
- If you start disk resize and then decide to cancel it, there can be dangerous side effects including file system corruption.

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>
<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>• Mounted</td>
<td>• Mounted</td>
<td></td>
</tr>
<tr>
<td>• Mount point</td>
<td>• Mount point</td>
<td></td>
</tr>
<tr>
<td>• File system</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

- It is recommended to take a backup of a virtual server before migrating the VS disk. In case of any issues during VS disk migration you will be able to restore the VS from the backup.
- 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.
- If required, you can change the block size which is used during disk migration at Control Panel > Settings > Configuration by editing the Block Size (MB) parameter.
Assign Disk to VS

You can temporarily assign a disk to another virtual server that has the same data store in use. The disk will be attached to the target VS, but it is necessary to reboot the target VS and mount the disk manually to make it available. Later you can re-assign the disk back to the primary VS at any appropriate moment.

- Ensure that the Assign any disk to VS/Assign own disk to VS permissions are on before assigning disk to another VS. For more information refer to the List of all OnApp Permissions section of this guide.
- Assigning disk functionality is not applicable for swap disks.
- The target VS owner should be the same as for the source VS.
- Both target and source VSs cannot be deleted as soon as the disk is assigned to a new VS. To delete target and source VSs, as well as the disk, it is required to re-assign a disk to a source VS.

To assign a disk to another VS:

1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of a virtual server to open its details screen.
3. Click the Storage tab > Disks.
4. Click the Actions button next to the disk you want to assign to another VS, then click the Assign to VS button.
5. On the screen that appears, select a target VS from a drop-down box.
6. Click Assign.

Be aware, that the source VS will be automatically powered off after assigning a disk to another VS.

To re-assign the disk back to the primary VS:

1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of a virtual server to open its details screen.
3. Click the Storage tab > Disks.
4. Click the Actions button next to the disk you want to re-assign to source VS, then click the Assign back button. Confirm the action.

If the target VS is running on XEN compute resource, it will be automatically powered off after re-assigning a disk back to the source VS.

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.

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.

### 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>
</tbody>
</table>

Accessed at Dashboard > Virtual Servers > VS label > Backups > Images

Auto-backups are created per disk.

Accessed at Dashboard > Virtual Servers > VS label > Backups > Files

Auto-backups are created per virtual server.

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).

Backup Support by VS / Virtualization / OS

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>

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

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.

* - 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.

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
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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

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 User Billing Plan Prices And Resource Limits
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:

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

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.

For Windows VSs: make sure that disk filesystem (NTFS) is consistent (not corrupted) before backup conversion to custom template. It is highly recommended to take backup after VS shutdown. Otherwise proper template provisioning is not guaranteed.

- 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.

### 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
   - **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**).

For Windows VSs: make sure that disk filesystem (NTFS) is consistent (not corrupted) before backup conversion to custom template. It is highly recommended to take backup after VS shutdown. Otherwise proper template provisioning is not guaranteed.

### 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**.

### 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**.

### 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.

**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.

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

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.

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

**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 VSSs. Auto-backup Presets can be applied to all new VSSs added to the cloud. Scheduled VS backups enable specific backups to be scheduled for individual VSSs, 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 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.

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.

### 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.

### 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

#### 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.

### 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.

When generating billing statistics, OnApp takes the last state of the VS during the hour. For example, if a VS was turned on at 6.15 and turned off at 6.59 it will be considered as being off for the whole hour and its resources will be billed according to the OFF prices set in the billing plan. However, the VS’s disk and network interface usage can still be billed in case the VS was on during that hour.

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.
   - **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.
   - **Disks Usage** – the list of disks assigned to this VS with the total due for the "data_read", "data_written", "reads_completed", "writes_completed" resources for particular disk. The charges for the disk size resource are included into the Costs column.
   - **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).

**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.

**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
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.

Ensure that Accelerate any Virtual Server/Accelerate own Virtual Servers permissions are on before managing accelerated VS statistics. For more information about permissions refer to the List of all OnApp Permissions section of this guide.

To see the bandwidth and 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 > Acceleration reporting.
4. On the screen that appears, specify the period in the From and To fields and click the Apply button. The default period is the last week.
5. The first chart shows bandwidth statistics: the total/cached/non-cached statistics. The second chart shows cache utilization statistics: 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.

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.

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
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.

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

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.

Virtual Server Service Add-ons

If you have the service add-on functionality enabled and everything is properly configured, you can assign service add-on to your VS.

Ensure that Manage Service Add-ons for all virtual servers and/or Manage Service Add-ons for own virtual servers permissions are on before managing VS service add-ons. For more information about permissions refer to the Permissions section of this guide.

On this page:
- View VS service add-ons
- Assign service add-on to a VS
- Unassign service add-on from a VS

View VS service add-ons

To view virtual server service add-ons:

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 Service Add-ons.
4. The screen that follows shows details of all the service add-ons assigned to the VS, if there are any:
   - Label - the service add-on name (by clicking on it you can edit the service add-on)
   - Price - the service add-on price, set for this service add-on in the Service Add-on Store
   - Status - whether the service add-on is active or not
   - Actions icon - you can unassign the Service Add-on from this Virtual Server by clicking the Delete icon.

Also, if any service add-on is already assigned to the VS, you can view it at the VS's details page.

Assign service add-on to a VS

To assign service add-on to a VS:
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 **Service Add-ons**.
4. Click the “+” button at the upper right corner. You will get the list of service add-on groups (availability is configured in the **billing plan**).
5. Choose the necessary service add-on and click **Assign**. The transaction to execute the On add event(s) will be scheduled for running.

Alternatively, if any service add-on is already assigned to the VS, you can assign another one at the VS’s details page.

### Unassign service add-on from a VS

To unassign service add-on from a VS:

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 **Service Add-ons**.
4. Click the “Delete” icon next to the service add-on you want to unassign. Confirm the deletion. The transaction to execute the On remove event(s) will be scheduled.

Alternatively, you can unassign the service add-on at the VS’s details page.

### vCloud Director Virtual Servers

Virtual servers, built on a guest operating system, can be used to install and run software compatible with that operation system. Below you can view the list of the current functions you can perform with vCloud Director virtual servers by means of OnApp Control Panel:

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### Manage vCloud Director VSs

vCloud Director virtual servers, built on a guest operating system, can be used to install and run software compatible with that operation system. Below you can view the list of the current functions you can perform with vCloud Director virtual servers by means of OnApp Control Panel:

This document provides the information on how you can manage the virtual servers imported from your vCloud Director.

**On this page:**
- List of Available Actions
- View Virtual Servers
- Edit Virtual Server
- Insert/Eject Media
- Virtual Server Power Options
- Virtual Server Console
- Delete Virtual Servers

List of Available Actions

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**See also:**

- Virtual Server Disks
- vCloud Director VS Network Interfaces
- Virtual Server Statistics
- vCloud Director VS Snapshots
- vCloud Director VS Guest Customization
- Create and Manage vApps
- vCloud Director Storage Policies
- Virtual Servers (API)
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 - the OS on which the virtual server is based
   - label - the name of the virtual server. Click the label to see the VS details.
   - IP addresses - IP addresses assigned to the virtual server
   - disk size - disk size assigned to the virtual server in GB
   - RAM - RAM assigned to the virtual server in GB
   - backups - the number of snapshots and the space these snapshots occupy
   - power status - whether the VS is powered ON or OFF. Click the on/off buttons to change the status.
   - actions - click the Actions button next to the VS for the quick access to the list of VS actions:
     - reboot - click this action to reboot the virtual server
     - shutdown - click this action to shutdown the virtual server

You can access the details page of a vApp to which the virtual server is assigned from the VS’s Overview page. To view the details of the vApp with which the VS is associated, click the Tools button on the VS Overview screen at Dashboard > Virtual Servers > VS label > Tools > Go to vApp.

To be redirected to the vCD user interface from VS Tools menu: go to Dashboard > Virtual Servers > VS label > Tools > Go to vCD UI.

You can install VMware tools for your VSs to customize the guest operation system. To install VMware tools go to Dashboard > Virtual Servers > VS label > Tools > Install VMware Tools. After that you can find VMware tools version at VS’s Overview page. A VS must be powered on to install VMware Tools.

Ensure that Install VMware Tools permission is on before managing VMWare tools. For more information about permissions refer to the Permissions section of this guide.

Service Add-ons

If you have the service add-on functionality enabled and service add-on is assigned to the VS, you can view it at the VS overview page together with the following details:

- Label - the service add-on name (by clicking on it you can edit the service add-on)
- Price - the service add-on price, set for this service add-on in the Service Add-on Store
- Status - whether the service add-on is active or not
- Actions icon - you can unassign the Service Add-on from this Virtual Server by clicking the Delete icon.

To assign more service add-ons to the VS, click the “+” button at the upper right corner of the section. You will be redirected to the VS Overview > Service Add-ons section of the VS options.

Edit Virtual Server

You can edit label, CPU and RAM resources for all vCD VSs.

To adjust VS CPU & RAM resources:

1. Go to your Control Panel’s Virtual Servers menu.
2. Click the label of the server you want to edit, to show its details screen.
3. Click the Tools button and select the Edit VS link.
4. Change the VS label, RAM, CPU cores and cores per socket values as appropriate.
5. Click the **Save Virtual Server** button.

You can hot add RAM and CPU resources depending on the VS settings in vCloud Director. If the **Memory hot add** and **Virtual CPU hot add** checkboxes are enabled in vCloud Director, then you can add RAM and CPU without rebooting a VS. If only one parameter is enabled in VS settings, but you change both, the VS will be rebooted.

### Insert/Eject Media

This option allows you to attach an ISO file from the **media library** to the VS allowing you to utilize the contents of the ISO.

To attach ISO to VS:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the appropriate virtual server.
3. Click the **Tools** button and select the **Insert Media** link.
4. Choose the ISO file from the drop-down list.
5. Click **Insert**.

To remove ISO from VS:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the appropriate virtual server.
3. Click the **Tools** button and select the **Eject Media** link.
4. Confirm by clicking the **Eject** button.

- Maximum one ISO can be inserted per VS at a time.
- Ensure that the **Media** permissions are on before enabling this option. For more information refer to the **Permissions** section of this guide.
- Use only unique media file names. When you copy media file from public catalogs, rename it (use a unique name) to avoid problems with media ejection.

### Virtual Server Power Options

To start, stop or reboot a virtual server:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of a required virtual server.
3. Click the appropriate icon at the **Properties** page to change virtual server's power status.

### Virtual Server Console
You can use the virtual server console to manage your virtual servers in command line mode. vCloud Director virtual servers support two console types: MKS and Vmrc. To use VS console:

1. Go to Control Panel > Virtual Servers menu.
2. Click the Label of appropriate Virtual Server.
3. Go to Console tab and click on it.
4. Select the required console type: MKS or Vmrc.

To view Vmrc console, make sure you have the required plug-in installed. If the console uses internal IP address, then only the users of this network can view VSS’ console.

VMware Tools support shared folders and cut and paste operations between the guest operating system and the server from which you launch the vCloud Director Web console. vCloud Director depends on VMware Tools to customize the guest OS. Using VMware Tools, you can move the pointer in and out of the virtual server console window. A virtual server must be powered on to install VMware Tools.

To add VMware tools:

1. Go to Control Panel > Virtual Servers menu.
2. Click the Label of appropriate Virtual Server.
3. Click the Tools button > Add VMware Tools. You will be redirected to the vCD user interface, where you can install or upgrade VMware Tools.

Delete Virtual Servers

Shut down the virtual server before destroying it. 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.

Manage vCloud Director VS 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. This section provides the information on all the actions supported for disks imported from your vCloud Director.

View Disk Details

To view disk details:

1. Go to Control Panel > Virtual Servers menu.
2. Click the Label of appropriate Virtual Server.
3. Go to **Storage** tab, click **Disks**.
4. Click the **Label** of appropriate disk. On the screen that appears, you will see the disk's identifier, its size in GB and its bus sub type.

### Create Disks

Adding a disk to a virtual server will require that VS to 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 **Add New Disk** button.
5. Fill in the details:
   - **Data Store** - select the data store to which the disk will be assigned from the drop-down list
   - **Size** - indicate the desired disk size
   - **Bus Sub Type** - choose the sub type of 'scsi controller' to create a disk on from the drop-down list. For more information refer to [VMware documentation](#).
6. Click the **Add Disk** button to finish.

When you add a new disk to a virtual server it will automatically become available to that server.

### Edit Disks

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. Select a new label and size in GB in the fields provided.
6. Click the **Save Disk** button.

- If fast provisioning is enabled for the disk's vDC, the data store cannot be edited.
- You cannot decrease the size of disk(s).
- If you resize the disk of a VS that is powered on, the virtual server will be rebooted. You will be asked for confirmation before the VS is rebooted.

### View Disk IOPS

To see IOPS for a disk:

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 **Storage** tab > **Disks**.
4. Click the **Actions** button next to the required disk, then click the **IOPS** link.
5. 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

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

### Delete Disks

If fast provisioning is enabled for the disk's vDC, the data store cannot be edited.

You cannot decrease the size of disk(s).

If you resize the disk of a VS that is powered on, the virtual server will be rebooted. You will be asked for confirmation before the VS is rebooted.
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. You will be asked for confirmation.

This will schedule the 'destroy disk' transaction.

View vCloud Director VS Statistics

This section provides the info on how you can manage statistics of virtual servers imported from your vCloud Director.

You can set the `vcloud_stats_batch_size` parameter in the `onapp.yml` file. This parameter defines the number of VSs in a batch during statistics collection.

By default, only CPU usage statistics is delivered to OnApp. If you want to have network interface and disk IOPS statistics delivered to OnApp, you need to set the vCenter password(s):

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 set vCenter password(s) for.
3. On the screen that appears, click the Tools > vCenter passwords.
4. On the page that loads, fill in the vCenter password and Save. If valid vCenter password is entered and connection is successful, you will see green dot in Connection status under vCenter password field. If connection fails, the dot is red.

Virtual Server CPU Usage Statistics

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 Overview tab > CPU Usage.
3. 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 less data available, the chart will show utilization for the time available.
4. To zoom into a time period, click and drag in a chart. Click the Show All button to zoom out again.

To see what percentage of compute resource's 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...
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. Click the Statistics (chart) icon next to the disk you're interested in. 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 Show All button to zoom out again.

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.

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 Show all button to zoom out again.

vCloud Director VS Network Interfaces

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 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.
- The maximum number of networks that can be added to a virtual server is 10.

See also:
Manage vCloud Director VSs
Virtual Server Statistics
vCloud Director VS Snapshots
Disks
vCloud Director VS Guest Customization
vCloud Director vApp Networks
Edge Gateways
Firewall Rules
View Virtual Server Network Interfaces

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.

Create Virtual Server Network Interface

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, select the **Physical Network** from the drop-down menu, which lists network joins assigned to vApp.
6. Click the **Submit** button.

The maximum number of networks that can be added to a virtual server is 10.

Edit Virtual Server Network Interface

To edit 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 **Edit** icon next to the interface you want to edit.
5. On the page that appears, you can change the following network interface details:
   - **Label** - enter a new network interface label
   - **Primary interface?** – tick this checkbox to indicate that this interface is primary
   - **Connected** - tick this checkbox to indicate that the network interface is connected to VS
   - **Physical network** - choose a network join from the drop-down menu, which lists network joins assigned to vApp
6. Click the **Submit** button.

Delete Virtual Server Network Interface

To delete 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 Delete icon next to the interface you want to delete.
vCloud Director VS Snapshots

Snapshots lock the file system disk and create a new disk with the changes made alongside. There can be only one snapshot per VS: when a new snapshot is created for the VS, the previous one is deleted. You can view, create and delete virtual server snapshots. This section provides information on how to view, create, build and restore VS snapshots.

**On this page:**
- View VS Snapshots
- Create VS Snapshots
- Restore VS Snapshot
- Build VS Snapshot
- Delete VS Snapshot

---

### View VS Snapshots

To view the list of VS Snapshots:

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 **Tools** button > **Snapshots**.
4. On the screen that appears, you'll see the list of all VS snapshots together with their details:
   - **Snapshot** - the number of snapshot
   - **Name** - timestamp, which shows when snapshot was taken
   - **Built** - whether snapshot is built or not
   - **Note** - text, added to the snapshot
   - **Actions** icon - the actions you can perform with snapshot (restore, delete, add note).

### Create VS Snapshots

To create a snapshot for VMware VS:

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 **Tools** button > **Snapshots**.
4. Click the **New Snapshot** button.
5. Specify the following details:
   - Give your snapshot a name.
   - Tick the **Memory** checkbox if you want to include a dump of the internal state of the virtual server in the snapshot. Memory snapshots take longer...
to create, but allow reversion to a running virtual server state as it was when the snapshot was taken.

- Tick the Quiesce checkbox if you want to quieten the file system in the virtual server. Quiescing a file system is a process of bringing the on-disk data of a physical or virtual computer into a state suitable for backups. This process might include such operations as flushing dirty buffers from the operating system's in-memory cache to disk, or other higher-level application-specific tasks.

6. Click Create Snapshot button.

**Restore VS Snapshot**

You can restore the system to the state it was in when the snapshot was built. To restore the VS from a snapshot:

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 Tools button > Snapshots.
4. Click the Actions button next to the snapshot you want to use and select Restore.

**Build VS Snapshot**

If the VS snapshot failed to build due to some reason, you can attempt to create it again. To build a snapshot:

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 Tools button > Snapshots.
4. Click the Actions button next to the snapshot you want to use and select Build.

**Delete VS Snapshot**

To delete a snapshot:

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 Tools button > Snapshots.
4. Click the Actions button next to the snapshot you want to use and select Delete.

**vCloud Director VS Guest Customization**

VS guest customization is a tool, which helps you to configure the operating system of a VS. You can customize the network settings of the guest operating system of a virtual server created from a vApp template. Guest customization can be managed at OnApp Control Panel.

This section provides information on how you can view and edit VS guest customization details.
View VS Guest Customization

To view VS guest customization details:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the server you are interested in.
3. Click the Overview tab > Guest Customization.
4. The page that loads will show the following guest customization details:
   - **Enabled** - whether guest customization is enabled in vCloud Director or not. The computer name and network settings configured for this VS are applied to its Guest OS when the VS is powered on. The following settings are only applied the first time the VS is powered on.
   - **Change SID** - this parameter is applicable for Windows VSs only and will run Sysprep to change Windows SID. On Windows NT, VCD uses Sidgen. Running sysprep is a prerequisite for completing domain join.
   - **Host Name** - VS's computer name
   - **Allow Local Admin Password** - whether the local admin password is allowed or not
   - **Auto Generate Password** - whether the admin password is generated automatically or not
   - **Admin Password** - the password of administrator
   - **Automatically log on as Administrator** - if this option is disabled you will not be automatically logged into the server's OS. This option applies only to Windows VSs.
   - **Number of times to log on automatically** - after the indicated time is exceeded and you were not able to log in, the VS will remain running and you will need to enter your credentials. This option applies only if the Automatically log on as Administrator option is enabled.
   - **Require administrator to change password on first login** - if this option is disabled the administrator will be able to log into the virtual server's OS without changing their password
   - **Join Domain** - whether this VS is enabled to join a domain or not
   - **User Org Settings** - whether user org settings are enabled or not
   - **Customization Script** - a script for guest customization

Edit VS Guest Customization

To edit VS guest customization details:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the server you are interested in.
3. Click the Overview tab > Guest Customization.
4. The page that loads will show the guest customization details. Click the Edit icon in the upper right corner and make the changes.
5. Click Update to save changes.
vCloud Director VS Recipes

The recipe is the plugin mechanism used for adding new functionalities to the 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 inputting code into virtual servers. This enables administrators to use recipes for configuring the server or report on it, thus providing advanced customization options in a standard environment.

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

Also you can manage VS recipes using appropriate API calls.

The following requirements should be implemented before running recipes on vCloud virtual servers:

- VMware Tools must be installed. Also VMware compute resources, used by vCloud installation, need to be accessible over HTTPS from OnApp CP's network.
- Guest customization must be enabled. Admin password must be set in the guest customization.

View Virtual Server Recipes

To view 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

To assign a recipe:

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.
5. Click the arrow button in front of the required event to unfold it.
6. Select the required recipe in the left pane and hold it down with the left mouse button.
7. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required 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

### Remove Recipe

To remove recipe:

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.
5. Click the arrow button in front of the required event to view the list of recipes assigned to it.
6. Click the Delete button next to the recipe you want to remove.

### vCloud Director VS 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 via the virtual server Overview menu.

#### On this page:
- View Virtual Server Recipe Custom Variables
- Create Virtual Server Recipe Custom Variables
- Edit Virtual Server Recipe Custom Variables
- Delete Virtual Server Recipe Custom Variables

#### View Virtual Server Recipe Custom Variables

To view custom variables:

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 view variables.
3. On the virtual server details screen, click the Overview tab, then choose Recipes Variables. The page that loads shows the list of recipe custom variables for this virtual server.
Create Virtual Server Recipe Custom Variables

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. The page that loads shows the list of recipe custom variables for this virtual server.
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.

Edit Virtual Server Recipe Custom Variables

To edit a 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 edit a variable.
3. On the virtual server details screen, click the Overview tab, then choose Recipes Variables. The page that loads shows the list of recipe custom variables for this virtual server.
4. Click the Edit icon next to the required variable.
5. Edit the recipe name and its value.
6. Click Save.

Delete Virtual Server Recipe Custom Variables

To delete a 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 delete a variable.
3. On the virtual server details screen, click the **Overview** tab, then choose **Recipes Variables**. The page that loads shows the list of recipe custom variables for this virtual server.

4. Click the **Delete** icon next to the required variable. You will be asked for confirmation before the variable is deleted.

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**vCloud Director VS Service Add-ons**

Service Add-ons functionality allows you to offer to your customers additional services on top of your current IaaS Virtual Server offering.

Before managing service add-ons, ensure that:

1. vCloud Director is added to OnApp UI.
2. RabbitMQ settings are set in `config/rabbitmq/vcloud/credentials.yml`.
3. Login and password are set for vCenter (Control Panel should have access to vCenter directly) in Settings > Compute resources > Compute resource's label > Tools > vCenter passwords.
4. Guest customization is enabled on a vCloud Director VS and Admin Password is set.

When you have the service add-on functionality enabled and everything is properly configured, you can assign service add-on to your vCloud Director VS.

You can monitor the total cost for all service add-ons inside the company. For this go to your Control Panel's Groups menu > your User group’s label > Service Addons Stats link.

Ensure that **Manage Service Add-ons for all virtual servers and/or Manage Service Add-ons for own virtual servers permissions are on before managing VS service add-ons.** For more information about permissions refer to the **Permissions** section of this guide.

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**On this page:**

- View VS service add-ons
- Assign service add-on to the VS
- Unassign service add-on from the VS

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**See also:**

- Manage service add-ons
- Service add-on Store
- Service Add-ons

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**View VS service add-ons**

To view virtual server service add-ons:

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 **Service Add-ons**.
4. The screen that follows shows details of all the service add-ons assigned to the VS, if there are any:

- **Label** - the service add-on name (by clicking on it you can edit the service add-on)
- **Price** - the service add-on price, set for this service add-on in the Service Add-on Store
- **Status** - whether the service add-on is active or not
- **Actions icon** - you can unassign the Service Add-on from this Virtual Server by clicking the **Delete** icon.

Also, if any service add-on is already assigned to the VS, you can view it at the **VS's details** page.
Assign service add-on to the VS

To assign service add-on to the VS:

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 Service Add-ons.
4. Click the "+" button at the upper right corner. You will get the list of service add-on groups (availability is configured in the billing plan). The transaction to execute the On add event(s) will be scheduled for running.
5. Choose the necessary service add-on and click Assign.

Alternatively, if any service add-on is already assigned to the VS, you can assign another one at the VS's details page.

Unassign service add-on from the VS

To unassign service add-on from the VS:

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 Service Add-ons.
4. Click the "Delete" icon next to the service add-on you want to unassign. Confirm the deletion. The transaction to execute the On remove event(s) will be scheduled

Alternatively, you can unassign the service add-on at the VS's details page.

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.

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.
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):

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

To search for a particular virtual server, type the text you want to find in the search box and click the **Search** button.

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**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.
- **Auto-backups** - move the slider to enable or disable auto-backups for this server. For more information refer to **ISO Virtual Server Backup Schedules**.

---

**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
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.

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.

On this page:

- Step 1 of 4. Templates
- Step 2 of 4. Virtual Server Properties
- Step 3 of 4. Resources
- Step 4 of 4. Confirmation

Step 1 of 4. Templates

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.
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.
- **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 [(.)]

- **Domain** - specify the domain for this VS. The default value is localdomain. This parameter is not applicable for Windows virtual servers.

  For example:
  - test.onapp.com - specify 'test' as hostname, 'onapp.com' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - test.onapp.com.localdomain.

- **Time zone** - set the time zone for the virtual server. This parameter is applicable only to Windows XEN and KVM virtual servers.
- **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. If you leave password field blank, it will be generated automatically.
- **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** to proceed to the following step of the wizard to specify the virtual server resources.

Step 3 of 4. Resources

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

- A VS created using instance packages is called a Instance package VS.
- A VS created by setting resources manually is called a custom virtual server.

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

Instance packages

Note that Instance package 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 package VSs in such zones. The reason is that CPU priority for Instance package 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 packages will be grayed out in the wizard.

From this tab, you can choose one of the predefined Instance Packages 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 packages available to you, but those that have resources incompatible with the chosen compute zone will be grayed out. Grayed out instance packages cannot be selected.

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

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

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

Virtual servers created using instance packages 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!
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.
- **Network** - choose the network from which the VS should get the IP address
- **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.
- **Selected IP address** - 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

- **Selected IP address** 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.

Step 4 of 4. Confirmation

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.

At the Confirmation step you can find the configuration summary of VS, which will be created. You can view template's name, RAM size, number of networks, primary disk and swap disk size, number of cores.

After you set up all 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).

Manage ISO Virtual Servers

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

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

### 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 package. 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 packages:**

- Choose the new instance package for your virtual server. Click the instance package to select it. After that, the instance package you have chosen will be highlighted in green.

Those instance packages that have resources incompatible with the compute zone, on which the VS is built, will be greyed out. Greyed out instance packages cannot be selected.

You can only choose from those instance packages that offer more disk size than the VS currently uses.

After you select a new instance package you can use the extra disk size to create a new disk for the VS or make the existing VS disk larger.

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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.
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.

### 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.

### 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.

### 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.

### 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).
   - **Startup Virtual Server** - queues a start-up action for a VS that’s currently powered off.
   - **Startup on Recovery** - starts the VS in recovery mode.
   - **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.

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.

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.

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 package, ensure that the new owner has permission to create VS using instance package and appropriate instance package in the billing plan. Otherwise you will not be able to change the ownership of this VS.

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
  - Add a specific firewall rule
  - Default 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

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.

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.

You can set the following:

- add a specific firewall rule - you can configure a firewall rule with specific parameters (source, destination port, protocol type etc.)
Add a specific firewall rule

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 the last column.

Default firewall rules

To set default firewall rules for a network interface:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the ISO VS for which you want to configure a firewall rule.
3. Click the Networking tab, then click Firewall.
4. On the page that appears, go to Default firewall rules section.
5. Choose ACCEPT or DROP command next to the network interface and click Save Default Firewall Rules. The rule will be saved in the UI, but the transaction won't be started until you click the Apply Firewall Rules button.

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.

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 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 button.
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 reboot the VS additionally.

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

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 last column click the Edit button.
5. Change the port speed.
6. Click the Submit button to save changes.

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.
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.
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.

---

**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.

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

---

**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**.

**Restrictions:**
- 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
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.

ISO Virtual Server Statistics


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...
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.
   - **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.
   - **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.
   - **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).

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 CPU(s)/Shares parameter displays the amount of CPU resource given to this VS.
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.

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
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.

Accelerated ISO Virtual Server Statistics

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

 both cached and non-cached statistics. The second chart shows cache utilization statistics: 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.

ISO Virtual Server Backups

OnApp supports normal backups for ISO virtual servers. Normal backups contain all the information stored on a server's disk. If you have switched on incremental backups for the cloud, normal backups will still be made for ISO virtual servers. For detailed information on backups refer to Virtual Server Backups.

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.

On this page:

- View ISO Virtual Server Backups
- Take ISO Virtual Server Disk Backups
- Restore ISO Virtual Server Backup
- Delete ISO Virtual Server Backup
- Add ISO Virtual Server Backup Note

View ISO Virtual Server Backups

To view the list of ISO virtual server's backups:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required ISO virtual server.
3. Click the Backups tab, then select Images. Images are full backups of ISO virtual server disks.
4. On the screen that appears, you'll see a list of ISO virtual server backups.
5. Click the label of the required ISO virtual server backup to see the following tools - restore backup, delete backup and add/edit note.
Take ISO Virtual Server Disk Backups

To back up an ISO virtual server disk:

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 and select Disks. You'll see a list of the disks allocated to that ISO virtual server.
4. Click the Actions icon next to a disk you want to take a backup of, then click Back up. You'll see a list of all the backups taken and pending for that disk, along with the tools to restore backups and delete them.
   - To make a backup, click the Take a Backup button at the end of the list. If required, you can add a note to a new backup. You can also select Force Windows Backup.

   ![Backup Note]
   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 on 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.

Restore ISO Virtual Server Backup

To restore a backup:

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

Delete ISO Virtual Server Backup

To delete a backup:

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

Add ISO Virtual Server Backup Note

To add/edit virtual server backup's note:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required ISO virtual server.
3. Click the Backups tab, then select Images.
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.

ISO Virtual Server Backup Schedules

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 ISO 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.

OnApp supports only normal backups for ISO virtual servers, which include all the data from the server's disk.
View ISO Virtual Server Backup Schedules

To view the list of backup schedules for an ISO virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the ISO 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** - the disk for which the schedule was created
   - **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
- **Actions** - click the Actions icon to edit or delete the backup schedule

Create ISO Virtual Server Backup Schedule

To add a backup schedule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the ISO 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.
Edit ISO Virtual server Backup Schedule

To edit a backup schedule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the ISO 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.

   - **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.

Delete ISO Virtual Server Backup Schedule

To delete a backup schedule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the ISO 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.

OVA Virtual Servers

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

Be aware, that at the moment for Windows OS VSs OnApp provides only limited functionality to import from OVA with no actual VS management after import (only start/stop), and manual network configuration.

The following options are not available for OVA virtual servers:

- Recipes
- Rebuild network
- Autoscaling

See also:
- Create OVA Virtual Server
- Manage OVA Virtual Servers
- OVA Virtual Server Networks
- OVA Virtual Server Disks
- OVA Virtual Server Statistics

On this page:

- View OVA Virtual Servers
- View OVA Virtual Server Details
- View OVA Virtual Server Transactions and Logs
View OVA 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.
   - Backups. The number of backups and the space these backups take.
   - 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):
   - Reboot a VS
   - Recovery reboot
   - Power off a VS
   - CPU usage
   - Shutdown
   - Start up
   - Recovery start up
   - Unlock

To search for a particular virtual server, type the text you want to find in the search box and click the Search button.

View OVA 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.

- Hostname
- Compute resource. Click the Compute resource name to see its details.
- Location. 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.
- 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.
- Auto-backups - move the slider to enable or disable auto-backups for this server. For more information refer to OVA Virtual Server Backup Schedules.
- Price per hour

View OVA 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][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.

Create OVA Virtual Server

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

To create a virtual server from the OVA:

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.

See also:

- Manage OVA Virtual Servers
- OVA Virtual Server Networks
- OVA Virtual Server Disks
- OVA Virtual Server Statistics

On this page:

- Step 1 of 4. Templates
- Step 2 of 4. Virtual Server Properties
- Step 3 of 4. Resources
- Step 4 of 4. Confirmation

Step 1 of 4. Templates
At this step, choose a specific OVA template from which your virtual server will be built. To choose a template:

1. Click the OVA template group.

If you do not see OVA template group in the Template store, go to your Profile > Billing plan tab and check Limits for template store section. If OVA template group is missing, add it by clicking the "+" button in the upper right corner of this section.

2. Select the template. Be aware, that at the moment for Windows OS VSs OnApp provides only limited functionality to import from OVA with no actual VS management after import (only start/stop), and manual network configuration.

3. Click Next.

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

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.
- **Hostname** - the hostname of the virtual server. The required parameter. The hostname should consist of letters [A-Za-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 [()]

- **Domain** - specify the domain for this VS. The default value is localdomain. This parameter is not applicable for Windows virtual servers.

For example:

test.onapp.com - specify 'test' as hostname, 'onapp.com' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - test.onapp.com.localdomain.

- **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. If you leave password field blank, it will be generated automatically.

The password, set at this step, will overwrite the password specified in OVA file.

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

Step 3 of 4. Resources
At this step, you get two tabs - Instance Packages and Create Your Own. You can not use instance package (it will be grayed out), as it is already preconfigured package which can differ from OVA configurations. OVA template already includes resource configurations, which are imported to the Create Your Own tab. You can change these resource configurations (except primary disk size).

**Compute Resources**
- **Compute Zone** - the compute zone where the VS should be imported
- **Compute Resource** - the specific compute resource where the VS from OVA will be imported. Compute resource may be selected automatically according to the set provisioning type.

**Resources**
- **RAM** - set the amount of virtual server's RAM. The minimum value is the RAM value taken from OVA file. 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.
- **CPU Cores** - set the amount of virtual server's CPU cores. The minimum value is the amount of CPU cores specified in OVA file. 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. The minimum value is the taken from the OVA file. 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.

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.

**Primary Disk**
- **Data Store Zone** - choose a data store zone for VS's primary disk.
- **Primary disk size** - the primary disk size is imported from OVA configuration and can not be changed

Be aware, that only one (primary) disk is imported from the OVA configuration. You can add new disks after the VS is created and built. That will be totally new disks without the information from OVA.

**Network Configuration**
- **Network Zone** - choose a network zone from the drop-down box.
- **Network** - choose the network from which the VS should get the IP address
- **Selected IP address** - 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.

Be aware, that you should choose only public IP address. Otherwise VS, built from OVA, will not work properly.

- **Show only my IP address** - tick this checkbox to view only own IP addresses in the IP addresses dropdown.
- **Port Speed** - set the port speed for this VS

- **Selected IP address** 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.

Be aware, that for Windows VSs there will be no possibility to configure network in the wizard, but only manually in console afterwards. After the last step in VS creation wizard do the following:

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

---

**Step 4 of 4. Confirmation**

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

- 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.

At the Confirmation step you can find the configuration summary of VS, which will be created. You can view template's name, RAM size, number of networks, primary disk size, number of cores.

After you set up all 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.

You can view VS creation logs at VS details page (activity log section). If ProvisionGRUB log fails during VS creation, take the following steps:

1. Go to VS console.
2. Log in with credentials, created at step 2 of the VS creation wizard.
3. Run the following command:

   ```
   grub2-install /dev/sda || grub-install /dev/sda
   ```

---

**Manage OVA Virtual Servers**

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

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---

See also:
- Create OVA Virtual Server
- OVA Virtual Server Networks
- OVA Virtual Server Disks
- OVA Virtual Server Statistics
This document provides the information on how you can manage the virtual servers built from OVA.

### On this page:
- **Edit OVA Virtual Server**
- **Segregate OVA Virtual Server**
- **Migrate OVA Virtual Server**
- **Delete OVA Virtual Server**
- **OVA Virtual Server Power Options**
- **Change Owner of OVA Virtual Server**
- **Set SSH keys for OVA Virtual Server**
- **Reset root password for OVA Virtual Server**
- **Set VIP status for OVA Virtual Server**

### Edit OVA 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 OVA 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.**

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.
4. Change CPU cores, CPU priority/units and RAM values.
5. Click the **Save** button.

### Segregate OVA 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 segregate 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.

### Migrate OVA Virtual Server
OnApp allows cold migration of OVA 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 menu.

Delete OVA 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.

OVA 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).
   - 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.

Change Owner of OVA Virtual Server

To change owner of OVA 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.

Set SSH keys for OVA Virtual Server

To set SSH keys for OVA 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 Set SSH keys link. SSH keys of the administrator and a VS owner will be assigned to the VS. If a VS owner does not have any SSH keys, the system will only assign admin keys.
5. Click the Set SSH-keys button.

Reset root password for OVA Virtual Server

To reset root password of OVA 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 Reset Root Password link.
5. Move the Set password slider to the right to enter and confirm new password. Move the Encrypt password slider to the right to encrypt your password.
6. Click the Set Password button.

Set VIP status for OVA 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.

OVA 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.
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.

## Set OVA 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.

You can set the following:

- **add a specific firewall rule** - you can configure a firewall rule with specific parameters (source, destination port, protocol type etc.)
- **set default firewall rules** - you can set default firewall rules for an entire network interface
**Add a specific firewall rule**

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 the last column.

**Default firewall rules**

To set default firewall rules for a network interface:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the OVA VS for which you want to configure a firewall rule.
3. Click the Networking tab, then click Firewall.
4. On the page that appears, go to Default firewall rules section.
5. Choose ACCEPT or DROP command next to the network interface and click Save Default Firewall Rules. The rule will be saved in the UI, but the transaction won't be started until you click the Apply Firewall Rules button.

**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.

**OVA 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 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 Show only used IPs, my IPs and IPv6 buttons to narrow the list of IP in the drop-down list.
7. Click the Add IP Address button.

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 reboot the VS additionally.

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

### OVA 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 last column click the **Edit** button.
5. Change the port speed.
6. Click the **Submit** button to save changes.

### OVA 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.

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.

The primary disk is imported from OVA configuration during OVA VS creation. You can add new disks after the VS is created and built. That will be totally new disks without the information from OVA.

---

**See also:**
- Create OVA Virtual Server
- Manage OVA Virtual Servers
- OVA Virtual Server Networks
- OVA Virtual Server Statistics

---

### Add Disks to OVA 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.

Edit OVA Virtual Server Disks

You can 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. Be aware, that increasing of disk size will not increase the disk partitions.

Migrate OVA 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 an 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.

Delete OVA 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.

OVA Virtual Server Statistics

For your convenience, the system tracks VS performance and generates statistics on: Virtual Server CPU Utilization, Interface Usage, VS Billing statistics and Virtual Server Disk IOPS Statistics.

On this page:
- OVA Virtual Server CPU Utilization
- OVA Virtual Server Billing Statistics
- OVA Virtual Server Network Interface Statistics
- OVA Virtual Server Disk IOPS Statistics

See also:
- Create OVA Virtual Server
- Manage OVA Virtual Servers
- OVA Virtual Server Disks

OVA 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.

OVA 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.
   - **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.
   - **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.
   - **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).

OVA 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.

OVA 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.

OVA Virtual Server Backups

OnApp supports normal backups for OVA virtual servers. Normal backups contain all the information stored on a server's disk. If you have switched on incremental backups for the cloud,
normal backups will still be made for OVA virtual servers. For detailed information on backups refer to Virtual Server Backups.

**View OVA Virtual Server Backups**

To view the list of OVA virtual server's backups:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required OVA virtual server.
3. Click the Backups tab, then select Images. Images are full backups of OVA virtual server disks.
4. On the screen that appears, you'll see a list of OVA virtual server backups.
5. Click the label of the required OVA virtual server backup to see the following tools - restore backup, delete backup and add/edit note.

**Take OVA Virtual Server Disk Backups**

To back up an OVA virtual server disk:
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 and select Disks. You'll see a list of the disks allocated to that OVA 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 and delete them.
   - To make a backup, click the Take a Backup button at the end of the list. If required, you can add a note to a new backup. You can also select Force Windows Backup.

**Restore OVA Virtual Server Backup**

To restore a backup:
1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required OVA virtual server.
3. Click the Backups tab, then select Images.
4. On the screen that appears, click the Actions icon next to the backup you want to revert to and choose Restore.

**Delete OVA Virtual Server Backup**

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

**Add OVA Virtual Server Backup Note**

To add/edit virtual server backup's note:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the required OVA virtual server.
3. Click the **Backups** tab, then select **Images**.
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**.

**OVA Virtual Server Backup Schedules**

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

OnApp supports only normal backups for OVA virtual servers, which include all the data from the server's disk.

**See also:**
- Virtual Servers
- Smart Servers
- Application Servers
- Backup Settings
- Edit Backups/Templates
- Configuration

On this page:
- View OVA Virtual Server Backup Schedules
- Create OVA Virtual Server Backup Schedule
- Edit OVA Virtual Server Backup Schedule
- Delete OVA Virtual Server Backup Schedule

**View OVA Virtual Server Backup Schedules**

To view the list of backup schedules for an OVA virtual server:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the OVA 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** - the disk for which the schedule was created
   - **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
- **Actions** - click the **Actions** icon to edit or delete the backup schedule
Create OVA Virtual Server Backup Schedule

To add a backup schedule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the OVA 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).
   - **Enabled** - move the slider to enable or disable the schedule
7. Click the Save button to finish.

Edit OVA Virtual server Backup Schedule

To edit a backup schedule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the OVA 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.

   - **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.

Delete OVA Virtual Server Backup Schedule

To delete a backup schedule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the OVA 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.

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:

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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:
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:
   - OS
   - Label
   - IP addresses
   - Disk size
   - RAM
   - CPU cores
   - CPU priority
   - Backups
   - 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.

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.

**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.

**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.

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.

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
- Edit Smart Server
- Smart Server Disks
- Smart Server Backups
- Create Virtual Server
- Set Billing Plan Prices and Resource Limits
- Smart Servers (API)

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.

Currently, the time zone is set at the Compute resource side only.

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

Currently, the time zone is set at the Compute resource side only.

**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.

**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 [-].
- **Domain** - specify the domain for this VS. The default value is localdomain. This parameter...
is not applicable for Windows virtual servers.

For example:

- **test.onapp.com** - specify 'test' as hostname, '**onapp.com**' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - **test.onapp.com.localdomain**.

- **Time zone** - set the time zone set for the smart server. This parameter is applicable only to Windows smart servers.
- **Password** - Give your smart server a secure password. If you leave password field blank, it will be generated automatically.
- **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.**

**Step 3 of 5. Resources**

Set the resources needed for this smart server:

- **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.
- **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.
- **Network** - the network from which the IP address for the smart server will be allocated
- **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.**

**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.**

**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.

At the Confirmation step you can find the configuration summary of the smart server, which will be created. You can view template's name, RAM size, number of networks, primary disk and swap disk size, number of cores.

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

**Smart Server Creation Workflow**

The following scheme describes the steps required to create a 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).
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
- If required:
  - Enable Automated Backup
  - Build Smart Server
  - Boot Smart Server
  - Primary disk file system
  - Enable Autoscale

Click the Submit button to start the creation process
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!

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.

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.

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.
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.

**Purge Content.**

This action is available only for accelerated smart servers.

This tool allows instant removal of cache content for the accelerated smart servers. You can purge all content or one/several files. In cases when you want to purge one or several files, the system will compare the checksum of the cached file and the new one. The cached file will only be purged if the checksums vary, that is, the files are different. If the checksum of the two files are the same, the cached file will not be purged. When you purge all content, the checksums of the cached and new files is not taken into account.

**Limitations and prerequisites:**
- This tool applies only to accelerated smart servers.
- You need to have CDN enabled for the cloud to use the purge feature.
- You need have the **Allow to purge content of all Virtual Servers** or the **Allow to purge content of Own Virtual Servers** permission enabled to use this feature. For more information refer to List of all OnApp Permissions.
- If several customers accelerate their smart servers using one Accelerator, they can purge each other's files, provided that they enter the correct URL.

To purge one/several files:
1. Go to Control Panel > Smart Servers.
2. Click the label of the required smart server.
3. On the page that appears, click the Purge tab.
4. In the input field, specify the path(s). You may indicate only one path per line. You can fill in either the original URL, the one prior to acceleration or the accelerated URL.
5. Click the Purge button to finish.

To purge all content:
1. Go to Control Panel > Smart Servers.
2. Click the label of the required smart server.
3. On the page that appears, click the Purge tab.
4. Click the Purge All Contents of this Site button to purge all content.

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.

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.
   - **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
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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.

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.

Smart Server Networks

The Networking menu enables you to manage network interfaces, allocate IP addresses and set firewall rules for smart servers.

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.
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

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.

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

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.

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.
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.

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.
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.

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**.

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**.

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.
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.

**Backup Support by VM / Virtualization / OS**

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**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:

**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 the **View User Backups** section.

**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.

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

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 the **View User Backups** section.
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).

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.

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.

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.

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.

View Smart Server Backup Schedules

To view the list of backup schedules for a particular 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 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

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.

**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.
   - **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.

**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**.

### 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**

### 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 > 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.

### 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).

### 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.

---

**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.

---

**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.

---

**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 disk 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.

**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.

**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).
Baremetal Servers

Baremetal servers are physical servers that reside directly on the hardware without the virtualization layer. Baremetal servers 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.

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.

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.

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:
Step 1 of 4. Templates

Choose a template to build a baremetal server on, then click Next.

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 [-].
- **Domain** - specify the domain for this VS. The default value is `localdomain`. This parameter is not applicable for Windows virtual servers.

For example:

```
test.onapp.com - specify 'test' as hostname, 'onapp.com' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - test.onapp.com.localdomain.
```

- **Time zone** - set the time zone for the virtual server. This parameter is not applicable to Windows virtual servers.
- **Password** - a secure password for the Baremetal Server. If you leave password field blank, it will be generated automatically.
- **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.**

Step 3 of 4. Resources

- **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.
- **Network Zone** - choose a network zone from the drop-down list.
- **Network** - choose the network from which the baremetal server should get the IP address.
- **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.**

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.

The image templates for
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.

At this step you can find the configuration summary of baremetal server, which will be created. You can view template's name, RAM size, number of networks, primary disk and swap disk size, number of cores.

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

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**Baremetal Server Creation Workflow**

The following scheme describes the steps required to create a baremetal server:

---

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.
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.

### 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.

### 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.

### 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.

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 User 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.

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.

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.
- The following field in OnApp configuration should be necessarily filled in, as system_email is used for proper configuration of application server: Control Panel's Settings menu > Configuration > System tab > Email > From.
- Starting with OnApp 5.4 version, application servers functionality is applicable for users with vCloud Director integration. Ensure that Create a new virtual server and Compute zones permissions are on before creating edge server for vCloud.
Application Server gives you high-end cloud management features including:

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The following options are not available for application servers:

- Reset Root Password
- Set SSH keys
- Integrated console
- Convert backup to template
- Recipes
- Recipe Custom Variables

**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

If you are viewing the application servers list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click **Apply**. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the application servers list. You can always alter your column selection later. Note that by default the VIP and Backups columns are not visible in the table on narrow screens.

Column selection is currently set for one browser. If you have checked some columns in one browser and open the list in some other browser, the column selection will be the default one for that other browser.
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:

**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.

**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).

**Applications**

In this section you can see the list of all applications deployed on this server.

**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.

**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.

**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.

- Before creating an Application server make sure that you specified at least two resolvers for the network on which this server will run. This can be done at Settings > Resolvers.
- Before creating an Application server you need to configure notifications for your cloud. This can be done at Control Panel > Notifications > Configuration. For information on how to set up notifications for your cloud refer to Notifications Setup.
- Before creating an Application server you need to fill in the system_email parameter in the on_app.yml file.
- Starting with OnApp 5.4 version, application servers functionality is applicable for users with vCloud Director integration. Ensure that Create a new virtual server and Compute zones permissions are on before creating application server for vCloud.

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 Application Server 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

**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.

**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 [-].
- **Domain** - specify the domain for this VS. The default value is `localdomain`. This parameter is not applicable for Windows virtual servers.

For example:

```
test.onapp.com - specify 'test' as hostname, 'onapp.com' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - test.onapp.com.localdomain.
```

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

---

**Step 3 of 4. Resources**

At this step, you can set your application server's resources, such as disk size, network configuration and other.

**For ordinary application server:**

**Compute Resources**

- **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.

**Resources**

- **RAM** - set the amount of application server's RAM. The recommended RAM amount is at least 512 MB.
- **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.
- **Network** - choose the network from which the application server should get the IP address
- **Selected IP address** - assign an IP address for the application server from the drop-down menu. Only public IP Address can be chosen. 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 dropdown.

**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
• **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.

**For vCloud Director application server:**

If you have vCloud Director and want to create an application server, the resources' step of the creation wizard will differ.

**Compute Resources**

- **Compute Zone** - the compute zone to build the application server on.
- **User group** - select the organization from the drop-down menu
- **Vdc** - select vCloud resource pool from the drop-down menu

**Resources**

- **RAM** - set the amount of application server's RAM. The recommended RAM amount is at least 512 MB.
- **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.

**Primary Disk**

- **Data Store** - choose a data store for application server's primary disk.

**Network Configuration**

- **Network** - choose a network from the drop-down box.

Click Next to proceed to the following step of the wizard that completes the application server creation process.

**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.

At the Confirmation step you can find the configuration summary of the application server, which will be created. You can view template's name, RAM size, number of networks, primary disk and swap disk size, number of cores.

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

**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.

**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!]

**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.

**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.
- Starting with version 4.2, OnApp uses Zabbix for autoscaling. Monit 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 VVs.

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 YMB – 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 YGB - but no more than Z GB in a 24 hour period.
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- If RAM usage is below X% for a specific time period, remove YMB.
- 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 YGB.

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.

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.

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.

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.

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.

### 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.

### 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.

#### 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.
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- **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.

**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.

**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.

You can set the following:
Add a specific firewall rule

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.

Default firewall rules

To set default firewall rules for a network interface:

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. Click the Networking tab, then click Firewall.
4. On the page that appears, go to Default firewall rules section.
5. Choose ACCEPT or DROP command next to the network interface and click Save Default Firewall Rules. The rule will be saved in the UI, but the transaction won't be started until you click the Apply Firewall Rules button.

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.

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 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 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.

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.

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 last column click the Edit button.
5. Change the port speed.
6. Click the Submit button to save changes.

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.

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. Prerequisite: virtual server template should supportvirtio virtualization and Linux OS. 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 Mounted 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}
```

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.

Edit Application Server Disks

**Primary and Swap disks**

For primary and swap (Linux, FreeBSD) disks you may only change the lable 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>
</tbody>
</table>
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 an 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.

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.
7. Click the Destroy Disk button.

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
- Files menu list application server's incremental backups
- Schedules menu allows you to schedule automatic backups for application server. See Schedules Settings section of this guide for details.
OnApp supports two backup types: normal and incremental:

- **Normal** - simple method of taking backups by making a 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.

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.

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:

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.
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.
   - To restore a backup, click the Restore link next to the backup you want to revert to.

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.

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.

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.

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.

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
   - Next Start - the date and the hour of the next backup
   - Status - schedule status

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.

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

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.
   - 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.

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.
   - Enabled - move the slider to enable or disable the schedule

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.
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.

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.

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

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.
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
   - Users – the application server owner. Click the owner name to see the User Profile (user details)
   - 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.
   - 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.
   - 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.
   - 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).

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.

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:
   - 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.

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:

- 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

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

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. Specify the maximum number of application servers users can create in the User VS limits section of the billing plan. Also 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.

Container Servers

Container Server is a regular VS based on default CoreOS template. This type of server allows the user to customize the server to implement integration with Docker or other container services.

If a new version of the CoreOS template is available, you can update the template in your cloud at Control Panel > Templates > Template List > System Templates > Upgrades.

- We do not support container servers on CloudBoot compute resources running on CentOS 5.
- If you experience any container server issues, please, report them to containerserversbeta@onapp.com.

Container Server gives you high-end cloud management features including:
The following options are not available for container servers:

- Convert backup to template
- Auto-scaling
- Setting SSH keys

**View Container Servers**

To view all container servers deployed in the cloud:

1. Go to your Control Panel's **Container Servers** menu to see an overview of all container servers in the cloud.
2. The page that loads will show the list of container servers together with their:
   - operating system
   - label. Click the label to see the container server details.
   - VIP status (enabled or disabled). Click the icon to enable/disable VIP status of a particular container server.
   - IP addresses
   - allocated disk size
   - RAM
   - user - the owner of this container 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 container server for the quick access to the list of container server actions (the list of actions displayed depends on the container server status):
   - Reboot
   - Recovery reboot
   - Shutdown
   - Startup
   - Recovery startup
   - Unlock

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

**View Container Server Details**

To view details of a specific container server:

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

Container server properties page gives general overview of the container server details:

- VIP status (on/off). Click the icon to change the status.
- Template the container server is built on
- Power status & On/Off/Reboot buttons.

<table>
<thead>
<tr>
<th>VIP status (on/off)</th>
<th>Click the icon to change the status.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power status</td>
<td>On/Off/Reboot buttons.</td>
</tr>
</tbody>
</table>

Segregated Container Server. This field appears if the container server is segregated from another container server. Click the label of the container server to view the details of the container server from which the current server is segregated.

| Segregated Container Server | Click the label to view the details. |

Hostname

Compute resource. Click the Compute resource name to see its details

Login credentials. To log in, use the following credentials:
- user - 'core'
- password - password from the container server details' page

Owner. Click the owner name to see its details.

IP Addresses. Only the first five IP addresses are displayed on the container server properties page. To view the list of all container server IP addresses, mouse over IP addresses area or go to the Networking tab > IP addresses tab.

Auto-backups - move the slider to enable or disable auto-backups for this server. For more information refer to Container Server Backup Schedules.

Price per hour

Please pay attention that when you edit a Container Server, the price is changed, and the new price is not applied immediately. It takes about 5 minutes to take effect.

- CPU(s)
- CPU priority or CPU units
- Disk Size
- Memory
- CPU Usage (%)
- Data Sent
- Data Received

Notes

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

Container Server Management

- Click the Tools button to expand the Tools menu with the container server management options.
- Use the top menu to manage your container servers' statistics/networking/storage options.

Create Container Server

- We do not support container servers on CloudBoot compute resources running on CentOS 5.
- Currently, instance packages are not available for container servers.

Container server creation process is similar to virtual server creation. The difference is that a specific default template is used automatically during container server creation. You also need to set the cloud-config for your container server. To create a container server:

1. Go to your Control Panel's Container Servers menu and click the "+" button, or click the Create Container Server button at the bottom of the screen. This will start a container server 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 Container Server button to start the creation process. You will be taken to the container server details screen.

See also:
- Container Servers - the information on managing container servers
Step 1 of 6. Cloud Locations

If you face the problem with viewing the maps, refer to the Add Google Map API Key section of this guide.

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 Properties step.

Indicate your container 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 container server properties.

Step 2 of 6. Properties

At this step you need to indicate your container server's properties, such as label, password and other. You can create a container server having specified only the required parameters and configure it later.

Specify the following container server properties:

- **Label** - the label of the container server. The required parameter.
- **Hostname** - the hostname of the container 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](https://tools.ietf.org/html/rfc1123).
- **Domain** - specify the domain for this VS. The default value is `localdomain`. This parameter is not applicable for Windows virtual servers.

For example:

```
test.onapp.com - specify 'test' as hostname, 'onapp.com' as domain. If you leave the domain field blank, the default value 'localdomain' will be used and you will get the following - test.onapp.com.localdomain.
```

- **Password** - a secure password for the VS. It can consist of 6-99 characters, letters [A-Z a-z], digits [0-9], dash [-] and lower dash [ _ ], and the following special characters: ~ ! @ # $ ^ _ + = ` \ { } ; : ; ' , . ? /. You can use both lower- and uppercase letters. If you leave password field blank, it will be generated automatically.
- **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** to proceed to the following step of the wizard to specify the container server resources.

Step 3 of 6. Resources
Compute Resources

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

Resources

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

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 container servers.
- After setting, the new parameters won't be shown at the container server details screen.
- Some container servers 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 container server's primary disk.
- **Primary disk size** - set the primary disk size.

Swap Disk

- **Data Store Zone** - choose a data store zone for container server's swap disk.
- **Swap disk size** - set the swap disk size. Swap disk size must be greater than zero.

Network Configuration

- **Network Zone** - choose a network zone from the drop-down box.
- **Selected IP address** - select the IP address for the container server from the drop-down list.
- **Network** - choose the network from which the container server should get the IP address.
- **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 VS

- Since not every application supports IPv6, at least one IPv4 address must be allocated to a VS's primary network interface.
- 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 a container 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 following step of the wizard where you can specify the container server recipes.

Step 4 of 6. Recipes

At this step you need to indicate the recipes you want to assign to your container server. This step is optional. You can create a container
1. Choose a recipe you want to assign to this container 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 where you will set the cloud-config file.

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

Step 5 of 6. Cloud-Config

The cloud-config enables you to customize different OS elements, such as network configuration, user accounts, etc. This file uses the YAML format and is processed after each reboot. Adding a cloud-config at this step is optional, you can later add or edit the cloud-config via OnApp API or UI. However, you should not change the cloud-config file inside the container server as changes will be lost after the server is rebooted. For the full list of items that can be configured in the cloud-config file, refer to CoreOS documentation.

To set the cloud-config for your container server:
- You can fill in the cloud-config in the Cloud-Config field
- You can insert a cloud-config file from your local computer at the File tab by clicking the Choose File button. After the file is uploaded, cloud-config will appear in the Cloud-Config field.
- You can add an URL to your cloud-config file in the File url field at the File url tab

Step 6 of 6. Confirmation

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

- Move the Build Container Server slider to the right if you want the system to automatically build the container server. If you leave this box blank, you will have to build your server manually after it is created.
- Move the Boot Container Server slider to the right if you want the container server to be started up automatically.

At the Confirmation step you can find the configuration summary of the container server, which will be created. You can view RAM size, primary disk and swap disk size, number of cores.

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

Edit Container Server

We do not support container servers on CloudBoot compute resources running on CentOS 5.

You can edit label, CPU and RAM resources for container servers. To edit the a container server:

1. Go to your Control Panel's Container Servers menu.
2. Click the label of the server you want to edit, to show its details screen.
3. Click the Tools button and select the Edit Container Server link.
4. Change label, CPU cores, CPU priority/units and RAM values, and click the Save button.

Container Server Cloud Config

The cloud-config enables you to customize different OS elements, such as network configuration, user accounts, etc. This file uses the YAML format and is processed after each reboot. Adding a cloud-config when creating a container server is optional, you can later edit or add the
To add/edit the cloud-config for your container server:

1. Go to your Control Panel's Container Servers menu.
2. Click the label of the server you want to edit, to show its details screen.
3. Click the Configuration tab, then click Cloud-Config.
4. On the page that loads you can add/edit the cloud-config for the container server:
   - You can fill in the cloud-config in the Cloud-Config field.
   - You can insert a cloud-config file from your local computer at the File tab by clicking the Choose File button. After the file is uploaded, cloud-config will appear in the Cloud-Config field.
   - You can add a URL to your cloud-config file in the File url field at the File url tab.
5. Click Submit to save changes.
6. After you edit the cloud config, you need to reboot the container server at Control Panel > Container Servers > Label > Tools > Reboot Container Server. Changes to the cloud config will not take effect if the server is not rebooted. The reboot should be done via OnApp Control Panel. If the reboot command is issued inside the container server, the changes to the cloud config will not take effect.

Below you can find a cloud config example. This cloud config is added to two container servers and configures communication between these servers by implementing the fleet cluster manager. Users can then create containers with apps on one of the container servers and get tables of those containers on the other container server in the cluster. For more information, refer to CoreOS documentation.

Cloud config example:

```yaml
#cloud-config
write-files:
- path: /etc/hosts
  permissions: '0644'
  content: |
    master1_IP master1 coreos00
    master2_IP master2 coreos01
cores:
etcd2:
  name: master1
  initial-cluster:
    master1=http://master1_IP:2380,master2=http://master2_IP:2380
    initial-advertise-peer-urls: http://$public_ipv4:2380
    listen-client-urls: http://0.0.0.0:2379,http://0.0.0.0:4001
fleet:
  public-ip: $public_ipv4
  metadata: "role=master"
flannel:
  interface: $public_ipv4
  units:
    - name: etcd2.service
      command: start
    - name: fleet.service
      command: start
    - name: flanneld.service
      command: start
```
Container Server Billing

Currently, instance packages are not available for container servers.

Container servers are created based on the default Container Server template. This Container Server template is provided as a system template. Based on this, you can arrange container servers as a paid resource for your end-users. For this, set the price per Container Server template per hour in Template store. So each server deployed on this template will be billed according to the set price.

To charge for container server:

1. Add Container Server template to required template group.
2. Indicate price per template. Each time a container server is built on this specific template, the user will be charged the amount set per server per hour.
3. Specify the maximum number of container servers users can create in the User VS limits section of the billing plan. Also 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 a container server.

Other resources for the container server, such as CPU, RAM and priority, will be billed the same way as for usual virtual servers.

Rebuild/Build Container Server Manually
If you haven’t checked the **Build Container Server** option during the container server creation process, you will have to do this manually after the container server has been created. Building a container server is the process of allocating physical resources to that container server.

To build a container server manually or rebuild the application server on the same (or another) template:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you’re interested in.
3. On the screen that appears, click the **Tools** button and then click **Rebuild Container Server**.
4. On the screen that pops up, enter the encryption passphrase.
5. Move the **Start S after rebuild** slider to the right if you want to have your container server started automatically after it is built.
6. Click the **Rebuild Container Server** button to finish.

After you rebuild your container server all data will be lost.

**Migrate Container Server**

OnApp allows hot and cold migration of container servers between compute resources that share common data stores (or data store zones). Hot migration means moving container servers that are running, while cold migration means moving container servers that are shut down.

To hot migrate a container server:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you want to migrate.
3. Click the **Tools** button and press the **Migrate Container 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 container server remains the same as before the migration. If you migrate a container server that’s running, the whole process is almost unnoticeable.

OnApp administrators can control user access over container server migration. Using OnApp permissions, you can allow/forbid users to perform migration of all container servers, or their own servers only. This is handled via the Control Panel's **Roles** menu.

**Set VIP Status for Container Server**

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

To set or remove VIP status for a container server:

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

**Segregate Container Server**

If required, you can instruct OnApp to make sure a container server is never booted on the same compute resource as another specific container server. You can also remove segregation if required.

- Container servers can only be segregated from other container servers built by its owner.
- Container servers can only be segregated from container servers within the same compute zone.
- Container servers cannot be segregated from container servers running on the same compute resource.
- The segregated container server is not automatically migrated to another compute resource.

To isolate one container server from another:

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

To remove segregation:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you want to segregate.
3. On the screen that appears, click the **Tools** button, then click **Desegregate Container Server**.
4. In the dialogue box that pops up, click the **OK** button to finish.

### Delete Container Server

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

To remove the container server from the cloud:

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

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

### Container Server Power Options

To manage container server power options:

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

- **Reboot Container Server** - powers off and then restarts the container server.
- **Reboot in Recovery** - powers off and then restarts the container server in the recovery mode.
  
  For container servers with **enabled** encryption the temporary login is **"root"** and password is **"recovery"**.

- **Suspend** - stops a container server, changes its status to suspended and disables all the other actions on container server, unless unsuspended.
- **Shut Down Application Server** - pops up a dialogue box, where you can either Shut Down container server (terminates the container server gracefully), or Power Off container server (terminates the container server forcefully).
- **Startup Container Server** - queues a start-up action for a container server that's currently powered off.
- **Startup on Recovery** - starts the container server in recovery mode with a temporary login ("root") and password ("recovery").

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

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

### Container Server Administrative Options

To manage a container server power options:

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

- **Reset Root Password** - resets the root password for this container server (the password is displayed in container server 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 container server to the user selected from the list. If you have any recipes for this container server, you will...
Container Server Backups

OnApp supports normal backups for Container Servers. Normal backups contain all the information stored on a server's disk. If you have switched on incremental backups for the cloud, normal backups will still be made for container servers. For detailed information on backups refer to Virtual Server Backups.

View Container Server Backups

To view the list of container server's backups:

1. Go to your Control Panel's Container Servers menu.
2. Click the label of the required container server.
3. Click the Backups tab, then select Images. Images are full backups of container server disks.
4. On the screen that appears, you'll see a list of container server backups.
5. Click the label of the required container server backup to see the following tools - restore backup, delete backup and add/edit note.

Take Container Server Disk Backups

To back up an container server disk:

1. Go to your Control Panel's Container Servers menu.
2. Click the label of the server you want to back up.
3. Click the Storage tab and select Disks. You'll see a list of the disks allocated to that container 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 and delete them.
   - To make a backup, click the Take a Backup button at the end of the list. If required, you can add a note to a new backup. You can also select Force Windows Backup.

   This option for Windows servers is designed as a last resort, when the backup cannot be taken due to NTFS file system problems.
   Switching on 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.

Restore Container Server Backup

To restore a backup:

1. Go to your Control Panel's Container Servers menu.
2. Click the label of the required container server.
3. Click the Backups tab, then select Images.
Delete Container Server Backup

To delete a backup:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the required container server.
3. Click the **Backups** tab, then select **Images**.
4. On the screen that appears, click the **Actions** icon next to the backup you want to remove and choose **Delete**.

Add Container Server Backup Note

To add/edit container server backup's note:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the required container server.
3. Click the **Backups** tab, then select **Images**.
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**.

Container Server Backup Schedules

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

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

OnApp supports only normal backups for container servers, which include all the data from from the server's disk.

View Container Server Backup Schedules

To view the list of backup schedules for a container server:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container 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** - the disk for which the schedule was created
   - **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
Create Container Server Backup Schedule

To add a backup schedule:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container 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.
7. Click the **Save** button to finish.

Edit Container Server Backup Schedule

To edit a backup schedule:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container 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.
7. Click the **Save** button to finish.
Delete Container Server Backup Schedule

To delete a backup schedule:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container 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**.

Container Server Networks

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

Configure Container Server Network Interface

The **Networking > Network Interfaces** menu shows the virtual network interfaces allocated to this container server. Network interfaces join the physical network to the container server.

When you create a container 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 container server's primary network interface.

To see the list of all network interfaces allocated to the container server:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the 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 **Container Servers** menu.
2. Click the label of the 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 container 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 container 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 container 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.

Rebuild Container Server Network

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

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of a required 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 container server shutdown type.

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

5. Move the **Required Startup** slider to the right to start up a container server when you're rebuilding network of a powered off server.

6. Click the **Rebuild Network** button.

---

### Set Container Server Firewall Rules

With OnApp you can set firewall rules for the network interfaces of container 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 container server:

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

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

You can set the following:

- **add a specific firewall rule** - you can configure a firewall rule with specific parameters (source, destination port, protocol type etc.)
- **set default firewall rules** - you can set default firewall rules for an entire network interface

#### Add a specific firewall rule

To configure a firewall rule:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the servers 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.
      i. **Leave the empty field to apply this rule to all IPs**
      ii. **Enter hyphen-separated IPs to apply the rule to an IP range (e.g. 192.168.1.1-192.168.1.10)**
      iii. **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.
      i. **Leave the empty field to apply the rule to all ports**
      ii. **Enter colon-separated ports to apply the rule to a port range (e.g. 1024:1028)**
      iii. **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 container server, 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 the last column.

---

### Default firewall rules

To set default firewall rules for a network interface:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server for which you want to configure a firewall rule.
3. Click the **Networking** tab, then click **Firewall**.
4. On the page that appears, go to Default firewall rules section.
5. Choose ACCEPT or DROP command next to the network interface and click **Save Default Firewall Rules**. The rule will be saved in the UI, but the transaction won't be started until you click the **Apply Firewall Rules** button.

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 container server from the console, the firewall rules for this container server will be lost, and you will need to update the firewall rules again.

Protocols:
For IPv4, only the ICMP, IPv6-ICMP, TCP, UDP, DCCP, SCTP protocols are available by default. However, if required, you can enable other protocols for IPv4.

1. Go to the `/onapp/interface/config/network_protocols.yml` file.
2. The list contains all protocols available (IPv4). Set 'true' for the required protocols.
3. Restart `httpd` by running one of the following commands:

```
$ service httpd restart
```

or

```
$ /etc/init.d/httpd restart
```

4. The protocols you have enabled are now available at **Control Panel > Container Servers > Label > Networking** tab > **Firewall** while adding new firewall rules.

The following protocols can be enabled in the `/onapp/interface/config/network_protocols.yml` file:
Container 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 container server:

1. Go to your Control Panel’s Container Servers menu.
2. Click the label of the server you’re interested in.
3. Click the Networking tab > IP Addresses.
4. Click the Allocate New IP Address button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the container server will be available). The IP Address will be allocated automatically.
6. 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 container server, but only one container 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 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 container server:

1. Go to your Control Panel’s Container 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 with Reboot option if you want to reboot a container server and rebuild the network immediately after deleting the IP address. After choosing the Delete with Reboot option you will be redirected to the container server’s Overview page.
   - Choose Delete without Reboot option if you don’t want to reboot a container server. In this case to apply the changes, you will have to the reboot the container server additionally.

You can’t delete an IP address that is in use.
Display Network Speed for Network Interfaces on Container Server Page

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

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

Edit Container Server Network Speed

To edit a container server’s network speed:

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

Container Server Disks

Container server storage is provided by disks. A disk is a partition of a data store that is allocated to a specific container server. Disks can be assigned as standard or swap disks. 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 container servers are managed through the Control Panel’s Container Servers menu, where you can:

- See the list of disks allocated to this container server
- Add a new disk
- Resize a disk
- Migrate a disk
- Check disk usage statistics (IOPS)
- Delete a disk

Do not create multiple partitions on one disk for container 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 container server associated with it. If required, create additional disks instead.

Add Disks to Container Servers

Adding a disk to a container server will require that server should be rebooted. If a container 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 container server:

1. Go to your Control Panel’s Container Servers menu.
2. Click a container 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.
- 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 Mounted slider to the right if the disk should be added to FSTAB.
- 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:

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.
Indicate the file system - ext3 or ext4.
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 container 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.
- When you add a new disk to a container server, it automatically becomes available to that server.

Edit Container 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 container server.

You can only increase the size of container server disks.

To change disk size:
1. Go to your Control Panel's Container Servers menu.
2. Make sure your container 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.

If you start Disk Resize transaction and then decide to cancel it, you will get the warning message. Click Proceed if you are sure that the resize is no longer in progress. Otherwise stopping Disk Resize transaction can be a dangerous operation and side effects can include file system corruption.

**New disks**

For new disks - those which were added after the container server was created - you can edit the following:
- Label
- Size
- Require Format
- Mounted
- Mount Point
- File System

Migrate Container Server Disks

You can migrate disks of your container servers to other data stores, which are allocated to the same Compute resource. Unlike Container Server migration – disk migration requires reboot of the container server.

To migrate a disk:
1. Go to your Control Panel's Container Servers menu.
2. Make sure your container server is powered off, then click its label to open its details screen.

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

### Delete Container Server Disks

To delete a disk:

1. Go to your Control Panel's **Container Servers** menu.
2. Make sure your container 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 container server shutdown type.
6. Move the **Required Startup** slider to the right to start up the container server automatically after the network is rebuilt.

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

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

This will schedule the "destroy disk" transaction.

---

### Container Server Statistics

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

- **Container Server CPU Utilization**
- **Container Server Billing statistics**
- **Interface Usage**
- **Container Server Disk IOPS Statistics**

#### Container Server CPU Utilization

OnApp tracks CPU usage for container servers and generates charts that help analyze container server performance. The charts show the total CPU usage for all the cores of this particular container 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 **Container Servers** menu.
2. Click the label of the container 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 container server takes, go to your Control Panel's **Container Servers** menu and click the label of the container server you're interested in. On the screen that appears, the CPU(s)/Shares parameter displays the amount of CPU resource given to this container server.
**Container Server Billing Statistics**

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

When generating billing statistics, OnApp takes the last state of the container server during the hour. For example, if a container server was turned on at 6:15 and turned off at 6:59 it will be considered as being off for the whole hour and its resources will be billed according to the OFF prices set in the billing plan. However, the container server’s disk and network interface usage can still be billed in case the container server was on during that hour.

To view billing statistics for a container server:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the server you're interested in.
3. Click the **Overview** tab > **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 container server 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 container server owner. Click the owner name to see the User Profile (user details)
   - **Virtual Servers** – the container server name with the total due for container server 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 container server 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 container server with the total due for the "data_read", "data_written", "reads_completed", "writes_completed" resources for particular disk. The charges for the disk size resource are included into the Costs column.
   - **Costs** – the total due for the Container 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).

**Container Server Network Interface Statistics**

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

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you’re interested in.
3. Click the **Networking** tab > **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.

**Container Server Disk IOPS Statistics**

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

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you're interested in.
3. Click the **Networking** tab > **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.
1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you're interested in.
3. Click the **Storage** tab > **Disks** tab.
4. Click the **Actions** button next to the required disk, and then choose **IOPS**.
5. There are four tabs 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.

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**Container Server Integrated Console**

OnApp includes an integrated VNC console that gives users direct access to their container servers through the OnApp Control Panel, if their user role permits. Administrators can access all container 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 container server VNC console via the Control Panel interface:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container 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 is 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.

---

**Container Server Transactions and Logs**

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

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

To view transactions for a container server:

1. Go to your Control Panel's **Container Servers** menu.
2. Click the label of the container server you're interested in.
3. The details screen for that container 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:

- **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.

**Container Server Recipes**

To manage container server recipes:

1. Go to your Control Panel's **Container 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 container server recipes to the following events:

- **VS provisioning** - run the recipe during container server 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 container server disk
- **VS resize** - run the recipe when resizing a container server

**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.

**Container Server Recipe Custom Variables**

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

To create a new custom variable:

1. Go to your Control Panel's **Container Servers** menu.
2. You'll see a list of all container servers in your cloud. Click the name of a server for which you want to create a variable.
3. On the container 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 container servers. Note: container server custom variables will always overlay template custom variables.

## 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.

## View Load Balancers

In the Control Panel's Load Balancers section you can find the list of load balancer and autoscaling clusters in your cloud with their details.

### View Load Balancers

To view the list of load balancers in your cloud go to your Control Panel's **Load Balancers** menu. The page that loads shows the following details of your load balancers:

- **OS** - the OS on which the load balancer is based
- **Label** - the name of the load balancer. Click the label to see the load balancer details.
- **IP Addresses** - IP addresses assigned to the load balancer
- **Disk Size** - disk size assigned to the load balancer in GB
- **RAM** - RAM assigned to the load balancer in GB
- **Nodes** - the number of nodes in the load balancer
- **Compute Resource** - the label of compute resource with which load balancer is associated
- **Power** - whether the load balancer is powered ON or OFF. Click the on/off buttons to change the status.
- **Actions icon** - click the icon for the quick access to the list of load balancer actions

If you are viewing the load balancers list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click **Apply**. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the load balancers list. You can always alter your column selection later.
View Load Balancer Details

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.

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
- 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):

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.

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 an LB cluster:
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:

### On this page:
- Configuration
- Cluster Nodes

### 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.

### 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.

### 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 Autoscaling Cluster
- Edit Load Balancer
- Delete Load Balancer

---

**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.**

---

**See also:**
- Create Load Balancer Cluster
- Edit Load Balancer
- Delete Load Balancer
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**.

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.

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.

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.

## 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.

## 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.

## 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).

## 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**
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.

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.

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 Compute resources to one Compute zone.

Compute resources have types which they inherit from the zone to which they belong. These types also define the type of resources (data stores, networks and backup servers) that can be associated with a compute zone or compute resource. Compute resources can be later moved from one compute zone to another, but the zones should be of the same type. For more information refer to Zone Types. The table below demonstrates the available compute zone types for different compute resources:

<table>
<thead>
<tr>
<th>Compute Resource Type</th>
<th>Compute Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xen</td>
<td>Virtual</td>
</tr>
<tr>
<td></td>
<td>Baremetal</td>
</tr>
<tr>
<td>KVM</td>
<td>Virtual</td>
</tr>
<tr>
<td></td>
<td>Smart</td>
</tr>
<tr>
<td>VMware</td>
<td>Virtual</td>
</tr>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
</tbody>
</table>

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.

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 Details.
- 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
## 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>KVM 7</th>
<th>vCloud Director</th>
<th>AWS</th>
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</thead>
<tbody>
<tr>
<td><strong>Provisioning</strong></td>
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<td>N</td>
<td>CentOS 6 64bit (roadmap)</td>
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<td>CentOS 6 64bit</td>
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<td>Y</td>
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<td>see VMware VS Snapshots</td>
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<td>Cold migration</td>
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<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>VMware utilizes vMotion to ensure that the VSs are optimally placed on the Compute resources</td>
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<td>Disk hot attachment / detachment</td>
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<td>Available for Linux VSs (Virto templates)</td>
<td>Available for Linux VSs (Virto templates)</td>
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<td>Available for Linux VSs. FreeBSD - increase only is available. Disk resize is not available for primary FreeBSD disks. Disk size decrease is not available for Integrated Storage.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk resize is not available for primary FreeBSD disks. Disk size decrease is not available for Integrated Storage.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk resize is not available for primary FreeBSD disks. Disk size decrease is not available for Integrated Storage.</td>
<td>Y - increase only. Reboot is required.</td>
<td>Y - cold</td>
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<td>Ballooning release resource type for Compute zones</td>
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<td>Y</td>
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<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</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:**
*** At least one IPv4 address must be allocated to a virtual server's primary network interface, as some applications do not support IPv6.

**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.

**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.

**vCD Compute Resources**

VCloud Director 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 information on vCloud Director components in OnApp, refer to one of the following sections:

- Catalogs
- Orchestration Models
- vApps
- vApp Templates
- Edge Gateways
- NAT Rules
- Organization Networks
- VPN Service
- Resource Pools
- Firewall Rules
- vCD Supported Functionality
- vCD Implementation Details
- vCD Virtual Servers
- Users
- User Groups (Organizations)
- vApp Networks
- External Networks
- Storage Policies
- Company Billing Plans
- Company Payments
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
  - Cores
  - Used
  - Available
  - MHZ
- RAM
  - Total
  - Free

Click the Compute resource's label to view the list of virtual servers controlled by that Compute resource.

If you are viewing the compute resources list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click Apply. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the compute resources list. You can always alter your column selection later. Note that by default the VS, Used and MHZ columns are not visible in the table on narrow screens.

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:
   - OS
   - Label
   - Type - VS (virtual server), AS (application server), Fed VS (federated virtual server) etc.
   - VIP
   - IP Addresses
   - Disk size
   - RAM
   - Backups
   - User
   - Power
   - Actions
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.

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.

   - **Power Cycle command**

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.

### 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
   
   s mount /dev/sda1 /onapp/backups
   
   mount /dev/sda2 /onapp/templates

2. If your 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

---

**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.

### 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.

### The List of Available Applications

Below you can find the full list of applications available for deployment using application server.

#### Forums

- phpBB
- Simple Machines Forum
- MyBB
- Advanced Electron Forums
- Vanilla
- PunBB
- XMB
- FluxBB
- Phorum
- bbPress
- FUDforum
- miniBB
- Beehive
- my little forum
- ElkArte

#### Blogs

- WordPress
- Open Blog
- Serendipity
- Dotclear
- b2evolution
- Textpattern
- Ghost
- Nibbleblog
- LifeType
- Pixie
- Nucleus
- Chyrp
- eggBlog
- PivotX
- Movable Type
- FlatPress
- HTMly

#### CMS

- Joomla 2.5
- Joomla
- Drupal 7
- Drupal
- PHP-Fusion
- Concrete5
- MODX
- CMS Made Simple
- Open Real Estate
- e107
- Xoops
- Zikula

#### E-commerce

- AbanteCart
- PrestaShop
- OpenCart 1.5
- Magento
- WHMCS
- CubeCart
- osCommerce
- Open eShop
- Loaded 7
- Zen Cart
- OpenCart
- TheHostingTool

---

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
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- Drupal 6
- Website Baker
- PHP-Nuke
- ocPortal
- Subrion
- Typo3 45
- Pligg
- PyroCMS
- Typo3 6
- Typo3
- Tiki Wiki CMS Groupware 9
- Contao
- Mambo
- Geeklog
- SilverStripe
- sNews
- jCore
- ImpressPages
- ProcessWire
- Quick.CMS
- Monstra
- Redaxscript
- ImpressCMS
- phpcms
- Silex
- Sitemagic CMS
- Mahara
- SiteCake
- Fork
- Saurus
- Jamroom
- Pimcore
- Tiki Wiki CMS Groupware
- Bolt
- Microweber
- razorCMS
- SeoToaster CMS
- Pluck
- Kirby
- Croogo
- Hotaru CMS
- Fiyo CMS
- Concrete5 5.6
- Cotonti
- Zenario
- Anchor
- appRain
- ClipperCMS
- CMSimple
- Typesetter
- Bludit
- GRAV
- Open Business Card
- PopojiCMS
- PluXml
- Precurio
- Koken

Social networking
- Dolphin
- Oxwall
- Jcow
- Elgg
- Open Source Social Network
- Beatz
- pH7CMS
- Etano
- PeoplePods
- Family Connections

Educational
- Moodle 2.8
- Chamilo
- Claroline
- eFront
- Moodle 2.0
- Moodle 2.6
- DoceboLMS
- Dokeos
- Moodle
- TCExam
- ATutor
- TomatoCart
- BoxBilling
- Avactis
- LiteCart
- Quick.Cart
- X-Cart
- SimpleInvoices
- ShopSite
- CS-Cart
- Open Source Point of Sale
- AlegroCart
- Axis
- Blista
- phpCOIN
- PrestaShop 1.4
- SeoToaster Ecommerce
- Thelia 2
- Zeuscart
- Invoice Ninja
- ClientExec
- Shopware
- Arasita
- Magento
- InvoicePlane
- Magento 1.8
- PEEL SHOPPING
- SurfShopCART
- osCmax
- Logic Invoice
- Magento 2
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Video
- ClipBucket
- VidiScript
- videoDB
- CumulusClips
- Prismotube
- Express Ampache

Admanager
- OpenClassifieds
- Prosper202
- OSClass
- Revive Adserver
- GPixPixel

Galleries
- Gallery
- Piwigo
- Coppermine
- Zenphoto
- TinyWebGallery
- phpAlbum
- 4images
- Picasa
- Plogger
- iGalerie
- Gallery 2
- Lychee

Projectman
- qdPM
- Feng Office
- eyeOS
- Collabtive
- dotProject
- ProjectPier
- Mantis Bug Tracker
- The Bug Genie
- PHPProject
- TaskFreak
- todoyu
- Flyspray
- phpCollab
- Traq
- SiteDove
- Admidio
- Eventum
- Trac
- Burden
- Rukovoditel
- WebCollab
- ZenTao
- Bugs
- TestLink

Files
- ownCloud
- ProjectSend
- PHPfileNavigator
- Pydio
- eXplorer
- Arfooo
- LetoDMS
- OpenDocMan
- eSyndiCat
- MONSTA Box

Wikis
- MediaWiki
- DokuWiki
- PmWiki
- WikkaWiki
- MediaWiki 1.19

Frameworks
- CodeIgniter
- Laravel
- yii
- Bootstrap
- Zend
- CakePHP
- Symfony2
- Kohana
- Symfony
- Smarty
- PHPDevShell

Mail
- Roundcube
- phpList
- WebMail Lite
- SquirrelMail
- poMMo
- Webinsta Maillist
- OpenNewsletter
- ccMail
- Dada Mail
- Postfix Admin
- RainLoop Webmail
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Customer support

- Vision Helpdesk
- osTicket
- HESK
- Mibew Messenger
- Help Center Live
- phpOnline
- Live helper chat
- iQDesk
- Crafty Syntax
- Trellis Desk
- phpMyFAQ
- ExpPHPDesk
- Maian Support
- HelpDeskZ
- HelpDEZk
- Support Incident Tracker
- Faveo Helpdesk

ERP

- Vtiger
- Dolibarr
- SugarCRM
- FrontAccounting
- OrangeHRM
- EPESI
- EGroupware
- X2CRM
- Zurmo
- Group Office
- Tine 2.0
- SuiteCRM
- webERP
- EspoCRM
- OpenBiz Cubi
- YetiForce CRM

DBtools

- SIDU
- phpMyAdmin
- MyWebSQL
- Adminer
- SQLiteManager
- Chive
- phpLiteAdmin
- RockMongo
- Vly

Music

- kPlaylist
- Podcast Generator
- AmpJuke
- Impleo

Polls

- LimeSurvey
- Piwik
- LittlePoll
- phpESP
- Aardvark Topsites
- Advanced Poll
- EasyPoll
- Simple PHP Poll
- Open Web Analytics
- CJ Dynamic Poll
- Logaholic
- Little Software Stats

Guestbook

- Advanced Guestbook
- Lazarus
- BellaBook
- phpBook
- PHPKode Guestbook
- VX Guestbook
- RicarGBooK
- PHP Address Book

Calendars

- WebCalendar
- Booked
- phpcalendar
- ExtCalendar
- LuxCal

Games

- BlackNova Traders
- Shadows Rising
- Multiplayer Checkers
- Word Search Puzzle

RSS

- Microblog
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- Gregarius
- Tiny Tiny RSS
- Feed On Feeds
- selfoss
- SimplePie

Others
- Seo Panel
- phpFreeChat
- WeBid
- YOURLS
- SLiMS
- phpLD
- phpFormGenerator
- Form Tools
- SPIP
- Question2Answer
- Soholaunch
- Open Journal Systems
- PASTE
- ArticleSetup
- jobberBase
- PHP QR Code
- Privacy Policy Generator
- PhpGedView
- Codid
- Hablator
- webtrees
- wallabag
- GLPI
- JoobsBox
- InfiniteWP
- PHPWeby
- Mautic
- OpenBiblio
- Open Conference Systems
- phpDocumentor
- XCloner
- Commentics
- u-Auctions
- SVNManager
- AJAX Chat
- XMS
- Brushtail
- BlaB
- Agora-Project
- Open Monograph Press

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:
   - application name - the name of application installed on this application server
   - software version - the version of application software
   - software URL - this URL is a link to application itself
   - Admin URL - this URL is a link for administrator, where he can enter credentials to log into application
   - Actions - click the Actions icon to perform the following procedures with the application:
     - backup application
     - remove application

There is one more possibility 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. On the screen that appears, under statistic data, you can see the list of all applications, deployed on this application server.

**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**

   **Popular Applications**

   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.

6. Click **Proceed**.

7. 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. Only lowercase letters can be used. (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

8. 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.

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.

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.

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:
   - application name
   - size
   - software version
   - software URL
   - Backup note
   - Actions (restore, remove)

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.

**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.

**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.

**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
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 (name_IP address)
   - **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

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.

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.

Manage Domains

You can add domains to resolve the application server IP address. You can view, create and delete application domains.

See also:

- **Applications** - the information on managing applications
- **Application Backups** - the information about application backups
- **Application Servers** - the information on managing application servers
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

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:
     - Application - choose application-based path from the drop-down menu
     - Addon - enter domain path manually
     - Parked - /home/onapp/public_html directory is chosen by default
6. Click the Submit button.

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.

Manage Databases

Starting with OnApp 5.0 version, you can create and manage databases available for your Application Server.

Ensure that See all application servers or See own application servers permission is on before managing databases. For more information about permissions refer to the List of all OnApp Permissions section of this guide.
View Databases and Database Users

If you want to see the list of databases available for your Application Server, you can view it at OnApp Control Panel.

To view a database list:
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 > Databases.
4. On the screen that appears, you will get the list of databases together with their:
   - **Database name** - the name of a database
   - **Users** - the names of users, assigned to the database
   - **Actions icon** - the actions you can perform with the database (Privileges, Remove).

To view the list of database 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 > Databases.
4. Click the Database Users tab.
5. On the screen that appears, you will get the list of database users together with their:
   - **User name** - the name of a user
   - **Actions icon** - the actions you can perform with the database users (Change password, Remove).

Create Database

You can create database available for your Application Server.

To create a database:
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 > Databases.
4. On the screen that appears, press “+” button.
5. Complete the creation form:
   - **Database name** - specify database name
6. Click the Submit button.

Create and Manage Database Users

You should create a user, who will be able to manage a database.

To create a database 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 > **Databases**.
4. On the screen that appears, click the **Database Users** tab and press “+” button.
5. Complete the creation form:
   - **Name** - specify database user's name. The length of the name should not exceed 11 characters.
   - **Password** - specify password for the database user
6. Click the **Submit** button.

You can also change database user password or delete database user.

**To change database user password:**

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 > **Databases**.
4. On the screen that appears, click the **Database Users** tab.
5. Click the **Actions** icon next to the specific database user and click **Change password**.
6. Enter new password and click the **Submit** button.

**To delete database 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 > **Databases**.
4. On the screen that appears, click the **Database Users** tab.
5. Click the **Actions** icon next to the specific database user and click **Remove**.
6. Confirm deletion by clicking the **Remove** button.

---

**Assign User and Set Privileges for Database**

After user creation you should assign the user to a database and set privileges (permissions) for the database. For example, the assigned user can create temporary tables, execute, drop, lock tables in the database.

**To assign a user and set privileges for a database:**

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 > **Databases**.
4. Click the **Actions** icon > **Privileges** next to the database you're interested in.
5. Click the “+” button to assign a user to the database. On the screen that appears, set the following:
   - **User** - chose the user from the drop-down list.
   - **Privileges** - tick the checkbox next to a privilege which you want to assign to the user. Tick the checkbox “All” if you want to chose all privileges.
   - **Host** - chose a host ( local host or any host) from the drop-down list. I You can also chose "Use text field" and specify the host name in a blank field.
6. Click the **Submit** button.

**Edit Users, Assigned to Database**

If you want to change a set of privileges, given to a specific user, you can edit it.

**To change privileges of a user, assigned to a database:**

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 > **Databases**.
4. Click the **Actions** icon > **Privileges** next to the database you're interested in. You will get a list of users, assigned to this database.
5. Click the **Actions** icon> **Change Privileges** next to the user you're interested in.
6. Tick the checkbox next to a privilege which you want to assign to the user. Tick the checkbox “All” if you want to chose all privileges.
7. Click the **Submit** button.

If you do not want a specific user to manage a database, you can unassign user from the database.

**To unassign user from a database:**

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 > **Databases**.
4. Click the **Actions** icon > **Privileges** next to the database you're interested in. You will get a list of users, assigned to this database.
5. Click the **Actions** icon > **Unassign** next to the user you're interested in.
6. Confirm unassignment by clicking the **Remove** button.

**Remove Database**

If there is no need to use a specific database anymore, you can delete it.

**To delete a database:**

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 > **Databases**.
4. Click the **Actions** icon > **Remove** next to the database you're interested in.
5. Confirm deletion by clicking the **Remove** button.

**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.

**See also:**

- **Applications** - the information on managing applications
- **Application Backups** - the information about application backups
- **Application Servers** - the information on managing application servers
- **System Applications** - the information on API for managing system applications

---

**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
**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**.

**Manage Email Accounts**

Now you can create an email account for your **domains**. Also the email server deployment is needed before creating email accounts.

To view email accounts for your application servers:

1. Go to your **Application server > Applications > Email Accounts**.
2. You will get the list of email accounts with their details:

   3. You can filter email accounts for a specific domain by choosing it from the drop-down menu and clicking the **Apply** button.

      - **Space** - the disk space amount (in KB), occupied by email
      - **Count** - the number of email messages
      - Clicking the **Actions** icon will show actions which you can perform with the email account (remove)

If email server is not deployed, you will get a warning with the link to System apps, where you can download email services.

**Deploy Email Server**

To install email services:
1. Go to your Application server > Applications > System Apps.
2. Click the download button for Dovecot and Exim system apps.

When these system apps are downloaded, you can proceed to email account creation.

Create email account

To create an email account:
1. Go to your Application server > Applications > Email Accounts.
2. Click the + button and fill in the following:
   - User - add text, which will be the part of the email account before the @ symbol
   - Domain - choose a domain from the drop-down list
   - Password - create a password for this email account
   - Confirm password - repeat the password to confirm it
3. Click the Add new Email Account button.

Remove email account

To remove an email account:
1. Go to your Application server > Applications > Email Accounts.
2. Click the Actions icon next to the email account you want to delete and press Remove.
3. Confirm the deletion.

Manage Services

Now you can manage pre-installed services, available on your application server. You can view the list of services, start, stop or restart it.

On this page:
- View services
- Start/Stop/Restart services

See also:
- Application Servers - the information on managing application servers
- Applications - the information on managing applications

View services

To view services of your application server:
1. Go to your Application server > Applications > Services.
2. You will get the list of services together with their details:
   - Name - the name of the service
   - Service name - the name of the service in the system
   - Status - the service status (running, stop)
   - Clicking the Actions icon will show actions which you can perform with
Start/Stop/Rестart services

To manage services:

1. Go to your Application server > Applications > Services.
2. Click the Actions icon next to the service you want to manage and press Start, Stop or Restart.
3. The corresponding transaction will be fulfilled.

vCloud Director

This section provides information on how you can manage vCloud Director functionality imported into OnApp:

- Catalogs
- Orchestration Models
- vApps
- vApp Templates
- Edge Gateways
- NAT Rules
- Organization Networks
- VPN Service
- Resource Pools
- Firewall Rules

For other vCloud Director components in OnApp, refer to one of the following sections:

- vCD Supported Functionality
- vCD Implementation Details
- vCD Virtual Servers
- Users
- User Groups (Organizations)
- vApp Networks
- vCloud Director External Networks
- vCloud Director Storage Policies
- Company Billing Plans
- Company Payments

Create and Manage Catalogs

A vCloud Director catalog is a container for vApp templates and media files. Users can access vApp templates and media files that they own or that are shared with them.

In vCloud Director there is a possibility to make a catalog public. When catalog is public all organizations will see the catalog to deploy vApps from. Administrators can access a published catalog and copy its vApp templates to a catalog in their organization. They can then share the
organization catalog with other members of their organization so that they can use the vApp templates and media files.

OnApp provides an ability to import vApp catalogs from vCloud Director and use them for vApp creation.

You can create or delete a vApp catalog via the OnApp Control Panel. The action will be synchronized with vCloud Director and a new catalog will be created or deleted in vCloud Director. Also you can save a vApp to a catalog as a vApp template.

**On this page:**
- View Catalogs
- Create Catalog
- Delete Catalog
- View Media Library
- Add file to Media Library

**View Catalogs**

To view your list of vApp catalogs:

1. Go to your Control Panel > Catalogs menu.
2. On the screen that appears, you will see the catalogs imported from the vCloud Director and their details:
   - **Label** - the name of the catalog
   - **User group** - the organisation, to which the catalog is assigned
   - **Published** - whether this catalog is published or not. A ![icon](image) appears next to catalogs that are published, i.e. shared between all organizations. An ![icon](image) appears next to catalogs that are shared only between certain organizations or users.
   - **Actions** - processes which you can perform with the catalog which is not published (delete and update). By **Update** button you will be redirected to the vCD user interface, where you can update the catalog.

Click the catalog label to view the list of assigned templates. By clicking the **Edit** icon you will be redirected to the vCD user interface, where you can edit the catalog.

**Create Catalog**

To create a new vApp catalog:

1. Go to your Control Panel **Catalogs** menu.
2. Click the **New Catalog** button.
3. Set the following parameters:
   - **Label** - specify the label of a new catalog
   - **User Group** - choose the organization, this catalog will be added to
   - **Resource Pool** - choose the resource pool, this catalog will be assigned to
   - **Data Store** - choose the data store, this catalog will be assigned to

4. Click the **Submit** button.

**Delete Catalog**

To delete a vApp catalog:
1. Go to your Control Panel **Catalogs** menu.
2. Click the **Actions** button next to the catalog you want to delete and click **Delete**.
3. Confirm the deletion.

---

**View Media Library**

Media library is a part of catalog, which contains different file types for their further usage.

- Currently only ISO files can be uploaded to Media library.
- Ensure that the Media permissions are on before enabling this option. For more information refer to the Permissions section of this guide.

To view Media library:

1. Go to your Control Panel **Catalogs** menu.
2. Click the label of a catalog you are interested in. You will see the catalog details (label, user group, amount of vApp templates and media files which this catalog contains).
3. Click the **Media** tab.
4. You will see the list of available media files together with their details:
   - **Label** - the name of media file
   - **Status** - the status of media file
   - **Image type** - the type of media file (ISO)
   - **Resource Pool** - the label of resource pool where media file is stored
   - **Size** - the size of media file
   - **Created on** - the date of media file creation
   - **Actions** - you can either edit media file (change label) or delete file

   You can attach an ISO file from the media library to the VS. For details refer to the Manage vCloud Director VSS section of this guide.

---

**Add file to Media Library**

To add file to Media library:

1. Go to your Control Panel **Catalogs** menu.
2. Click the label of a catalog you are interested in. You will see the catalog details (label, user group, amount of vApp templates and media files which this catalog contains).
3. Click the **Media** tab. You will see the list of available media files together with their details.
4. Click the "+" button in the upper right corner of the section or the **Upload Media** button.
5. Enter a name for the file you wish to upload and click **Next**.
6. Click the **Choose file** button and indicate the path from where the file will be uploaded. You can add only one file at a time.
7. Click the **Upload** button to add the file or click **Cancel** to select another file.
8. Click **Submit** to finish the process.

---

**Create and Manage Orchestration Models**

vCloud Director orchestration models let you provide your customers with a ready environment...
which they can use to deploy virtual servers. The administrator creates and deploys orchestration models. In their turn, customers receive a vCloud Director environment with configured resource pool(s), network(s) and data store(s). This page describes how you can add orchestration models using OnApp.

Using OnApp you can view create, deploy and delete orchestration models. When you deploy an orchestration model you create a new vCD on the vCloud Director side. CPU, memory, network and data store resources associated with the new vCD will be configured according to the parameters you set during orchestration model creation and deployment.

To view orchestration models, go to the Control Panel > Orchestration Models in the vCloud Director section. The page that loads shows the list of orchestration models with their labels and the particular vCloud Director to which each template is associated.

Click the vCloud Director label next to the template you are interested in to view the details of the vCloud Director compute resource associated with it.

Click the label of a orchestration model to view its details

### Properties
- **Label** - the name of the orchestration model
- **Compute Resource** - the compute resource associated with the orchestration model
- **Provider vdc** - select from the drop-down list the provider vDC that will be used when an organization vDC will be deployed from the orchestration model.

### Compute Options
- **Vdc model type** - the resource pool type: Allocation Pool, Reservation Pool or Pay-As-You-Go

There are three types of resource pools:
- **Allocation Pool** - a percentage of the resources you allocate from the provider virtual datacenter are committed to the organization virtual datacenter. You can specify the percentage for both CPU and memory.
- **Pay-As-You-Go** - resources are committed only when users create vApps in the organization virtual datacenter.
- **Reservation Pool** - all of the resources you allocate are immediately committed to the organization virtual datacenter.

The array of resources with the minimum, maximum and default values the end client can order and information on whether the end client can change and see the values. The parameters apply to a certain vDC model type selected previously. For details see the table below.

### Network Options
OnApp Cloud 5.4 Administration Guide

- **Default network** - the network pool for the selected compute resource
- **Deploy edge gateway** - whether an edge gateway will be deployed or not.
- **Edge gateway name** - the label for the new edge gateway. The default name is MyEdgeGateway. This field appears only when the Deploy edge gateway option is enabled.
- **Networks to create** - the networks that will be created during orchestration model deployment with their details:
  - **Default Name** - the label for the network
  - **Type** - the type of the network: direct, routed or isolated.
  - **Network Address** - the network address in "x.x.x.x/x" format.
  - **DNS** - DNS for the network.

**Storage**

- **Enable thin provisioning** - whether thin provisioning is enabled
- **Enable fast provisioning** - whether fast provisioning is enabled
- **Data store option choices** - the settings for data stores:
  - **Label** - the name of the data store zone(s) in which data stores will be created during orchestration model deployment.
  - **Minimum** - the minimum data store size (GB) that can be requested during orchestration model deployment
  - **Maximum** - the maximum data store size (GB) that can be requested during orchestration model deployment
  - **Default** - the default data store size (GB) that will be set during orchestration model deployment. If the data store options are not set as customizable and/or visible, the default data store size will be applied during orchestration model deployment.
  - **Customizable** - whether the data store size can be altered during orchestration model deployment
  - **Visible** - whether the data store zone will be listed during orchestration model deployment. If the data store zone is not visible, a data store will still be created in it.

Create orchestration model

To create a orchestration model, go to **Control Panel > Orchestration Models** in the vCloud Director section and click **New orchestration model**. On the page that loads fill in the form:

**Properties**

- **Label** - the name of the orchestration model
- **Compute Resource** - select the compute resource associated with the orchestration model from the drop-down list
- **Provider vdc** - select from the drop-down list the provider vDC that will be used when an organization vDC will be deployed from the orchestration model.

**Compute Options**

- **Vdc model type** - select the resource pool type: Allocation Pool, Reservation Pool or Pay-As-You-Go.

There are three types of resource pools:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Allocation Pool</th>
<th>Reservation Pool</th>
<th>Pay-As-You-Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU Allocation (GHz)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU Resource Guaranteed (%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU Quota (GHz)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vCPU Speed (GHz)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**VDC Properties** - for the array of resources specify the minimum, maximum and default values the end client can order and whether the end client can change and see the values. The parameters shown depend on the vDC model type selected previously:

- **VDC Properties** - for the array of resources specify the minimum, maximum and default values the end client can order and whether the end client can change and see the values. The parameters shown depend on the vDC model type selected previously:
Network Options

- **Default network pool** - choose a network pool for the selected compute resource from the drop-down list
- **Deploy edge gateway** - move the slider to deploy an edge gateway. If an edge gateway is not deployed, you will not be able to configure routed networks within the orchestration model.
- **Edge gateway name** - fill in the label for the new edge gateway. The default name is MyEdgeGateway. This field appears only when the **Deploy edge gateway** option is enabled.
- **Create networks** - move the slider to create networks when the template is deployed. If you select to create networks, click the + button to add a new network(s). For each of the networks double-click the fields to provide the following details, some fields apply only to certain network types:
  - **Default Name** - the label for the network
  - **Type** - the type of the network: routed, isolated or direct networks. You can add routed networks only when the **Deploy edge gateway** option is enabled in the orchestration model.
  - **Network Address** - fill in the network address in “x.x.x.x/x” format.
  - **DNS** - DNS for the network.

Data Store Options

- **Enable thin provisioning** - move the slider to enable thin provisioning
- **Enable fast provisioning** - move the slider to enable fast provisioning

**Data store option choices** - fill in the settings for data stores. Click the + button to add a data store zone from the drop-down list. The list will contain data store zones associated with the compute resource you have selected. For each of the data store zones provide the following details (double-click the values to change):
  - **Minimum** - the minimum data store size (GB) that can be requested during orchestration model deployment
  - **Maximum** - the maximum data store size (GB) that can be requested during orchestration model deployment
  - **Default** - the default data store size (GB) that will be set during orchestration model deployment. If the data store options are not set as customizable and/or visible, the default data store size will be applied during orchestration model deployment.
  - **Customizable** - move the slider to select whether the data store size can be altered during orchestration model deployment
  - **Visible** - whether the data store zone will be listed during orchestration model deployment. If the data store zone is not visible, a data store will still be created in it.
  - **Use** - move the slider to select whether a data store will be created in this data store zone during orchestration model deployment

If orchestration model properties do not suit resources’ min/max criteria in company billing plan, then you will not be able to create this orchestration model.

Deploy orchestration model

To deploy a orchestration model:

1. Go to the **Control Panel > Orchestration Models** in the vCloud Director section.
2. Click the **Actions** button next the template you want to deploy and select **Deploy**.
3. On the page that loads, configure the resources assigned to the vCloud Director created from this vCD template:

   **General**
   - **User group** - select the organization with which the orchestration model will be associated
   - **Resource pool label** - enter a label for a resource pool that will be created after the template is deployed
**CPU Resources**

- **CPU allocation** - amount of CPU resources (GHZ) that will be allocated after the template is deployed
- **CPU guaranteed** - amount of guaranteed CPU allocation (%)
- **vCPU speed** - the vCPU speed that can be consumed after the template is deployed

**Memory Resources**

- **Memory** - the amount of memory (MB) that will be allocated after the template is deployed
- **Memory guaranteed** - amount of guaranteed memory allocation (%)

**Storage**

- **Default storage policy** - select the default storage policy
- **Set the disk size for the data stores that will be allocated after the template is deployed**

**Network**

- **Edge gateway uplink networks** - select one or several external networks
  
The networks that will be assigned to the newly created vCD with their details:
- **Default name** - the label for the network
- **Type** - the type of the network: routed, isolated or direct
- **Network Address** - the network address in "x.x.x.x/x" format
- **DNS** - DNS for the network

Click **Next** to proceed.

**Confirmation**

Review the details of the vCloud Director you are going to deploy.

If you are satisfied with the configurations, click the **Submit** button to deploy the orchestration model.

If you want to change any of the resources click the **Previous** button and make the necessary changes.

---

**Delete orchestration model**

To delete a orchestration model:

1. Go to the **Control Panel > Orchestration Models** in the vCloud Director section.
2. Click the **Actions** button next the template you want to remove and select **Delete**.
   
   You will be asked for confirmation before the template is removed.

---

**Create and Manage vApps**

A vCloud Director vApp consists of one or more virtual servers that communicate over a network and use resources and services in a deployed environment. A vApp can contain multiple virtual servers. To view the list of the current vApp functions you can perform in OnApp Control Panel refer to the **Supported Functionality** section of this guide.

This document provides the information on how you can manage the vApps imported from your vCloud Director.
To view all vApps in the cloud:

1. Go to your Control Panel's vApps menu to see an overview of all vApps in the cloud.
2. The page that loads will show the list of vApps together with their details:
   - **Name** - the name of the vApp
   - **User** - the owner of the vApp. Click the user name to see the owner details. The owner of the vApp can be changed in vCloud Director. These changes are synchronized with OnApp and can be seen in Control Panel > vApps menu.
   - **Resource pool** - the label of the resource pool of this vApp
   - **Number of virtual servers** - the number of virtual servers within the vApp
   - **Number of networks** - the amount of vApp networks associated with this vApp
   - **Power** - the power status of the vApp. Click the on/off buttons to change the status. After the vApp is created or imported, its status will be **Building**, until the creation/import process is finished. On the overview screen of a specific vApp, its status will be shown as **Pending**. The user cannot perform any actions to the pending vApp except for deleting it.
   - **Actions** - click the **Actions** button to perform one of the following processes on the vApp:
     - **Edit**
     - **Recompose**
     - **Add to Catalog**
     - **Spin up Network**
     - **Stop/Start**

**vApp Details**

Click the name of the vApp to view its details:

- **Name** - the name of the vApp
- **Status** - the status of the vApp. A vApp can have the following statuses:
  - FAILED_CREATION - the vApp could not be created
  - UNRESOLVED - the vApp is damaged and cannot be controlled by vCloud
  - RESOLVED - the vApp has been created but it does not contain VSs
  - SUSPENDED - the vApp has been suspended
  - POWERED_ON - all the VSs in the vApp are on
  - WAITING_FOR_INPUT - the vApp is waiting for user input
  - UNKNOWN - the vApp is in a state that is identified but is not known to the system
  - UNRECOGNIZED - the vApp is in a state that cannot be identified by the system
  - POWERED_OFF - all the VSs in the vApp are off
  - INCONSISTENT_STATE - the vApp is in an inconsistent state. This status appears when the vApp was edited from the vSphere associated with the vCD in which the vApp resides, therefore, the vSphere and vCD databases are not yet fully synchronized.
  - MIXED - the VSs in the vApp have different power statuses: some are on and some are off
- **Virtual servers** - the number of virtual servers within the vApp
- **Number of CPUs** - the number of CPUs used by the vApp
- **Virtual Servers** - the list of VSs associated with this vApp and their details. By pressing the "+" button you can recompose this vApp.
- **vApp Networks** - the list of vApp networks associated with this vApp and their details: label, status, network address. Click the **Actions** button to delete a vApp network. Removing the network will restart the vApp.
- **Activity log** - the list of log items associated with this vApp. Click the Ref number of a log item to view its details (data, action, status, initiator of transaction etc.)

Alternatively, you can access the details page of a particular vApp from the Overview page of a VS assigned to this vApp. To view the details of the vApp with which the VS is associated, click the **Tools** button on the VS Overview screen at Dashboard > Virtual Servers > label of the VS you are interested in > **Tools** > **Go to vApp**.
Create vApps

You can create a new vApp based on a vApp template stored in a catalog to which you have access. Alternatively, you can compose a new vApp using virtual servers from vApp templates, new virtual servers, or a combination of both.

You cannot add vApps when being logged in as a non vCloud Director user.

Deploy New vApp

To configure guest customization and recipes during vApp creation you need to have the Assign recipes to VS and Customize VS guest OS permissions.

To create a new vApp:

1. Go to your Control Panel’s vApps menu to see an overview of all vApps in the cloud.
2. Click the Deploy New vApp button. If a new vApp template is created and added to catalog in vCloud Director, it will be synchronized with OnApp. This vApp template will be added to the list of all vApp templates.
3. On the screen that appears, fill in the vApps creation form:

   **Step 1. vApp**
   - **Name** - specify the vApp label
   - **Resource Pool** - select the resource pool for the new vApp
   - **vApp Template** - select the vApp template
   - Click Next.

   **Step 2. VS Resources**
   Click the template to set the resources for the VS that will be created from this template:
   - **Label** - the name of VS
   - **CPU Cores** - use the slider to set the number of CPU cores
   - **Cores per socket** - set the number of cores per socket for the VS
   - **RAM** - use the slider to set the RAM for the VS
   - **Default Data Store** - choose the default data store from the drop-down list. If fast provisioning is not enabled for the previously selected resource pool, you can choose a different data store for the VS's disks.
   - **Data Store for Hard Disk 1** - choose a data store from the drop-down list. This option appears only if the selected resource pool has fast provisioning disabled. If you do not select a data store, the disk will be built on the default data store.
   - **Hard disk 1 Size** - set the size in GB
   - **NIC 0 Connection** - the network to which the NIC will be connected
   - Click Next to proceed.

   **Step 3. Guest Customization**
   Click the template to configure guest customization for the VS that will be created from this template:

   **General**
   - **Host Name** - VS's computer name
   - **Enabled** - whether guest customization is enabled for the VS or not. The computer name and network settings configured for this VS are applied to its Guest OS when the VS is powered on. Guest customization should be enabled if you want to configure recipes for this VS.
   - **Change SID** - this parameter is applicable for Windows VSs only and will run Sysprep to change Windows SID. On Windows NT, VCD uses Sidgen. Running sysprep is a prerequisite for completing domain join.
   - **Automatically Reboot** - enable this option if you want the VS to be automatically rebooted after guest customization settings are updated.

   **Password Reset**
   - **Allow Local Admin Password** - select whether the local admin password is allowed or not. This option should be enabled if
you want to configure recipes for this VS.
- **Auto Generate Password** - select whether the admin password is generated automatically or not.
- **Admin password** - enter the administrator password.
- **Automatically log on as Administrator** - if this option is disabled you will not be automatically logged into the server's OS. This option applies only to Windows VSs.
- **Number of Times to log on automatically** - after the indicated time is exceeded and you were not able to log in, the VS will remain running and you will need to enter your credentials. This option applies only if the **Automatically log on as Administrator** option is enabled.
- **Require Administrator to Change Password on First Login** - if this option is disabled the administrator will be able to log into the virtual server's OS without changing their password.

### Customization Script
- **Script** - a script for guest customization
- Click **Next** to proceed.

### Step 4. Recipes

If you want to configure recipes for the VS, you need to enable the Enable and Allow Local Admin Password options at the Guest Customization step. Click the template to configure recipes for the VS that will be created from this template:

#### Recipes

Use the drag and drop feature to assign recipes to the provisioning event.
- a. Select the required recipe in the left pane and hold it down with the left mouse button.
- b. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.
- c. If required, you can remove the assigned recipe by clicking the delete icon next to it.

#### Custom Recipe Variables
- a. Specify the custom variable name and its value.
- b. Move the **Enabled** slider to the right to allow use of this custom variable.
- c. If required, you can remove a custom variable by clicking the delete icon next to it.

### Step 5. Confirm

Click the template to review the details of the VS that will be created from this template.

4. Click **Deploy vApp** to finish the process.

---

### Compose vApp

To compose a new vApp:

1. Go to your Control Panel's **vApps** menu to see an overview of all vApps in the cloud.
2. Click the **Compose vApp** button.
3. On the screen that appears, fill in the form:
   - **Create Blank vApp** - move the slider to the right if you want to create a blank vApp. Such a vApp will not contain any virtual servers. You need to fill in only the **Name** and **vDC** fields for a blank vApp.
   - **Name** - specify the vApp label
   - **vDC** - select the virtual data center
   - **vApp Templates** - select one or several vApp templates from the drop-down list. All VSs, built on those templates, will be copied to your new vApp.
   - **vApps** - select one or several vApps from the drop-down list. All VSs within selected vApps will be copied to your new vApp.
4. Click the **Compose** button.

---

### Recompose vApp
Unlike a Compose vApp option, which helps you to create a new vApp, the Recompose vApp option allows you to modify an existing vApp. After you recompose a vApp, new virtual servers will be added to it.

To recompose a vApp:

1. Go to Control Panel > vApps menu.
2. Click the Actions button next to the vApp you want to change, then click Recompose.
3. Complete the two-step vApp recompose process:

   **Step 1. vApp Template**
   - vApp Template - select the vApp template
   - Click Next.

   **Step 2. VS Resources**
   Click the template to set the resources for the VS that will be created from this template:
   - Label - the name of VS
   - CPU Cores - use the slider to set the number of CPU cores
   - Cores per socket - set the number of cores per socket for the VS
   - RAM - use the slider to set the RAM for the VS
   - Default Data Store - choose the default data store from the drop-down list. If fast provisioning is not enabled for the previously selected resource pool, you can choose a different data store for the VS's disks.
   - Hard disk 1 Size - set the size in GB
   - Data Store for Hard Disk 1 - choose a data store from the drop-down list. This option appears only if the selected resource pool has fast provisioning disabled. If you do not select a data store, the disk will be built on the default data store.
   - NIC 0 Connection - the network to which the NIC will be connected
   - Click Next to proceed.

   **Step 3. Guest Customization**
   Click the template to configure guest customization for the VS that will be created from this template:

   **General**
   - Host Name - VS's computer name
   - Enabled - whether guest customization is enabled for the VS or not. The computer name and network settings configured for this VS are applied to its Guest OS when the VS is powered on. Guest customization should be enabled if you want to configure recipes for this VS.
   - Change SID - this parameter is applicable for Windows VSs only and will run Sysprep to change Windows SID. On Windows NT, VCD uses Sidgen. Running sysprep is a prerequisite for completing domain join.
   - Automatically Reboot - enable this option if you want the VS to be automatically rebooted after guest customization settings are updated.

   **Password Reset**
   - Allow Local Admin Password - select whether the local admin password is allowed or not. This option should be enabled if you want to configure recipes for this VS.
   - Auto Generate Password - select whether the admin password is generated automatically or not
   - Admin password - enter the administrator password
   - Automatically log on as Administrator - if this option is disabled you will not be automatically logged into the server's OS. This option applies only to Windows VSs.
   - Number of Times to log on automatically - after the indicated time is exceeded and you were not able to log in, the VS will remain running and you will need to enter your credentials. This option applies only if the Automatically log on as Administrator option is enabled.
   - Require Administrator to Change Password on First Login - if this option is disabled the administrator will be able to log into the virtual server's OS without changing their password.

   **Customization Script**
   - Script - a script for guest customization
   - Click Next to proceed.

   **Step 4. Recipes**
   If you want to configure recipes for the VS, you need to enable the Enable and Allow Local Admin Password options at the Guest Customization step. Click the template to configure recipes for the VS that will be created from this template.
Use the drag and drop feature to assign recipes to the provisioning event.
   a. Select the required recipe in the left pane and hold it down with the left mouse button.
   b. Drag the recipe up to the right pane and release the mouse button to drop the recipe and add it to the required event.
   c. If required, you can remove the assigned recipe by clicking the delete icon next to it.

Custom Recipe Variables
   a. Specify the custom variable name and its value.
   b. Move the Enabled slider to the right to allow use of this custom variable.
   c. If required, you can remove a custom variable by clicking the delete icon next to it.

Step 5. Confirm
   Click the template to review the details of the VS that will be created from this template.

4. Click **Recompose vApp** to finish the process.

You can also access the vApp recompose wizard at **Control Panel > vApps > Label**.

icon in the **Virtual Servers** section.

Add vApp to Catalog

To add a vApp to catalog:

1. Go to **Control Panel > vApps** menu.
2. Click the **Actions** button next to the vApp you want to add to catalog, then click **Add to Catalog**.
3. Fill in the following fields:
   - **Catalog** - choose the catalog from the drop-down menu
     
     You can add vApp to a public catalog, which belongs to the same organization as vApp does.
   - **Overwrite Catalog Item** - move the slider to the right to save this vApp as template instead of another vApp template. In the **Target vApp Template** field choose the appropriate vApp template, which will be replaced, from the drop-down menu.
   - **Label** - specify the name of the vApp. This option is missing if the Overwrite catalog item slider is enabled.
   - **Description** - add the appropriate vApp description
4. Click **Add vApp to Catalog**.

After you add a vApp to catalog, you will be able to create a new vApp with the same configuration as the original one.

Prerequisites

Ensure that **Convert vApp** permission is on before adding vApp to catalog. For more information about permissions refer to the **Permissions** section of this guide.

Edit vApp

To edit a vApp:

1. Go to **Control Panel > vApps** menu.
2. Click the **Actions** button next to the vApp you are interested in, then click **Edit**.
3. On the screen that appears, you can edit the name of the vApp.
4. Click **Save**.

Start/Stop vApps
To start or stop a vApp in the cloud:

1. Go to your Control Panel's **vApps** menu to view all vApps.
2. Click the **Actions** button next to the required vApp, then choose **Start** or **Stop** action.

**Delete vApps**

To delete a vApp in the cloud:

1. Go to your Control Panel's **vApps** menu to view all vApps.
2. Click the **Actions** button next to the required vApp.
3. If the vApp is running, then choose the **Stop** action.
4. When the vApp is stopped, click **Delete**.

**Create and Manage vApp Templates**

A vCloud Director vApp template is a virtual server image that is loaded with an operating system, applications, and data. These templates ensure that virtual servers are consistently configured across an entire organization.

vApp templates are added to **vApp catalogs**.

You can add a vApp template to a vApp catalog via the OnApp Control Panel. It will be synchronized with vCloud Director and a new vApp template will be added to corresponding vApp catalog in vCloud Director.

**On this page:**
- View vApp Template
- Create vApp Template
- Delete vApp Template

**See also:**
- Create and Manage Catalogs
- vCloud Director vApp Networks
- Create and Manage vApps

**View vApp Template**

To view vApp templates:

1. Go to your Control Panel **Catalogs** menu.
2. Click the label of vApp catalog.
3. On the screen that appears, you will see the list of vApp templates added to this vApp catalog.
Create vApp Template

To create vApp template:

1. Go to your Control Panel **Catalogs** menu.
2. Click the label of vApp catalog.
3. On the screen that appears, click the "+" button or the **Upload vApp Template** button.
4. Specify vApp template's label and click **Next**.
5. Specify the following parameters:
   - **File** - click the **Choose File** button to upload a template. Make sure to select all the files in the archive for the template.
   - **File URL** - indicate the route, from where the template will be uploaded
6. Click **Submit**.

Delete vApp Template

To delete vApp template:

1. Go to your Control Panel **Catalogs** menu.
2. Click the label of vApp catalog.
3. On the screen that appears, you will see the list of vApp templates added to this vApp catalog.
4. Click the **Actions** button next to the template you want to delete and click **Delete**.
5. Confirm the deletion.

Edge Gateways

A vCloud Director edge gateway is a virtual router for organization vDC (virtualDataCenter) networks. An Edge Gateway provides a routed connection between an organization vDC network and an external network.

An Edge Gateway can support up to ten interfaces. These interfaces are categorized as uplinks when they connect to an external network and internal interfaces when they connect to an
organization vDC network.

**On this page:**
- View Edge Gateways
- Create Edge Gateways
- Edit Edge Gateways
- Delete Edge Gateways
- Advanced Edge Gateway Services

View Edge Gateways

To view edge gateways:

1. Go to your Control Panel's **Edge Gateways** menu.
2. Choose the specific **Edge Gateways**'s label. Click the **Overview** tab to see the following information:
   - **Label** - the name of the edge gateway
   - **Description** - additional info about the edge gateway
   - **Edge Gateway Configuration** - configuration type of the edge gateway
   - **High Availability** - whether high availability option is enabled for this edge gateway or not
   - **Use default route for dns relay** - whether default route for dns relay is used or not
3. Also at this page you will see the following information about external network interfaces, to which this edge gateway is connected:
   - **Label** - the label of the network
   - **Gateway address** - the IP address of the gateway
4. Click the **Firewall Service**, **Nat service**, **VPN service** tabs for the respective actions.
5. By clicking the **Manage Services** button you will be redirected to the vCloud Director where you can manage appropriate edge gateway services if needed.

Create Edge Gateways

To create an edge gateway:

1. Go to your Control Panel's **Edge Gateways** menu.
2. Click the **New Edge Gateway** button. Indicate the following parameters:
   - **vDC** - choose the appropriate vDC from the drop-down list
   - **Label** - indicate the label of the edge gateway
   - **Description** - write additional info about edge gateway
   - **Edge Gateway Configuration** - choose configuration type of edge gateway from the drop-down list
   - **High Availability** - tick the checkbox to enable high availability option for this edge gateway
   - **External Networks** - select the external network from the drop-down list
   - **Use default route for dns relay** - tick the checkbox to use default route for dns relay
3. Click the **Submit** button.

Edit Edge Gateways
To edit edge gateway:

1. Go to your Control Panel's Edge Gateways menu.
2. Click the Actions icon next to the edge gateway you want to edit, then choose Edit.
3. Edit the necessary parameters:
   - Label - change the label of edge gateway
   - Description - specify additional info about edge gateway
   - Edge Gateway Configuration - this field cannot be edited, it is set during edge gateway creation
   - High Availability - tick the checkbox to enable high availability option for this edge gateway
   - External Networks - select the external network from the drop-down list
   - Use default route for dns relay - tick the checkbox to use default route for dns relay
4. Click the Submit button.

Delete Edge Gateways

To delete edge gateway:

1. Go to your Control Panel's Edge Gateways menu.
2. Click the Actions icon next to the edge gateway you want to remove, then choose Delete.
3. Confirm the deletion.

Advanced Edge Gateway Services

Starting with OnApp 5.4, you can manage advanced edge gateway services. You can check whether an edge gateway is advanced using Edge Gateways API requests (advanced edge gateway has the advanced_enabled parameter set to 'true').

Ensure that the Manage Advanced Edge Gateway Services permission is on before managing advanced edge gateway services. For more information refer to the List of all OnApp Permissions section of this guide.

To manage advanced edge gateway services:

1. Go to your Control Panel's Edge Gateways menu.
2. Choose the specific Edge Gateways's label. Click the Services tab. You will be redirected to the vCloud Director where you can manage appropriate advanced edge gateway services. For more information refer to the vCloud Director documentation.

Manage NAT Rules

vCloud Director NAT (Network Address Translation) service translates source or destination IP addresses and port numbers. In the most common case, you associate a NAT service with an uplink interface on an Edge Gateway so that addresses on organization VDC networks are not exposed on the external network.

You can view/create/edit/delete NAT rules using OnApp Control Panel.
View NAT Rules

To view NAT service of a specific edge gateway:

1. Go to your Control Panel's **Edge Gateways** > Edge gateway's label > **Nat Service** tab.
2. On the page that appears you will see the list of NAT rules together with their details:
   - **Rule type** - the type of the NAT rule (DNAT, SNAT)
   - **Network** - the name of vCloud Director network
   - **Original IP** - the original IP address to apply this rule on
   - **Original port** - the port of original IP address
   - **Translated IP** - the IP address to translate the addresses of outgoing packets to
   - **Translated port** - the port of translated IP address
   - **Enabled** - whether this rule is enabled or not
   - **Protocol** - the type of protocol
   - **Actions** - processes which you can perform with the NAT rule

Create NAT Rules

To create a NAT rule:

1. Go to your Control Panel's **Edge Gateways** > edge gateway's label > **Nat Service** tab.
2. Click the **Add New Rule** button or "+" button.
3. On the page that appears specify the following parameters:
   - **Enabled** - tick the checkbox to enable this NAT rule
   - **Rule type** - choose the type of the NAT rule from the drop-down menu:
     - **SNAT** - source network address translation. This kind of rule translates the packet's source address and, optionally, source IP port to the values you specify.
     - **DNAT** - destination network address translation. This kind of rule translates the packet's destination address and, optionally, destination IP port to the values you specify.
   - **Network** - choose the vCloud Director network from the drop-down menu
   - **Original IP** - specify the original IP address to apply this rule on
   - **Original port** - specify the port of original IP address (applies only for DNAT rule type)
   - **Translated IP** - specify the IP address to translate the addresses of outgoing packets
   - **Translated port** - specify the port of translated IP address (applies only for DNAT rule type)
   - **Protocol** - choose the type of protocol from the drop-down menu (applies only for DNAT rule type)
4. Click **Create**.

Edit NAT Rule

To edit a NAT rule:
1. Go to your Control Panel's **Edge Gateways** > edge gateway's label > **Nat Service** tab.
2. Click the **Actions** icon > **Edit** next to the NAT rule, which you want to edit.
3. On the page that appears change the following parameters:
   - **Enabled** - move the slider to the right to enable this NAT rule
   - **Network** - choose the vCloud Director network from the drop-down menu
   - **Original IP** - specify the original IP address to apply this rule on
   - **Original port** - specify the port of original IP address (applies only for DNAT rule type)
   - **Translated IP** - specify the IP address to translate the addresses of outgoing packets
   - **Translated port** - specify the port of translated IP address (applies only for DNAT rule type)
   - **Protocol** - choose the type of protocol from the drop-down menu (applies only for DNAT rule type)
4. Click **Submit**.

### Delete NAT Rules

To delete a NAT rule:

1. Go to your Control Panel's **Edge Gateways** menu > specific edge gateway's label > **Nat Service** tab.
2. Click the **Delete** icon next to the NAT rule you want to delete.
3. Confirm the deletion.

### Manage Organization Networks

vCloud Director organization networks enable communication between vApps within a vCloud Director organization. You can view, create, edit and delete vCloud Director Organization networks using OnApp. Any changes that you make via OnApp regarding Organization networks are synchronized with vCloud Director and vice versa.

**See also:**
- vCloud Director vApp Networks
- Edge Gateways
- vCloud Director Firewall Rules
- Network Interfaces (API)

**On this page:**
- View Organization Networks
- Create Organization Network
- Edit Organization Network
- Delete Organization Network

### View Organization Networks

To view the list of Organization networks, go to Control Panel left navigation pane **vCloud** > **Org Networks** menu. The page that loads shows the list of vCloud Director Organization networks and their details:

- **Label** - the name of the network
- **Edge Gateway** - the edge gateway associated with the network. Click this label to view the details of the edge gateway.
- **Gateway Address** - the IP address of the gateway
- **Network Mask** - mask of the network
- **Resource Pool Owner** - the resource pool associated with the network. Click this label to view the details of the resource pool.
- **User Group** - the organization associated with the organization network

Click the "+" button at the top of the screen, and you will be redirected to the vCD UI, where you can add the organization network.

Click the Organization network label to view its details:

- **Label** - the name of the network
Create Organization Network

Ensure that Org Networks permissions are on before creating an org network. Depending on the assigned permissions, you can create all types of org networks, or only certain org network type(s) - direct, routed or isolated. For more information about permissions refer to the Permissions section of this guide.

To create an organization network:

1. Go to Control Panel left navigation pane vCloud > Org Networks menu.
2. Click the + button.
3. On the screen that appears, fill in the organization network creation form:
   - **Label** - specify a name for the organization network
   - **Organization** - an organization to which the network will be connected (appears by default and can not be changed)
   - **Resource Pool** - choose a resource pool to which the network will be connected
   - **Network Type** - choose a type of the organization network. Depending on the type selected, the options will differ:
     - **Direct**
       - **Shared** - move the slider to the right to make this network shared
       - **External Network** - choose an external network from the drop-down list
     - **Routed**
       - **Shared** - move the slider to the right to make this network shared
       - **Edge Gateway** - choose an edge gateway to which the network will be connected
       - **Network Address** - specify a network address (CIDR address format with gateway address)
       - **User Gateway DNS** - move the slider to the right if the selected edge gateway has configured DNS. Otherwise fill in DNS Addresses and DNS Suffix fields.
       - **DNS Addresses** - specify DNS IP Address
       - **DNS Suffix** - specify DNS suffix
       - **Static IP Pools** - specify start/end IP addresses. To add more than one line, click the + button
     - **Isolated**
       - **Shared** - move the slider to the right to make this network shared
       - **Network Address** - specify a network address (CIDR address format with gateway address)
       - **DNS Addresses** - specify DNS IP Address
       - **DNS Suffix** - specify DNS suffix
       - **Static IP Pools** - specify start/end IP addresses. To add more than one line, click the + button
4. Click the Submit button.

Edit Organization Network

To edit an organization network:

1. Ensure that Org Networks permissions are on before editing an org network.
1. Go to Control Panel left navigation pane vCloud > Org Networks menu.
2. Click the Actions button next to the organization network you want to edit, then click Edit.
3. On the screen that appears, edit the necessary parameters:
   - **Label** - specify a name for the organization network
   - **Shared** - move the slider to the right to make this network shared
   - **Use Gateway DNS** - move the slider to the right to use gateway DNS.
     Otherwise fill in the following parameters:
     - **DNS Addresses** - specify DNS IP Address
     - **DNS Suffix** - specify DNS suffix
   - **Static IP Pools** (applicable for isolated and routed org networks)
     - **Start IP** - specify start IP address
     - **End IP** - specify end IP address
     Click the "+" button to add several IP pools.
4. Click the Submit button.

Delete Organization Network

To delete an Organization network:

1. Go to Control Panel left navigation pane vCloud > Org Networks menu.
2. The page that loads shows the list of vCloud Director Organization networks.
3. Click the Actions button next to the network you want to delete and click Delete.
   You will be asked for confirmation before the network is deleted.

Manage VPN Service

A vCloud Director edge gateway configuration can define an IPsec virtual private networking (VPN) service to provide secure virtual private networking within an organization, between organization VDC networks, or between an organization VDC network and an external IP address.

VPN Service allows you to create VPN tunnels for current Edge Gateway using OnApp Control Panel.

Ensure that Tunnels permissions are on before managing VPN tunnels. For more information about permissions refer to the List of all OnApp Permissions section of this guide.

See also:
- Edge Gateways Edge Gateways (API)
- Manage NAT Rules
- vCloud Director Firewall Rules
- vCloud Director vApp Networks
- vCloud Director VS Network Interfaces

On this page:
- View VPN Tunnels
- Create VPN Tunnel
- Delete VPN Tunnel

View VPN Tunnels

To view VPN service of a specific edge gateway:

1. Go to your Control Panel's Edge Gateways > edge gateway's label > VPN Service tab.
2. On the page that appears, you will see the list of VPN tunnels together with their details:

- **Name** - the label of the VPN tunnel
- **Enabled** - whether VPN tunnel is enabled or not
- **Description** - the description of the VPN tunnel
- **Peer** - the ID for the peer end point
- **Local** - the ID for local end point
- **Local network** - the name of the local network in the VPN tunnel
- **Peer network** - the name of the peer network in the VPN tunnel
- **Operational** - whether this VPN tunnel is operational or not
- **Actions** - processes which you can perform with the VPN tunnel

### Create VPN Tunnel

To create VPN tunnel of a specific edge gateway:

1. Go to your Control Panel's **Edge Gateways** menu > specific edge gateway's label
   > **VPN Service** tab.
2. Click the "+" button.
3. On the page that appears specify the following parameters:
   - **Name** - specify the label of VPN tunnel
   - **Enabled** - move the slider to the right to enable this VPN tunnel
   - **Description** - provide the description of the VPN tunnel
   - **Local Native Address** - specify the IP address of the local network
   - **Local Networks** - choose one or several local networks from the drop-down list
   - **Peer ID** - specify the IP address of the peer endpoint. The Peer IP cannot be the same for multiple IPSec VPNs. Peer ID is used to uniquely identify the peer. If the peer address is on this or another organization VDC network, this should be peer's native IP address. If peer is NAT'd, this should be the private peer IP address.
   - **Peer Behind NAT** - move the slider to the right to enable specifying peer native Address
   - **Peer Native Address** - if Peer Behind NAT slider is enabled, enter IP address to reach the peer. If the Peer is NAT'd, this should be the public side address of NAT.
   - **Peer Networks** - specify the peer network. Peer Network cannot be the same as the local network. Network address should be written in CIDR format.
   - **Shared secret encrypted** - move the slider to the right to enable specifying the shared secret
   - **Encryption protocol** - specify the type of encryption protocol (default protocol is AES-236)
   - **Prehashed Key** - the key used for authentication. Shared secret key should be from 32 to 128 characters in length and have at least one uppercase letter, one lowercase letter and one number. Special characters are not allowed.
   - **MTU** - specify the size of maximum transmission unit (default value is 1500)

4. Click **Create**.

### Delete VPN Tunnel

To delete VPN tunnel of a specific edge gateway:

1. Go to your Control Panel's **Edge Gateways** > edge gateway's label > **VPN Service** tab.
2. Click the Delete icon next to the VPN tunnel you want to delete.
3. Confirm the deletion.

### Resource Pools

A vCloud Director resource pool is an allocation model which determines how and when the provider virtual data center compute and memory resources are committed to the organization virtual data center.

There are three types of resource pools:
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- **Allocation Pool** - a percentage of the resources you allocate from the provider virtual data center are committed to the organization virtual data center. You can specify the percentage for both CPU and memory.
- **Pay-As-You-Go** - resources are committed only when users create vApps in the organization virtual data center.
- **Reservation Pool** - all of the resources you allocate are immediately committed to the organization virtual data center.

You can view, create, edit and delete resource pools using OnApp Control Panel.

### On this page:
- View Resource Pool
- Create Resource Pool
- Edit Resource Pool
- Delete vCloud Director Resource Pool
- Resource Pool Data Stores
  - Add Resource Pool Data Stores
  - Edit Resource Pool Data Stores
  - Delete Resource Pool Data Stores
- Resource Pool Billing Statistics
  - View and generate statistics
  - Archive statistics

### View Resource Pool

To view vCloud Director resource pools:

1. Go to your Control Panel's **Resource Pools** menu to see an overview of all resource pools in the cloud.
2. The page that loads will show the list of resource pools with their details:
   - **Label** - the name of the resource pool
   - **Status** - whether the resource pool is enabled or not. When a resource pool is disabled, the memory and compute resources of the resource pool are no longer available.
   - **Type** - the type of the resource pool: Allocation Pool, Pay-As-You-Go or Reservation Pool.
   - **CPU (GHz)** - the used and total CPU reservations for the resource pool, in GHz.
   - **Memory (GB)** - the used and total memory reservations for the resource pool, in GB.
   - **Actions** - click the **Actions** button to delete the resource pool

To view vCloud Director resource pool details:

1. Go to your Control Panel's **Resource Pools** menu to see an overview of all resource pools in the cloud.
2. Click the label of a specific resource pool.
3. The page that loads will show the following details of the resource pool:
   - **Label** - the name of the resource pool.
   - **Owner** - the user group to which this resource pool is assigned. Click the name to view the user group details.
   - **Allocation Model** - the type of resource pool
   - **VS Quota** - the quota of VSs
   - **Network Quota** - the quota of networks
   - **Enabled** - whether this resource pool is enabled or not
   - **Fast Provisioning** - whether the fast provisioning is enabled for this resource pool or not
   - **Thin Provisioning** - whether the thin provisioning is enabled for this resource pool or not
   - **CPU** - the amount of Allocated CPU, Reserved CPU, Used CPU and percentage of guaranteed CPU
   - **vCPU Speed** - the speed of vCPU (in MHz)
   - **Memory** - the amount of Allocated Memory, Reserved Memory, Used Memory and percentage of guaranteed Memory
   - **Data Stores** - the list data stores within the resource pool. The following parameters are displayed for each of the data stores: label, disk usage, disk capacity, whether the data store is enabled or not. You can edit/delete the existing data stores.

### Create Resource Pool
To create a vCloud Director resource pool:

1. Go to your Control Panel’s **Resource Pools** menu to see an overview of all resource pools in the cloud.
2. Click the + button.
3. On the screen that appears, fill in the resource pool creation form:
   - **Label** - specify a name for the resource pool
   - **User group** - choose the user group to which this resource pool will be assigned
   - **Provider vdc** - choose the provider resource pool from the drop-down list

Ensure that **Provider resource pools** permissions are on. For more information about permissions refer to the **Permissions** section of this guide.

- **Allocation Model** - choose the type of resource pool. Depending on the type selected, the compute resource options will differ:

  **Compute resources**

  **Pay-As-You-Go**
  - **Guaranteed CPU** - specify the amount of guaranteed CPU allocation (%)
  - **Guaranteed memory** - specify the amount of guaranteed memory allocation (%)
  - **VS Quota** - specify the number of VSs that can be created after the resource pool is deployed (or tick the check box below to set VS quota to unlimited)
  - **CPU limit** - specify the maximum amount of CPU (in GHz) that can be requested (or tick the check box below to set CPU limit to unlimited)
  - **vCPU Speed** - specify the vCPU speed that can be consumed after the resource pool is created (in MHz)
  - **Memory limit** - specify the maximum amount of memory (in GB) which can be used (or tick the check box below to set Memory limit to unlimited)

  - CPU limit is equal to CPU quota in company billing plan (memory limit - to memory quota respectively).
  - Min/max amounts of CPU and memory quotas in company billing plan influence boundaries, within which you can set CPU and memory limits.
  - If min/max amounts of CPU and memory quotas are set to unlimited in company billing plan, you can set unlimited CPU and memory limits by ticking the check box. Otherwise unlimited option will not be available.

  **AllocationPool**
  - **CPU allocated** - specify the amount of CPU resources (GHz) that will be allocated after the resource pool is created
  - **Guaranteed CPU** - specify the amount of guaranteed CPU allocation (%)
  - **Memory allocated** - specify the amount of memory (in GB) allocated to this resource pool
  - **Guaranteed memory** - specify the amount of guaranteed memory allocation (%)
  - **VS Quota** - specify the number of VSs that can be created after the resource pool is deployed (or tick the check box below to set VS quota to unlimited)

  **ReservationPool**
  - **CPU allocated** - specify the amount of CPU resources (GHz) that will be allocated after the resource pool is created
  - **Memory allocated** - specify the amount of memory (in GB) allocated to this resource pool
  - **VS Quota** - specify the number of VSs that can be created after the resource pool is deployed (or tick the check box below to set VS quota to unlimited)

**Network Options**

- **Default network pool** - choose the default network pool from the drop-down list. This network pool is used when adding isolated and routed networks to the resource pool. If there is no network pool associated with a resource pool, you will not be able to add isolated and routed networks to the resource pool.

**Datastore Options**

- **Thin Provisioning** - move the slider to the right to enable thin provisioning for this resource pool
- **Fast Provisioning** - move the slider to the right to enable fast provisioning for this resource pool
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- **Data Store Zone** - choose the data store zone which is a provider's storage policy in vCloud Director from the drop-down list. The selection will be limited by the company plan's resources.
- **Capacity** - the size of the data store that will be created. The capacity range depends on the company plan's limits. After you create a resource pool, a new data store (storage policy) will be automatically created with the capacity set during resource pool creation in the selected data store zone.

4. Click the **Submit** button.

## Edit Resource Pool

To edit a vCloud Director resource pool:

1. Go to your Control Panel's **Resource Pools** menu to see an overview of all resource pools in the cloud.
2. Click the **Actions** button next to the resource pool you want to edit, then click **Edit**.
3. On the screen that appears, edit the necessary parameters depending on the resource pool type:
   - **Label** - specify a name for the resource pool
   - **AllocationVApp** (Pay-As-You-Go)
     - **Guaranteed CPU** - specify the amount of guaranteed CPU allocation (%)
     - **Guaranteed memory** - specify the amount of guaranteed memory allocation (%)
     - **VS Quota** - specify the number of VSs that can be created after the resource pool is deployed (or tick the check box below to set **VS quota** to unlimited)
     - **CPU limit** - specify the maximum amount of CPU (in GHz) that can be requested (or tick the check box below to set **CPU limit** to unlimited)
     - **vCPU Speed** - specify the vCPU speed that can be consumed after the resource pool is created (in MHz)
     - **Memory limit** - specify the maximum amount of memory (in GB) which can be used (or tick the check box below to set **Memory limit** to unlimited)
   - **AllocationPool**
     - **CPU allocated** - specify the amount of CPU resources (GHz) that will be allocated after the resource pool is created
     - **Guaranteed CPU** - specify the amount of guaranteed CPU allocation (%)
     - **Memory allocated** - specify the amount of memory (in GB) allocated to this resource pool
     - **Guaranteed memory** - specify the amount of guaranteed memory allocation (%)
     - **VS Quota** - specify the number of VSs that can be created after the resource pool is deployed (or tick the check box below to set **VS quota** to unlimited)
   - **ReservationPool**
     - **CPU allocated** - specify the amount of CPU resources (GHz) that will be allocated after the resource pool is created
     - **Memory allocated** - specify the amount of memory (in GB) allocated to this resource pool
     - **VS Quota** - specify the number of VSs that can be created after the resource pool is deployed (or tick the check box below to set **VS quota** to unlimited)
   - **Network Options**
     - **Default network pool** - choose the network pool from the drop-down list. This network pool is used when adding isolated and routed networks to the resource pool. If there is no network pool associated with a resource pool, you will not be able to add isolated and routed networks to the resource pool.
   - **Datastore Options**
     - **Thin Provisioning** - move the slider to the right to enable thin provisioning for this resource pool
     - **Fast Provisioning** - move the slider to the right to enable fast provisioning for this resource pool
4. Click the **Submit** button.

## Delete vCloud Director Resource Pool
To delete a vCloud Director resource pool:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the Actions button next to the resource pool you want to delete and click Delete.
3. Confirm the deletion.

**Resource Pool Data Stores**

You can add new data stores and edit or delete existing data stores from the resource pool overview page at Control Panel > Resource Pools > Label. For more information refer to vCloud Director Storage Policies.

**Add Resource Pool Data Stores**

To add a data store to a resource pool:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of the resource pool to which you wish to add a new data store.
3. On the resource pool overview page click the + button in the data stores section.
4. Fill in the form that appears:
   - **Data Store Zone** - select the data store zone in which the data store will be created
   - **Enabled** - by default, all newly created data stores are enabled
   - **Disk Capacity** - move the slider to specify the size of the data store
5. Click the Submit button to add the data store.

**Edit Resource Pool Data Stores**

To edit a resource pool data store:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of the required resource pool.
3. In the data stores section, click the Actions button next to the data store you want to update and select Edit.
4. Updated the required fields in the form that appears:
   - **Enabled** - move the slider to select whether the data store should be enabled or not
   - **Disk Capacity** - move the slider to edit the size of the data store
5. Click the Submit button to save the changes.

**Delete Resource Pool Data Stores**

To delete a resource pool data store:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of the required resource pool.
3. In the data stores section, click the Actions button next to the data store you want to remove and select Delete.

**Resource Pool Billing Statistics**

Company billing plan statistics about used vCloud Director resources is gathered from vCloud Director resource pools. Two types of vCloud Director resource pools are used for billing statistics - reservation and allocation pools. Company billing plan for these vCloud Director resource pool types will include charging for the block of resources (CPU, RAM, storage, & network etc.) assigned to your user group.
View and generate statistics

To view vCloud Director resource pool billing statistics:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of a specific resource pool.
3. Click the Billing Statistics tab.
4. The page that loads will show the following details of the billing statistics:
   - Date - particular date and time for the generated statistics
   - User Group - the label of user group, to which the company billing plan is assigned. Click the user group name to see its details.
   - Resource Pool - the resource pool name with the total due for vCloud Director resources for the point of time specified in the Date column.
   - Network Usage - the network name with the total due for vCloud Director resources for the point of time specified in the Date column.
   - Storage Policy Usage - the storage policy name with the total due for vCloud Director resources for the point of time specified in the Date column.
   - Costs - the total due for the Resource Pools and Storage Policy Usage at the point of time specified in the Date column.

To generate statistics for a particular time period:

The statistics for the selected period might be missing if the resource pool didn't exist, or statistics archiving was turned on. For information on statistics archiving, refer to the Archive Statistics section below.

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of a specific resource pool.
3. Click the Billing Statistics tab.
4. At the top of the table set Start and End time for which you want to generate the billing statistics.
5. Tick the Show in my timezone checkbox if you want to show billing statistics according to your profile's timezone settings.
6. Click Apply.

Also you can customize resource pool statistics period using the following configuration in on_app.yml file:

\[vdc_stats_delay: \langle\text{period in second}\rangle\]

Archive statistics

If required, you can turn on resource pool statistics archiving. If this feature is enabled, hourly statistics will be converted into monthly and then stored as an archive.

To configure statistics archiving:

1. Go to your Control Panel's Settings menu, and click the Configuration icon.
2. Click the System tab.
3. Configure the following settings in the Statistics Management section:
   - Enable hourly statistics archiving - move the slider to the right to switch on archiving for hourly statistics. If enabled, hourly statistics will be converted into monthly and stored as archive for all the period that exceeds the 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 stored in database before being converted into monthly statistics. For example, if you set this parameter to 10, the hourly statistics will be stored for the last 10 months. And everything older than 10 months will be sent to archive (that is converted into monthly statistics). If this parameter is set as 1, then you can view the detailed hourly statistics for the current month only. Set this parameter at least as 2 to keep the statistics for the previous month available.
4. Click the Save Configuration button to finish. Saving the configuration will restart OnApp services.

vCloud Director Firewall Rules

This section provides the information on how you can manage the firewall rules for the virtual servers imported from your vCloud Director.
Create Firewall Rules

To add a firewall rule:

1. Go to your Control Panel's Edge Gateways menu.
2. Click specific Edge Gateway's label.
3. Click the Firewall Service tab > Firewall Rules.
4. Click the Add New Rule button.
5. Set the following:
   - Enabled - whether the firewall rule is enabled or not.
   - Description - the description of the firewall rule.
   - Command - there are two commands:
     - ACCEPT – defines the packets that will be accepted by the firewall.
     - DROP – defines the packets that will be rejected by the firewall.
   - Source - the source IP address for which this firewall rule is active. This can be an IP address, CIDR, IP range, "any", "internal" or "external". This field is not case sensitive.
   - Source port - the source port for which this firewall rule is effective.
   - Destination - the destination IP address for which this firewall rule is active. This can be an IP address, CIDR, IP range, "any", "internal" or "external". This field is not case sensitive.
   - Destination port - the destination port for which this firewall rule is effective.
   - Protocol - there are several types of protocol - TCP, UDP, ICMP, TCP+UDP or any.
   - Enable logging - tick this check box to enable logging.
6. Click the Create button.

Edit Firewall Rules

To edit a firewall rule:

1. Go to your Control Panel's Edge Gateways menu.
2. Click specific Edge Gateway's label.
3. Click the Firewall Service tab > Firewall Rules.
4. On the page that appears you will see the list of firewall rules. Click the Edit icon next to the firewall rule you want to edit.
5. Change the following settings:
   - Enabled - whether the firewall rule is enabled or not.
   - Description - the description of the firewall rule.
   - Command - there are two commands:
     - ACCEPT – defines the packets that will be accepted by the firewall.
     - DROP – defines the packets that will be rejected by the firewall.
   - Source - the source IP address for which this firewall rule is active. This can be an IP address, CIDR, IP range, "any", "internal" or "external". This field is not case sensitive.
   - Source port - the source port for which this firewall rule is effective.
   - Destination - the destination IP address for which this firewall rule is active. This can be an IP address, CIDR, IP range, "any", "internal" or "external". This field is not case sensitive.
   - Destination port - the destination port for which this firewall rule is effective.
Delete Firewall Rules

To delete a firewall rule:

1. Go to your Control Panel's Edge Gateways menu.
2. Click specific Edge Gateway's label.
3. Click the Firewall Service tab > Firewall Rules.
4. On the page that appears you can see the list of firewall rules. Click the Delete icon on next to the firewall rule you want to delete. Confirm the deletion.

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.

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
   - gmail.com
   - googlemail.com
   - yahoo

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.
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.

DNS Zones

OnApp DNS Zone feature allows you to manage your and your clients' domain DNS. Each time DNS zone, record or setup settings a
refreshed, the DNS configuration is immediately updated on the DNS vendor server.

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.

Starting with OnApp 5.3, you can create rDNS zone. Reverse DNS resolution (rDNS) is the determination of a domain name associated
with an IP address via querying DNS. Most of mail servers make rDNS lookup before accepting messages originating from mail server as
one of the anti spam email technique.

To create rDNS zone, at the domain registrar, point your domain to the following name servers:

0.0.0.0.0.0.0.0.8.b.d.0.1.0.0.2.ip6.arpa
0-25.228.169.69.in-addr.arpa
64-30.228.169.69.in-addr.arpa
228.169.69.in-addr.arpa

4. 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.

5. Click the Submit button.

6. 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::68 – IPv6 address, 86400 is the TTL value.
So your ftp.yourdomain.com will resolve to 2a00:1450:400b:c00 IPv6 address.

• **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.

• **PTR (Pointer)** - create PTR records for rDNS zone.
To add a PTR record, fill in the following cells:
Name – enter the IP:
- for IPv4
  One of the IP from the range, such as 1 or 2
- for IPv6
  One of the IP from range, such as 0.0.0.0.0.0.0.0.8.b.d.0.1.0.0.2
Hostname – enter the host name or use the "@" sign to represent your current host.
TTL – set the TTL value.

• **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.

• **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.

• **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.

**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>
</table>
| A               | *.example.com  
|                 | **.example.com  
|                 | *.abc.example.com  
|                 | Note: multiple ‘*’ will be changed to single ‘*’. E.g. ****.example.com will be changed to *.example.com  
|                 | Can only be prefixed for domain. |
| AAAA            | Same to A record |
| MX              | Same to A record |
| CNAME           | Same to A record  
|                 | Note: NAME wildcard record can not coexist with A record. |
| TXT             | *.example.com  
|                 | **.example.com  
|                 | sub*.example.com  
|                 | sub*.*.example.com  
|                 | *sub*.*.example.com  
|                 | Note: Wildcards are valid in any position, as long as the domain remains DNS zone’s subdomain. |

It is not possible to use wildcards for NS, SOA and SRV records because of PowerDNS limitations.

**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.

<table>
<thead>
<tr>
<th>DNS Record type</th>
<th>Allowed</th>
<th>Disallowed</th>
</tr>
</thead>
</table>
| A               | _abc.example.com  
|                 | _abc.example.com  
|                 | abc_abc_.example.com  
|                 | Note: Multiple ‘_’ e.g. ‘_____’ will not be changed to a single underscore, unless stated. |
| AAAA            | Same to A record |
| MX              | Same to A record |
| MX              | Same to A record |
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 domain name of the zone you want to 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. Click the + button to add a host. Click the icon to remove the host. Click the + button to save changes to the host.
     - 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.
   - **PTR** (Pointer) - change the PTR record 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.

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 delete it. Click the domain name to edit a user's DNS zone. The changes will be instantly updated on our DNS.

Set End-User Access to DNS Service

To set end-users' access to DNS service:

1. Go to your Control Panel's Roles 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
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- 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.

**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.

**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 domain name of the zone you wish to edit. On the screen that appears, edit the zone's details and click the **Save** button.

**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.

**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.

**SolidFire Integration**

OnApp is integrated with the SolidFire storage management system. With the Solid Fire 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.

### 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.

### 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 the 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.
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.

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
- Performance Benchmarks
- Diagnostics
- Disk Hot Plug
- CloudBoot OS template

Service Add-ons

This chapter provides an overview on what service add-ons in OnApp are, the management tips, the information on creating your own service add-ons and providing them as a paid resource for your customers.

Service Add-ons functionality allows you to offer to your customers additional services on top of your current IaaS Virtual Server offering. You can offer features such as Managed Services, Software Installations and components currently not integrated in OnApp.

Service Add-ons are also available for vCloud Director VSS, but be aware that the following requirements should be implemented before running recipes on vCloud virtual servers:

- VMware Tools must be installed
- Guest customization must be enabled
Service Add-on functionality provides the ability to add services to a virtual server. Below you can find more details on each step of the workflow.

Create service add-on

To create a service add-on:

1. Go to your Control Panel's Service Add-ons menu in the left navigation pane.
2. Click the "+" button.
3. On the screen that follows:
   - Label – give your service add-on a name
   - Description – add the service add-on description
   - Icon – upload the service add-on icon (click Choose file to select a necessary image)
   - Compatible with – choose if the service add-on can be assigned to Unix-based, Windows-based, or both types Virtual servers upon creation.
4. Click Save. The service add-on will be created and you will be redirected to the Edit page, where you can manage On Add and On Remove events.

For details on service add-on creation refer to the Manage Service Add-ons section of this guide.

Add events to service add-on

On add events and On remove events let you configure which actions will be run on the VS, to which the service add-on is assigned. The transactions for running the On Add events will be scheduled at the moment when the service add-on is assigned to a VS. The transactions for running the On Remove events will be scheduled at the moment when the service add-on is re-assigned from a VS.

Currently the Recipe events are available for service add-on configuration, in particular the recipes that run on Virtual Servers and vCloud Director Virtual Servers.

Prerequisite
The recipes should be created beforehand, properly configured and tested.

The list of recipes that can be assigned to a service add-on depends on the user plan settings - it is possible to choose only from those recipe groups which are added to billing plan. Also it is required to have the View recipes permission to be able to attach a recipe event to a service add-on. Make sure that the recipe Compatible with parameter and the service add-on Compatible With parameter are consistent. Otherwise running the event will fail for a VS.

For more information on how to manage On add events and On remove events for service add-on, refer to the Manage Service Add-ons section of this guide.
Service add-on store

After you have created the service add-ons and properly configured recipe events for them, proceed to arranging the service add-ons into a groups of services. A Service add-on store enables you to organize individual service add-ons into groups that can be further added to a plan to control user access. Only those groups which are added to a billing plan will be available to a user. You can arrange the service add-ons into groups depending on their type, price, or whatever other attribute.

The prices for the individual service add-ons are also set in the Service add-ons store per service add-on per hour. This is the additional price that will be calculated for the VS besides the resources cost.

For detailed instructions, refer to Manage Service Add-on Store section of this guide.

Pricing and Access control

To set the pricing for the individual service add-ons, go to the Service Add-ons > Store menu and indicate the price for required service add-ons per service add-on per hour. This price will be charged additionally to the VS price.

Also you can limit the service add-on groups in the billing plan. The users will be able to assign to their VSs the service add-ons from the groups which are added to their plans.

For vCloud Director VSs, you can monitor the total cost for all service add-ons inside the company. For this go to your Control Panel's Groups menu > your User group's label > Service Addons Stats link.

For more info, refer to Manage Service Add-on Store and Set User Billing Plan Prices And Resource Limits sections of this guide.

Permissions

The following permissions regulate service add-on functionality:

Service Add-ons

- Any actions on Service Add-ons - the user can perform any operations on Service Add-ons - view, create, edit and delete service add-ons
- Create new Service Add-ons - the user can create new Service Add-ons (Control Panel's Service Add-ons menu > the "+" button)
- Delete Service Add-ons and Delete own Service Add-ons - the user can delete Service Add-ons (Control Panel's Service Add-ons menu > the "Actions" icon > Delete)
- Edit any Service Add-on and Edit own Service Add-ons - the user can update Service Add-ons (Control Panel's Service Add-ons menu > the "Actions" icon > Edit)
- Read all Service Add-ons and Read own Service Add-ons - the user can view Service Add-ons (Control Panel's Service Add-ons menu)

Service Add-on Groups

- Any action on Service Add-on Groups - the user can take any action on Service Add-on Groups - view, create, edit and delete service add-on groups
- Create a new Service Add-on group - the user can create a new Service Add-on group and add child service add-on groups (Control Panel's Service Add-ons menu > Store > the "+" button and Add Child button)
- Destroy any Service Add-on group and Destroy own Service Add-on group - the user can delete Service Add-on groups (Control Panel's Service Add-ons menu > Store > the "Delete" button next to the service add-on group you want to delete)
- See all Service Add-on groups - the user can see all Service Add-on groups (Control Panel's Service Add-ons menu > Store)
- Manage any Service Add-on group - the user can manage a Service Add-on group (the user can edit a service add-on group, assign a particular service add-on to a service add-on group, remove service add-on from the service add-on group, edit service add-on price).

Virtual Servers

- Manage Service Add-ons for all virtual servers and Manage Service Add-ons for own virtual servers - the user can manage Service Add-ons for virtual servers (Control Panel's Virtual Servers menu > VS label > Overview > Service Add-ons)
Assign service add-on to VS

When the events and the prices are configured for service add-ons, the user can assign a service add-on to any of their VSS. For more information refer to the Virtual Server Service Add-ons section of this guide.

Also you can view the list of VSS, assigned to the service add-on. For details, refer to the Manage Service Add-ons section of this guide.

Manage Service Add-ons

This chapter provides an overview on how to manage service add-ons in OnApp. You can view, create, edit, delete service add-ons and manage its On add and On remove events.

Ensure that Service Add-ons permissions are on before managing service add-ons. For more information about permissions refer to the Permissions section of this guide.

On this page:

- View service add-ons
- Create service add-on
- On add and On remove events management
- Edit service add-on
- View service add-on applied to VSS
- Delete service add-on

View service add-ons

The Control Panel's Service Add-ons menu lists all of the service add-ons available on your system.

To view the list of service add-ons:

1. Go to your Control Panel's Service Add-ons menu in the left navigation pane.
2. You'll see a list of service add-ons on your system together with their details:
   - Label - the service add-on name (if you click the service add-on label, you will be redirected to the Edit page)
   - Compatible with – choose if the service add-on can be assigned to Unix-based, Windows-based, or both types Virtual servers upon creation.
   - Number of Add events - the amount of Add events in the service add-on
   - Number of Remove events - the amount of Remove events in the service add-on
   - Actions column - click the Actions button to view the actions, which you can perform with the service add-on (edit, delete, applied to VS)

The service add-ons are organized into four tabs:

- All service add-ons - the list of all the service add-ons created in the cloud.
- Unix service add-ons - the service add-ons that have been created as compatible with Unix virtual servers only.
- Windows service add-ons - the service add-ons that can be assigned to Windows VSS only.
- Unix/Windows service add-ons - the service add-ons that are compatible with both Unix and Windows-based virtual servers.

Create service add-on

When creating a service add-on, at first you specify its properties, and then attach On add and On remove events.

To create a service add-on:

1. Go to your Control Panel's Service Add-ons menu.
2. Click the “+” button.
3. On the screen that follows:
   - **Label** – give your service add-on a name
   - **Description** – add the service add-on description
   - **Icon** – upload the service add-on icon (click **Choose file** to select a necessary image)

   The icon should have width less than or equal to 200px and should have height less than or equal to 200px.
   - **Compatible with** – choose the OS system, with which the service add-on is compatible (Windows, Unix or both)

4. Click **Save**. The service add-on will be created and you will be redirected to the Edit page, where you can manage On Add and On Remove events. For more details refer to the section below.

### On add and On remove events management

**On add events** and **On remove events** menu is a part of the service add-on, where you can configure which actions will be run on the VS, to which the service add-on is assigned, during add-on assignment to the VS and removal. The transactions for running the On Add events will be scheduled at the moment when the service add-on is assigned to a VS. The transactions for running the On Remove events will be scheduled at the moment when the service add-on is re-assigned from a VS.

At the moment Run Recipes events are available for service add-on configuration. The recipes will run on Virtual servers and vCloud director virtual servers.

#### Prerequisite

The recipes should be created beforehand, properly configured and tested.

The list of recipes that can be assigned to a service add-on depends on the user plan settings - it is possible to choose only from those recipe groups which are added to billing plan. Also it is required to have the View recipes permission to be able to attach a recipe event to a service add-on. The recipes are not filtered according to compatible with type. Make sure that the recipe Compatible with parameter and the service add-on Compatible With parameter are consistent. Otherwise running the event will fail for a VS.

Be aware, that if you add several recipes to the event, they will be fulfilled in the top-down order.

To create an On add or On remove event:

1. Go to your Control Panel's **Service Add-ons** menu. You'll see a list of service add-ons on your system.
2. Click the **Actions** icon next to the service add-on you want to change, then choose **Edit**.
3. On the screen that follows, click the "+" button > **Add Recipe Event** at On Add event or On remove event menu.
4. Choose recipe from the drop-down list and click **Add**.

To edit an On add or On remove event:

1. Go to your Control Panel's **Service Add-ons** menu. You'll see a list of service add-ons on your system.
2. Click the **Actions** icon next to the service add-on you want to change, then choose **Edit**.
3. On the screen that follows, click the button next to the recipe you want to edit.
4. Choose recipe from the drop-down list and click **Update Event**.

To delete an On add or On remove event:

1. Go to your Control Panel's **Service Add-ons** menu. You'll see a list of service add-ons on your system.
2. Click the **Actions** icon next to the service add-on you want to change, then choose **Edit**.
3. On the screen that follows, click the button next to the recipe you want to delete. Confirm the deletion.
Edit service add-on

To edit a service add-on:

1. Go to your Control Panel's **Service Add-ons** menu. You'll see a list of service add-ons on your system.
2. Click the **Actions** icon next to the service add-on you want to change, then choose **Edit**.
3. On the screen that follows, enter service add-on details as required:
   - **Label** – change the service add-on name
   - **Description** – edit the service add-on description
   - **Icon** – change the service add-on icon (click **Choose file** to select a necessary image)
   - **Compatible with** – choose the OS system, with which the service add-on is compatible (Windows, Unix or both)
4. Click the **Save** button to finish.

Also you can manage On add events and On Remove events at the Edit page.

View service add-on applied to VVs

You can view the list of VVs, to which the service add-on is assigned. For this:

1. Go to your Control Panel's **Service Add-ons** menu. You'll see a list of service add-ons on your system.
2. Click the **Actions** icon next to the service add-on you are interested in, then choose **Applied to VS**.
3. On the screen that follows, you will get:
   - **Label** - the service add-on name
   - **Description** – the service add-on description
   - The list of virtual servers, to which the service add-on is assigned, if there are any

For more information on how to assign service add-on to VS, refer to the **Virtual Server Service Add-ons** section of this guide.

Delete service add-on

To delete a service add-on:

1. Go to the Control Panel's **Service Add-ons** menu.
2. Click the **Actions** icon next to the service add-on you wish to delete, then choose **Delete**. Confirm the deletion.

Manage Service Add-on Store

Service add-on store enables you to organize individual service add-ons into groups that can be used as a paid resource for billing plans. This allows you to easily create groups of service add-ons which can be added to the billing plan to limit the amount or types of service add-ons that are available to a user.

Ensure that **Service Add-on Groups** permissions are on before managing service add-on
Service add-on group management

The service add-on groups have hierarchical (tree) structure:

- service add-on group
- Child group
- service add-ons

Click the service add-on group's label to expand the list of child groups, then click the service add-on group's label to view the list of service add-ons, respectively.

**To add a service add-on group:**

1. Go to your Control Panel's Service Add-ons menu > Store.
2. Click the "+" button in the upper right corner of the page.
3. Give a name to your group.
4. Click Save.
5. You can add child service add-on groups to your service add-on group by clicking the "+" button > Add Child next to your service add-on group.

**To assign a service add-on to a service add-on group:**

1. Go to your Control Panel's Service Add-ons menu > Store.
2. Click the "+" button next to the required child group's label, then select Add Service Add-on.
3. Choose the service add-on from the drop-down box at the Service add-on section.
4. Indicate price if required and click Save.

**To remove a service add-on from a service add-on group:**

1. Go to your Control Panel's Service Add-ons menu > Store.
2. Click the service add-on group's label, then click the name of the service add-on group from which you wish to remove a service add-on.
3. Click the Delete icon next to a service add-on you want to remove.
4. Confirm the deletion.

**To change the service add-on price:**

1. Go to your Control Panel's Service Add-ons menu > Store.
2. Click the name of the service add-on group.
3. Click the Edit icon next to a service add-on, for which you want to change the price and enter the value per service add-on per hour.
4. Click Save.

**To view/edit/delete a service add-on group:**

1. Go to your Control Panel's Service Add-ons menu > Store.
2. On the page that follows, you'll see the list of all service add-on groups created within your cloud:
   - Click the group's label, then click the child group label to see the list of service add-ons assigned to this group.
   - Click the Edit icon next to a group to edit its name.
   - Click Delete icon to delete a group.

**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.
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.

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.

Windows 10/Windows Server 2016 Virtual Servers

If you want to build Windows 10/Windows Server 2016 VSs, the following limitations apply to KVM compute resources:

- Windows 10/Windows Server 2016 VSs can be built only on CentOS 6/CentOS 7 compute resources.
- The compute resources for Windows 10/Windows Server 2016 VSs should have the 'fsgsbase' CPU flag enabled. For more information on CPU flags refer to Manage Extended CPU Flags for Compute Zone.
- Windows 10/Windows Server 2016 VSs can be created only on compute resources with the following CPU models:
  - Intel Xeon E series
  - Intel Xeon E7 family Intel
  - Xeon v2, v3, and v4
  - Opteron G2, G3, G4, G5, and G6

The above limitations do not apply to XEN compute resources.

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>

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>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:

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.

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.

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.

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.

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
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.

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.

If you are viewing the templates list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click **Apply**. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the templates list. You can always alter your column selection later. Note that by default the Backup server column is not visible in the table on narrow screens.

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.
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.

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 have access to the complete template library, and special deals with JumpBox.

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.

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.

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.
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.

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.

- If templates limit has been exceeded, you will get the following error message: “You have reached your template creation limit”.
- 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.

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**.

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.
Make Templates Public

The template list is organized into three tabs. The User templates tab lists all the custom templates created from 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.

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 Roles menu:

1. Go to your Control Panel's Roles 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.

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 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.

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.

### 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 every VS since Windows 7 \ Server 2008 or newer Windows versions.
- **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.

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 User 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.

### KMS Licensing

To allow your users to create virtual servers (applicable to every VS since Windows 7 \ Server 2008 or newer Windows versions) 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).

### 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.

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. Also you can add ISO and OVA templates to the template store and set prices for these templates. After ISO or OVA template is added to the template store, you can create a VS using this template.

Template group management

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. Click the “+” button in the upper right corner of the page.
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. You can add child template groups to your template group by clicking the “+” button > Add Child next to your template 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.

Add ISO to template store

Before VS creation from ISO, you should add ISO to the Template store. To add ISO template to the template store:

1. Go to your Control Panel's Template Store menu.
2. Click the "+" button next to specific template group and click Add ISO.
3. Choose ISO from the drop-down menu and set price for its usage.
4. Click Save.

Add OVA to template store

After the OVA file is uploaded, an OVA template is automatically created. Before creating a VS from an OVA template, you should add an OVA template to the Template store. To add an OVA template to the template store:

1. Go to your Control Panel's Template Store menu.
2. Click the "+" button next to OVA template group and click Add OVA.
3. Choose OVA from the drop-down menu and set price for its usage.
4. Click Save.

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).

This licensing type will apply to all templates directly in the group and in the child groups.
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 in the child group. Provided 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.

ISOs
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.

**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:
   - All ISOs - the list of all ISOs available on your system
   - System ISOs - the list of the ISOs that are publicly available to all users
   - My ISOs - the list of custom ISOs uploaded by the user who is currently logged in
   - User ISOs - the list of the ISOs uploaded by your users

For each ISO listed, you see the following details displayed:

- **log status** - the status of the last log item of the ISO (complete/pending/failed). Click the status to view the log details for the ISO (available to the ISOs that were uploaded through an URL).
- **OS** - the icon that indicates the operating system of the ISO
- **Label** - the name of the ISO
- **Min memory size** - the minimum RAM size required for the ISO
- **Operating systems** - the operating system on the ISO
- **Virtualization** - the virtualization type chosen for the ISO
- **Actions** - click the Actions icon to perform the following procedures with the ISO:
  - Edit ISO
  - Delete ISO
  - Make Public - only for the images from the My ISOs and User ISOs tabs

**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.

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.
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.

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
- **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.

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.

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.
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/smart 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/smart 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.

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

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
   - 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.

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.

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:

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.
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.

OVAs

Starting with version 5.2, OnApp allows you to import VSs created at other virtualization platforms into OnApp. The OVA is the OVF folder contents all zipped into a single file. Open Virtualization Format (OVF) is an open-source standard for packaging and distributing software applications for virtual servers. The OVA import functionality includes OVA files upload and VSs deployment. This process consists of several steps:

1. Upload of the OVA file.
   When you upload the OVA archive, a special template is created in OnApp with the predefined configuration of VS from the OVA file.

2. Adding the OVA template to the template store
   It is required to add a template to any group in template store so that it was available to build VSs on it.

3. Billing configuration for OVA
   You can also add a template group created at step 2 to a billing plan, so that provide different levels of accessibility for different customers.

4. VS creation from the OVA template
   To complete the import, build a VS based on the OVA template.

Limitations and prerequisites

- Be aware, that only one (primary) disk is imported from the OVA configuration. You can add new disks after the VS is created and built. That will be totally new disks without the information from OVA.
- OVA functionality is supported only for KVM compute resources.
- It is required to have at least one backup server running on CentOS6 or CentOS 7 in the cloud to import from OVA.
- Only the Ext3 and Ext4 file systems are supported for OVAs.
- Be aware, that OVA functionality is not supported for compute resources with CentOS 5.x.
- If your cloud deployment is not a fresh installation, make sure that permissions on OVAs are enabled. For more info refer to List of all OnApp Permissions.
- OVAs based on Windows 10 can be supported if the required CPU flags are enabled on the compute resource where the OVA virtual server will be built.
- It is not possible to create a VS based on OVA using instance packages at this time.
- Be aware, that when backup server and OVA use default CentOS, the volume group names are identical and this can cause a conflict.
- Currently, only VMDK file format is supported for virtual hard disk drives.
- Be aware that files inside OVA should not be archived, otherwise OVA upload will fail.

Converting OVF to OVA

You can import virtual servers from OVA only. If you want to import from OVF, you should create an OVA from OVF. The OVA file is a TAR archive, containing the .OVF and .VMDK files. Below you can find an example:
To create an OVA file (called centos6.ova for example) in Linux via command line, run the following:

```
[root@OVA ~]# file /OVA/centos6default.ova
/OVA/centos6default.ova: POSIX tar archive (GNU)
[root@OVA ~]# tar -tf /OVA/centos6default.ova
centos6ovalvm.ovf
centos6ovalvm-disk1.vmdk
```

To create an OVA file (called centos6.ova for example) in Linux via command line, run the following:

```
[root@OVA ~]# tar -cvf centos6.ova centos6ovalvm-disk1.vmdk
centos6ovalvm.ovf
centos6ovalvm-disk1.vmdk
centos6ovalvm.ovf
```

**View OVsas**

To view the OVs available to you:

1. Go to Control Panel and click Templates.
2. Select OVA list from the menu that expands.
3. The page that loads, will show the list of OVs available to you separated into four tabs:
   - All OVs - the list of all OVs available on your system
   - System OVs - the list of the OVs that are publicly available to all users
   - My OVs - the list of custom OVs uploaded by the user who is currently logged in
   - User OVs - the list of the OVs uploaded by your users

For each OVA listed, you see the following details displayed:

- **log status** - the status of the last log item of the OVA (complete/pending/failed). Click the status to view the log details for the OVA (available to the OVs that were uploaded through an URL).
- **OS** - the icon that indicates the operating system of the OVA
- **Label** - the name of the OVA
- **Min memory size** - the minimum RAM size required for the OVA.
- **Operating system** - the operating system of the OVA
- **Backup server** - the backup server, where the OVA is stored
- **Virtualization** - the virtualization type - for the OVA it is always KVM
- **Actions** - click the Actions icon to perform the following procedures with the OVA:
  - Edit OVA
  - Delete OVA
  - Delete OVA files

**Upload OVsas**

OVA upload is the first step of the OVA import functionality. After OVA is uploaded, you should add OVA template to the template store, and only then you will be able to build OVA VS from this template.

To upload OVs into your cloud:

1. Go to your Control Panel and click the Templates menu from the left navigation pane.
2. Select OVA list from the menu that expands.
3. On the page that loads, click the Upload OVA button at the bottom of the screen.
4. Fill in the following details:
   - **Make public** - move the slider to the right if you want to make the OVA available to all users of the cloud
   - **Label** - choose a name for the OVA
   - **Backup server** - choose the backup server where the OVA will be stored
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Version - fill in the version of the OVA
Min disk size - specify the minimum required disk size for the OVA

Be aware, that only one (primary) disk is imported from the OVA configuration. You can add new disks after the VS is created and built. That will be totally new disks without the information from OVA.

Min memory size - specify the minimum required RAM for the OVA (128 MB by default). If you set the RAM value that is smaller than in OVA file, this amount will be overwritten by real memory size from the OVA file after upload. If you set the value that is bigger than the RAM in OVA file, the settings will be applied.
Operating system - choose the operating system of the OVA

- If operating system of the OVA is Linux and incremental backups are activated on your CP, you will not be able to upload OVA file. To solve this issue, go to your Control Panel's Settings menu > Configuration > Backups/Template s tab and enable Store extended attributes slider.
- Be aware, that at the moment for Windows OS VSs OnApp provides only limited functionality to import from OVA with no actual VS management after import (only start/stop), and manual network configuration.

Operating system distro - choose the operating system distribution of the OVA
Virtualization - tick the required virtualization type (KVM, vCenter)

If you choose vCenter virtualization type, the additional fields will appear. For more information refer to the vCenter OVA Upload to OnApp.

5. Click Next. On the page that appears, click File or File Url tab depending on the upload method:
- File - click Choose File to select the required OVA file from your file system. The yellow infobox will show the maximum file size for OVAs. The max upload size is pre-configured at Settings > Configuration (the Max upload size field). Click the Upload OVA button.
- File Url - select this tab if you want to upload the OVA from URL and specify the link from which the OVA will be uploaded.

6. Click Save to upload the OVA. After that several transactions are run automatically to convert OVA file into specific OVA template. OVA file is locked for this time period. You can unlock it to make the following actions available instantly: make public, edit OVA, delete OVA or delete OVA files. To unlock the OVA file, go to Templates > OVA List and click the Unlock button next to specific OVA file.

After you upload an OVA to the cloud, it can be found at Templates > OVA List > My OVAs tab. The OVAs uploaded by your users are under the User OVAs tab.

When OVA template is created from the uploaded OVA file, you can proceed to VS creation wizard to build a VS from this OVA template.

Edit OVAs

To edit the OVAs available to you:
1. Go to Control Panel and click Templates.
2. Select OVA list from the menu that expands. The page that loads shows the list of OVAs available to you.
3. Click the Actions button next to the required OVA and choose Edit OVA.
4. On the page that loads you can edit the following OVA details:
   - Label - specify the name for the OVA
   - Backup server - choose the backup server, where the OVA will be stored
   - Version - fill in the version of the OVA
   - Min disk size - specify the minimum required disk size for the OVA
   - Min memory size - specify the minimum required RAM for the OVA (128 MB by default). If you set smaller amount than in OVA file, this amount will be overwritten by real memory size from the OVA file after upload. If you set bigger amount than in OVA file, the settings will be applied.
   - Operating system - choose the operating system of the OVA
   - Operating system distro - choose the operating system distribution of the OVA
   - Virtualization - tick the required virtualization type (KVM only at the moment)
5. Click Save.

Using OVA on Cloudboot Backup Server

To use OVA functionality on a Cloudboot Backup Server, take the following steps:
1. Log in via SSH to the Control Panel Server
2. Edit the `/etc/exports` file, on the line "/data X.X.X.X/YY(ro,no_root_squash)" where X.X.X.X/YY is your network/subnet. Change the "ro," to "rw," and save the file.

3. Restart the NFS service

   
   Please note that restarting NFS server at the same time when files are in use from the NFS share may cause issues.

4. Go to Control Panel's **Settings > Compute Resources** menu.
5. Click the **Actions** icon > **Edit** next to the Cloudbot Backup Server.
6. Add the following to the Custom Config field:

   ```
   sed -i 's/^[[:space:]]*filter = .*$/filter = \[ "r\"|\"/dev\"|\"nbd\"
   \\]/g' /etc/lvm/lvm.conf
   ln -s /onapp/tools/recovery /data
   ```

7. Click **Save**.
8. Reboot your Cloudbot Backup Server

   You can also execute the custom config command directly on the Backup Server to apply it without reboot.

**Delete OVAs**

You can delete uploaded OVA files, so that the billing will not calculate for the storage space. The files will be deleted, but the record in database will be left. On the other hand, you can totally delete an OVA: in this case OVA template, created from the OVA file, will also be deleted.

To delete an OVA files:

1. Go to Control Panel and click **Templates**.
2. Select **OVA list** from the menu that expands. The page that loads shows the list of OVAs available to you.
3. Click the Actions button next to the required OVA and choose **Delete OVA files**.

   When deleting OVA files, the OVA disk size (backup server limits section of billing plans) will not be calculated, but the OVAs limit will still be charged.

To delete an OVA:

1. Go to Control Panel and click **Templates**.
2. Select **OVA list** from the menu that expands. The page that loads shows the list of OVAs available to you.
3. Click the Actions button next to the required OVA and choose **Delete OVA**.

   You can delete an OVA template only if there are no VSs running on it.

**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
The following requirements should be implemented before running recipes on vCloud virtual servers:

- VMware Tools must be installed. Also VMware compute resources, used by vCloud installation, need to be accessible over HTTPS from OnApp CP's network.
- Guest customization must be enabled. Admin password must be set in the guest customization.

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.

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/Virtual/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
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.

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.
**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.

**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

**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.

**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.
To use exit code in the VBS or PowerShell scripts, you have to specify it directly in the script.

**VBS**
Script:
WScript.Echo "test"
WScript.Quit 95

**PowerShell**
Script:
got-date -displayhint date
exit 227

- STDOUT - standard output.
- STDERR - standard error
- STDOUT and STDERR - standard output and standard error.

Move the **Pass anything else** slider to the right if you do not want to specify the pass output value. Otherwise leave this slider disabled to set the pass values.

**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.

In case you have already specified the recipe pass values, you will get the **Fail anything else** slider enabled automatically, as you cannot specify both pass and fail values for one recipe step. Move this slider to the left if you want to set set fail values (**Pass anything else** slider will be enabled automatically).

**Fail 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.

---

3. Press **Save**.

**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.

**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
   - **Compatible with** - click the appropriate button (Unix or Windows) to use this recipe for Unix or 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.

**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.

To use exit code in the VBS or PowerShell scripts, you have to specify it directly in the script. For example:

**VBS**

```vbs
WScript.Echo "test"
WScript.Quit 95
```

**PowerShell**

```powershell
get-date -displayhint date
exit 227
```

- **STDOUT** - standard output.
- **STDERR** - standard error
- **STDOUT and STDERR** - standard output and standard error.

Move the **Pass anything else** slider to the right if you do not want to specify the pass output value. Otherwise leave this slider disabled to set the pass values.

**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.

In case you have already specified the recipe pass values, you will get the **Fail anything else** slider enabled automatically, as you cannot specify both pass and fail values for one recipe step. Move this slider to the left if you want to set set fail values (**Pass anything else** slider will be enabled automatically).

**Fail 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.

5. Press **Save**.

---

### 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.

### 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 any recipe
- 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
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 will 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 will 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 **Recipes > Recipe Groups** menu.
2. On the page that follows, 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 **Recipes > 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 **Recipes > 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.

**Recipe Use Examples**

The set of examples aimed to illustrate the recipe utilization.

**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**

```bash
#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
#else
  # exit 1
#endif
```

*Result source:* Exit code

*Pass values:* 0
On success: Proceed

Fail values: Fail anything else

On failure: Fail

Step 2

```bash
```

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

```bash
service httpd restart
```

Result source: Exit code

Pass values: 0

On success: Stop

Fail values: Fail anything else

On failure: Fail

Step 4

```bash
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
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

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

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"
      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

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

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.

**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](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.

Setting up OnApp CDN includes:

- 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.

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 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.

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 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 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 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.

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.

Starting with OnApp 5.4 version, edge servers functionality is applicable for users with vCloud Director integration. Ensure that Create a new virtual server and Compute zones permissions are on before creating edge server for vCloud.

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 service. 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
- RTMPE (secure Wowza) – streaming encryption.

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 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.

You can use smart Compute resources for CDN edge server deployment.

CDN edge servers do not support firewall and NAT (network address translation).

Create CDN Edge Server

Starting with OnApp 5.4 version, edge servers functionality is applicable for users with vCloud Director integration. Ensure that Create a new virtual server and Compute zones permissions are on before creating edge server for vCloud.

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 4. 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 edge 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 edge server properties.

   **Step 2 of 4. Properties**

   - Give your edge server a label. The label can consist of:
     - Lower- & upper-case letters [A-Za-z]
     - Digits [0-9]
     - Dash [-]
     - Underscore [ _ ]
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.

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.

If your cloud has sufficient resources, but the **Next** button is dimmed during server creation, the reason might be a browser issue. For more information, refer to our [Knowledge base article](#).

### Step 3 of 4. Resources

**For ordinary edge server:**

- Select the compute zone and the specific compute resource to build the edge server on.
- Set the resources needed for this edge server: RAM, CPU cores and CPU priority.
- Choose a data store zone and data store 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.
- Choose the network from which the VS should get the IP address

**For vCloud edge server:**

If you have vCloud Director and want to create an edge server, the resources' step of the creation wizard will differ.

**Compute Resources**

- **Compute Zone** - the compute zone to build the edge server on.
- **User group** - select the organization from the drop-down menu
- **Vdc** - select vCloud resource pool from the drop-down menu

**Resources**

- **RAM** - set the amount of edge server's RAM. The recommended RAM amount is at least 512 MB.
- **CPU Cores** - set the amount of edge server's CPU cores. For KVM compute resources, this parameter sets CPU sockets by default, unless CPU topology is enabled.

**Primary Disk**

- **Data Store** - choose a data store for edge server's primary disk.
Network Configuration

- Network - choose a network from the drop-down box.

Click Next to proceed to the following step of the wizard that completes the edge server creation process.

Step 4. 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.

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.

If you are viewing the edge servers list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click Apply. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the edge servers list. You can always alter your column selection later. Note that by default the VIP column is not visible in the table on narrow screens.

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.

<table>
<thead>
<tr>
<th>Overview</th>
<th>The Overview tab shows CDN edge server information and gives access to the most frequently-used management tools.</th>
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<tbody>
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<td>Properties</td>
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<td>CPU Usage</td>
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<tr>
<td>Billing Statistics</td>
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<th>Networking</th>
<th>The Networking tab gives access to the edge server's Network interfaces and IP addresses.</th>
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</thead>
<tbody>
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<td>Network Interfaces</td>
<td>CDN edge server's network configuration</td>
</tr>
</tbody>
</table>
**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:
   - Change the edge server label.
   - Edit CPU core/priority and RAM values.

   Note that the server will be rebooted if you edit resources allocated.

4. Click **Save Edge server**.

**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.

**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.

**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**.

**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.
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.

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<th>The Storage tab lets you manage your edge server’s disks.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disks</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

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.

Create CDN Storage Server

To create 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.
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.
- Choose the network from which the VS should get the IP address.
- 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 dropbox.
- 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.

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.

Edit CDN Storage Server

1. Go to your Control Panel's CDN Storage Servers menu.
2. Click the label of a required storage server.
3. On the next screen, click the Tools button, then click the Edit CDN Edge Server link under the Storage Server Options.
4. Change the storage server label.
5. Edit CPU core/priority and RAM values.
6. Click Save.

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.

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.

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>
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</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>
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.

**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.

**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 timeout - proxy server response timeout in seconds. Maximum proxy read timeout value - 65535 seconds
- Proxy connect timeout - timeout for establishing connection with proxy server in seconds. Maximum proxy connect timeout 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.

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.

**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.

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
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. Be aware that if CDN hostname ends with '.r.worldssl.net', it can not be digit-only (for example 1234 56.r.worldssl.net is not applicable).

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 groups depend on the assigned billing plan's edge groups limit.

The map displays own, subscribed and available CDN resources:

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
<?php
$hashLink = generateHashLink('www.example.com', '/images/photo.png', 'l33tf0olol', 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 represented chars of base64 encoding (8 bits)
    // + is 62 and / is 63. These chars 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, $hashStr);
}
```
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 FLV 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
  - $host$suri
  - $proxy_host$request_uri
  - $proxy_host$suri

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).

HTTP Live Streaming (HLS) Optimization

- **Enable HLS Optimization** - move the slider to enable/disable HLS optimization. This option is available only for HTTP Pull CDN resources.
- **Enforce Cache Expiry** - tick this checkbox to create an HTTP rule that will enforce cache expiry. After you enable HLS optimization during HTTP Pull resource creation or editing, this check box will not be displayed if you edit the resource as long as the Enable HLS Optimization option is switched on. If you disable the option and then enable it again, this checkbox will be displayed. If an enforce cache expiry rule has already been set for the resource, a new rule will not be created after you check this box and save changes. You can manually add or delete the HTTP rule that will enforce cache expiry on the HTTP Caching Rules page of your CDN resource.

4. Click **Create CDN Resource**.

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**

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.

**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:

- **Own**
- **Subscribed**

**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 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=3500000).

**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:
  1. Copy the existing primary key and paste to backup key.
  2. 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.

**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**

   Select the required resource type - LIVE STREAMING, 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:
  - External publishing location - specify your publishing point's URL as an RTMP protocol. For example, rtmp://domain.com/xxx.
  - Failover external publishing location - specify the failover URL

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

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 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.

**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.

**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.
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.

View CDN Advanced Reporting

To view advanced reporting on bandwidth statistics for HTTP type CDN resources:
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, the .json report will show the total/cached/non-cached/hits/misses statistics. The default period is the last week.

### 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.

### 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.

### 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 billing 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).
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.

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

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.
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.

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.

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>
<tr>
<td>URL</td>
<td>Selects the URL part of the request. It excludes the query string.</td>
</tr>
<tr>
<td>Client requests:</td>
<td><a href="http://cdn.example.com/image.jpg">http://cdn.example.com/image.jpg</a> Selected value:</td>
</tr>
<tr>
<td>Example</td>
<td></td>
</tr>
<tr>
<td>IP</td>
<td>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.</td>
</tr>
<tr>
<td>Example</td>
<td>“192.0.2.43”</td>
</tr>
<tr>
<td>Cookie</td>
<td>Selects the value of a specific cookie sent by the client.</td>
</tr>
<tr>
<td>Example</td>
<td>Cookie chosen: “logged_in”</td>
</tr>
<tr>
<td>Client request header:</td>
<td>“Cookie: session_id=abcdef; logged_in=1; cart_id=defabc”</td>
</tr>
<tr>
<td>Selected value:</td>
<td>“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>Example</td>
<td>Client’s IP: 193.113.9.162</td>
</tr>
<tr>
<td>Selected value:</td>
<td>“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>Example</td>
<td>Parameter chosen: “page”</td>
</tr>
<tr>
<td>Client requests:</td>
<td><a href="http://cdn.example.com/index.php?page=about&amp;id=53">http://cdn.example.com/index.php?page=about&amp;id=53</a> Selected value:</td>
</tr>
<tr>
<td>“about”</td>
<td></td>
</tr>
</tbody>
</table>
Extension
Selects the file extension of the request. If the request filename does not contain a dot, then the value “” is selected.

Example
Client requests:
http://cdn.example.com/image.jpg Selected value:

Header
Selects the value of a specific client request header. If the request header does not exist, then the value “” is selected.

Example
Header chosen: “User-Agent”
Client sends header: “User-Agent: Mozilla/5.0 (Windows NT 6.3) Firefox/30.0”
Selected value: “Mozilla/5.0 (Windows NT 6.3) Firefox/30.0”

Scheme
Selects the scheme part of the request. It can be either http or https.

Example
Client requests:
http://cdn.example.com/image.jpg Selected value:
“http”

Example
Client requests: https://secure.example.com/image.jpg

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>Equals</td>
<td>Compares the subject to an exact value.</td>
</tr>
</tbody>
</table>

Example
URL “/index.php”
Equals “/index.php”
Result TRUE

URL “/ExampleFile.txt”
Equals “/examplefile.txt”
Result TRUE

URL “/image.jpg”
Equals “/index.php”
Result FALSE
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starts with</td>
<td>Compares whether the subject starts with a value.</td>
</tr>
<tr>
<td>Example</td>
<td>IP &quot;192.0.2.54&quot; Starts With &quot;192.0.2.&quot; Result TRUE</td>
</tr>
<tr>
<td></td>
<td>URL &quot;/images/files.jpg&quot; Starts With &quot;/images/&quot; Result TRUE</td>
</tr>
<tr>
<td></td>
<td>IP &quot;192.5.54.3&quot; Starts With &quot;192.0.2.&quot; Result FALSE</td>
</tr>
<tr>
<td>Ends with</td>
<td>Compares whether the subject ends with a value.</td>
</tr>
<tr>
<td>Example</td>
<td>URL &quot;/images/files.jpg&quot; Ends With &quot;.jpg&quot; Result TRUE</td>
</tr>
<tr>
<td></td>
<td>URL &quot;/videos/video.mp4&quot; Ends With &quot;.jpg&quot; Result 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 &quot;GB&quot; In List &quot;GB ES FR DE&quot; Result TRUE</td>
</tr>
<tr>
<td></td>
<td>Country &quot;US&quot; In List &quot;GB ES FR DE&quot; Result FALSE</td>
</tr>
</tbody>
</table>
Matches wildcard

Compares whether the subject matches a wildcard value. The wildcard character "*" matches any 0 or more characters. Multiple "*"s can be specified.

*Example*

Url “/images/photos/photo.jpg”

Matches Wildcard “/images/\*\*.jpg”

Result TRUE

Url “/images/videos/video.mp4”

Matches Wildcard “/images/\*\*.jpg”

Result FALSE

Url “/archives/2014/news/index.html”

Matches Wildcard “/2014/news/\*”

Result TRUE

---

**Does not equal**

Opposite of the *Equals* value

**Does not start with**

Opposite of the *Starts with value*

**Does not end with**

Opposite of the *Ends with value*

**Is not in list**

Opposite of the *In list value*

**Does not match wildcard**

Opposite of the *Matches wildcard value*

---

**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 “Cache-Control: no-cache”.</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 &quot;private&quot; or &quot;no-cache&quot;. 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 Header</td>
<td>Overrides a request header to the origin. A header name and header value must 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>---------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</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>
</tbody>
</table>
| Prepend Origin Directory | Prepends a directory to the URL when the edge server requests it from the origin.  
Examples:  
Prepend origin directory "images"  
Client requests to edge: http://cdn.example.com/photo.jpg  
Edge requests to origin: http://cdn.example.com/images/photo.jpg  
Prepend origin directory "/some/sub%20directory/"  
Client requests to edge: http://cdn.example.com/some/file.txt  
Edge requests to origin: http://cdn.example.com/some/sub%20directory/some/file.txt  
A value must be provided (it cannot be empty).  
Leading and trailing slashes from the directory are automatically stripped.  
Special characters, such as spaces, must be percent-encoded. |
| Set Custom Origin | Overrides the origin that the edge server connects to.  
Example:  
Resource has origin "3.3.3.3".  
A rule is added such that if a URL starts with "images", it sets a custom origin to “5.5.5.5”.  
A value must be provided (it cannot be empty) and it must be a valid hostname or IP.  
A custom origin port cannot be specified or overridden.  
“Set Request Header” may be used in conjunction with this to set a correct Host header. |
| Passthrough HTTP Host Header to Origin | 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 although the condition = true.  
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 "passthrough http host header to origin" happens during the path from cdn edge --> origin. This feature is not about “making all requests goes back to origin”, but “sending the host header info to origin”. |

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
<table>
<thead>
<tr>
<th>Code</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL</td>
<td>Albania</td>
</tr>
<tr>
<td>AM</td>
<td>Armenia</td>
</tr>
<tr>
<td>AO</td>
<td>Angola</td>
</tr>
<tr>
<td>AP</td>
<td>Asia/Pacific Region</td>
</tr>
<tr>
<td>AQ</td>
<td>Antarctica</td>
</tr>
<tr>
<td>AR</td>
<td>Argentina</td>
</tr>
<tr>
<td>AS</td>
<td>American Samoa</td>
</tr>
<tr>
<td>AT</td>
<td>Austria</td>
</tr>
<tr>
<td>AU</td>
<td>Australia</td>
</tr>
<tr>
<td>AW</td>
<td>Aruba</td>
</tr>
<tr>
<td>AX</td>
<td>Aland Islands</td>
</tr>
<tr>
<td>AZ</td>
<td>Azerbaijan</td>
</tr>
<tr>
<td>BA</td>
<td>Bosnia and Herzegovina</td>
</tr>
<tr>
<td>BB</td>
<td>Barbados</td>
</tr>
<tr>
<td>BD</td>
<td>Bangladesh</td>
</tr>
<tr>
<td>BE</td>
<td>Belgium</td>
</tr>
<tr>
<td>BF</td>
<td>Burkina Faso</td>
</tr>
<tr>
<td>BG</td>
<td>Bulgaria</td>
</tr>
<tr>
<td>BH</td>
<td>Bahrain</td>
</tr>
<tr>
<td>BI</td>
<td>Burundi</td>
</tr>
<tr>
<td>BJ</td>
<td>Benin</td>
</tr>
<tr>
<td>BL</td>
<td>Saint Barthelemy</td>
</tr>
<tr>
<td>BM</td>
<td>Bermuda</td>
</tr>
<tr>
<td>BN</td>
<td>Brunei Darussalam</td>
</tr>
<tr>
<td>BO</td>
<td>Bolivia</td>
</tr>
<tr>
<td>BQ</td>
<td>Bonaire, Saint Eustatius and Saba</td>
</tr>
<tr>
<td>BR</td>
<td>Brazil</td>
</tr>
<tr>
<td>BS</td>
<td>Bahamas</td>
</tr>
<tr>
<td>BT</td>
<td>Bhutan</td>
</tr>
<tr>
<td>BV</td>
<td>Bouvet Island</td>
</tr>
<tr>
<td>BW</td>
<td>Botswana</td>
</tr>
<tr>
<td>BY</td>
<td>Belarus</td>
</tr>
<tr>
<td>BZ</td>
<td>Belize</td>
</tr>
<tr>
<td>CA</td>
<td>Canada</td>
</tr>
<tr>
<td>CC</td>
<td>Cocos (Keeling) Islands</td>
</tr>
<tr>
<td>CD</td>
<td>Congo, The Democratic Republic of the</td>
</tr>
<tr>
<td>CF</td>
<td>Central African Republic</td>
</tr>
<tr>
<td>CG</td>
<td>Congo</td>
</tr>
<tr>
<td>CH</td>
<td>Switzerland</td>
</tr>
<tr>
<td>CI</td>
<td>Cote d'Ivoire</td>
</tr>
<tr>
<td>CK</td>
<td>Cook Islands</td>
</tr>
<tr>
<td>Country Code</td>
<td>Country Name</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>CL</td>
<td>Chile</td>
</tr>
<tr>
<td>CM</td>
<td>Cameroon</td>
</tr>
<tr>
<td>CN</td>
<td>China</td>
</tr>
<tr>
<td>CO</td>
<td>Colombia</td>
</tr>
<tr>
<td>CR</td>
<td>Costa Rica</td>
</tr>
<tr>
<td>CU</td>
<td>Cuba</td>
</tr>
<tr>
<td>CV</td>
<td>Cape Verde</td>
</tr>
<tr>
<td>CW</td>
<td>Curacao</td>
</tr>
<tr>
<td>CX</td>
<td>Christmas Island</td>
</tr>
<tr>
<td>CY</td>
<td>Cyprus</td>
</tr>
<tr>
<td>CZ</td>
<td>Czech Republic</td>
</tr>
<tr>
<td>DE</td>
<td>Germany</td>
</tr>
<tr>
<td>DJ</td>
<td>Djibouti</td>
</tr>
<tr>
<td>DK</td>
<td>Denmark</td>
</tr>
<tr>
<td>DM</td>
<td>Dominica</td>
</tr>
<tr>
<td>DO</td>
<td>Dominican Republic</td>
</tr>
<tr>
<td>DZ</td>
<td>Algeria</td>
</tr>
<tr>
<td>EC</td>
<td>Ecuador</td>
</tr>
<tr>
<td>EE</td>
<td>Estonia</td>
</tr>
<tr>
<td>EG</td>
<td>Egypt</td>
</tr>
<tr>
<td>EH</td>
<td>Western Sahara</td>
</tr>
<tr>
<td>ER</td>
<td>Eritrea</td>
</tr>
<tr>
<td>ES</td>
<td>Spain</td>
</tr>
<tr>
<td>ET</td>
<td>Ethiopia</td>
</tr>
<tr>
<td>EU</td>
<td>Europe</td>
</tr>
<tr>
<td>FI</td>
<td>Finland</td>
</tr>
<tr>
<td>FJ</td>
<td>Fiji</td>
</tr>
<tr>
<td>FK</td>
<td>Falkland Islands (Malvinas)</td>
</tr>
<tr>
<td>FM</td>
<td>Micronesia, Federated States of</td>
</tr>
<tr>
<td>FO</td>
<td>Faroe Islands</td>
</tr>
<tr>
<td>FR</td>
<td>France</td>
</tr>
<tr>
<td>GA</td>
<td>Gabon</td>
</tr>
<tr>
<td>GB</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>GD</td>
<td>Grenada</td>
</tr>
<tr>
<td>GE</td>
<td>Georgia</td>
</tr>
<tr>
<td>GF</td>
<td>French Guiana</td>
</tr>
<tr>
<td>GG</td>
<td>Guernsey</td>
</tr>
<tr>
<td>GH</td>
<td>Ghana</td>
</tr>
<tr>
<td>GI</td>
<td>Gibraltar</td>
</tr>
<tr>
<td>GL</td>
<td>Greenland</td>
</tr>
</tbody>
</table>
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
KI Kiribati
KM Comoros
KN Saint Kitts and Nevis
KP Korea, Democratic People's Republic of
KR Korea, Republic of
KW Kuwait
KY Cayman Islands
KZ Kazakhstan
NL Netherlands
NO Norway
NP Nepal
NR Nauru
NU Niue
NZ New Zealand
OM Oman
PA Panama
PE Peru
PF French Polynesia
PG Papua New Guinea
PH Philippines
PK Pakistan
PL Poland
PM Saint Pierre and Miquelon
PN Pitcairn
PR Puerto Rico
PS Palestinian Territory
PT Portugal
PW Palau
PY Paraguay
QA Qatar
RE Reunion
RO Romania
RS Serbia
RU Russian Federation
RW Rwanda
SA Saudi Arabia
SB Solomon Islands
SC Seychelles
SD Sudan
SE Sweden
SG Singapore
SH Saint Helena
SI Slovenia
SJ Svalbard and Jan Mayen
SK Slovakia
SL Sierra Leone
SM San Marino
SN Senegal
SO Somalia
SR    Suriname
SS    South Sudan
ST    Sao Tome and Principe
SV    El Salvador
SX    Sint Maarten
SY    Syrian Arab Republic
SZ    Swaziland
TC    Turks and Caicos Islands
TD    Chad
TF    French Southern Territories
TG    Togo
TH    Thailand
TJ    Tajikistan
TK    Tokelau
TL    Timor-Leste
TM    Turkmenistan
TN    Tunisia
TO    Tonga
TR    Turkey
TT    Trinidad and Tobago
TV    Tuvalu
TW    Taiwan
TZ    Tanzania, United Republic of
UA    Ukraine
UG    Uganda
UM    United States Minor Outlying Islands
US    United States
UY    Uruguay
UZ    Uzbekistan
VA    Holy See (Vatican City State)
VC    Saint Vincent and the Grenadines
VE    Venezuela
VG    Virgin Islands, British
VI    Virgin Islands, U.S.
VN    Vietnam
VU    Vanuatu
WF    Wallis and Futuna
WS    Samoa
YE    Yemen
YT    Mayotte
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=110ea31ac69c09a2db0b0dd7423843631cdab498f7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8f437e27449c6d6c21e5d9f1c47f14e91a51ea7
5. Embed with your website.

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.

Run Token Generator

Download the script from the following locations:

- .NET script: https://bitbucket.org/onappcore/cdn-wowza-token-tool/src/f06c7cc4842a9854ba6759a7ef18191cc2dd60e7/dotnet/?at=master
- Java script: https://bitbucket.org/onappcore/cdn-wowza-token-tool/src/f06c7cc4842a9854ba6759a7ef18191cc2dd60e7/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 denies 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=110ea31ac69c09a2db0b2d74238843631cdab498ff7e6e75c9d9cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7
```

After generating a token, append the result to the playback URL.

Decrypt token
To decrypt a token, run the following:

```
```
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)

ref_deny

- 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
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:
```bash
java -jar token-auth-generator-1.2.jar encrypt samplekey
"expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com"
```

Sample Output:
```
token=110ea31ac69c09a2db0b0d74238843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7
tocodecode
```

After generating a token, append the result to the playback URL.

Decrypt token

To decrypt token, run the following:
```bash
java -jar token-auth-generator-1.2.jar decrypt samplekey
110ea31ac69c09a2db0b0d74238843631cdab498ff7e6e75cbd99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7
```

Sample Output:
```
security
parameters=expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com
```

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.
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.

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.

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**.

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.

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.

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**
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.
4. Upload your files.

VOD Pull CDN Resource

To upload files to the HTTP Push CDN resource, 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.
- 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.

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.

**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 an 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/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:
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 domain 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 SNI 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)
  - single certificate
  - wildcard certificate (*.example.com)
  - SAN certificate (any domains)
- organization validation (OV) certificates
  - single certificate
  - wildcard certificate (*.example.com)
  - SAN certificate (any domains)
- extended validation (EV) certificates
  - single certificate
  - wildcard certificate (*.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 permission.
- 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.

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:

- **ID** - the ID of the custom SNI SSL certificate.
- **Name** - the name of the certificate. Click the name to view the certificates' properties and associated CDN resources.
- **Actions** - click the Actions button to edit or delete the certificate.

### 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:
   - **Name** - specify a name for the certificate. This parameter is optional.
   - **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.

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.

### 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**.

### 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**.

### CDN Accelerator

OnApp introduces a new type of virtual server - **Accelerator**. Accelerator empowers any websites/VS 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.
- Only HTTP is supported. Other protocols, including HTTPS, will be passed through to the VS directly.
- In order to route the VS’s traffic, the VS must be on the same network with the Accelerator.

A schematic of the process architecture is shown below:

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

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 (IP address from the network, which was set first, will be used for VS acceleration)
- 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):
   - Reboot
   - Shutdown

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.

### 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.

### 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 VSs, refer to Set User Billing Plan Prices And Resource Limits.

**On this page:**

- Step 1 of 4. Cloud Locations
- Step 2 of 4. Properties
- Step 3 of 4. Resources
- Step 4 of 4. Confirmation

Currently accelerator functionality is supported for HTTP protocol only.

**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.

If your cloud has sufficient resources, but the Next button is dimmed during accelerator creation, the reason might be a browser issue. For more information, refer to our Knowledge base article.

**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.
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.
- **Network** - choose the network from which the VS should get the IP address.
- **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)

During Accelerator creation special ID is created which is allocated to IP Address.

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

Step 4 of 4. Confirmation

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.

**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.

### On this page:
- Accelerator Options
  - Rebuild/Build Accelerator
  - Edit Accelerator
  - Migrate Accelerator
  - Delete Accelerator
- Power Options
  - Reboot Accelerator
  - Shut down Accelerator
  - Suspend Accelerator
  - Startup Accelerator
- Performance and Administrative Options
  - Segregate Accelerator
  - Change Owner

## 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.

### 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 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. 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.

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.

**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**.

**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)

**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.

**Edit Disk**

To edit a 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.

**Migrate Disk**

To migrate a 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**.

**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.

**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.

- Two networks can not be used for one Accelerator simultaneously. Only one Accelerator can be created per network.
- Do not use two accelerated networks for one VS.

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.

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.

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:
   - *Port speed* – set port speed in Mbps, or make it unlimited.
6. Click the **Submit** button.

### 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.

### 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.

### 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. This menu also lets you rebuild the Accelerator's network.
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.

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** button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the accelerator will be available).
6. (Not available for federated VSs) Select an IP address manually 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.
7. Click the **Add IP Address** button.

You must rebuild the network after making changes to IP address allocations.

If you change IP Address for Accelerator, acceleration for VSs will start working in 15-20 minutes.

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.

   IP address that is used by Accelerator should not be changed.

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.

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.

CDN Reporting

CDN reporting functionality allows you to conduct the in-depth analysis of your own CDN resources by viewing different reports. At the moment the following reports are available:

- Top files report
- Top referrers report
- Overview report
- Cache statistics report
- Status codes report
- Stream Bandwidth report
- Visitors report
- Admin report

You can apply filters for every report (by time period, by CDN resource). Also export to csv format is available.

- Ensure that the CDN reports permissions are on before managing CDN reports. For more information refer to the List of all OnApp Permissions section of this guide.
- Ensure that you have Aflexi ID before managing CDN reporting statistics.

Overview Report

To view the Overview report:

1. Go to your Control Panel's Reports menu in the CDN section of the left navigation pane.
2. Click the Overview section. You can filter the statistics by frequency and by date - select frequency (one minute, one hour or one day) and the time period from the drop-down menu and click the Apply button.
3. You will get the statistics divided into several sections:

   Line chart
   The line chart shows the cached and uncached bandwidth statistics (in MB) for the selected period.

   Top 5 CDN resources
   You can view top five CDN resources together with their details:
- Bandwidth - the amount of transmitted bandwidth for the selected period
- Cache Hit - the amount of successful file requests for the selected period
- Miss - the amount of failed file requests for the selected period

**Top 5 HTTP errors**
This section shows top five CDN resources with the biggest amount of HTTP errors (4xx & 5xx)

**Top 5 CDN locations**
You can view top five CDN locations with the biggest amount of bandwidth.

**Visitor Statistic**
In this section you can find a diagram, which shows visitor statistics by region.

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

**Cache Statistics Report**
To view the Cache Statistics report:

1. Go to your Control Panel's Reports menu in the CDN section of the left navigation pane.
2. Click the Cache Statistics section. You can filter the statistics by:
   - **Type** - select the statistics type (GB, Hit/Miss, Speed) from the drop-down menu
   - **CDN resource** - choose CDN resource, for which you want to view the statistics
   - **Time period** - select period start and end date
3. Click the Apply button. You will get the statistics chart and table with locations.

Depending on the selected statistics type, the chart and the table will show the following:

- **If bandwidth type (GB) is selected**
  The chart shows the cached and uncached bandwidth statistics (in Mb) for the selected period.
  Below you can find the list of corresponding CDN locations with their number of requests and amount of bandwidth.

- **If Hit/Miss type is selected**
  The chart shows the amount of hit and miss requests for the selected period.
  Below you can find the list of corresponding CDN locations with their total number of requests and amount of hit and miss requests.

- **If speed type is selected**
  The chart shows the cached and uncached bandwidth speed statistics (in Mbit/s) for the selected period.
  Below you can find the list of corresponding CDN locations with their speed amount.

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

To export the statistics in csv format, click the Export to CSV button.

**Top Files Report**
To view the Top files report:

1. Go to your Control Panel's Reports menu in the CDN section of the left navigation pane.
2. Click the Top Files section. You will get the list of top 50 files (by default for the last week) with the following details:
- **Resource** - the name of the CDN resource
- **File URL** - the URL of the resource file
- **Requests** - the total amount of file requests for the selected period
- **Hit** - the amount of successful file requests for the selected period
- **Miss** - the amount of failed file requests for the selected period
- **Bandwidth** - the amount of transmitted bandwidth for the selected period
- **Actions** - if available, you can click the **Purge** button to remove cache content. This action is available only for accelerated CDN resources.

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

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

To export the statistics in csv format, click the **Export to CSV** button.

### Top Referrers Report

This report is available only for resource owner.

To view the Top referrers report:

1. Go to your Control Panel's **Reports** menu in the CDN section of the left navigation pane.
2. Click the **Top Referrers** section. You will get the list of top 50 referrers (by default for the last week) with the following details:
   - **Resource** - the name of the CDN resource
   - **Referrer** - the clickable referrer link
   - **Hit** - the amount of references for the selected period

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

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

To export the statistics in csv format, click the **Export to CSV** button.

### Status Codes Report

To view the Status Codes report:

1. Go to your Control Panel's **Reports** menu in the CDN section of the left navigation pane.
2. Click the **Status Codes** section. You can filter the statistics by:
   - **Frequency** - select the frequency type (one minute, one hour or one day) from the drop-down menu
   - **CDN resource** - choose CDN resource, for which you want to view the statistics
   - **Time period** - select period start and end date
3. Click the **Apply** button. You will get the statistics chart and two tables:
   - The chart shows the number of requests with different error codes for the selected period.
   - You can view the list of error codes together with their amount of requests in Status Codes table.
   - Http error report table shows the list of CDN resources together with their amount of error requests.

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

To export the statistics in csv format, click the **Export to CSV** button.

### Stream Bandwidth Report

Be aware, that the bandwidth statistics report shows information on Stream type CDN resources only.

To view the bandwidth statistics report:
1. Go to your Control Panel's **CDN Reports** menu and then click the **Stream Bandwidth** 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 and/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.

### Visitors Report

To view the Visitors report:

1. Go to your Control Panel's **Reports** menu in the CDN section of the left navigation pane.
2. Click the **Visitors** section. You can filter the statistics by:
   - **CDN resource** - choose CDN resource, for which you want to view the statistics
   - **Time period** - select period start and end date
3. Click the **Apply** button. You will get the **Top 5 Countries chart** (by default for the last week) with the visitors' amount statistics. Also you will get the **Visitor Countries table** (sorted by the highest request) with the following details:
   - **Visitor Country** - the code of the visitor country
   - **AVG Latency** - the average latency for the selected period
   - **AVG Transfer Rate** - the average transfer rate for the selected period
   - **Requests** - the amount of successful file requests for the selected period
   - **Bandwidth** - the total amount of transmitted bandwidth for the selected period

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

To export the statistics in **csv** format, click the **Export to CSV** button.

### Admin Report

Ensure that the **See Admin report** permission is on before managing the Admin report. For more information refer to the **List of all OnApp Permissions** section of this guide.

To view the Admin report:

1. Go to your Control Panel's **Reports** menu in the CDN section of the left navigation pane.
2. Click the **Admin** section. You can filter the statistics by:
   - **Frequency** - select the frequency type (one minute, one hour or one day) from the drop-down menu
3. Click the **Apply** button. You will get the statistics divided into several sections:

**Line Chart (Bandwidth statistics)**

The line chart shows the total amount of cached and uncached bandwidth statistics (in Gb) for the selected period.

**Top 5 CDN resources**

You can view top five CDN resources together with their details:

- **CDN Resource** - the name of CDN resource
- **Past Hour** - the amount of bandwidth for the past hour
- **This Hour** - the amount of bandwidth for this hour
- **Bandwidth** - the amount of transmitted bandwidth for the selected period

Click the table's label to view it separately.

**Top 5 CDN locations**

You can view top five CDN locations with the biggest amount of bandwidth. Click the table's label to view it separately.

Bandwidth, sold in Federation, is not included in this statistics table.

**Top 5 Http errors**

This section shows top five CDN resources with the biggest amount of http errors (4xx&5xx). Click the table's label to view it separately.

To sort information by column in ascending or descending order, mouse over the particular column header and click a triangle icon.

### 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.

### Enable/disable AWS

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** 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.

Manage 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.

On this page:
- View the list of EC2 Instances
- View EC2 Instances details
- Edit EC2 Instance
- Delete EC2 Instance

If AWS is disabled, the above option will disappear from the dashboard, but all users’ credentials will be kept in OnApp DB.

View the list of EC2 Instances
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.

**View EC2 Instances details**

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. Click the ID of instance you are interested in.
3. On the screen that appears, you will see the following EC2 instance details:
   - Id
   - Instance Type
   - Status
   - Availability zone
   - Key Name
   - Subnet
   - Image
   - Launch time
   - Actions buttons: Start, Stop, Reboot
   - Public dns name
   - Public IP address
   - Private dns name
   - Private IP address
   - Virtualization type
   - Ebs optimized
   - Root device type
   - Root device name

You can connect to your EC2 instance using the **Connect** button in the upper left corner, which will provide corresponding instructions.

**Edit EC2 Instance**

To edit **EC2 Instance**:

1. Go to your Control Panel **EC2 Instances** menu.
2. The page that loads will list your EC2 instances. Click the ID of instance you are interested in.
3. On the screen that appears, you will see the EC2 instance details.
4. Click the
button in the upper right corner. Choose another instance type from the drop-down menu and click **Apply**.

### Delete EC2 Instance

To delete EC2 Instance:

1. Go to your Control Panel **EC2 Instances** menu.
2. The page that loads will list your EC2 instances. Click the ID of instance you are interested in.
3. On the screen that appears, you will see the EC2 instance details.
4. Click the button in the upper right corner. Confirm the deletion by clicking the **Terminate** button.

### 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.

**AMIs**

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.

Instance Details

On this step you need to fill in the following information:

- Indicate the number of instances to be launched. You may launch several identical instances at the same time.
- Specify network configuration. Choose network and subnet.
- 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.
3. 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.
- If during search in AWS Marketplace you get an error message about request time out, perform the following:
  a. open file /onapp/interface/config/info_hub.yml
  b. increase time out by editing parameter search_query_timeout

**Users**

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.

**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.

**vCloud Director Users**

You can create vCloud Director users in OnApp. This process will add a user both to vCloud Director and OnApp. The user creation form is standard for OnApp, the fields that will synchronize user data with vCloud Director are: Login, Password, User Role, User Group, First and Last Name, and Email.

After you add a user, the change will be synchronized to vCloud Director. When you assign the vCloud Director user that you add in OnApp to an Organisation (user group), you define the resources the new user will have access to.

The following user related actions are available via OnApp:

- view users
- create users
- edit users
- delete users
View Users

For a quick view of user account details, go to your Control Panel's Users 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)

If you are viewing the users list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click **Apply**. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the users list. You can always alter your column selection later.

Column selection is currently set for one browser. If you have checked some columns in one browser and open the list in some other browser, the column selection will be the default one for that other browser.

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.

**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 directly from the OnApp login page using your login and password, 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.

Ensure that **Allow user to send password reminder** permission is on before sending password reminder. For more information about permissions refer to the **List of all OnApp Permissions** section of this guide.
Amazon Web Services

Shows 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:

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 Director Credentials

vCloud Director system administrators are not automatically imported into OnApp from vCloud Director (as, in this case they will automatically get access to all the OnApp functions). Alternatively, OnApp administrators can set their own vCloud Director credentials to be able to log in to vCloud Director and manage vCloud Director resources with OnApp. Also OnApp administrators can create system administrators in their OnApp cloud and assign administrator roles to them at their own risk. After that system administrators can log in to OnApp and then set their vCD credentials by themselves. Administrators can also set the vCloud Director password for their users.

So, administrators can:

- set their own credentials for vCloud Director
- set user’s vCloud Director password

The following vCloud Director credentials are displayed on the user profile page:

- Login - the user’s vCloud Director login
- Password - click the Change Password link to edit the user’s vCloud Director credentials

Set System Administrator Credentials

To set system administrator credentials:

1. Click the Create Credentials button.
2. On the screen that appears, set the vCloud Director login and password to be able to manage vCloud resources Director with OnApp.
3. Click Test Connection to ensure that credentials are correct.
4. Click Save.

Set User’s vCloud Director Password

To set user’s vCloud Director password:

1. Click the Change Password button.
2. On the screen that appears, set the vCloud Director password.
3. Click Test Connection to ensure that password is correct.
4. Click Save.

API info

- API key - click the Generate key button to generate a new API key.

Yubico info

This section appears in the profile only if you have either the Update Yubikey or the Update own Yubikey permission enabled.

Here you can enable/disable logging into OnApp using a YubiKey and add/delete YubiKeys. It is required to add at least one YubiKey to the user profile at Manage YubiKeys before you can enable the Use YubiKey option.

- Use Yubikey - move the slider to the right to enable logging in using a YubiKey for this user. You can enable this option only if you have added at least one YubiKey to your profile. If you delete all your Yubikeys, this option will be disabled automatically.
- Manage YubiKeys - click this button to add or delete YubiKey to your profile. The window that pops up shows the list of your YubiKeys and when each of them was last used. You can add up to five YubiKeys.
  - To add a new YubiKey:
    1. Enter a label for your YubiKey in the Enter label field.
2. Click in the *Touch your yubikey* field.
3. Press your finger to the gold Yubikey button. A long line of characters will appear in the field and the new Yubikey will be added to your profile.
   - To delete a YubiKey click the button next to the YubiKey you want to delete.

Be careful when deleting a YubiKey as it will no longer be possible to log in using that Yubikey unless you add it again to your profile.

The *Yubico info* section appears in the user profile only if the *Use Yubico login* option is enabled for your cloud at Control Panel > Settings > Configuration.

**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 24 hrs.
- **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.

**User Payments**

To view, add and edit payments for a user:

1. Go to your Control Panel's *Users* 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.

Also you can add payments at Control Panel > Payments menu. For more information refer to the Create and Manage Payments section of this guide.

**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* 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.
- **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.
- **Backup Zones Templates Cost** - the price for the amount of templates of the backup zones made during the chosen period.
- **Backup Zones Template Disk Size Cost** - the price for the disk size taken by templates stored on the backup zones during the predefined period.
- **Acceleration Cost** - the price for the amount of accelerated VSs for the selected period.
- **OVAs count Cost** - the price for the amount of OVAs uploaded by the user during the chosen period.
- **OVAs size Cost** - the price for the disk size taken by OVA files stored on the backup server during the predefined period.
- **CDN Edge Group Costs** - the price for all CDN Edge groups for the chosen period.
- **Virtual Servers Cost** – the total due for all the VSs minus Backups/Templates Cost (if any) for the predefined period.
- **Total Cost** – the sum of Used resources cost and Virtual Servers cost for the selected period.

**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.

**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** 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.

**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** 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.
**Create User**

To add a new user:

1. Go to your Control Panel's **Users** 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. For vCloud Director users this will be the user's vCloud Director e-mail.
   - **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.
     For vCloud Director users, the First name and Last name comprise the user's full name in vCloud Director.
   - **Email address** - specify user email. For vCloud Director users, this will be the user's email in the vCloud Director database.
   - **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. For vCloud Director users, this will be the user's vCloud Director password.
   - **Repeat password** - repeat user password
   - **Additional info** - fill in a custom field, created using **Additional fields** functionality, with corresponding information
   - **Display infoboxes** - move the slider to the right to display guidance infoboxes for the user.
   - **Click Next**.

   The vCloud Director **Phone** and **IM** fields will be left blank when the user is created via OnApp.

   The value 'unlimited' will be set automatically for the vCloud Director **All VMs quota** and **Running VMs quota** fields.

   **Step 2 of 4**
   - **User role** - select the user role for this user. For vCloud Director users, select one of the vCloud Director roles.
   - **User group** - assign user to the user group by selecting the required user group from the drop-down box. For vCloud Director users, assign a user to vCloud Director Organization(s). If you select several user groups the user will belong to several organizations at the same time and have access to the resources of these organizations.
   - **Click Next**.

   **Step 3 of 4**
   - Assign user to the billing plan by selecting the required billing plan 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.

   If you set Suspend settings for a user, the suspend action at OnApp will disable the user in vCloud Director.

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

**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.

As an administrator you can create additional field via **Users** menu. Then when going to a particular user profile, you can use the additional fields as a complementary information. For more info refer to the **Create user** section of this guide.
To add a new Additional Field:

1. Log in to the Control Panel as an Admin.
2. Go to the Users 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.

Edit User

To edit a user account:

1. Go to your Control Panel's Users 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. For vCloud Director users this will be the user's vCloud Director user name.
   - 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.
     For vCloud Director users, the First name and Last name comprise the user's full name in vCloud Director.
   - Email address - specify user email. For vCloud Director users, this will be the user's email in the vCloud Director database.
   - 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. For vCloud Director users, this will be the user's vCloud Director password.
   - 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. For vCloud Director users, select one of the vCloud Director roles.
   - User group - assign user to the user group by selecting the required user group from the drop-down box. For vCloud Director users, assign a user to vCloud Director Organization(s). If you select several user groups the user will belong to several organizations at the same time and have access to the resources of these organizations.
   - Auto suspending - edit the auto-suspending options.
4. Click the Save button to finish.

Pay attention to the following points regarding the vCloud Director users:

- When you change the First or Last Name, the vCloud Director Full Name value is edited.
- When you change the Password, the password in vCloud Director is also changed.
- When you change the user role, the user's role in vCloud Director is also updated.
- You cannot change the user's user group (organization).
- If you set Suspend settings for a user, the suspend action at OnApp will disable the user in vCloud Director.
- User without the Administrator Control permission has no ability to edit own first name, last name and email fields.

You can also view and change the following settings when editing a user:

- User Payments
- Billing Plans
- User Whitelist IPs
- View User Backups
- Add SSH Key
Add SSH Key

To add a SSH key to a user profile:

1. Go to your Control Panel's Users 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.

Delete User

Completely deleting a user from the system is a two-step process.

When you delete vCloud Director users in OnApp, they are completely erased in the vCloud Director.

**Step 1. Deleting users and their resources.**

To delete a user:

1. Go to your Control Panel's Users 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.

**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 menu. You'll see a list of all user accounts in your cloud. Click the Show Deleted button to see the list of deleted users.
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.

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 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 menu.
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 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:
   - date when the backup was taken
   - target
   - status
   - backup size
   - initiated
   - backup server
   - note
   - virtual server
   - 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.

Unlock User

To unlock the user:

1. Go to your Control Panel's Users 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.

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 menu.
2. On the Users tab, click the Drop all sessions tab in the lower left corner of your screen.

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.

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 menu.
2. Click the Users with Config Problems tab, and then choose one of the following:
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.

vCloud Director Organizations

In vCloud Director, an organization is a unit of administration for a collection of users, groups, and computing resources. Users authenticate at the organization level, supplying credentials established by an organization administrator when the user was created or imported. System administrators create and provision organizations, while organization administrators manage organization users, groups, and catalogs.

vCloud Director organizations are imported into OnApp as user groups. The following actions are available in OnApp for organizations:

- view organizations
- create organizations
- edit organizations
- delete organizations

View User Group

If you are using vCloud Director features imported into OnApp, the User Groups menu will contain the list of vCloud Director organizations.

To view user groups:

1. Go to your Control Panel's Groups menu.
2. Click a group's label to see all the roles and billing plans assigned to the questioned group.

For vCloud Director Organizations the following parameters are displayed on the user group details page:

- Roles - the list of roles, assigned to users of the user group
- Billing plans - the billing plan assigned to this user group
- Monthly fee - the money amount which has to be paid on a monthly basis according to company billing plan
- Paid Amount - the already paid money amount
- Total Amount - the total money amount according to company billing plan
- Outstanding Amount - the money amount which has to be paid (total amount minus paid amount)
- Payments - click this link to see the list of payments. To manage payments, go to the Billing > Payments menu. For more info refer to the Create and Manage Payments section of this guide.
- Monthly bills - click this link to see the list of monthly bills
- Service Addons Stats - click this link to see the service add-on billing statistics and total amount. That will show the amount due for the service add-on usage for all the users in the group that have assigned the service add-ons to their VSS.
- Resource Pools - the list of the resource pools associated with the organization.

Create User Group

As vCloud Director organizations are imported into OnApp as user groups, the Create Group page allows a user to create either an OnApp user group or a vCloud Director organization.

- create user group
- create organization
To create a user group:

1. Go to your Control Panel's Groups menu.
2. On the page that follows, click Create Group button.
3. 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:

- 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.

Create Organization

There are two ways of organization creation:

- to create a new organization with default billing plan and all roles
- to create a new organization with different billing plan(s) and customizable role's set

To create a new organization with default billing plan and all roles:

1. Go to your Control Panel's Groups menu.
2. Click the "+" button or the Create Group button.
3. On the screen that appears, fill in the organization creation form:
   - Label - choose a name for the organization
   - Assign to vCloud - move this slider to the right to assign this organization to vCloud Director compute resource and create an organization in vCloud Director
   - vCloud owner - choose vCloud Director owner (vCloud Director compute resource) from the drop-down list
   - Company Billing Plan - choose company billing plan from the drop-down list
4. Click Save.

After organization creation, all vCloud Director roles and the default user billing plan are assigned to this organization by default and cannot be changed. Also the chosen company billing plan is assigned to this user group.

If you want to change role's set and billing plan, take the following steps during organization creation:

1. Go to your Control Panel's Groups menu.
2. Click the "+" button or the Create Group button.
3. On the screen that appears, fill in the organization creation form:
   - Label - choose a name for the organization
   - Roles - assign role(s) which will be available to resellers with the appropriate restrictions set and required permissions
   - Billing plans - assign billing plan(s) which will be available to resellers with the appropriate restrictions set and required permissions. If you do not choose any user billing plan, you will have no access to any resources.
4. Click Save.
5. On the screen that appears, click the Edit icon in the right upper corner.
6. Edit the following fields:
   - Assign to vCloud - move this slider to the right to assign this organization to vCloud Director compute resource and create an organization in vCloud Director
   - vCloud owner - choose vCloud Director owner (vCloud Director compute resource) from the drop-down list
   - Company Billing Plan - choose company billing plan from the drop-down list
7. Click Save.

Edit User Group

As vCloud Director organizations are imported into OnApp as user groups, the Edit Group page allows a user to edit either an OnApp user group or a vCloud Director organization.

- Edit User Group
- Edit Organization
To edit a user group:

1. Go to your Control Panel's Groups menu.
2. 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.
3. Edit the user group details:
   - label - choose a name for the user group

The following parameters affect restrictions sets configuration only:

- 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.

Edit Organization

You can change a company billing plan assigned to an organization at any appropriate time. For this:

1. Go to your Control Panel's Groups menu.
2. Click the label of the required organization.
3. Click the Edit icon in the upper right corner.
4. On the page that loads, choose the appropriate company billing plan from the drop-down list.
5. Click Save.

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 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.

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 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.

Delete User Group

As vCloud Director organizations are imported into OnApp as user groups, a user to delete either an OnApp user group or a vCloud Director organization.

To delete a user group/organization:

1. Go to your Control Panel's Groups menu.
2. Click Delete in the Actions list next to a user group/organization to delete a specific group.

Roles

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.

To view the roles list, go to the Control Panel's Roles menu. You will get the list of roles together with their labels, amount of assigned users and actions, which you can perform with the role (Edit, Delete, Clone).

Roles are assigned to users during the user creation process. OnApp provides the following pre-configured user roles:

- Administrator
For details on user permissions, see Permissions List.

Create New Role

To add a new role:

1. Go to Control Panel > Roles.
2. Press the "+" button or click the Create Role button at the bottom of the screen.
3. On the screen that follows, give the role a name (label) and use the radio buttons to set its permissions.
4. Click the Save button to finish.

Edit Role

To edit a role:

1. Go to Control Panel > Roles.
2. 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.

Delete Role

To delete a role:

1. Go to Control Panel > Roles.
2. 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.

Clone Role

You can copy the role with all its permissions in OnApp. To clone a role:

1. Go to Control Panel > Roles.
2. 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.
2. 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.

Restrictions Sets

Additionally, a user and user role "IMC" may appear in your cloud. This user and role are reserved for future functionality.
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.

### 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.

### 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 Resources group**
- **Restrictions Sets group**
- **Create/update/destroy role**
- **Create new zones or resources**
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.

Create billing plan

Create a billing plan for the reseller and specify the limits and prices for the resources. For more information, see Set User 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.

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.

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.

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.

Create Restrictions Sets

To create a restrictions set:

1. Go to the Control Panel > Sets menu.
2. Press the "+" button or click the Create Set button at the bottom of the screen.
3. On the screen that follows, fill in the restrictions set details:
   • label - choose a name for the restrictions set
   • roles - select the roles that will be limited under the restrictions set
   • 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.
4. Click the Submit button to finish.
# 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.

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<thead>
<tr>
<th>Resource</th>
<th>Restriction Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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<td>Activity logs</td>
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<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>Autoscaling configuration</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>
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<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>Backups server zones</td>
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<td>The resellers can manage backup server zones within the limits set in their billing plan.</td>
</tr>
<tr>
<td>Backup servers</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>Backups</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>Base resources</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>Billing plans</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>Blueprints</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>CDN resources</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 which this reseller is assigned.</td>
</tr>
<tr>
<td></td>
<td>by billing plan</td>
<td>The reseller can manage CDN resources assigned to Edge groups which are added to reseller billing plan.</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>Data store zones</td>
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<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>
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<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>
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<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>
<tr>
<td>Feature</td>
<td>Access Control</td>
<td>Description</td>
</tr>
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<td>---------------------------------</td>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Edge servers</td>
<td>by user group</td>
<td>The reseller can manage only those edge servers, 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 edge servers within the limits set in his billing plan.</td>
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<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>
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<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>
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<tr>
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<td>by billing plan</td>
<td>The reseller can manage Compute zones within the limits set in his billing plan.</td>
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<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>
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<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>
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<tr>
<td></td>
<td>by billing plan</td>
<td></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>
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<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>
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<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>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>
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<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>
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<tr>
<td></td>
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<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>
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<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>
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<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>
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<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>
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<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></td>
<td>by billing plan</td>
<td></td>
</tr>
<tr>
<td><strong>Payments</strong></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><strong>Recipe groups</strong></td>
<td>by billing plan</td>
<td>The reseller can see and manage recipe groups within the limits set in his billing plan.</td>
</tr>
<tr>
<td><strong>Recipes</strong></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><strong>Roles</strong></td>
<td>by user group</td>
<td>The reseller can see and manage only those roles that are assigned to his user group.</td>
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<tr>
<td><strong>SAML identity providers</strong></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><strong>Schedule logs</strong></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><strong>Schedules</strong></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><strong>Storage servers</strong></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><strong>Transactions</strong></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><strong>User groups</strong></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></td>
<td></td>
<td>If there is a restriction set by user group, then the counter for Users under the Roles menu will specify only the amount of users within the user group.</td>
</tr>
<tr>
<td><strong>White IPs</strong></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><strong>Users</strong></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><strong>Virtual server snapshots</strong></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>
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<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><strong>Virtual servers</strong></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><strong>Virtual machine statistics</strong></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>
</tbody>
</table>
The reseller can view the statistics for virtual servers running on the Compute resources from the Compute zones added to reseller billing plan.

The following vCD restrictions set elements apply to vCloud users only:

<table>
<thead>
<tr>
<th>Element</th>
<th>Access Model</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>

**Edit Restrictions Sets**

To edit a restrictions set:

1. Go to Control Panel > Sets menu.
2. 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.

**Delete Restrictions Sets**

To delete a restrictions set:

1. Go to Control Panel > Sets menu.
2. 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.

**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.

**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 be 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 User Billing Plan Prices And Resource Limits section for details on applying resources to zones.

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 are 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 User 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 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.

When a data store or a network zone is added to the master template, its limit type (hourly or monthly) is overridden by the master template. Currently only hourly limit type is available for master templates, so if a zone had a monthly limit type and then was assigned a master template, the limit type will become hourly. If a zone is removed from the master template, it's limit type will become the same as it was before the master template was applied to the zone.

Create User 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:
   - **Label** - give your billing plan a name.
   - **Monthly price** – set a monthly price for the billing plan. This price will be applied regardless of the actual prices for used resources.
4. Specify Windows licensing support settings:

- Tick the MAK licensing box to enable MAK licensing for a user signed up for this plan
- Tick the KMS licensing box to allow using KMS service
- Choose User license to allow inserting custom licenses

5. Click Save to finish.

Set User 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 service add-on 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 packages

   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.

   If you remove from the billing plan a resource that has virtual server(s) running on it, the pricing for that resource will be removed for such VSs. This behavior refers to user VS limits, template stores, edge groups, recipe groups, backup server zones, guaranteed minIOPS and instance packages.

   Be aware that the maximum price value that you can set is $10^{13}$.

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.

   This parameter affects the number of virtual servers, VSS in Federation and load balancers 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 to prevent creating backups on compute resources.

- **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.
- **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. Be aware that billing starts as soon as acceleration is activated for VS.

If there are accelerated virtual servers in the cloud, these VSs will be still billed for acceleration even if you delete the accelerator.

- **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, per node per hour.
- **Container Server (Max)** - the maximum number of container servers users can create. Note that container server functionality is currently in beta.

**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**

If you want your users to be able to create application servers, make sure to include the template store that contains the template for application servers into the user's billing plan.

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 service add-on groups**
When you add a service add-on group to a billing plan, you limit the number of service add-ons to users signed up for this billing plan - they can only choose from the service add-on groups specified. If nothing added to a billing plan, the users can use all the service add-on groups in the system.

To add resource limits for service add-on 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 Service Add-on Groups box.
3. In the window that pops up, select the target service add-on 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**
   - 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

   **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**
   - set the minimum number of CPU cores for a server
   - alternatively, configure the default values which set the amount of CPU cores automatically added per each 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.

   **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.

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.
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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 Machine 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 limit type (currently hourly only), limits, and prices as the master template. You can use data store zones with custom limits 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 (limit type, resource limits and prices) will be overridden.

When a data store zone is added to the master template, its limit type (hourly or monthly) is overridden by the master template. If a zone is removed from the master template, its limit type will become the same as it was before the master template was applied to the zone.

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 priced per GB 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.
   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 network zone will come under these limit type (currently hourly only), resource limits, and prices as the master template. You can use network zones with custom limits alongside with master template limits.

You can also reset the limits and prices and set them to default (used in master template).

When a network zone is added to the master template, its limit type (hourly or monthly) is overridden by the master template. If a zone is removed from the master template, it’s limit type will become the same as it was before the master template was applied to the zone.

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 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 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.

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.

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:

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.
   - **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.
   - **OVAs** - set the amount of OVA files users can upload for free, and the prices for each OVA file over that limit.
   - **OVA Disk Size** - set the amount of disk size allocated for OVA files that users can get for free, and the prices for each GB over that limit. OVA file disk size is measured in GB, and priced per GB.

   Please also set the Backups max limit to 0 in the User VS limits to prevent creating backups on compute resources.

   - **Manual backups** are billed per backups disk size and per backup quantity limit.

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. 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 IOPS are set for a whole data store zone.

Limits for Instance packages

When you add instance packages 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 package will apply. If no zones are added, the instance packages will be applied to all zones within this billing plan.

Add limits for Instance packages

To add limits for instance packages:

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 packages box.
3. In the window that pops up, select the target instance package and the compute zone(s), data store zone(s) and network zone(s) the instance package will apply to. Click Add Resource.
4. Set the price that will be charged per VS powered on/off for each appropriate instance package. You can also set the pricing for Auto-backups are only billed per disk size. Backup quantity limit is not applied to this backup type.
overused bandwidth per GB.

- If you do not select any compute resource/data store/network zones, the instance package 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 package(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 instance packages available to them, but only those that have resources compatible with the chosen compute zone.
- You can update instance package prices in billing plan even if this instance package has been used during virtual server creation. Instance package price update takes effect on VS’s price approximately five minutes after updating. Also you can update zones for an instance package in billing plan even if this instance package has been used during virtual server creation.
- If you have VSs created with the instance package on a particular compute zone, you cannot remove this compute zone from instance packages limits.
- If no compute zones are added to limits for instance packages, you can edit limits and add a compute zone, on which instance package VS is already built. Another compute zones cannot be added.

For the info on how the instance packages are billed, refer to *Billing for Instance Packages* document.

**Modify/delete Limits for Instance packages**

If required, you can edit the zones the instance package applies to:

1. Go to the billing plan resources screen (**Billing Plans > Resources**).
2. Click the **Actions** button next to the instance package 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 package.

Also, you can delete instance packages from the billing plan:

1. Go to the billing plan resources screen (**Billing Plans > Resources**).
2. Click the **Actions** button next to the instance package you are interested in and select **Delete**. You will be asked for confirmation before the instance package is removed from the billing plan.

Instance packages that have been used during virtual server creation cannot be deleted.

**User Billing Plan Configuration Workflow**

The following scheme describes how to configure a billing plan:
Company Billing Plans

OnApp provides a possibility to limit which resources should be allocated to customers, and charge users for what they actually consume. For this, it is required to create a billing plan, set prices and resources limits for it, and then assign users to that plan. To set pricing for OnApp Cloud customers who create servers on XEN/KVM, configure user billing plans. For more information refer to the Billing plans chapter of OnApp Administration guide.

To set limits and pricing for vCloud Director resources imported into OnApp, configure company billing plans. Company billing plan is a set of limits and prices for the resources used by vCloud Director organizations imported as user groups into OnApp.

Company billing plan functionality is applicable for three models of resources allocation of vCloud Director resource pools - Pay-As-You-Go, reservation pool and allocation pool. If you are committing resources to your customers based on these vCloud Director resource pools, you can charge customers for the block of resources (CPU, RAM, storage, & network etc.) assigned to their user group.

You can set two types of billing for each resource: hourly or monthly (on peak usage). The hourly limit type means that the amount of used resources is calculated per hour. If you choose monthly (on peak usage) limit type, then the resource amount is calculated hourly for the whole day, and at the end of the month the highest (peak) value is charged at a set price.

- Ensure that Company Billing Plans and Resource Pool Statistics permissions are on before creating a company billing plan. For more information about permissions refer to the Permissions section of this guide.
- Be aware that the maximum value that you can set is $10^{13}$.

Below you can find instructions on how to create and manage company billing plans and billing statistics.
Create company billing plan

To create a company billing plan:

1. Go to your Control Panel's Billing Plans menu.
2. Click the Company Plans tab.
3. On the screen that appears, press "+" button or click the Create Company Billing Plan button at the bottom of the screen.
4. Complete the form on the screen that follows:
   - Label - give your company billing plan a name.
   - Monthly price – set a monthly price for the company billing plan. This price will be applied regardless of the actual prices for used resources.
   - Currency - set a currency to charge in.
5. Click Save to finish.

Set company billing plan prices and resource limits

To add a resource limit to a company billing plan:

1. Go to your Control Panel's Billing Plans menu.
2. Click the Company Plans tab.
3. The screen that appears shows all company billing plans currently available. Click the label of the plan in question.
4. The screen loads all the resources currently assigned to this billing plan. Now you can add limits to the following resources:
   - Limits for compute zones
   - Limits for data store zones
   - Limits for network zones

Limits for Compute zones

To add limits for Compute zones:

1. Go to the billing plan resources screen (Billing Plans > Company Plans tab > Company billing plan label).
2. Go to the Limits & Pricing for Compute Zones section and click the "+" button in the upper right corner.
3. In the window that pops up, select the target compute zone from the drop-down menu. Select the limit type: hourly or monthly (on
4. Click **Add Resource**.
5. On the screen that appears set the limits and pricing:

The amount of free resources is given to a user group as a total amount for all vCloud Director resources in the compute zone. The minimum/maximum amounts and prices are set for each vCloud Director resource pool in the compute zone.

### For allocation pool

<table>
<thead>
<tr>
<th>Resource</th>
<th>Limits</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CPU Allocation</strong></td>
<td>- the amount of CPU (in GHz) that users get for free</td>
<td>the price per GHz per hour or per month (depending on selected limit type) for CPU</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of CPU (in GHz) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of CPU (in GHz) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td><strong>CPU Resources Guaranteed</strong></td>
<td>- the amount of CPU Resources (in %) that users get for free</td>
<td>the price per % per hour or per month (depending on selected limit type) for CPU Resources</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of CPU Resources (in %) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of CPU Resources (in %) users can request under this plan</td>
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</tr>
<tr>
<td><strong>CPU Used</strong></td>
<td>the amount of used CPU (in GHz) that users get for free</td>
<td>the price per GHz per hour or per month (depending on selected limit type) for used CPU</td>
</tr>
<tr>
<td><strong>Memory Allocation</strong></td>
<td>- the amount of Memory (in GB) that users get for free</td>
<td>the price per GB per hour or per month (depending on selected limit type) for Memory</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of Memory (in GB) users can request under this plan</td>
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<tr>
<td></td>
<td>- the maximum amount of Memory (in GB) users can request under this plan</td>
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</tr>
<tr>
<td><strong>Memory Resources Guaranteed</strong></td>
<td>- the Memory Resources (in %) that users get for free</td>
<td>the price per % per hour or per month (depending on selected limit type) for Memory Resources</td>
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<tr>
<td></td>
<td>- the minimum amount of Memory Resources (in %) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of Memory Resources (in %) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td><strong>Memory Used</strong></td>
<td>the amount of used memory (in GB)</td>
<td>the price per GB per hour or per month (depending on selected limit type) for used memory</td>
</tr>
<tr>
<td><strong>vCPU Speed</strong></td>
<td>- the amount of vCPU speed (in MHz) that users get for free</td>
<td>the price per MHz per hour or per month (depending on selected limit type) for vCPU speed</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of vCPU speed (in MHz) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of vCPU speed (in MHz) users can request under this plan</td>
<td></td>
</tr>
</tbody>
</table>

### For reservation pool

<table>
<thead>
<tr>
<th>Resource</th>
<th>Limits</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CPU Allocation</strong></td>
<td>- the amount of CPU (in GHz) that users get for free</td>
<td>the price per GHz per hour or per month (depending on selected limit type) for CPU</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of CPU (in GHz) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of CPU (in GHz) users can request under this plan</td>
<td></td>
</tr>
</tbody>
</table>
Memory Allocation

- the amount of Memory (in GB) that users get for free
- the minimum amount of Memory (in GB) users can request under this plan
- the maximum amount of Memory (in GB) users can request under this plan

the price per GB per hour or per month (depending on selected limit type) for Memory

For Pay-As-You-Go

<table>
<thead>
<tr>
<th>Resource</th>
<th>Limits</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU Quota</td>
<td>- the amount of CPU quota (in GHz) that users get for free</td>
<td>the price can be regular or unlimited. The regular price is per GHz per hour or per monthly peak (depending on selected limit type) for CPU quota. Otherwise you can set price per unlimited amount of CPU quota per hour</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of CPU quota (in GHz) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of CPU quota (in GHz) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td>Memory Quota</td>
<td>- the amount of Memory quota (in GB) that users get for free</td>
<td>the price can be regular or unlimited. The regular price is per GB per hour or per monthly peak (depending on selected limit type) for Memory quota. Otherwise you can set price per unlimited amount of Memory quota per hour</td>
</tr>
<tr>
<td></td>
<td>- the minimum amount of Memory quota (in GB) users can request under this plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- the maximum amount of Memory quota (in GB) users can request under this plan</td>
<td></td>
</tr>
</tbody>
</table>

CPU quota is CPU limit in terms of resource pool creation (memory quota is memory limit respectively). Min/max amounts of CPU and memory quotas affect the range within which you can set CPU and memory limits during resource pool creation/edit. If min/max amounts of CPU and memory quotas are set to unlimited, that allows you to set unlimited CPU and memory during resource pool creation/edit. Otherwise unlimited option will not be available during resource pool creation/edit.

CPU Used
- the amount of used CPU (in GHz) that users get for free

the price per GHz per hour or per month (depending on selected limit type) for used CPU

Memory Used
- the amount of used memory (in GB)

the price per GB per hour or per month (depending on selected limit type) for used memory

To delete the compute zone from Limits & Pricing for Compute Zones section click the Delete icon next to this compute zone ( ) and confirm.

If no compute zones are added to the Limits & Pricing for Compute Zones section, then the user under this plan will have no compute zone resources available and will not be able to create any resources.

Limits for data store zones

The amount of free resources is given to a user group as a total amount of storage for each data store zone. The min/max amounts and prices are set for each data store in data store zone.

In the Limits & Pricing for Data Store Zones section we set limits for storage policies which are integrated into OnApp as data stores.

To add limits for data store zones:

1. Go to the billing plan resources screen (Billing Plans > Company Plans tab > Company billing plan label).
2. Go to the Limits & Pricing for Data Store Zones section and click the "+" button in the upper right corner.
3. In the window that pops up, select the target data store zone from the drop-down menu. Select the limit type: hourly or monthly (on peak usage).
4. Click Add Resource.
5. On the screen that appears set the following limits:

**Allocation Disk Size**
- the amount of disk size (in GB) that users get for free
- the minimum amount of disk size (in GB) users can request under this plan
- the maximum amount of disk size (in GB) users can request under this plan
- the price can be regular or unlimited:
  - regular: the regular price is per GB per hour or per month (depending on selected limit type) for disk size
  - unlimited: if disk capacity for the storage policy is set to unlimited, you can set price per unlimited disk size per hour

**Used Disk Size**
- the amount of used disk size (in GB) that users get for free
- the price per GB per hour or per month (depending on selected limit type) for used disk size

To delete the data store zone from Limits & Pricing for Data Store Zones section click the Delete icon next to this data store zone ( ) and confirm.

If no data store zones are added to the Limits & Pricing for Data Store Zones section, then you will have no data store zone resources available and you will not be able to create any resources.

**Limits for network zones**

The amount of **free** resources is given to a user group as a total amount of network resources for each network zone. The **min/max** amounts and prices are set for each network zone.

To add limits for network zones:
1. Go to the billing plan resources screen (**Billing Plans** > **Company Plans** tab > Company billing plan label).
2. Go to the Limits & Pricing for Network Zones section and click the "+" button in the upper right corner.
3. In the window that pops up, select the target network zone from the drop-down menu. Select the limit type: hourly or monthly (on peak usage).
4. Click **Add Resource**.
5. On the screen that appears set the following limits:

**IP Address**
- the number of IP Addresses that users get for free
- the maximum number of IP Addresses users can request under this plan
- the price per IP Address per hour or per month (depending on selected limit type)

**Data Received**
- the amount of received data (in GB) that users get for free per hour or per month (depending on selected limit type)
- the price over free units per GB per hour or per month (depending on selected limit type) for received data

**Data Sent**
- the amount of sent data (in GB) that users get for free per hour or per month (depending on selected limit type)
- the price over free units per GB per hour or per month (depending on selected limit type) for sent data

To delete the network zone from Limits & Pricing for Network Zones section click the Delete icon next to this network zone ( ) and confirm.

If no network zones are added to the Limits & Pricing for Network Zones section, then you will have no network zone resources available and you will not be able to create any resources.

**Assign company billing plan to user group (organization)**
Assigning a user group to a company billing plan takes place on the Create Group screen, as part of the user group creation process:

1. Go to your Control Panel's Users and Groups menu.
2. Go to User Groups tab.
3. Click the “+” button or the Create Group button.
4. On the screen that appears, fill in the user group creation form:
   - **Label** - choose a name for the user group
   - **Assign to vCloud** - move this slider to the right to assign this user group to vCloud Director compute resource and create an organization in vCloud Director
   - **vCloud owner** - choose vCloud Director owner (vCloud Director compute resource) from the drop-down list
   - **Company Billing Plan** - choose company billing plan from the drop-down list
5. Click Save.

After user group creation, all vCloud Director roles are assigned to this user group by default and cannot be further changed. Also the default user billing plan and the selected company billing plan are assigned to this user group.

### Edit company billing plan

When a company billing plan is edited, the new monthly price will apply starting with the following month. For the current month, the monthly price from the previous month is taken.

To edit a company billing plan:

1. Go to your Control Panel's Billing Plans menu.
2. Click the Company Plans tab.
3. On the screen that appears, click the Actions button next to the company billing plan in question, then click Edit.
4. Make changes on the screen that follows:
   - **Label** - give your company billing plan a name.
   - **Monthly price** - set a monthly price for the company billing plan. This price will be applied regardless of the actual prices for used resources.
   - **Currency** - set a currency to charge in.
5. Click Save to finish.

### Delete company billing plan

To delete a company billing plan:

1. Go to your Control Panel's Billing Plans menu.
2. Click the Company Plans tab.
3. On the screen that appears, click the Actions button next to the company billing plan in question, then click Delete. You'll be asked for confirmation before the plan is removed.

### Billing statistics

The billing statistics on used vCloud Director resources and prices for them is collected from vCloud Director resource pools. Company billing plan for vCloud Director resource pool types includes charging for the block of resources (CPU, RAM, storage, & network etc.) assigned to your user group (organization).
To view vCloud Director resource pool billing statistics:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of a specific resource pool.
3. Click the Billing Statistics tab.
4. The page that loads will show the following details of the billing statistics:
   - **Date** - particular date and hour for the generated statistics
   - **User Group** - the label of user group (vCloud Director organization), to which the company billing plan is assigned. Click the user group name to see its details.
   - **Resource Pool** - the resource pool name with the total due for vCloud Director resources for the point of time specified in the Date column.
   - **Network Usage** - the network name with the total due for vCloud Director resources for the point of time specified in the Date column.
   - **Storage Policy Usage** - the storage policy name with the total due for vCloud Director resources for the point of time specified in the Date column.
   - **Costs** - the total due for the Resource Pools, Network Usage and Storage Police Usage at the point of time specified in the Date column.

To generate statistics for a particular time period:

1. Go to your Control Panel's Resource Pools menu to see an overview of all resource pools in the cloud.
2. Click the label of a specific resource pool.
3. Click the Billing Statistics tab.
4. At the top of the table set Start and End time for which you want to generate the billing statistics.
5. Tick the **Show in my timezone** checkbox if you want to show billing statistics according to your profile's timezone settings.
6. Click **Apply**.

**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
- **Calculation for the missing period**
- IP addresses
- Port speed
- Guaranteed minIOPS
- Disk size
- CPU
- CPU priority
- CPU shares
- CPU units
- Instance packages
- DRaaS

If you remove from the billing plan a resource that has virtual server(s) running on it, the pricing for that resource will be removed for such VSS. This behavior refers to user VS limits, template stores, edge groups, recipe groups, backup server zones and guaranteed minIOPS.

**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 data read 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 data read limit per hour to 50 GB:

- During the first hour, 5 GB are used. As the free limit is 50GB 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).

When a data store or a network zone is added to the master template, its limit type (hourly or monthly) is overridden by the master template. If a zone is removed from the master template, it's limit type will become the same as it was before the master template was applied to the zone.

Calculation for the missing period

Under certain circumstances, statistics might be missing for a period of time. This might happen due to daemon issues, cron jobs failures, or some other unexpected errors with the statistics collection mechanism. In such cases the instant (raw) statistics is aggregated for the whole missing period, and the calculated amount is added into the hourly statistics for the first hour when the services are up again. This behaviour is relevant only to the resources which are calculated dynamically on hourly basis, in particular:

<table>
<thead>
<tr>
<th>Data store zones</th>
<th>Data read</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Data written</td>
</tr>
<tr>
<td></td>
<td>Input requests</td>
</tr>
<tr>
<td></td>
<td>Output requests</td>
</tr>
<tr>
<td>Network zones</td>
<td>Data received</td>
</tr>
<tr>
<td></td>
<td>Data sent</td>
</tr>
</tbody>
</table>

The following scheme demonstrates this behavior for Data Received for network zones as an example:

In this example:

The last value for data received (Hour1) reported as hourly statistics for the network zone in question was 10GB. Then the OnApp daemon stopped working, and no hourly statistics were generated for Hour2, Hour3, Hour4, and Hour5. On Hour6 the problem was fixed, and daemon was up again. The hourly statistics for Hour6 will aggregate all the statistics for the whole missing period into that hour. Most probably you will get a huge value for the Hour6 as it will be the summary for the whole period when no stats have been reported. Pay attention that the Outstanding amount and Total amount for users will be calculated as per one hour: the whole aggregated statistics will be regarded as statistics per one hour, and compared to the free limits and charged for overusage.

As a workaround, to fix the overcharging for the aggregated stats, you can use the payments functionality. Add the appropriate value as
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 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.

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.

If the NIC port speed is set as Unlimited in the billing plan, it means that the maximum port speed value is the value specified in the Control Panel Settings menu > Configuration > Max network interface port speed field.

The port speed billing calculation is the following:
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, 

\[(10 - 20) + (25 - 20) + (10 - 20) + (30 - 20) = 15 \text{ MB will be charged.}\]

Since the first and the third NICs are less than the free amount, they are not charged.

**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 than the free IOPS value, it is not billed.

With this in mind, the formula for minIOPS billing calculation is:

\[(\text{NIC 1 port speed} - \text{free port speed value}) + (\text{Disk 2 port speed} - \text{free port speed value})...etc\]

Example
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: 

\[(50 - 45) + (45 - 45) + (60 - 45) + (20 - 45) = 20 \text{ IOPS which is billed.}\]

Since the second and the fourth disks’ IOPS values are less than the free amount, these disks are not billed.
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:

Example

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 = 20 GB
Disk 2 = 15 GB

VS 2
The second virtual server has two disks.

Disk 1 = 15 GB
Disk 2 = 20 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.

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:
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: \((2+3) - 3 = 2\)

**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.

**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.

**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
2. Passmark Score (http://www.cpubenchmark.net/)

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:
### Instance packages

To set up billing for the instance packages, at first configure the amount of available resources in the package at the **Instance Packages > Create Instance Package** menu. Second, add the instance package(s) to the billing plan. There you set the price that will be charged per VS powered on/off for each appropriate instance package.

There are also a number of VS resources that are not set up during instance package 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 package 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 package 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 package will be set to that same value.

When you build a VS using an instance package, 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 package. The VSs disk size will be defined by the disk size indicated in the selected instance package.
- The **Limits & Prices for Network Zones** will only apply to the VSs that overuse the bandwidth limit set in the selected instance package. 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 package'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 Packages** section.

### 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
- for node 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.

<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.
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 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.

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 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.

Copy User 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.

Delete User 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.

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.

- Ensure that Payments permissions are on before managing payments.
- Ensure that See own company payments and Monthly user group billing statistics permissions are on before managing a company payment and monthly bills.

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.
View user 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.

View company payments

To view payments:

1. Go to your Control Panel's Payments menu.
2. Click the Company Payments tab.
3. On the screen that appears, you will see the list of all payments together with their details:
   - **Payment Date** – the date when the payment was done
   - **Company** – the name of a user group, whose user conducted the payment
   - **Invoice Number** – the serial number of a paid invoice
   - **Actions** – click the Actions button to perform one of the following processes on the payment: edit or delete.

You can filter the list of payments by user group - select the user group from the drop-down menu and click the **Apply** button.

To view monthly bills:

1. Go to your Control Panel's Users and Groups menu.
2. Click the User Groups tab.
3. Click the label of a specific user group.
4. On the screen that appears, you will see the details of this user group. Click the Monthly Bills link.
5. On the page that appears you will get the list of bills which shows the total due per each month of the year selected from the drop-down menu. To view billing statistics, select a year from the drop-down menu and click the **Apply** button.

Create payment

To create a payment:

1. Go to your Control Panel's Payments menu.
2. Depending on the payment you want to add select the User Payments or the Company Payments tab.
3. On the screen that appears, you will see the list of all payments. Click the New Payment button or the + or the New Payment button.
4. Complete the form on the screen that follows:
Edit payment

To edit a payment:

1. Go to your Control Panel's Payments menu.
2. Depending on the payment you want to edit select the User Payments or the Company Payments tab.
3. 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.
4. Make changes on the screen that follows:
   - **Company** – write the name of a user group, whose user conducted the payment. This parameter appears only for company payments.
   - **User** – write the name of a user, who conducted the payment. This parameter appears only for user payments.
   - **Invoice Number** – put the serial number of a paid invoice
   - **Amount** – change the money amount which was paid
5. Click Save.

Delete payment

To delete a payment:

1. Go to your Control Panel's Payments menu.
2. Depending on the payment you want to delete select the User Payments or the Company Payments tab.
3. 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.
4. Confirm the deletion.

Instance Packages

Instance packages are preconfigured CPU/RAM/Disk/Bandwidth packages that can be selected during the VS creation process. You can add multiple instance packages specifying different values for the parameters to suit your customer's needs. Resources that are not set when creating an instance package, such as, for example, swap disk size, are calculated automatically.

Instance packages make it easier for users to create virtual servers. The users simply need to select one of the instance packages available to them in the wizard. However, it is still possible to set the VS resources manually if required. Instance packages 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 package(s), add the necessary packages to the users' billing plan(s). After that, instance packages will appear in the server creation wizard, on the Resources step.

For more info on how to configure instance packages in your cloud, refer to Set up Instance packages for Cloud.

View Instance Packages
The `Instance Packages` page shows the list of all instance packages in your cloud with their details. To view the list instance packages:

1. Go to your Control Panel's `Instance Packages` menu.
2. The screen that appears, shows the list of all instance packages and their details:
   - **Label** - the name of the instance package
   - **CPUs** - the number of CPU cores available in this instance package
   - **Memory** - the RAM size (GB) available in the instance package
   - **Disk Size** - the disk size available in this instance package
   - **Bandwidth** - the bandwidth available in this instance package
   - **Associated Billing Plans** - the number of billing plan(s) which use this instance package. Click the number next to the instance package 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 package
3. Click the label of an instance package to view its details:
   - **Label** - the name of the instance package
   - **CPUs** - the number of CPU cores available in this instance package
   - **Memory** - the RAM size (GB) available in the instance package
   - **Disk Size** - the disk size available in this instance package
   - **Bandwidth** - the bandwidth available in this instance package
   - **Associated Billing Plans** - the labels of billing plan(s) in which this instance package is used. Click the label of billing plan to view it.
   - **Associate Virtual Servers** - the number of virtual servers that were created using this instance package. Click this number to view the details of the VSs associated with this instance package.

### Set up Instance Packages for Cloud

To enable your users to create virtual servers using instance packages, you need to perform the following configurations:

- Enable the instance packages permission
- Add instance package(s) to your cloud
- Add the instance package(s) to the users' billing plan
- Interface configuration
- Build virtual server using instance packages

#### Enable the instance packages 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 package 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 packages during virtual server creation, you need to enable the `Select instance package 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 package on virtual server creation` permissions are enabled, the user will be able to choose whether to create a VS using an instance package or by setting resources manually.
- If you disable the `Select resources manually on virtual server creation` permission and enable the `Select instance package on virtual server creation` permission, the user will be able to select VS resources only from the instance package(s) available to that user.
- If you disable the `Select instance package 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 package 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.

#### Add instance packages to your cloud

After you enable the necessary permissions for your user(s), you need to add instance packages to your cloud. When you add a new instance package, you set CPU/RAM/Disk/Bandwidth. You can add multiple instance packages to provide your customers with a number of predefined packages to choose from. Resources that are not set when creating an instance package are calculated automatically.

To create an instance package:

1. Go to your Control Panel's `Instance packages` menu.
2. The screen that appears, shows the list of all instance packages. 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 package.
   - **CPUs** - move the slider to set the number of CPU cores available in the instance package. The maximum CPUs value is 8.
- **Memory** - move the slider to set the RAM size available in the instance package. The maximum value is 16384 MB by default.
- **Disk Size** - move the slider to set the Disk size available in the instance package. 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 package, 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 packages* 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_package_min_disk_size` (GB)
- `instance_package_max_disk_size` (GB)
- `instance_package_max_memory` (MB)
- `instance_package_min_bandwidth` (GB)

4. Click *Save* to finish.

### How are other VS resources calculated?

The following resources are set automatically for instance packages:

- **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 package, 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 package 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 package will be set to that same value.

Add the instance package(s) to the users' billing plan

Once you created the instance packages, they can be added to billing plan(s). This step is required to bundle the instance packages with the specific compute/data store/network zones. To add limits for instance packages:

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 packages* box.
3. In the window that pops up, select the target instance package and the compute zone(s), data store zone(s) and network zone(s) to which the instance package will apply. Click *Add Resource*.
4. Set the price that will be charged per VS powered on/off for each appropriate instance package. You can also set the pricing for overused bandwidth per GB/hr.

Instance packages apply only to Xen and KVM compute zones. If you select a vCloud Director or VMware compute zone, the instance package will not be displayed in the virtual server creation wizard.

If you do not select any compute/data store/network zones, the instance package 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 package(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 packages available to them, but those that have resources incompatible with the chosen compute zone will be greyed out. Greyed out instance packages cannot be selected.

Note that Instance package 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 package VSs in such zones. The reason is that CPU priority for Instance package 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 package 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 package 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 package.
Also, you can delete instance packages 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 package you want to remove and select Delete. You will be asked for confirmation before the instance package is removed from the billing plan.

You cannot delete the Instance packages that are used for existing VSs.

After you add instance packages to the user's billing plan, they will be available in the virtual server creation wizard at the Resources step.

Interface configuration

After you add instance packages to the user's billing plan, you can configure how instance packages will be displayed in the virtual server creation wizard. This step is optional.

Instance packages can be displayed either in card or list view. Displaying instance packages in card view is convenient if there is one or several instance packages available to the user. However, if the user can choose among a large number of instance packages, it is more convenient to view instance packages in list view.

To change the layout of instance packages in the virtual server creation wizard:

1. Go to your Control Panel's Settings menu, and click the Configuration icon on.
2. The page that loads is the System tab. At the bottom of this page, set the Instance packages number parameter. The default value is 3.
3. Click Save Configuration.

Build Virtual Server Using Instance packages

Once you have performed the above configurations, the instance packages can be selected during a virtual server creation. Depending on the permissions, users will be able to select an instance package, 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 packages 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 packages 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 package.

From this tab, you can choose one of the predefined instance packages for your virtual server. For each of the instance packages the following details are displayed:

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

Click the instance package to select it. After that, the instance package 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 package 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 packages do not support autoscaling.

The virtual servers you create using the **Instance packages** tab will be billed according to one of your preconfigured instance packages.

**Billing for Instance Packages**

A VS built using instance packages is billed differently than VSs built by configuring resources manually. To set up billing for instance packages you need to perform two steps:

1. Add an instance package to your cloud and select the quantity of resources available to a VS built using it.
2. Add the instance package to the billing plan and set the price the Instance package VS will be charged.

**Add instance packages to your cloud**

To set up billing for instance packages, at first configure the amount of resources available in the package at the **Instance packages > Create Instance package** menu. The users who build a VS applying that instance package will be limited to:

- **CPUs** - the number of CPU cores available in the instance package. The maximum CPUs value is 8.
- **Memory** - the RAM size (GB) available in the instance package. The maximum value is 16384 MB by default.
- **Disk Size** - the disk size available in the instance package. 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 package. The maximum value is 450 GB by default. Otherwise, tick the check box to set bandwidth to unlimited.

Bandwidth calculation is based on `max_network_interface_port_speed` configuration parameter in on_app.yml file. Example: If you have max port speed equal to 2000 Mbit/second, bandwidth could not be more than `2000*3600(seconds in one hour)/(1000*8)=900 GB per hour`.

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_package_min_disk_size (GB)`
- `instance_package_max_disk_size (GB)`
- `instance_package_max_memory (MB)`
- `instance_package_min_bandwidth (GB)`

**Add instance packages to the billing plan**

After you create instance packages 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 package.

There are also a number of VS resources that are not set up during instance package 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>Limits for Compute Zones</td>
<td>CPU Priority</td>
<td>100</td>
<td>CPU priority is automatically set to 100.</td>
</tr>
<tr>
<td></td>
<td>The Free billing plan limits for compute zones</td>
<td>N/A</td>
<td>The Free billing plan limits for compute zones do not apply to Instance package VSs.</td>
</tr>
<tr>
<td></td>
<td>The Max billing plan limits for compute zones</td>
<td>configurable</td>
<td>Max limits for compute zone resources apply to Instance package VSs. The CPUs and Memory limits set in the instance package cannot exceed the corresponding limits in the billing plan. If you create an instance package that exceeds the billing plan limits, you will be able to add this instance package to a billing plan and it will appear as available in the VS creation wizard. However, if this instance package is selected in the wizard, an error will occur after you try to proceed to the next step of the wizard.</td>
</tr>
</tbody>
</table>
To edit an instance package:

1. Go to your Control Panel’s Instance packages menu.
2. The screen that appears, shows the list of all instance packages. Click the Actions button next to the instance package you are interested in and select Edit.

Only those instance packages that are not used in a billing plan and during VS creation can be edited. If you try to edit an instance package 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 package.
   - **CPUs**: move the slider to set the number of CPU cores available in the instance package. The maximum CPUs value is 8.
   - **Memory**: move the slider to set the RAM size (MB) available in the instance package. The maximum value is 16384 MB by default.
   - **Disk Size**: move the slider to set the Disk size (GB) available in the instance package. The maximum value is 100 GB by default.
   - **Bandwidth**: move the slider to set the bandwidth (GB) available in the instance package. The maximum value is 450 GB by default.

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:
Delete Instance Package

To delete an instance package:

1. Go to your Control Panel's **Instance packages** menu.
2. The screen that appears, show the list of all instance packages. Click the **Actions** button next the instance package you are interested in and select **Delete**. You will be asked for confirmation before the instance package is removed.

Only those instance packages that are not used in a billing plan and during VS creation can be deleted. If you try to delete an instance package that is used an error message will appear.

Compute Resource Settings

This chapter provides the details on the Control Panel's Compute resource **Settings** menu where you get detailed control over low-level cloud settings for all types of Compute resources and Compute zones.

The basic tools for viewing the list of compute resources within zones, editing compute resources, rebooting them can be also found at the left navigation pane **Compute Resources** menu.

For more details, refer to the **Compute Resources** section of this guide.

**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.

Compute resources have types which they inherit from the zone to which they belong. These types also define the type of resources (data stores, networks and backup servers) that can be associated with a compute zone or compute resource. Compute resources can be later moved from one compute zone to another, but the zones should be of the same type. For more information refer to **Zone Types**. The table below demonstrates the available compute zone types for different compute resources:

<table>
<thead>
<tr>
<th>Compute Resource Type</th>
<th>Compute Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xen</td>
<td>Virtual/Baremetal</td>
</tr>
<tr>
<td>KVM</td>
<td>Virtual/Smart</td>
</tr>
<tr>
<td>VMware</td>
<td>Virtual</td>
</tr>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
</tbody>
</table>

View Compute Resource Details

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.

You can view compute resource settings and hardware information.

Ensure that **See all compute resources** permission is on before viewing compute resource details. For more information about permissions refer to the **List of all OnApp Permissions** section of this guide.

See also:
- Create Compute Resource
- Compute Resource Management Options

On this page:

- View compute resource settings
- View compute resource hardware information

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)

If you are viewing the compute resources list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click Apply. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the compute resources list. You can always alter your column selection later.

Column selection is currently set for one browser. If the you have checked some columns in one browser and open the list in some other browser, the column selection will be the default one for that other browser.

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.

View compute resource hardware information

To view compute resource hardware info:

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.
4. Click the Actions button next to the compute resource and press Hardware Info. Also you can click the label of a specific compute resource and press Tools > Hardware Info.
5. You will get the following details:
   - **Summary info**
     - This section contains the basic information about the compute resource:
       - current uptime, users, load average
       - compute resource CPU
       - compute resource memory
       - type of virtualization
       - operating system
       - manufacturer and model
6. If hardware information is empty or incomplete, click the **Update Hardware Info** button in the right upper corner.

### 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 the vCenter Implementation 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 Package 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.
   - **Disable Failover** - move the slider to the right to disable failover on this Compute resource (failover is automatic VS migration to another Compute resource if this one goes down).
   - **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. 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 how to create a CloudBoot Compute resource, refer to the **Create CloudBoot Compute Resource** section.

| After you create a compute resource you need to add it to a compute zone of the required type. For more information on compute zone types refer to Zone Types. |

### 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.
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.

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, based on CentOS 6
- KVM - KVM CloudBoot Compute Resource, based on CentOS 7
- Xen 3 - Xen 3 CloudBoot Compute Resource, based on CentOS 5
- Xen 4 - Xen 4 CloudBoot Compute Resource, based on CentOS 6
- Backup - KVM CloudBoot Provisioning and Backup Resource, for backups maintenance
- Smart - KVM CloudBoot Compute Resource, where you can deploy a smart server
- Baremetal - XEN CloudBoot Compute Resource, where you can deploy a baremetal server
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.

Should you receive the "No available Compute Resources discovered" message, you can wait (this step is auto-refreshed every 30 seconds) or click the Refresh button until MAC IP Address appears.

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 `-t nfs -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:
  - **Backup IP address** - add a provisioning network IP address
  - **CPU units** - set the number of CPU units which will be assigned to the compute resource
  - **Collect Stats** - move the slider to the right to collect statistics for this compute resource
  - **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

  - Failover option is not available for baremetal servers.
  - If you use automatic failover with write-back caching you may lose some data in the event of a failover.

- **MTU** - specify the maximum transportation unit size. You can set the frame size from 1500 to 9000 bytes
SAN bonding mode - choose bonding mode type from the dropdown menu

After editing the SAN bonding mode option, it is required to reboot your Compute Resource to apply the settings. 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 IEEE 802.3ad Dynamic link aggregation which requires grouping appropriate ports together according to the section 5 Switch Configuration of Linux Ethernet Bonding Driver guide.

Storage Controller RAM - specify the storage controller RAM value (minimum 640 MB, maximum 4096 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.

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:

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.
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.

**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. 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.
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**.

**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:
   - **Label** - the Compute resource's name
   - **IP Address** - IP address of the Compute resource
   - **Compute resource Type** - Compute resource type (Xen, KVM)
   - **Backup IP address** - provisioning network IP address
   - **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
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.

   - Failover option is not available for baremetal servers.
   - If you use automatic failover with write-back caching you may lose some data in the event of a failover.

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.

- **SAN bonding mode** - choose bonding mode type from the dropdown menu

   After editing the SAN bonding mode option, it is required to reboot your Compute Resource to apply the settings.

   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 IEEE 802.3ad Dynamic link aggregation which requires grouping appropriate ports together according to the section 5 Switch Configuration of Linux Ethernet Bonding Driver guide.
OnApp Cloud 5.4 Administration Guide

- **Storage controller RAM** - specify the storage controller RAM value (minimum 640 MB, maximum 4096 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.
- **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.

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You can manage CloudBoot compute resource devices (disks, network interfaces and PCI devices) on the Devices page. For more information refer to Manage CloudBoot Compute Resource Devices.

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**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.

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**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.

If you use automatic failover with write-back caching you may lose some data in the event of a failover.

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**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.

**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.

**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.

You can add data stores to a compute resource only if they are assigned to the zones of the same type. For more information refer to Zone Types.

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 will 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 will 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.

### 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.

You can add networks to a compute resource only if they are assigned to zones of the same type. For more information refer to Zone Types.

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 will 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 will 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.

### 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.
- 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.
- Starting with OnApp 5.4, maintenance mode is available also for CloudBoot compute resources. Also you can disable Integrated Storage for CloudBoot compute resources with Integrated Storage.

On this page:
- Enable maintenance mode
- Disable maintenance mode
- Maintenance mode and CPU flags

#### 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.

VSSs 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.

**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.

**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.

**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...
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.

### 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** or 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.

### 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.

Compute zones have types which are inherited by the compute resources in the zone. These types also define the type of resources (data stores, networks and backup servers) that can be associated with a compute zone or compute resource. Compute resources can be later moved from one compute zone to another, but the zones should be of the same type. For more information refer to **Zone Types**. The table below demonstrates the available compute zone types for different compute resources:

<table>
<thead>
<tr>
<th>Compute Resource Type</th>
<th>Compute Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xen</td>
<td>Virtual</td>
</tr>
<tr>
<td></td>
<td>Baremetal</td>
</tr>
<tr>
<td>KVM</td>
<td>Virtual</td>
</tr>
<tr>
<td></td>
<td>Smart</td>
</tr>
<tr>
<td>VMware</td>
<td>Virtual</td>
</tr>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
</tbody>
</table>

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.

### 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:
To view the list of Compute zones via the Control Panel menu, click the Compute resources menu in the left pane.

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: Maximum number of VSs which can run simultaneously in this zone.
   - Placement type: 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: List of Compute resources assigned to the zone.
   - Unassigned Compute resources: List of Compute resources in the cloud that are not assigned to the zone. This list depends on the compute zone type. Only compute resource that can be assigned to a compute zone of this type, will be shown here. For the details see the Zone Types doc.

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.

After you create a compute zone you need to attach compute resources, networks and backup servers to it. Keep in mind that you can attach only those resources that have the same type as the 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 the parameters you need to input depend on the type of the compute zone you want to create:
   - Create Virtual Compute Zone
   - Create vCloud Director Compute Zone
   - Create Smart Compute Zone
   - Create Baremetal Compute Zone
4. After you fill in all the parameters click the Save button.

Create Virtual Compute Zone

- Label: Give your compute zone a name.
- Server type: Choose the server type from the drop-down box. Choose the virtual server type to create a Xen, KVM, or CloudBoot zone. Only XEN, KVM and VMware compute resources can be attached to a zone of this type.

The zone's type cannot be changed after the zone is created.

- Location group: Select the location group to which this compute zone will be assigned.
- 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 Memo
Create vCloud Director Compute Zone

- **Label** - give your compute zone a name.
- **Server type** - choose the server type from the drop-down box. Choose the Virtual Private Cloud server type to create a vCloud Director server zone. Only vCloud Director compute resources can be attached to a zone of this type.

The zone's type cannot be changed after the zone is created.
- **Location group** - select the location group to which this compute zone will be assigned.
- **Failover timeout** - time period for which the iterations will run during the failover if the compute resource does not respond.

**Create Smart Compute Zone**

- **Label** - give your compute zone a name.
- **Server type** - choose the server type from the drop-down box. Choose the **smart** server type to create a smart server zone. Only KVM compute resources can be attached to a zone of this type. Smart servers will be further created on such compute resources.

   The zone's type cannot be changed after the zone is created.

- **Location group** - select the location group to which this compute zone will be assigned.
- **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 a 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 a compute resource as densely as possible before starting to use the next compute resource in the zone.

- **Failover timeout** - time period for which the iterations will run during the failover if the compute resource does not respond.
- **Run sysprep** - move the slider to enable Windows virtual server deployment without running 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.

- **Extended CPU Flags** - move the slider to the right to enable CPU flags functionality for all compute resources added to this compute zone.
- **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. This parameter is Integrated Storage related.

**Create Baremetal Compute Zone**

- **Label** - give your compute zone a name.
- **Server type** - choose the server type from the drop-down box. Choose the **baremetal** server type to create a baremetal server zone. Only XEN compute resources can be attached to a zone of this type. Baremetal servers will be further created on such compute resources.

   The zone's type cannot be changed after the zone is created.

- **Location group** - select the location group to which this compute zone will be assigned.
- **Run sysprep** - move the slider to enable Windows virtual server deployment without running 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.
Add Compute Resource to Compute Zone

When adding several compute resources to a zone, you can arrange the servers running on particular compute resources into a paid service. Besides, adding several compute resources into one zone provides the failover capabilities to your services.

Only compute resources of relevant type can be added to a zone. For more information refer to Zone Types. When you add a compute resource to a compute zone, the compute resource inherits the zone’s type.

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 the list of 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.

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.

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.

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:

Properties

- **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.

- 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.

- **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.

- **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.

- **Set max memory** (appears only if ballooning release resource type is chosen) - move the slider to the right to enable max memory parameter for every VS within the compute zone. The max memory parameter will be set as 90% of free compute resource memory.

- **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.

- **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 Package VSs** - move the slider to the right if you want the zone to be used when creating Instance Package 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 Package VSs.

Note that Instance Package 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 Package VSs in such zones. The reason is that CPU priority for Instance Package VSs in this configuration cannot be set to 100%, which is the default value for such virtual servers.

**Integrated Storage**

- **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.

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

---

**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.

You can add data stores to a compute zone only if the the data store belongs to a data store zone of the same type as the compute zone. For more information refer to **Zone Types**.

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.

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**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, click 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.
- You can add networks to a compute zone only if the the network belongs to a network zone of the same type as the compute zone. For more information refer to **Zone Types**.

---

**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.

Manage Compute Zone Backup Servers

When you attach a backup server to a specific compute zone, the backups on current backup server will be created only for compute resources within this compute zone.

Ensure that [Update any compute zone permission is on before managing compute zone backup servers. For more information about permissions refer to the Permissions section of this guide.](#)

On this page:

- View compute zone backup servers
- Add backup server to compute zone
- Remove backup server from compute zone

View compute zone backup servers

To view compute zone backup servers:

1. Go to your Control Panel's **Settings** menu and click the **Compute Zones** icon.
2. Click the label of the Compute zone.
3. On the screen that appears, click the **Manage Backup Servers** link in the **Tools** section.
4. On the screen that follows you'll see a list of all backup servers currently associated with this compute zone together with their details:

   - **Label** - the name of the backup server
   - **IP Address** - backup server IP Address
   - **Enabled** - whether backup server is enabled or not
Add backup server to compute zone

You can add backup servers to a compute zone only if the backup server belongs to a backup server zone of the same type as the compute zone. For more information refer to Zone Types.

To add backup server to a compute zone:

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 backup servers for.
3. On the screen that appears, click the Manage Backup Servers link in the Tools section.
4. On the screen that follows you'll see a list of all backup servers currently associated with this compute zone.
5. Choose one from the drop-down menu and click the Add Backup Server button.

Remove backup server from compute zone

To remove a backup server from the compute zone:

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 backup servers for.
3. On the screen that appears, click the Manage Backup Servers link in the Tools section.
4. On the screen that follows you'll see a list of all backup servers currently associated with this compute zone.
5. Click the icon next to backup server you want to remove. You'll be asked for confirmation before the backup server is removed.

Be cautious when detaching a backup server from compute zone. It will still be possible to restore a backup and convert the backups to templates, though you will not be able to provision a server from that template.

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.
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.

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.

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.

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.

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.

Data store zones have types which are inherited by the data stores in the zone. Later data stores can be attached to a compute resource/compute zone of the same type. Data stores can be moved from one data store zone to another, but the zones should be of the same type. For more information refer to Zone Types. The table below demonstrates the available data store zone types for different data stores:

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<thead>
<tr>
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<tr>
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</tr>
</tbody>
</table>

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, type and the location groups they are assigned to. A data store zone can have the Virtual, Smart or VPC type.

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.

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
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.
   - **Server type** - choose the server type from the drop-down box:
     - Choose the virtual server type to create a Xen, KVM, or CloudBoot zone
     - Choose the smart server type to create a smart server zone.
     - Choose the Virtual Private Cloud server type to create a vCloud Director server zone.

   The zone's type cannot be changed after the zone is created.

   - **Location group** - select the location group you wish to assign this data store zone to from the drop-down list.
   - **Instance Package VSs** - move the slider to the right if you want the zone to be used when creating Instance Package 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.

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.
   - **Server type** - choose the server type from the drop-down box:
     - Choose the virtual server type to create a Xen, KVM, or CloudBoot zone
     - Choose the smart server type to create a smart server zone.

   The zone's type cannot be changed after the zone is created.

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.

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:
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.

When you add a data store to a data store zone, the data store inherits the zone's type. For more information refer to Zone Types.

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.

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.

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.

Data stores have types which they inherit from the zone to which they belong. Later data stores can be attached to a compute resource/compute zone of the same type. Data stores can be moved from one data store zone to another, but the zones should be of the same type. For more information refer to Zone Types. The table below demonstrates the available data store zone types for different data stores:

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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.

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 between several compute resources 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

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
   - Enabled - move the slider to the right to enable the 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. 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 - 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). Unless you assign a data store to a data store zone and compute resource or zone, you won't be able to use this data store for storage. When you add a data store to a data store zone, the data store inherits the zone's type. It will be possible to move such a data store only to a data store zone of the same type. For more information refer to Zone Types.

5. When you've finished configuring the store, click the Create Data Store button.
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** - 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).

   When you add a data store to a data store zone, the data store inherits the zone's type. It will be possible to move such a data store only to a data store zone of the same type. For more information refer to **Zone Types**.

   **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 target 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.

   To use the data store, you have to add it to a **data store zone** and assign it either to a **compute resource** or a **compute zone**.

**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** - you can re-assign the data store to another 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.

   If you have integrated data store, the following parameters will be additionally available:
   - **Auto Healing** - move the slider to the right to enable auto healing
   - **Integrated Storage Cache enabled** - move the slider to the right to enable caching

5. Click the Save Data Store button to finish.

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.

Edit Data Store IO Limits

IOPS limiting functionality allows you to prioritize the load on a SAN for VSs. IOPS limiting can be set for data store or for separate disks.

Ensure that the IO Limiting permissions are on before managing IO limits. For more information refer to the List of all OnApp Permissions section of this guide.

All IO limits are set to unlimited by default.

The IOPS limit, set for a data store, is automatically applied to all disks within this data store.

To edit a data store IO limits:

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 IO Limits.
4. On the following page edit the appropriate data store details:
   - **Read IOPS** - set the read IOPS amount
   - **Write IOPS** - set the write IOPS amount
   - **Read throughput** - specify the read throughput (in MB/s)
   - **Write throughput** - specify the write throughput (in MB/s)

5. Click the Save button to finish.

To disable IOPS limiting:

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 IO Limits**.
4. On the following page set all parameters to **Unlimited**.
5. Click the **Save** button to finish.
6. Go to `/onapp/interface/config/on_app.yml` file and set the `io_limiting_enabled` parameter as 'false'. Disabling will only remove the feature from the UI, old vdisk limits will be used if not set to unlimited.

### 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.

---

### 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

If you are viewing the disks list on a narrow screen, you can customize the way the table is displayed by clicking the actions icon at the top of the table. In the drop-down list that appears, check the columns you want to be displayed and click **Apply**. The narrower your screen is, the more unchecked columns will be hidden from the table. If your screen is too narrow to fit all the columns you have checked, a scrollbar will appear at the bottom of the disks list. You can always alter your column selection later. Note that by default the Backups, Auto-backup? and Disk columns are not visible in the table on narrow screens.

Column selection is currently set for one browser. If you have checked some columns in one browser and open the list in some other browser, the column selection will be the default one for that other browser.

### 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 the 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 hour
   - 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.

Edit Disk IO Limits

IOPS limiting functionality allows you to prioritize the load on a SAN for VSs. IOPS limiting can be set for data store or for separate disks.

Ensure that the IO Limiting permissions are on before managing IO limits. For more information refer to the List of all OnApp Permissions section of this guide.

To edit a disk IO limits:

1. Go to your Control Panel's Settings menu.
2. Click the Disks icon. You'll see a list of the disks on your system.
3. Click the Actions button next to the disk you want to change, then click Edit IO Limits.
4. On the following page move the Override DataStore IO Limits slider to the right to edit the appropriate details:
   - Read IOPS - set the read IOPS amount
   - Write IOPS - set the write IOPS amount
   - Read throughput - specify the read throughput (in MB/s)
   - Write throughput - specify the write throughput (in MB/s)
5. Click the Save button to finish.

To disable IOPS limiting:

1. Go to your Control Panel's Settings menu.
2. Click the **Disks** icon. You'll see a list of the disks on your system.
3. Click the **Actions** button next to the disk you want to change, then click **Edit IO Limits**.
4. On the following page set all parameters to Unlimited.
5. Go to /onapp/interface/config/on_app.yml file and set the io_limiting_enabled parameter as 'false'. Disabling will only remove the feature from the UI, old vdisk limits will be used if not set to unlimited.

---

### 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.

---

### 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.

---

### 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.

---

### vCloud Director Storage Policies

vCloud Director provider storage policies are imported into OnApp and appear in the OnApp UI as data store zones. Whereas storage policies are imported as data stores. These data stores are assigned to the data store zones of the VPC type which are the provider storage policies with which the storage policies are associated. Storage policies are not only imported but can also be created in OnApp.

Storage policies are created in OnApp in the following cases:

- during orchestration model deployment. The newly created storage policies will be associated with the provider storage policies set in data store options.
- during resource pool creation and modification. The newly created storage policy will be associated with the provider storage policy set on the resource pool page or creation form.

You can select storage policies during vApp creation.

You can create, edit and delete storage policies when managing resource pools. For more information refer to [Resource Pools](#).

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See also:

- Resource Pools
- Create and Manage vApps
- vApps (API)
- Manage vCloud Director VSs

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On this page:

- View Storage Policies
- Manage Data Store Zone
View Storage Policies

To view storage policies:

1. Go to your Control Panel > Settings > Data Stores menu.
2. On the screen that appears, you will see the list of all data stores within a cloud and their details:
   - label - the name of the storage policy
   - identifier - the identifier of the storage policy
   - data store zone - the data store zone to which the storage policy is assigned. The label of the data store zone consists of the following parts: "Storage Policy Name (pVDC Name) - Compute Resource Name".
   - disk usage - number of GB used by the VS disks assigned to this storage policy
   - disk capacity - the disk capacity of this storage policy. If disk capacity for this storage policy is unlimited, the value will be ‘99999 GB’.
3. Click the label of the storage policy you are interested in to view the disks and VSs associated with this storage policy.

You can also view the list of storage policies assigned to a certain resource pool at Control Panel > Resource Pools > Label. On this page you can add new storage policies or edit/delete the existing ones.

Manage Data Store Zone

To manage data store zone:

1. Go to your Control Panel > Settings > Data Store Zones menu.
2. On the screen that appears, you will see the list of the vCloud Director data store zones. The label of the data store zone consists of the following parts: “Storage Policy Name (pVDC Name) - Compute Resource Name”. Click the label of the data store zone to view the storage policies assigned to this data store zone.
3. If you want to edit data store zone label, click the Actions button and then click Edit it.
4. If you want to delete data store zone, click the Actions button and then click Delete e. Confirm the deletion.

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.
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!

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:
   - country and city
   - CDN locations
   - Compute resource, data store, network, and backup server zones assigned to this location

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

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
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 last 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

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.

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.

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.

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.

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.

Backups created are stored at the path defined in Settings > Configuration > Backups/templates

OnApp SANity can only use the Basic Backup Scheme.

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

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.
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.

CloudBoot Backup Scheme

Starting from the OnApp v3.0 you can use dedicated CloudBoot backup servers in your cloud. Please refer to the Create CloudBoot Backup Server section for more details.

Disabling backup servers

Be aware, that if you switch off backup server, transactions "restore backups" (those backups which are located on this server) will be failed. Also if OS template is located ONLY on this backup server, provisioning disk transaction will be failed.

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.

- To use the backup server, you have to add it to a backup server zone and assign it either to a compute resource or a compute zone.
- 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.
- When you add a backup server to a backup server zone, the backup server inherits the zone's type. It will be possible to move such a backup server only to a backup server zone of the same type. For more information refer to Zone Types.

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 use the backup server, you have to add it to a backup server zone and assign it either to a compute resource or a compute
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.

   When you add a backup server to a backup server zone, the backup server inherits the zone's type. It will be possible to move such a backup server only to a backup server zone of the same type. For more information refer to Zone Types.

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#> mkfs.ext4 /dev/sda
      ```
   c. Mount the storage to /onapp:
      ```
bash#> mount /dev/sda /onapp
      ```
      Add mount /dev/sda /onapp to custom config file also.
   d. Make folders for backups and templates:
2. Copy templates from the Control Panel server to the Backup server using SCP:

```
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:

```
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)
### 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** - the name of the backup server
   - **IP address** - the backup server IP address (IPv4)
   - **Backup IP address** - provisioning network IP address
   - **Capacity (in GB)** - the backup server capacity
   - **Backup server zone** - the backup server zone to which this backup server is assigned.

   It is possible to move backup servers only between backup server zones of the same type. For more information refer to Zone Types.

   - **Enabled** – move this slider to the right to enable the backup server.
3. Click the **Save Backup server** button to save changes.

### Disabling backup servers

Be aware, that if you switch off backup server, transactions "restore backups" (those backups which are located on this server) will be failed. Also if OS template is located ONLY on this backup server, provisioning disk transaction will be failed.

### 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.

**Manage Backups For Backup Server**

To manage backups for 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 label of the specific backup server. You will get the list of backups on this backup server together with their details:
   - **Date** - the date of the backup creation
   - **Target** - the backup target
   - **Status** - the status of the backup
   - **Backup Size** - the backup size
   - **Initiated** - the way how the backup was created
   - **Backup Server** - the label of the backup server, where backup is created
   - **Note** - the text of the additional note
   - **VS** - the label of VS, where backup is created
   - **Customer** - the owner of the VS, where backup is created
   - **Actions** icon - the actions you can perform with the backup (Convert to template, Delete, Edit Note).

**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!

**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.

Backup server zones have types which are inherited by the backup servers in the zone. Later backup servers can be attached to a compute resource/compute zone of the same type. Backup servers can be moved from one backup server zone to another, but the zones should be of the same type. For more information refer to **Zone Types**. Backup server zones can have either the Virtual or the Smart type.

**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:
   - Zone's label
   - List of assigned backup servers
   - List of unassigned backup servers

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.
   - Server type - select the server type for the zone, it can be either Virtual or Smart. The zone's type cannot be changed after the zone is created.
   - 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.

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.

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.

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.

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.

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

**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

**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.

**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**.

**Network Settings**
The Control Panel's Network Settings menu is where you get detailed control over low-level cloud settings for networks, network zones, firewalls, resolvers.

To be able to provide IP addresses to the virtual servers you need to:

1. Create a network zone of the virtual type.
2. Create a network and specify the network zone which you wish to assign it.
3. Add an IP net to the new network.
4. Add IP ranges to the new IP net.

**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.

Network zones have types which are inherited by the networks in the zone. Later networks can be attached to a compute resource/compute zone of the same type. Networks can be moved from one network zone to another, but the zones should be of the same type. For more information refer to Zone Types. The table below demonstrates the available network zone types for different networks:

<table>
<thead>
<tr>
<th>Network Type</th>
<th>Network Zone Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>vCloud Director</td>
<td>VPC</td>
</tr>
<tr>
<td>Other</td>
<td>Virtual/Smart/Baremetal</td>
</tr>
</tbody>
</table>

**Create Network Zone**

To create a 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:
   - **Label** - give your network zone a name.
   - **Server type** - choose the server type from the drop-down box:
     - Choose the virtual server type to create a Xen, KVM, or CloudBoot zone
     - Choose the smart server type to create a smart zone.
     - Choose the baremetal server type to create a baremetal server zone.
     - Choose the Virtual Private Cloud server type to create a vCloud Director zone
     - The Infrastructure server type is reserved for future functionality and should not be selected.
   - **Location group** - select from the drop-down list the location group you wish to assign this network zone to.
   - **Instance Package VSS** - move the slider to the right if you want the zone to be used when creating Instance Package VSSs only. If you enable this option, the zone will not be available in the virtual server creation wizard's Resources step for custom VSSs (VSSs built by setting resources manually).
4. Click the Save button.

**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
   - **Zone type** - type of the zone: Virtual, Smart, Baremetal or VPC
   - **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.

**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
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.
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 Package VSs - move the slider to the right if you want the zone to be used when creating Instance Package 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.

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.

When you add a network to a network zone, the network inherits the zone's type. For more information refer to Zone Types.

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.

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.

Firewalls

Firewalls are used to route VS networking traffic in and out of OnApp. Because all customer VSs are running inside network, firewalls are required as the VS gateway.

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 appers, 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.
To delete a firewall, click the **Actions** button next to the firewall you want to remove, then choose **Delete**.

### 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:
   - **IP Address for CP communication** - IP address used to manage firewall via CP
   - **CIDR to CP link** - internal IP address prefix size
   - **VLAN Interface Name** - interface used for managing the firewall via CP
   - **External IP Address** - external firewall IP
   - **External CIDR** - external IP address prefix size
   - **External Interface Name** - external firewall interface
   - **External Gateway** - external gateway address
   - **Default Rule** - default firewall settings for new virtual servers (INSIDE_OUT)
   - **User Name** - specify username for the remote firewall management
   - **Password** - set password for remote firewall management
4. Click **Add firewall** button.

### 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.

### 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.

### 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.

### 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.

### 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.

### vCloud Director vApp Networks

The following network types are imported into OnApp:
organization vDC networks (this network allows virtual servers in the organization vDC to communicate with each other and to access other networks)

external networks (this network provides the interface to the Internet for virtual servers connected to external organization vDC networks)

vApp networks (this network controls how the virtual servers in a vApp connect to each other and to organization vDC networks)

You can view the list of imported vApp networks at OnApp Cloud Control Panel. Also you can add a vApp network in vCloud Director using OnApp Control Panel.

View vApp Networks

To view the list of your imported networks:

1. Go to your Control Panel's Settings menu.
2. Click the Networks button and select the vApp tab.
3. The screen that appears shows the list of your imported vApp networks and their details.
   - Label - the label of the network
   - Identifier - the identifier of the network
   - VLAN - VLAN number
   - Actions - click the Actions button to edit or delete the vApp network.

You can also click a network's label to see the list of IPs assigned to that network.

Create vApp Network

Ensure that vApp Networks permissions are on before creating a vApp network. For more information about permissions refer to the Permissions section of this guide.

To add a vApp network:

1. Go to Control Panel > vApps menu.
2. Click the label of the required vApp.
3. On the vApp overview page click the + button above the vApp networks list.
4. On the screen that appears, select the organizational network with which the vApp network will be associated.
5. Click Create vApp Network to finish the process. Adding a new vApp network will restart the vApp.

Delete vApp Network

To delete a vApp network:

1. Go to Control Panel > vApps menu.
2. Click the label of the required vApp.
3. Click the Actions button next to the required network in the vApp networks list and select Delete. Deleting a network will restart the vApp.

vCloud Director External Networks

External networks provide the interface to the Internet for virtual servers connected to external organization vDC networks. External networks are imported both as a network zone and as a network within that zone. Importing external networks as network zones enables administrators to configure billing for external network usage. Currently, you can only view external networks in OnApp.

To view external networks imported as network zones into OnApp:

1. Go to your Control Panel's Settings menu.
2. Click the Network Zones icon. The screen that appears will show all network zones with the following details:
   - Label - the name of the zone
   - Location group - the location group with which the zone is associated

Click a zone's label (name) to see the list of networks assigned to it.

At Control Panel > Settings > Network Zones there is an Actions button next to the imported external networks which enables you to edit or delete networks. However, these changes are not synchronized with vCloud Director. Therefore, it is not recommended to edit or delete imported external networks in OnApp.

View External Networks Imported as Networks

To view the external networks imported as network into OnApp:

1. Go to your Control Panel's Settings menu.
2. Click the Networks button and select the External tab.
3. The screen that appears shows the list of imported external networks:
   - Label - the name of the network
   - Identifier - the identifier of the network
   - VLAN - VLAN number

Click a network’s label to show details of IPs assigned to that network.

Network Settings.

OnApp 5.4 introduces IP nets and IP ranges in networking. A network can contain several IP nets which include IP ranges with a default gateway. The network details page shows the list of IP nets in a network with their IP ranges which include the IPs assigned to virtual servers and/or users. IPs that are not assigned to a user or a VS are not displayed on the network details page but they are available for selection during virtual server creation or when assigning IPs to users.

There are currently the following network types in OnApp:

- **Shared Networks** - the default type of network in OnApp where a user receives an IP address on the network they have access to
- **vApp Networks** - vApp networks control how the virtual servers in a vApp connect to each other and to organization vDC networks
- **Org Networks** - org networks allow virtual servers in the organization vDC to communicate with each other and to access other networks
External Networks - external networks provide the interface to the Internet for virtual servers connected to external organization vDC networks

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 the networks of the Shared type in your cloud with their label, identifier and VLAN.
   To access the list of networks of other types, select the corresponding tab: vApp, Org or External.

Click a network's label to view its details.

Click the Actions icon next to a network to edit or delete it.

View Network IP Nets

To view details of a network:

1. Go to your Control Panel's Settings menu.
2. Click the Networks icon. The page that loads shows the shared networks in your cloud. To access the list of networks of other types, select the corresponding tab: vApp, Org or External.
3. Click the label of the network you are interested in. The screen the network's label, identifier, VLAN and network zone.
   This page also includes the IP nets in the selected network. Click an IP net to view the list of IPs in it with the user and/or VS they are assigned to.

Create and Manage Networks

Networks provide your virtual servers with Internet access. In OnApp you can create, edit and delete networks. You can also configure IP nets in the networks you add to your cloud.

There are currently the following network types in OnApp:

- **Shared Networks** - the default type of network in OnApp where a user receives an IP address on the network they have access to
- **vApp Networks** - vApp networks control how the virtual servers in a vApp connect to each other and to organization vDC networks
- **Org Networks** - org networks allow virtual servers in the organization vDC to communicate with each other and to access other networks
- **External Networks** - external networks provide the interface to the Internet for virtual servers connected to external organization vDC networks

Create Network

On this page:

- View Networks
- View Network IP Nets

Create and Manage Networks

On this page:

- Create Network
- Edit Network
- Delete Network

See also:

Network Settings
Create and Manage IP Nets
Create and Manage IP Ranges
Virtual Servers
OnApp Configuration
Firewalls
To add a new network:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Networks** icon. The page that loads shows the shared networks in your cloud. To access the list of networks of other types, select the corresponding tab: **vApp**, **Org** or **External**.
   
   Note that you can only add shared networks from this menu. For information on how to add other types of networks refer to **Manage Organization Networks** and **vCloud Director vApp Networks**.
3. Click the **Add New Network** button at the end of the network list.
4. On the screen that follows, specify the following network details:
   - **Label** - choose a name for the network
   - **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. You can also enter a VXLAN segment ID which will in turn create the VXLAN wire across the compute resources.
   - **Network group** - assign the network to a network zone. When you add a network to a network zone, the network inherits the zone's type. It will be possible to move such a network only to a network zone of the same type. For more information refer to **Zone Types**.
   - **Type** - the type of the network, select **Shared Network** - the default type of network in OnApp where a user receives an IP address when users receive an IP address on the network they have access to.
5. Click the **Submit** button to finish.

### 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. The page that loads shows the shared networks in your cloud. To access the list of networks of other types, select the corresponding tab: **vApp**, **Org** or **External**.
   
   Note that you can only edit shared and vApp networks.
3. Click the **Actions** icon 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
   - **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. You cannot edit this parameter for Org networks.
   - **Network Zone** - you can re-assign the network to another network zone. It is possible to move networks only between network zones of the same type. For more information refer to **Zone Types**. You cannot edit this parameter for Org networks.
   - **Shared** - whether this parameter is shared or not. This parameter is applicable only for Org networks.
5. Click the **Update** button to save the changes.

### 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. The page that loads shows the shared networks in your cloud. To access the list of networks of other types, select the corresponding tab: **vApp**, **Org** or **External**. You can delete shared, vApp and Org networks.
3. Click the **Actions** icon next to the network you want to remove, then click **Delete**.
   
   You will be asked for confirmation before the network is deleted.

### Assign/Unassign IP Address to User

To use the network, you have to add it to a **network zone** and assign it either to a **Compute resource** or a **Compute zone**.

Once you have added a network to OnApp you need to add an **IP net** and **IP ranges** to the new network.

**Baremetal servers are not compatible with VLANs.**
You can assign and unassign IP addresses to users from the network overview page.

You can assign and unassign IP addresses from shared networks only.

On this page:
- Assign IP Address to User
- Unassign IP Address to User

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. The page that loads shows the shared networks in your cloud.
3. Click the name (label) of the network from which you wish to assign an IP address to a user.
4. Click the Assign IP addresses button.
5. On the window that pops up, select the following parameters:
   - IP net - select from the drop-down list the IP net from which the IP address should be assigned
   - IP range - select from the drop-down list the IP range from which the IP address should be assigned
   - User - select from the drop-down list the user to whom you wish to assign IP addresses
   - IP addresses - select from the drop-down list the IP addresses you wish to assign
6. Click the Assign button.

Unassign IP Address to 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. Click the Unassign IP addresses button.
5. On the window that pops up, select the IP address you wish to unassign from a user.
6. Click Unassign.

Create and Manage IP Nets

IP nets contain the IP address ranges of the network. You can add new IP nets to the network, edit and delete the existing nets and add and edit IP ranges in the IP nets. For information on how to add IP ranges to IP nets, refer to Create and Manage IP Ranges.

You can add IP nets only to shared networks.

On this page:
- Create IP Net
- Edit IP Net
- Delete IP Net

Create IP Net

To add an IP net to a network:

1. Go to Control Panel > Settings > Networks. The page that loads shows the shared networks in your cloud.
2. Click the label of the network to which you want to add an IP net.
3. On the page that loads click the New IP Net button.
4. Fill in the details of the new IP net:
- **label** - the name of the IP net
- **network address** - the network address of the IP net
- **network mask** - the network mask

4. Add default IP range - tick this checkbox for the default IP range to be added to the IP net automatically. Otherwise, you'll need to add the required IP ranges after the IP net is created.

5. Click Submit to finish.

---

**Edit IP Net**

To edit an IP net:

1. Go to Control Panel > Settings > Networks. The page that loads shows the shared networks in your cloud.
2. Click the label of the network which contains the IP net you wish to edit.
3. Click the Actions icon next to the IP net you want to modify and select **Edit**.
4. Edit the details of the IP net:
   - **label** - the name of the IP net
   - **network address** - the network address of the IP net
   - **network mask** - the network mask

5. Click Submit to save changes.

---

**Delete IP Net**

You can delete only those IP nets that do not contain any IP ranges.

To delete an IP net:

1. Go to Control Panel > Settings > Networks. The page that loads shows the shared networks in your cloud.
2. Click the label of the network to which you want to add an IP net.
3. Click the Actions icon next to the required IP net and select **Delete**.

---

**Create and Manage IP Ranges**

IP ranges reside inside IP nets and include the IP addresses within your cloud that are either assigned to a user or used by a VS. The IPs that are neither assigned to a user nor a VS, are not shown in the IP range list, but are available during VS creation. You can add new IP ranges and edit and delete the existing ones. To add IP ranges you first need to create a network and then add an IP net to that network.

You can manage IP ranges only for shared networks.

On this page:
- Add IP Range to IP Net
- Edit IP Range
- Delete IP Range

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**See also:**
- Network Settings
- Create and Manage IP Nets
- Create and Manage Networks
- Virtual Servers
- OnApp Configuration
- Firewalls

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**Add IP Range to IP Net**
To add an IP range to an IP net:

1. Go to Control Panel > Settings > Networks. The page that loads shows the shared networks in your cloud.
2. Click the label of the network to which you want to add an IP net.
3. Click the Actions icon next to the required IP net and select Add New IP Range.
4. Fill in the the start and end address and the default gateway of the new IP range.
5. Click Add to save the new IP range.

Edit IP Range

To edit an IP range in an IP net:

1. Go to Control Panel > Settings > Networks. The page that loads shows the shared networks in your cloud.
2. Click the label of the required network.
3. Click the IP net in which you want to edit an IP range.
4. Click the Actions icon next to the required IP net and select Edit.
5. Fill in the the start and end address and the default gateway of the IP range.

If you edit an IP range that includes used IPs, the edited range should include these IPs after the changes.

6. Click Submit to save the changes.

Delete IP Range

1. Go to Control Panel > Settings > Networks. The page that loads shows the shared networks in your cloud.
2. Click the label of the required network.
3. Click the IP net in which you want to edit an IP range.
4. Click the Actions icon next to the required IP net and select Delete.

OnApp Configuration

The Control Panel's OnApp Configuration menu is where you get detailed control over the configuration of OnApp itself.

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.
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.

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.

Facebook

1. Select an icon to be displayed during the login
2. Fill in the app key and app secret from the Facebook application

<table>
<thead>
<tr>
<th>Configure Facebook application</th>
</tr>
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<tbody>
<tr>
<td>To create and configure the Facebook application for your cloud:</td>
</tr>
<tr>
<td>a. Log in as Facebook developer at <a href="https://developers.facebook.com/">https://developers.facebook.com/</a></td>
</tr>
<tr>
<td>b. Create an application:</td>
</tr>
<tr>
<td>• enter display name</td>
</tr>
<tr>
<td>• select suitable category for your product</td>
</tr>
<tr>
<td>• on the Dashboard of the created app you will see App ID and App Secret which are required in step 2 above</td>
</tr>
<tr>
<td>• go to the Settings menu, press Add Platform and select Website</td>
</tr>
<tr>
<td>• in the appearing field Site URL specify the address of your Control Panel</td>
</tr>
<tr>
<td>• specify your Contact Email, otherwise your application cannot go live</td>
</tr>
<tr>
<td>• go to Status &amp; Review menu and make your application public using the slider in the top right corner</td>
</tr>
</tbody>
</table>

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 Google 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.
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 > Users with Config Problems** on your OnApp Control Panel.

If required, you may configure the cloud access for SAML users only by using SAML credentials. To do so, disable the switch **Local Login for SAML Users** at **Control Panel > Settings > Configuration > System**

### 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

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:

   - **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

   - **Nameid format** - specify a format of name identifier according to Oasis SAML specification

   Either **Idp cert** or **Idp cert fingerprint** must be present. If both are present - **Idp cert** will take precedence over **Idp cert fingerprint**.

4. Fill in the 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

5. Click **Save** button.

### Configure Service Provider

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 to the Identity Provider 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:
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 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.
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
   - **IdP Cert Fingerprint** - the SHA1 fingerprint of the certificate
   - **Status** - either "Active" or "Disabled"
   - **Action** - click the "gear" button to Edit, Delete or access Metadata of this Identity Provider
2. To see more detailed description of the Identity Provider - click its label.
3. To enable or disable IdP - go to Edit screen.

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.

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
   - license status
   - core limit
   - Integrated storage limit
   - CDN status
   - trader status
   - supplier status
   - the date of the last sync with the licensing server
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.

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.

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:
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/).

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.

The time before the CP initiates failover may differ depending on the number of compute resources and their load.

- **Ping hosted virtual servers before initiating failover** - enable this feature for the VSs to ping the compute resource on which they reside to make sure it is offline before migrating to another compute resource.

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.

Miscellaneous

- **Application name** – here you may change the application name, which is displayed at the welcome screen.
- **Block Size (MB)** - the block size in MB for disks which is used when migrating disks to another data store. The default value is 8 MB.
- **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 email 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

**CloudBoot**

- **Enable CloudBoot** - move this slider to the right to enable/disable the PXE boot system on the cloud.
- **Enable InfiniBand boot** - move the slider to enable InfiniBand mode
- **Static Config target** - the IP of NFS server that contains virtual server image templates.
- **CP server Cloudboot target** - the IP of Control Panel server.
- **CloudBoot Domain Name Servers** - IP of domain name servers

**OnApp Storage**

- **Enable OnApp Storage** - move this slider to the right to enable/disable the OnApp storage on the cloud. This option is unavailable if **Enable CloudBoot** option is switched off.

Use Local Read Path, Use unicast and Enforce datastore redundancy across HVs options are unavailable, if **Enable OnApp storage** option is switched off.

- **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.

When unicast mode is enabled, compute resources must be kept online to maintain full coherency of the database. In the event when a compute resource is offline but still enabled in the Control Panel, any subsequent reboots of other nodes will cause a delay in convergence of the Integrated Storage database across the nodes that have been rebooted. To avoid this scenario, either:

- Ensure that all compute resources in the unicast group are active and booted (recommended) or
- Remove compute resources from the Control Panel if they are inactive for an extended period of time

- **Enforce datastore redundancy across HVs** - when the slider is enabled, it will be possible to create IS data stores only with the disks that are replicated between different compute resources (in one compute zone). In this case, disks will be created only when there are at least two compute resources in the cloud. If this option is disabled, it will be possible to create data stores with disks that are replicated on hard drives of the same compute resource. In this case if the compute resource crashes, no failover for disks is possible.

**DRaaS**

- **Enable DRaaS** - enable DRaaS locally on your Control Panel
Statistics Management

- **Time of instant statistics storage (days)** - the number of days the instant statistics from Compute resource will be stored. Starting with OnApp version 5.0, the default value for new installations is 1. For the clouds that have been upgraded from OnApp version 4.3, the default value is 10.
- **Enable hourly statistics archiving** - move the slider to the right to switch on archiving for hourly statistics. If enabled, hourly statistics will be converted into monthly and stored as archive for all the period that exceeds the 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 stored in database before being converted into monthly statistics. For example, if you set that parameter to 10, the hourly statistics will be stored for the current month and the 10 previous months. And everything older than 10 months will be sent to archive (that is converted into monthly statistics). If this parameter is set as 1, then you can view the detailed hourly statistics for both the current and the previous month.
- **Enable logs cleaning** - this parameter enables logs cleaning after the time period, specified in the **Period to store logs (days)** parameter below.
- **Period to store logs (days)** - this parameter configures how many days you want logs to be kept in database before deletion.

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 Packages

- **Instance Packages number** - when the specified number is reached, instance packages are shown in the linear view in the virtual server creation wizard for easier instance package 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 disabled.

3. Click the **Save Configuration** button to finish.

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 services
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.

- **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).

Backup processes

- **Total number allowed** - the maximum number of compute resource, backup server 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 is 3, total per backup server is 3, and total per compute resource is set to 4, then up to 10 backups can be taken at once – 3 per data store, 3 per backup server, and 4 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.

**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.

**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.

**Dashboard Statistics**

- **Dashboard stats** – select the statistics, which will be shown on a dashboard, from a drop-down menu.

**Google API**

- **Google API Token** – insert Google API key, if you face the problem with viewing the maps on VS/Smart/Application server creation wizard.

3. Click the **Save Configuration** button to finish.

**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:
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:

- **Minimum length** - specify minimum required password length (0-99). The default value is 6.
- **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.
- **Enforce at least one letter and number** - move this slider to the right to enforce user using both letters and numbers in their password.
- **Enforce symbols** - move this slider to the right to enforce user using symbols in their password.
- **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.
- **Lockout attempts** - the number of unsuccessful login attempts that are allowed before user's account is locked out.
- **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**

- **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.
- **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**

- **Default firewall policy** – default settings for a VS's Networking > Firewall tab (accept/drop). Changes in the default firewall policy will be applied only to those VSs, which will be created after these changes.
- **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.

Anti spoofing option does not support IPv6 addresses. It is applicable for VSs based on Centos5 KVM compute resource only.

- **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**

- **SSH port** – specify the port used to connect to Compute resources and backup servers.

**SSH Keys**

- **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.

**Migration options**

- **Migration rate limit** – the maximum rate limit used for migrating the VS. The default value is 10 Mbps.
- **Simultaneous migrations per hypervisor** - the maximum amount of transactions which can be run simultaneously on the target compute resource when migrating a VS. The default value is 5.

3. Click the Save Configuration button to finish.

**Edit Infrastructure Configuration**

1. Go to your Control Panel's Settings menu, and click the Configuration icon.
2. Click the **Infrastructure** tab to change the following application settings:

- **Delay in seconds between executing background tasks**
  - **Backup taker** - this process schedules auto-backups
  - **Billing event processor** - this process generates billing statistics
  - **Cluster monitor** - this parameter is deprecated
  - **Compute resource monitor** - this parameter is deprecated
  - **Schedule runner** - this process runs schedules which request auto-backups to be taken
  - **Transaction runner** - this process covers the following tasks: transactions_processor - the task which is responsible for running transactions, SupplierRunnerProcessor - this process relates to Federation and starts transactions on the seller cloud which send notifications to the Market, TraderRunnerProcessor - this process relates to Federation and starts transactions which send different requests to the Market and process notifications from the seller
  - **CDN sync** - this process gathers CDN statistics
  - **Snmp stats level1 period** - this process gathers information about compute resources uptime and virtual servers’ statuses
  - **Snmp stats level2 period** - this process gathers information about the disk usage, network usage, CPU usage statistics and the list of virtual servers
  - **Snmp stats level3 period** - this process generates the list of volume groups and logical volumes

If you change any of the **Snmp stats** parameters, you need to restart the OnApp Engine to save changes. To restart the OnApp Engine run the following commands in the console:

```
service onapp-engine stop
service onapp-engine start
```

- **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 2. Currently, the maximum value is 12. If you input a value larger than 12, the number of system process will still be 12.
  - **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.
  - **Vcloud stats hibernation time** - this parameter is no longer relevant to system configuration
  - **Time period, given to OnApp Engine to perform graceful stop** - if the OnApp Engine is stopped, running transactions will fail after the amount of time (seconds) indicated by this parameter. By default, this parameter is set to 300 seconds.
  - **Log level** - log detailization level: debug, info, warn, error and fatal. This parameter is available only for CPs in development mode. It is not displayed for Control Panels in staging or production modes. By default, this parameter is set to ‘info’.

- **RabbitMQ**
  - **RabbitMQ Host** - RabbitMQ server IP address
  - **RabbitMQ Port** - RabbitMQ port
  - **RabbitMQ 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.
  - **RabbitMQ Login** - RabbitMQ login
  - **RabbitMQ Password** - RabbitMQ password

If you want to use a separate RabbitMQ instance for vCloud Director, specify the following vCloud Director 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

- **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.

**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
- **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

**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.

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.

**Notifications Setup**

The Control Panel’s Notification menu lets you configure the notifications for your CP. You can
select the events about which to notify your users. To configure notifications for your cloud you need to:

- **enable notifications** for your cloud - the configured subscriptions will send notifications only if you enable this option
- **configure gateways** - select what type of notifications you want to send: SMTP/SENDMAIL emails or internal notifications in CP
- **add notification templates** - notification templates determine the text of the messages your users will receive
- **add custom events** - you can add custom events to send notifications when you require
- **create recipients lists** - recipients lists include users whom you want to address certain notifications
- **set up subscriptions** - a subscription ties all your configurations together. After you set up subscriptions your users will start receiving notifications.

After these configurations you can:

- check whether your **notification have been delivered** - you can check whether the sent notifications have been delivered successfully
- view **internal notifications** in CP - you can view internal notification in your Control Panel

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You need to have messaging permissions enabled to configure notification for the cloud. For more information, refer to **List of All OnApp Permissions**.

For information on managing subscriptions, gateways and other elements of notifications refer to **Manage Notifications**.

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**On this page:**

- Enable notifications for your cloud
- Configure gateways
- Add notification templates
- Add custom events
- Create recipients lists
  - External Recipients
  - Recipients Lists
- Set up subscriptions
- Check if the notifications were delivered
- View internal notifications in CP

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**Enable notifications for your cloud**

Firstly, you need to enable notifications for your cloud. You can do this at the **Configuration** section. All notification sections will be available in the Control Panel if notifications are disabled for the cloud, but no notifications will be sent.

To enable notifications for your cloud:

1. Go to Control Panel > Notifications > Configuration
2. Move the **Enable notifications** slider to enable notifications. By default, this option is disabled.
3. Specify the number of unread notifications to show. It is set to 5 by default.
4. Click the **Save Configuration** button

---

**Configure gateways**

The **Gateways** section lets you create gateways for your notification system. Gateways are used when setting up a subscription and determine in what way users will be contacted: via email or internal notifications in CP.

To view your gateways go to Control Panel > Notifications > Gateways. The page that loads shows your gateways with their names and the types of the gateways: SMTP, SENDMAIL or INTERNAL.

To add a new gateway:

1. Go to Control Panel > Notifications > Gateways
2. Click the **New gateway** or the
3. On the page that loads select the delivery method for the gateway: SMTP or SENDMAIL for email notifications or INTERNAL for internal notifications in the CP.

4. Click Select to proceed to the next gateway creation step.

5. Depending on the selected delivery method fill in the following details:

For the SENDMAIL delivery method:
- **Name** - the name for your new gateway. The name of the gateway should not contain any special characters.
- **From** - the email address from which emails will be sent.
- **Host** - the server IP or URL.

For the INTERNAL delivery method:
- **Name** - the name for your new gateway. The name of the gateway should not contain any special characters.

For the SMTP delivery method:
- **Name** - the name for your new gateway. The name of the gateway should not contain any special characters.
- **From** - the email address from which emails will be sent.
- **Host** - the server IP or URL.
- **Smtp port** - port of the SMTP server.
- **Smtp domain** - associated domain.
- **Smtp address** - address of the SMTP server.
- **Smtp user name** - 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: plain, login or cram_md5.
- **Smtp enable starttls auto** - enable the StartTLS extension.

6. Click Save to finish the creation process.

For information on how to edit and delete gateways refer to Manage Notifications.

### Add notification templates

The Notification Templates section lets you create message texts that will be sent to your users via email or internal notifications in CP. Notification templates are used when setting up a subscription for your users.

To view your notification templates go to Control Panel > Notifications > Notification Templates. The page that loads shows your notification templates with their names and the template’s text. If a template contains a long message, only the beginning of the text will be displayed.

To add a new notification template:

1. Go to Control Panel > Notifications > Notification Templates.
2. Click the New notification template or the button.
3. On the page that loads fill in the name and the text of the template. The name of the template should not contain any special characters. The text of the template is the message which your users will receive.
4. Click the Save button to add the notification template.

If you set a "%{message}" text for the template, the notification will contain the full text of the event that is written into logs.

For information on how to edit and delete notification templates refer to Manage Notifications.

### Add custom events

The Events page shows the events which occurred in the cloud and about which users were notified. To view the list of events go to Control Panel > Notification > Events > System Events. The page that loads shows the lists of event with their details:

- **ID** - the ID of the event.
- **Text** - the text of the notification that was sent about the event. Click the text to view the whole message.
- **Event Type** - the type of the event.
- **Date** - the time and date when the event occurred.
If required you can add a custom event which can later be selected when setting up a subscription. If you select a custom event a one-time notification will be sent right after the subscription is configured. If you add several custom events, a new one-time notification will be sent when a new custom event is used in a subscription.

To add a custom event:

1. Go to Control Panel > Notifications > Event > Custom Events tab
2. Click the Create new Event button
3. On the page that loads enter a text for your custom event.
4. Click Create to save the new event.

For information on how to delete events for a particular period of time refer to Manage Notifications.

Create recipients lists

Recipients lists determine to whom of your users notifications will be sent. If required, you can add different recipients lists for different events. One recipients list can be used in multiple subscriptions. If you want to send notifications to emails that are not registered in your OnApp cloud, you need to add such contacts as external recipients. Recipients lists can include both OnApp users and external recipients.

External Recipients

If you want to send notifications to emails that are not registered in your OnApp cloud you can add them to your External Recipients. Later these contacts can be added to recipients lists of users who will receive notifications about certain events.

To view the list of external recipients go to Control Panel > Notifications > External Recipients. The page that loads shows the added external contacts with their name and email.

To add a new external recipient:

1. Go to Control Panel > Notifications > External Recipients
2. Click the New External Recipient or the button
3. On the page that loads enter a name for recipient and their email address. The name of the recipient should not contain any special characters.
4. Click Submit to save the recipient.

For information on how to edit and delete external recipients refer to Manage Notifications.

Recipients Lists

The Recipients Lists section lets you create lists of users whom you want to notify about certain events. Recipients lists are used when setting up a subscription to select whom of the users to notify about which events in the cloud.

To view your recipients lists go to Control Panel > Notifications > Recipients Lists. The page that loads shows your recipients lists with their names and the time when it was created.

Click the name of the recipient list to view its list of users with their emails.

To add a new recipients list:

1. Go to Control Panel > Notifications > Recipients Lists
2. Click the New Recipients List or the button
3. On the page that loads fill in the name and select the recipients from the drop-down list. The name of the list should not contain any special characters. External recipients will also appear in the drop-down list.
4. Click Create to save the new recipients list

For information on how to edit and delete recipients lists refer to Manage Notifications.

Set up subscriptions
Using the **Subscriptions** section you determine who of your users are notified about which events. A subscription is the final step of a notifications configuration which ties together a recipients list, a gateway and a notification template.

To view the list of subscriptions go to **Control Panel > Notifications > Subscriptions**. The page that loads shows your subscriptions with the following details:

- **Name** - the label of the subscription. Click the name of the subscription to view it details.
- **Event** - the event with which the subscription is associated
- **Topic** - the event in case of which notifications will be sent to users
- **Gateway** - the name of the gateway and the means by which the notifications will be sent. Click the gateway to view its details.
- **Template** - the subscription's notification template. Click the template to view its details.
- **Recipients** - the subscription's recipients list. Click the label of the recipients list to view the list of users in it and their emails.

To add a new subscription:

1. Go to **Control Panel > Notifications > Subscriptions**
2. Click the **New Subscription** or the button
3. On the page that loads fill in the following details:
   - **Name** - the label for the subscription
   - **Event** - select from the drop-down list the event about which the notifications will be sent. Every time the event takes place a notification will be sent to users from the recipients list you select.
   - **Recipients list** - select from the drop-down menu the list of recipients to whom the notifications will be sent. You can use one recipients list for several subscriptions.
   - **Notification template** - select from the drop-down list the notifications template for the subscription. You can use one notification template for several subscriptions.
   - **Gateway** - select from the drop-down list the gateway for the subscription. The gateway determines whether notifications will be send via email or internal notifications in CP. You can use one gateway for several subscriptions.
4. Click **Save** to add the subscription

You can set up notifications for the following events:

- **All compute resources status** - all compute resources in a compute zone have changed their statuses to Online/Offline/Inactive
- **Can't schedule transaction** - a transaction could not be scheduled in the cloud
- ** Daemon notification** - the status of the OnApp engine has changed to Active/Up/Inactive
- **Daily storage health report** - the daily storage health report will be sent in the notification
- **Failed task** - a task failed in the cloud
- **Failover compute resource** - deprecated option, it will be removed in the next version
- **Failover process** - failover process has been initiated
- **Generate hourly stats failed** - hourly statistics failed to be generated
- **Hourly storage health report** - the hourly storage health report will be sent in the notification
- **Compute resource missing CPU flags** - a compute resource without CPU flags has been detected in the cloud
- **Compute resource status** - one of the compute resources in the cloud has changed its status to Online/Offline/Inactive
- **Compute resource group responsive** - an unresponsive compute zone has been detected in the cloud
- **Maintenance mode** - the Control Panel has been switched to maintenance mode
- **Reclaim baremetal compute resource** - a baremetal server has been deleted. It has been removed from the DB, but it may remain working. To fully remove the baremetal server it might be required to reboot the compute resource on which it was running.
- **System resources** - a hardware resource of the CP server is exhausted
- **Processes status** - deprecated option, it will be removed in the next version
- **Wrong activated logical volumes** - the system has detected VSs' disks that are either activated on the wrong compute resource or on two compute resources simultaneously
- **Custom event** - this is your custom event configured at **Control Panel > Notifications > Events > Custom Events**. If you select a custom event a one-time notification will be sent right after the subscription is configured.
- **Internal server error** - an internal server error occurred in the system

For information on how to delete subscriptions refer to **Manage Notifications**.

**Check if the notifications were delivered**

The **Deliveries** section shows all the notification deliveries in your cloud. If a subscription has a recipient list which contains multiple users, a separate delivery will be displayed for each of the recipients of the notification. At **Control Panel > Notifications > Deliveries** you can see the deliveries in your system with the following details:

- **Status** - whether the notification was delivered. This status can indicate that the
delivery is Complete, Running or Failed.

- **ID** - the ID of the delivery
- **Subscription Name** - the subscription within which this delivery was initiated. Click the label of the subscription to view its details.
- **Recipient** - the user to whom the notification is to be delivered
- **Destination** - the destination to which the notification was delivered: SMTP or SENDMAIL for email notifications and INTERNAL for notifications in CP
- **Date** - the time when the notification was sent

For information on how to delete deliveries for a particular period of time refer to Manage Notifications.

### View internal notifications in CP

Your **Notifications** are displayed as a bell near your Profile icon and contain the internal notifications received by your Control Panel. These notifications are configured at Control Panel > Notifications. The notification count includes only unread notifications. You can configure the amount of unread notifications at Control Panel > Notifications > Configuration. Each of the notifications is displayed with the following details:

- **Topic** - the event about which the notification is sent
- **Message** - the message of the notification. The message of an unread notification is displayed in bold. Click the message to view its full text. The notification will include the text generated by the alert and the text from the notification template.
- **Date** - the time when the notification was delivered

For information on how to delete notifications for a particular period of time refer to Manage Notifications.

### Manage Notifications

OnApp 5.2 introduces new notifications functionality that fully replaces the previous email notifications set up at the Configuration page in CP. You can manage the following elements of the notification system:

- **Gateways** define what type of notifications will be send: SMTP/SENDMAIL emails or internal notifications in CP.
- **Notification templates** determine the text of the messages your users will receive.
- **External recipients** are the contacts not registered in OnApp whom notification can be sent.
- **Recipients lists** include users whom certain notifications will be addressed.
- **Subscriptions** tie all your configurations together. After you set up subscriptions your users will start receiving notifications.

You can also disable notifications for your cloud and delete events/deliveries/notifications for a period of time.

- You need to have messaging permissions enabled to manage notifications. For more information, refer to List of All OnApp Permissions.
- For information on configuring notifications for your cloud refer to Notifications Setup.

**See also:**

- OnApp Configuration
- Logs
- Sysadmin
- Alerts
- Notifications Setup
Manage Gateways

Gateways are used when setting up a subscription and determine in what way users will be contacted: via email or internal notifications in CP. To view your gateways go to Control Panel > Notifications > Gateways. The page that loads shows your gateways with their names and the types of the gateways: SMTP, SENDMAIL or INTERNAL.

Edit a Gateway

To edit a gateway:

1. Go to Control Panel > Notifications > Gateways
2. Click the Actions icon next to the required gateway and select Edit
3. Depending on the gateway's delivery method edit the following details:

   - **For the SENDMAIL delivery method:**
     - Name - the name for your new gateway. The name of the gateway should not contain any special characters.
     - From - the email address from which emails will be sent
     - Host - the server IP or URL

   - **For the INTERNAL delivery method:**
     - Name - the name for your new gateway. The name of the gateway should not contain any special characters.

   - **For the SMTP delivery method:**
     - Name - the name for your new gateway. The name of the gateway should not contain any special characters.
     - From - the email address from which emails will be sent
     - Host - the server IP or URL
     - Smtp address - address of the SMTP server
     - Smtp port - port of the SMTP server
     - Smtp domain - associated domain
     - Smtp user name - 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: plain, login or cram_md5
     - Smtp enable starttls auto - enable the StartTLS extension
4. Click Save to apply changes

Delete a Gateway

To delete a gateway:

1. Go to Control Panel > Notifications > Gateways
2. Click the Actions icon new to the gateway you want to edit and select Delete

A gateway that is associated with at least one subscription cannot be deleted.
Manage Notification Templates

Notification templates include message texts that will be sent to your users via email or internal notifications in CP. To view your notification templates go to Control Panel > Notifications > Notification Templates. The page that loads shows your notification templates with their names and the template's text. If a template contains a long message, only the beginning of the text will be displayed.

Edit a Notification Template

To edit a notification template:

1. Go to Control Panel > Notifications > Notification Templates
2. Click the Actions icon next to the required template and select Edit
3. On the page that loads you can edit the name and the text of the template. The name of the template should not contain any special characters.
4. Click Save for the changes to take effect

Delete a Notification Template

To delete a notification template:

1. Go to Control Panel > Notifications > Notification Templates
2. Click the Actions icon next to the required template and select Delete

A notification template that is associated with at least one subscription cannot be deleted.

Manage External Recipients

If you want to send notifications to emails that are not registered in your OnApp cloud you can add them to your External Recipients. Later these contacts can be added to recipients lists of users who will receive notifications about certain events.

To view the list of external recipients go to Control Panel > Notifications > External Recipients. The page that loads shows the added external contacts with their name and email.

Edit External Recipients

To edit an external recipient:

1. Go to Control Panel > Notifications > External Recipients
2. Click the Actions icon next to the recipient you want to edit and select Edit
3. On the page that loads edit the recipient's name and email. The name of the recipient should not contain any special characters.
4. Click Submit to save changes

Delete External Recipients

To delete an external recipient:

1. Go to Control Panel > Notifications > External Recipients
2. Click the Actions icon next to the recipient you want to edit and select Delete
Manage Recipients Lists

Recipients lists include the users whom you want to notify about certain events. To view your recipients lists go to Control Panel > Notifications > Recipients Lists. The page that loads shows your recipients lists with their names and the time when it was created.

Click the name of the recipient list to view its list of users with their emails.

Edit a Recipients List

To edit a recipients list:

1. Go to Control Panel > Notifications > Recipients Lists
2. Click the Actions icon new to the list you want to edit and select Edit. Or just click the name of the required list.
3. On the page that loads you can change the name of the list and add new recipients. The name of the list should not contain any special characters. External recipients will also appear in the drop-down list. The page also shows the recipients that are already in the list at the top of the screen. You can delete recipients from the list by clicking the icon next to the required recipient.
4. Click Update to save changes

Delete a Recipients List

To delete a recipients list:

1. Go to Control Panel > Notifications > Recipients Lists
2. Click the Actions icon next to the list you want to edit and select Delete

A recipients list that is associated with at least one subscription cannot be deleted.

Delete Subscriptions

Subscriptions determine who of your users are notified about which events and the type of the notification: email or internal notification in CP.

To delete a subscription:

1. Go to Control Panel > Notifications > Subscriptions
2. Click the Actions icon next to the required subscription and select Delete

Delete events, deliveries or notifications for a particular period

You can delete events, deliveries or notifications for a particular time period by using one of the following rake tasks in the console. You need to change the dates in the examples below to the ones you require.

- Delete events for a particular period:
  
  messaging:clean_notification_element[event,2016-09-21,2016-09-23]

- Delete deliveries for a particular period:
Delete notifications for a particular period:

```
messaging:clean_notification_element[delivery,2016-09-21,2016-09-23]
```

**Disable Notifications**

If required, you can switch off notifications for your cloud. In this case all your configurations will be preserved but notifications will not be sent to users. You can switch notifications back on at any time.

To enable/disable notifications for your cloud:

1. Go to Control Panel > Notifications > Configuration
2. Move the Enable notifications slider to enable/disable notifications. By default, this option is disabled.
3. Click the Save Configuration button

**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.

**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 reports
- CDN resources
- CDN SSL Certificates
- CDN usage statistics
- CloudBoot
Accelerators

OnApp administrators can control users' ability to manage accelerators through the Control Panel's Roles 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
- **Create a new Accelerator** - the user can create a new accelerator
- **Destroy any Accelerator** - the user can destroy any accelerator
- **Destroy own Accelerators** - the user can destroy own accelerators
- **Migrate any Accelerator** - the user can migrate any accelerator
- **Migrate own Accelerators** - the user can migrate own accelerators
- **Any power action on Accelerators** - the user can take any power-related action on accelerator
- **Any power action on own Accelerators** - the user can take any power-related action on own accelerators
- **See all Accelerators** - the user can see all accelerators
- **See own Accelerators** - the user can see own accelerators
- **Rebuild Network on any Accelerator** - the user can rebuild network on any accelerator
- **Rebuild Network on own Accelerators** - the user can only rebuild network on own accelerators
- **Change Suspended status for any Accelerator** - the user can change Suspended status for any accelerator
- **Unlock any Accelerator** - the user can unlock any accelerator
- **Update any Accelerator** - the user can update any accelerator
- **Update own Accelerators** - the user can update own accelerators

For details, refer to the CDN Accelerator section.

Activity logs

OnApp administrators can control users' ability to manage activity logs configuration through the Control Panel's Roles 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
Application Servers

OnApp administrators can control users’ ability to manage application servers. This is handled through the Control Panel's Roles 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

For details, refer to Application Servers section.

Autoscaling Configuration

OnApp administrators can control users’ ability to manage VS autoscaling configuration through the Control Panel's Roles 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.

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 View Load Balancer Autoscaling Monitors section.

Auto-backup presets

OnApp administrators can control users’ ability to manage auto-backup presets configuration through the Control Panel's Roles 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 Auto-backup Presets Settings section.
Availability
OnApp administrators can control users' ability to manage availability configuration through the Control Panel's Roles menu. The following availability permission for user roles can be set:

- Any action on Availability settings - user can take any actions on Availability settings

Backup server zones
OnApp administrators can control users' ability to manage backup server zones through the Control Panel's Roles 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.

Backup servers
OnApp administrators can control users' ability to manage backup servers through the Control Panel's Roles 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

For details, refer to Backup Servers Settings chapter.

Backups
OnApp administrators can control users' ability to manage backups through the Control Panel's Roles 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 convert 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.

Base resources
OnApp administrators can control users' ability to manage billing plan resources through the Control Panel's Roles 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
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- 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
- Update any resource - the user can edit any base resource

For details, refer to Billing Plans chapter.

Billing plans

OnApp administrators can control users' ability to manage billing plans through the Control Panel's Roles 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.

Blueprints

OnApp administrators can control users' ability to manage blueprints through the Control Panel's Roles 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.

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.

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.
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

Catalogs

OnApp administrators can control users' ability to manage vCloud Director catalogs through the Control Panel's Roles 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 the list of all catalogs
- Read own Catalogs - the user can only see own catalogs
- Read public Catalogs - the user can view shared catalogs from other user groups
- Update any Catalog - the user can edit any catalog

CDN locations

OnApp administrators can control users' ability to manage CDN locations through the Control Panel's Roles 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

CDN reports

OnApp administrators can control users' ability to manage CDN reports through the Control Panel's Roles menu. You can set the following CDN reports permissions for user roles:

- Any action on Reports - the user can take any action on CDN reports
- See Admin Report - the user can see Admin Report
- See Stream Bandwidth Report - the user can see Stream Bandwidth Report
- See Overview Report - the user can see Overview Report
- See Top Files Report - the user can view Top Files Report
- See Top Referrers Report - the user can view Top Referrers Report
- See Status Codes Report - the user can view Status Codes Report
- See Visitors Report - the user can view Visitors Report

CDN resources

OnApp administrators can control users' ability to manage CDN resources through the Control Panel's Roles 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
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- **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.

**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 certificate
- **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.

**CDN usage statistics**

OnApp administrators can control users' ability to manage CDN usage statistics through the Control Panel's Roles 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.

**CloudBoot**

- **Manage CloudBoot configurations** - the user can manage Cloud Boot settings

**Company Billing Plans**

OnApp administrators can control users' ability to manage company billing plans. This is handled through the Control Panel's Roles 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

**Compute resources**

OnApp administrators can control users' ability to manage Compute resources. This is handled through the Control Panel's Roles 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
- **Enable/Disable Integrated Storage** - the user can enable/disable Integrated Storage for any compute resource
- **Update any Compute resource** - the user can edit any Compute resource
For details, refer to Compute Resource Settings chapter.

**Compute Resource Devices**

OnApp administrators can control users' ability to manage compute resource devices. This is handled through the Control Panel's Roles 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

**Compute zones**

OnApp administrators can control users' ability to manage Compute zones. This is handled through the Control Panel's Roles 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.

**Container Servers**

OnApp administrators can control users' ability to manage container servers. This is handled through the Control Panel's Roles menu. You can set the following company control server permissions for user roles:

- Any action on container servers - the user can take any actions on container servers
- Build/rebuild any container server - the user can build/rebuild any container server
- Build/rebuild user's own container server - the user can build/rebuild his own container server
- Change an owner of any container server - the user can change the owner of any container server
- Console to any container server - the user can access any container server via console
- Console to own container server - the user can only access their own container server via console
- Allow user to set CPU topology - the user can set CPU topology options for container server
- Create a new container server - the user can create a new container server
- Destroy any container server - the user can destroy any container server
- Destroy own container servers - the user can destroy own container servers
- Edit any container server's cloud config - the user can edit any container server's cloud config
- Edit own container server's cloud config - the user can only edit their own container server's cloud config
- Migrate any container server - the user can migrate any container server
- Migrate own container servers - the user can migrate own container servers
- Any power action on own container servers - the user can take any power-related action on own container servers
- See all container servers - the user can see all container servers
- See own container servers - the user can see own container servers
- Read container server's root password - the user can read container server's root password
- Read own container server's root password - the user can read own container server's root password
- Read VIP status - the user can read VIP status of container servers
- Rebuild network of any container server - the user can rebuild network of any container server
- Rebuild network of own container server - the user can only rebuild network of own container server
- Manage recipes joins for all container servers - the user can manage recipes joins for all container servers
- Manage recipes joins for own container servers - the user can manage recipes joins for own container servers
- Reset root password to own container server - the user can reset the root password for their own container servers
- Reset root password to any container server - the user can reset the root password for any container server
- Set VIP status - the user can set/delete VIP status for container servers
- Change Suspended status for container server - the user can change Suspended status for any container server
- Unlock any container server - the user can unlock any container server
- Update any container server - the user can update any container server
- Update own container servers - the user can update own container servers

For details, refer to the Container Servers chapter.
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

OnApp administrators can control users’ ability to manage currency through the Control Panel's Roles 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.

Dashboard

OnApp administrators can control users’ access to the dashboard through the Control Panel's Roles 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 VSs 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
- Show cloud dashboard - the user can see the cloud details on the dashboard
- Show vCloud dashboard - the user can see vCloud Director details on the dashboard

For details, refer to Dashboard section.

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.

Data store joins

OnApp administrators can control users’ ability to manage data store joins through the Control Panel's Roles 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 Manage Compute Zone Data Stores section.

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 **Data Store Zones Settings** section.

### 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
- **Assign any disk to VS** - the user can assign the disks of any users to another VS of that user
- **Assign own disk to VS** - the user can assign own disks to another own VS
- **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
- **Auto-backup own disk** - 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 **Virtual Server Disks** section.

### DNS Zone's Records

OnApp administrators can control users' ability to manage DNS zone's records through the Control Panel's Roles menu. You can set the following DNS zone's record permissions for user roles:

- **Any action on DNS Zone's Records** - the user can take any action on DNS zone's records
- **Create a new DNS Zone's Records** - the user can create a new DNS zone's record
- **Delete any DNS Zone's Record** - the user can delete any DNS zone's record
- **Delete own DNS Zone's Records** - the user can delete own DNS zone's records
- **See all DNS Zone's Records** - the user can see all DNS zone's records
- **See own DNS Zone's Records** - the user can only see their own DNS zone's records
- **Update any DNS Zone's Record** - the user can update any DNS zone's records
- **Update own DNS Zone's Records** - the user can update own DNS zone's records

For details, refer to **DNS** chapter.

### DNS Zones

OnApp administrators can control users' ability to manage DNS zones through the Control Panel's Roles 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
- **DNS Setup** - the user can set up DNS

For details, refer to **DNS** chapter.

### DRaaS
OnApp administrators can control users' ability to manage DRaaS through the Control Panel's Roles 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

### Edge Gateways

OnApp administrators can control users' ability to manage vCloud Director edge gateways through the Control Panel's Roles 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
- **Manage Advanced Edge Gateway Services** - the user can manage advanced edge gateway services
- **Create new edge gateways** - the user can create new edge gateways
- **Delete any edge gateways** - the user can delete any edge gateways
- **Delete own edge gateways** - the user can delete only own 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
- **Update any edge gateways** - the user can update any edge gateways
- **Update own edge gateways** - the user can update only own edge gateways

### Edge groups

OnApp administrators can control users' ability to manage edge groups through the Control Panel's Roles 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
- **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.

### Edge servers

OnApp administrators can control users' ability to manage edge servers through the Control Panel's Roles 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.

### Federation

OnApp administrators can control users' ability to access federated resources through the Control Panel's Roles 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.

Federation failed action

OnApp administrators can control users' ability to manage federated VSs failed actions through the Control Panel's Roles menu. You can set the following federated VSs failed actions permissions for user roles:

• Any actions on federation failed actions - the user can perform any action on failed actions
• Clean all federation failed actions - the user can clean all failed actions
• Clean own federation failed actions - the user can clean only those failed actions that refer to the VSs they have built
• Read all federation failed actions - the user can view all failed actions
• Read own federation failed actions - the user can view only those failed actions that refer to the VSs they have built

Firewall rules

OnApp administrators can control users' ability to manage firewall rules through the Control Panel's Roles 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

Be aware that additionally the following permissions should be enabled before setting firewall rules for your virtual server:

Update own virtual server – the user can only edit their own virtual servers
Read own virtual servers – the user can only read their own virtual servers

For details, refer to Set Virtual Server Firewall Rules section.

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 Cloud Search Tool section.

Groups

This set of permissions is reserved for future use and currently is not used. Enabling or disabling those permissions will not effect the system in any way.

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.
**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.

**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.

**Instance packages**

- **Any action on instance packages** - the user can take any action on instance packages
- **Create instance package** - the user can create new instance packages
- **Delete any instance package** - the user can delete any instance package
- **See all instance packages** - the user can see all instance packages
- **Update any instance package** - the user can update any instance package

For details, refer to the Instance Packages section.

**Internationalization**

- **Edit Internationalization Locales** - the user can view and edit all non-English language phrases

For details, refer to Localization and Customization chapter.

**IO Limiting**

OnApp administrators can control user access to IO limiting.

- **Any actions on IO limits** - the user can take any action on IO limits
- **Update any IO limits** - the user can update IO limits for any disks and data stores
- **Update own IO limits** - the user can update IO limits for own disks

For details on IO limiting, refer to Edit Data Store IO Limits section

**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

**IP addresses**

OnApp administrators can control users' ability to manage IP addresses. This is handled through the Control Panel's Roles 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/Unassign IP Address to User and Unassign IP Address from User... sections.

**ISOs**

OnApp administrators can control users’ ability to manage ISOs. This is handled through the Control Panel's Roles 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
- 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.

**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 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.

**Load balancing clusters**

OnApp administrators can control users’ ability to manage load balancing clusters. This is handled through the Control Panel's Roles 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
- Delete any load balancing cluster - the user can delete any load balancing cluster
- Delete own load balancing cluster - the user can only delete own load balancing clusters
- See details of any load balancing cluster - the user can see details of any load balancing cluster
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- **See details of own load balancing cluster** - the user can only see details of own load balancing cluster
- **Change any load balancing cluster** - the user can make changes on any load balancing cluster
- **Change own load balancing cluster** - the user can only change own load balancing cluster

For details, refer to **Load Balancers** section.

**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.

**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 any log item** - the user can view any log item
- **See list of all log items** - the user can see all 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.

**Media**

OnApp administrators can control users’ ability to manage Media files through the Control Panel's Roles 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

**Messaging: Deliveries**

OnApp administrators can control users’ access to messaging deliveries. You can set the following messaging deliveries permissions for user roles:

- **Any action on deliveries** - the user can perform any action on deliveries
- **See all deliveries** - the user can see all deliveries

For details, refer to **Notifications** section.

**Messaging: Events**

OnApp administrators can control users’ access to messaging events. You can set the following messaging events permissions for user roles:

- **Any action on events** - the user can perform any action on messaging events
- **Add a new event** - the user can add new messaging events
- **See all events** - the user can see all messaging events

For details, refer to **Notifications** section.

**Messaging: External Recipients**

OnApp administrators can control users’ access to external recipients. You can set the following external recipients permissions for user roles:
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- Any action on external recipients - the user can perform any action on external recipients
- Add a new external recipient - the user add new external recipients
- Delete external recipient - the user can delete any external recipients
- See all external recipients - the user can see all external recipients
- Update external recipients - the user can edit any external recipients

For details, refer to Notifications section.

**Messaging: Gateways**

OnApp administrators can control users’ access to messaging gateways. You can set the following messaging gateways permissions for user roles:

- Any action on gateways - the user can perform any action on gateways
- Add a new gateway - the user can add new messaging gateways
- Delete gateway - the user can delete any messaging gateways
- See all gateways - the user can see all messaging gateways
- Update gateway - the user can edit any messaging gateways

For details, refer to Notifications section.

**Messaging: Notifications**

OnApp administrators can control users’ access to messaging notifications. You can set the following messaging notifications permissions for user roles:

- Any action on notifications - the user can perform any action on notifications
- See own notifications - the user can see only own notifications

For details, refer to Notifications section.

**Messaging: Notification Templates**

OnApp administrators can control users’ access to messaging notification templates. You can set the following messaging notification templates permissions for user roles:

- Any action on notification templates - the user can perform any action on notification templates
- Add a new notification template - the user can add new notification templates
- Delete notification template - the user can delete any notification templates
- See all notification templates - the user can view all notification templates
- Update notification template - the user can edit any notification templates

For details, refer to Notifications section.

**Messaging: Recipients Lists**

OnApp administrators can control users’ access to recipients lists. You can set the following recipients lists permissions for user roles:

- Any action on recipients lists - the user can perform any action on recipients lists
- Add a new recipients list - the user can add new recipients lists
- Delete recipients lists - the user can delete any recipients lists
- See all recipients lists - the user can see all recipients lists
- Update recipients lists - the user can update any recipients lists

For details, refer to Notifications section.

**Messaging: Subscriptions**

OnApp administrators can control users’ access to messaging subscriptions. You can set the following subscriptions permissions for user roles:

- Any action on recipients subscriptions - the user can perform any action on messaging subscriptions
- Add a new subscription - the user can add new messaging subscriptions
- Delete subscription - the user can delete any subscriptions
- See all subscriptions - the user can view all subscriptions
Monthly user billing statistics

OnApp administrators can control users’ access to monthly user billing statistics. You can set the following user monthly bills permissions for user roles:

- **Full access to user Monthly Bills Statistics** - the user has full access to user monthly bills statistics
- **See all Monthly user Bills Statistics** - the user can see all user monthly bills statistics
- **See only own user Monthly Bills Statistics** - the user can only see own user monthly bills statistics

Monthly user group billing statistics

OnApp administrators can control users’ access to monthly user group billing statistics. You can set the following user group monthly bills permissions for user roles:

- **Full access to user group Monthly Bills Statistics** - the user has full access to user group monthly bills statistics
- **See all Monthly user group Bills Statistics** - the user can see all user group monthly bills statistics
- **See only own user group Monthly Bills Statistics** - the user can only see own user group monthly bills statistics

Nameservers

OnApp administrators can control users’ ability to manage name servers. This is handled through the Control Panel's Roles 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

Networks

OnApp administrators control how users can manage networks. This is handled through the Control Panel's Roles 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. This permission also controls the user's ability to create IP nets and IP ranges.
- **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.

Network zones

OnApp administrators control a user's ability to manage network zones. This is handled through the Control Panel's Roles 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.

OnApp Storage

- **Manage OnApp storage** - the user can access the OnApp storage settings
OAuth Providers

OnApp administrators can control users’ ability to manage OAuth providers through the Control Panel’s Roles 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](#).

Orchestration Models

OnApp administrators can control users’ ability to manage orchestration models through the Control Panel’s Roles menu. You can set the following orchestration models permissions for user roles:

- **Create new Orchestration Model** - the user can create a new orchestration model
- **Delete any Orchestration Model** - the user can delete any orchestration model
- **Deploy any Orchestration Model** - the user can deploy any orchestration model
- **Read any Media** - the user can see any orchestration model

Org Networks

OnApp administrators control how users can manage org networks. This is handled through the Control Panel’s Roles menu. You can set the following org network permissions for user roles:

- **Any action on org networks** - the user can take any action on org networks
- **Create a new org network** - the user can create a new org network of any type
- **Create a new bridged org network** - the user can create a new direct org network
- **Create a new isolated org network** - the user can create a new isolated org network
- **Create a new routed org network** - the user can create a new routed org network
- **Destroy any org network** - the user can delete any org network
- **See all org networks** - the user can see all org networks
- **Update any org network** - the user can edit any org network

OVAs

OnApp administrators can control users’ ability to manage OVAs. This is handled through the Control Panel’s Roles menu. You can set the following OVA permissions for user roles:

- **Any action on OVAs** - the user can take any action on OVAs
- **Create a new OVA** - the user can create a new OVA
- **Destroy any OVA** - the user can delete any OVA (own, user, and public)
- **Destroy own OVA** - the user can only delete own OVA
- **Destroy user OVA** - the user can delete OVAs created by any user, but not public OVAs
- **Make any OVA public** - the user can make public any OVA available to all users
- **Make own OVA public** - the user can make public own OVAs only
- **Create and manage OVAs** - the user can create and edit/delete/view OVAs
- **Manage public OVAs** - the user can manage public OVAs
- **Create and manage user OVAs** - the user can view/create/edit/delete OVAs created by any user
- **See all OVAs** - the user can view all OVAs in the cloud
- **See own OVAs** - the user can only view the OVAs created by themselves
- **Read all public OVAs** - the user can view all public OVAs
- **See user OVAs** - the user can view the OVAs created by any user in the cloud
- **Update any OVA** - the user can edit any OVA in the cloud
- **Update own OVA** - the user can only edit own OVA
- **Update user OVA** - the user can edit the OVAs created by any user in the cloud

For details, refer to [OVAs section](#).

Payments

OnApp administrators control how users can manage payments. This is handled through the Control Panel’s Roles menu. You can set the following payments permissions for user roles:

- **Any action on payments** - the user can take any action on payments
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Permissions

OnApp administrators control a user's ability to manage permissions. This is handled through the Control Panel's Roles 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

For details, refer to the [User Payments] section.

Provider Resource Pools

OnApp administrators control how users can manage provider resource pools. This is handled through the Control Panel's Roles menu. You can set the following provider resource pool permissions for user roles:

- **Any action on Provider Resource Pools** - the user can take any action on provider resource pools
- **Read any Provider Resource Pool** - the user can see the list of all provider resource pools

Recipes

OnApp administrators control a user's ability to manage recipes. This is handled through the Control Panel's Roles 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 their own recipes
- **Edit any Recipe** - the user can edit any recipe
- **Edit own Recipes** - the user can edit their own recipes
- **Read any Recipe** - the user can read any recipe
- **Read own Recipes** - the user can read their own recipes

For details, refer to the [Recipes] chapter.

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 the [Recipe Groups] chapter.

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

For details, refer to the [Recipe Groups] chapter.
Relation group templates

OnApp administrators control how users can manage relation group templates. This is handled through the Control Panel's Roles 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.

Resource Diff

OnApp administrators control how users can manage resource differences. This is handled through the Control Panel's Roles menu. Resource differences are changes which a resource has undergone (e.g. disk resize), the resource difference contains both the old and the new value of the resource. You can set the following resource differences permissions for user roles:

- Any actions on resource diff - the user can take any action on resource differences
- See any Resource Diff - the user can see all resource differences in the cloud
- See own Resource Diff - the user can see changes to resources of only their objects

Resource limits

OnApp administrators control how users can manage resource limits. This is handled through the Control Panel's Roles 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.

Resource Pool

OnApp administrators control how users can manage vCloud Director resource pools. This is handled through the Control Panel's Roles 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
- Create a new Resource Pool - the user can create a new Resource Pool
- 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
- Update any Resource Pool - the user can edit any Resource Pool

Resource Pool Statistics

OnApp administrators control how users can manage vCloud Director resource pool statistics. This is handled through the Control Panel's Roles 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

Restrictions Resources

OnApp administrators can control users' ability to manage restrictions resources through the Control Panel's Roles menu. You can set the following restrictions resources permissions for user roles:
Restrictions Sets

OnApp administrators can control users’ ability to manage restrictions sets through the Control Panel’s Roles menu. You can set the following restrictions sets permissions for user roles:

- **Any action on restrictions resources** - the user can take any actions on restrictions resources while configuring restriction sets (Roles > Restrictions Sets tab > Resources)
- **See all restrictions resources** - the user can see all restrictions resources while configuring restriction sets (Roles > Restrictions Sets tab > Resources)

For details, refer to Restrictions Sets chapter.

Roles

OnApp administrators control a user’s ability to manage roles. This is handled through the Control Panel’s Roles 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
- **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 chapter.

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

Schedule logs

OnApp administrators control a user’s ability to manage schedule logs. This is handled through the Control Panel’s Roles 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.

Schedules

OnApp administrators control users’ ability to manage schedules. This is handled through the Control Panel’s Roles 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
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- **Update own schedule** - the user can only edit their own schedules

For details, refer to Schedules section.

**Service Add-ons**

OnApp administrators control users' ability to manage service add-ons. This is handled through the Control Panel's Roles menu. You can set the following service add-on management permissions for user roles:

- **Any actions on Service Add-ons** - the user can perform any operations on Service Add-ons - view, create, edit and delete service add-ons
- **Create new Service Add-ons** - the user can create new Service Add-ons (Control Panel's Service Add-ons menu > the "+" button)
- **Delete Service Add-ons and Delete own Service Add-ons** - the user can delete Service Add-ons (Control Panel's Service Add-ons menu > the "Actions" icon > Delete)
- **Edit any Service Add-on and Edit own Service Add-ons** - the user can update Service Add-ons (Control Panel's Service Add-ons menu > the "Actions" icon > Edit)
- **Read all Service Add-ons and Read own Service Add-ons** - the user can view Service Add-ons (Control Panel's Service Add-ons menu)

For details, refer to Service Add-ons section.

**Service Add-on Groups**

OnApp administrators control users' ability to manage service add-on groups. This is handled through the Control Panel's Roles menu. You can set the following service add-on group management permissions for user roles:

- **Any action on Service Add-on Groups** - the user can take any action on Service Add-on Groups - view, create, edit and delete service add-on groups
- **Create a new Service Add-on group** - the user can create a new Service Add-on group and add child service add-on groups (Control Panel's Service Add-ons menu > Store > the "+" button and Add Child button)
- **Destroy any Service Add-on group and Destroy own Service Add-on group** - the user can delete Service Add-on groups (Control Panel's Service Add-ons menu > Store > the "Delete" button next to the service add-on group you want to delete)
- **See all Service Add-on groups** - the user can see all Service Add-on groups (Control Panel's Service Add-ons menu > Store) Manage any Service Add-on group - the user can manage a Service Add-on group (the user can edit a service add-on group, assign a particular service add-on to a service add-on group, remove service add-on from the service add-on group, edit service add-on price).

For details, refer to Manage Service Add-on Store section.

**Service Catalog**

OnApp administrators control users' ability to access the service catalog. This is handled through the Control Panel's Roles menu. You can set the following service catalog permission for user roles:

- **Any action related to service catalog** - user can take any action related to the service catalog

**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.

**Settings**

OnApp administrators control a user's ability to manage settings. This is handled through the Control Panel's Roles 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.
**Smart Servers**

OnApp administrators control how users can manage Smart Servers. This is handled through the Control Panel's Roles 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 the Smart Servers chapter.

**SSH keys**

OnApp administrators control how users can manage SSH keys. This is handled through the Control Panel's Roles 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 the Add SSH Key section.

**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 the CDN Storage Servers section.

**Sysadmin tools**

OnApp administrators control how users can manage sysadmin tools. This is handled through the Control Panel's Roles 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 the Sysadmin Tools section.

**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
- 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.

Template groups

OnApp administrators can control users' ability to manage image template groups. This is handled through the Control Panel's Roles 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.

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.

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

For details, refer to Virtual Server Transactions and Logs, Smart Server Transactions and Logs sections.

**Tunnels**

OnApp administrators control how users can manage VPN tunnels. This is handled through the Control Panel's Roles menu. You can set the following tunnels permissions for user roles:

- **Any action on tunnels** - the user can take any action on tunnels
- **Create tunnels for anyone** - the user can create tunnels for anyone
- **Create own tunnels** - the user can only create own tunnels
- **Destroy any tunnels** - the user can delete any tunnels
- **Destroy own tunnels** - the user can only delete own tunnels
- **Read all tunnels** - the user can see all tunnels
- **Read own tunnels** - the user can only see own tunnels
- **Update all tunnels** - the user can edit all tunnels
- **Update own tunnels** - the user can only edit own tunnels

**Users**

OnApp administrators can control users' ability to manage configuration. This is handled through the Control Panel's Roles 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
- **Allow user to send password reminder** - the user can send password reminder for other users at user profile page
- **User can login as any user** - the user can login as any user
- **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
- **Update any user** - the user can edit any user account
- **Update own user** - the user can only edit their own user account
- **Generate API key** – the user can generate API key for all users
- **Generate own API key** – the user can only generate own key
- **Update Yubikey** - the user can modify all user Yubikeys. If a user does not have this or the **Update own Yubikey** permission enabled, they will not be able to manage YubiKeys in the user profile.
- **Update own Yubikey** - the user can modify only their own Yubikey. If a user does not have this or the **Update Yubikey** permission enabled, they will not be able to manage YubiKeys in the user profile.

For details, refer to Users chapter.

**User additional fields**

OnApp administrators control a user's ability to create user additional fields. You should edit user profile to add necessary info to this additional field. It is regulated by **Update any user** permission. 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 user additional fields
- **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.

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 Groups section.

VApps

OnApp administrators can control users’ ability to manage vApps. This is handled through the Control Panel's Roles menu. You can set the following vApps permissions for user roles:

- Any action on vApps – the user can take any action on vApps
- Assign recipes to VS – the user can assign provisioning recipes to Virtual Server on vApp deployment
- Convert vApp – the user can convert vApp into vApp Template
- Create a new vApp – the user can create a new vApp
- Customize VS guest OS - the user can customize Virtual Server guest OS on vApp deployment
- 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

VApp Networks

OnApp administrators control how users can manage vApp networks. This is handled through the Control Panel's Roles menu. You can set the following vApp network permissions for user roles:

- Any action on vApp networks - the user can take any action on vApp networks
- Create a new vApp network - the user can create a new vApp network
- Destroy any vApp network - the user can destroy any vApp network
- See all vApp networks - the user can see all vApp networks
- Update any vApp network - the user can edit any vApp network

VApp Templates

OnApp administrators can control users’ ability to manage vApp templates. This is handled through the Control Panel's Roles 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
- See any vApp templates - the user can see any vApp templates
- See own vApp templates - the user see only own vApp templates
- See vApp templates from shared catalogs - the user can see vApp templates from shared catalogs

vCloud Nat Rules
OnApp administrators can control users’ ability to manage vCloud Director nat rules. This is handled through the Control Panel’s Roles menu. You can set the following vCloud Director 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

**vCloud Permissions**

OnApp administrators can control users’ ability to manage vCloud permissions. This is handled through the Control Panel’s Roles menu. You can set the following vCloud Director permissions for user roles:

- Administrator Control - the user can manage general administrative stuff (for example, edit all fields in own user profile). Without this permission the user has no ability to edit own first name, last name and email fields in user profile.

**Virtual Servers**

OnApp administrators can control users’ ability to manage virtual servers. This is handled through the Control Panel’s Roles 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
- Allow to purge content of all virtual servers - the user can purge content of any virtual server
- Allow to purge content of own virtual servers - the user can purge content of own virtual servers only
- 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 server
- Select instance package on virtual server creation - the user can select instance packages 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
- Allow insert/eject media for all virtual server - the user can insert/eject media for all virtual servers
- Allow insert/eject media for own virtual server - the user can insert/eject media for own virtual servers
- Unlock any virtual server – the user can unlock any virtual server
- Update all virtual server – the user can edit any virtual server
- 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
- Install VMWare tools - the user can install VMWare tools (applicable for vCloud Director VSs)
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.

### 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.

### 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 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 the [Virtual Server IP Addresses](#) section.

### 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 the [User Whitelist IPs](#) section.

### Zabbix Server
OnApp administrators can control users’ ability to manage the Zabbix server. This is handled through the Control Panel's Roles 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

### List of Default Permissions for Admin Role

The list below includes the set of default permissions for the Admin role in the OnApp v5.4.

<table>
<thead>
<tr>
<th>Activity logs</th>
<th>Any action on Activity Logs - the user can take any action on activity logs</th>
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<tbody>
<tr>
<td>Application Servers</td>
<td>Any action on application servers – the user can take any action on application servers</td>
</tr>
<tr>
<td>Autoscalings</td>
<td>Any Actions on Autoscaling Configuration - the user can take any actions with autoscaling configuration</td>
</tr>
<tr>
<td>Autoscaling Monitors</td>
<td>Any Actions on relation autoscaling monitors - the user can perform any actions on relation monitors monitors</td>
</tr>
<tr>
<td>Auto-backup Presets</td>
<td>Any action on auto-backup presets - the user can take any action on auto-backup presets that have been backed up automatically</td>
</tr>
<tr>
<td>Availability</td>
<td>Any action on Availability settings - user can take any actions on Availability settings</td>
</tr>
<tr>
<td>Backup Server Zones</td>
<td>Any action on backup server zones - the user can take any action on backup server zones</td>
</tr>
<tr>
<td>Backup Servers</td>
<td>Any action on Backup servers - the user can take any action on any Backup server</td>
</tr>
<tr>
<td>Backups</td>
<td>Any action on backups - the user can take any action on any backup</td>
</tr>
<tr>
<td>Base Resources</td>
<td>Any action on resources - the user can take any action on base resources</td>
</tr>
<tr>
<td>Billing Plans</td>
<td>Any action on billing plans - the user can take any action on any billing plan</td>
</tr>
<tr>
<td>Blueprints</td>
<td>Any action on blueprints - the user can take any action on blueprints</td>
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<tr>
<td>Blueprint templates</td>
<td>Any action on blueprint templates - the user can take any action on blueprint templates</td>
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<tr>
<td>Blueprints template groups</td>
<td>Any action on blueprint template groups - the user can take any action on blueprint template groups</td>
</tr>
<tr>
<td>Blueprints template group relations</td>
<td>Any action on blueprint template group relations - the user can take any action on blueprint template group relations</td>
</tr>
<tr>
<td>CDN locations</td>
<td>Any action on CDN Locations - the user can take any action on CDN locations</td>
</tr>
</tbody>
</table>

Users with the Administrator role in OnApp have vCloud Director related permissions enabled by default. They can create and manage vCloud Director resources if there is a vCloud Director compute resource in the cloud. However, OnApp administrators cannot create vApps, they can only manage vApps already present in the cloud.
CDN Reports
- Any action on CDN reports - the user can take any action on CDN reports

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

Container servers
- Any action on container servers - the user can take any actions on container servers

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

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 Zone’s Records
- Any action on DNS Zone’s Records - the user can take any action on DNS zone’s records

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

iFrame
• Any action on iFrame - the user can take any action on iFrame

Instance Packages
• Any action on Instance Packages - the user can take any action on Instance Packages

Internationalization
• Edit internationalization locales - the user can view and edit all non-English language phrases

IO Limiting
• Any actions on IO limits - the user can take any action on IO limits

IO Statistics
• Full access to IO Statistics - the user has full access to IO Statistics

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

Messaging: Deliveries
• Any action on deliveries - the user can perform any action on deliveries

Messaging: Events
- Any action on events - the user can perform any action on messaging events

**Messaging: External Recipients**
- Any action on external recipients - the user can perform any action on external recipients

**Messaging: Gateways**
- Any action on gateways - the user can perform any action on gateways

**Messaging: Notifications**
- Any action on notifications - the user can perform any action on notifications

**Messaging: Notification Templates**
- Any action on notification templates - the user can perform any action on notification templates

**Messaging: Recipients Lists**
- Any action on recipients lists - the user can perform any action on recipients lists

**Messaging: Subscriptions**
- Any action on recipients subscriptions - the user can perform any action on messaging subscriptions

**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

**OVAs**
- Any action on OVAs - the user can take any action on OVAs

**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 Diff
• Any action on Resource Diff - the user can take any action on resource diff

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

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

Service Add-ons
• Any actions on Service Add-ons - the user can perform any operations on Service Add-ons

Service Add-on Groups
• Any action on Service Add-on Groups - the user can take any action on Service Add-on Groups

Service Catalog
• Any action related to service catalog - user can take any action related to the service catalog

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
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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

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 reports
- Any action on Reports - the user can take any action on CDN reports
- See Overview Report - the user can see Overview Report
- See Top Files Report - the user can view Top Files Report
- See Top Referrers Report - the user can view Top Referrers Report
- See Status Codes Report - the user can view Status Codes Report
- See Visitors Report - the user can see Visitors Report
- See Stream Bandwidth Report - the user can see Stream Bandwidth Report
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 Certificates - 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

Container Servers
- Build/rebuild user's own container server - the user can build/rebuild his own container server
- Console to own container server - the user can only access their own container server via console
- Create a new container server - the user can create a new container server
- Destroy own container servers - the user can destroy own container servers
- Edit own container server's cloud config - the user can only edit their own container server's cloud config
- Migrate own container servers - the user can migrate own container servers
- Edit own container servers - the user can only edit their own container servers
- Any power action on own container servers - the user can take any power-related action on own container servers
- See own container servers - the user can see own container servers
- Read own container server's root password - the user can read own container server's root password
- Rebuild network of own container server - the user can only rebuild network of own container server
- Manage recipes joins for own container servers - the user can manage recipes joins for own container servers
- Reset root password to own container server - the user can only reset the root password for their own container servers
- Update own container servers - the user can update own container servers

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
- Assign own disk to VS - the user can assign own disks to another own VS
- 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 Zone's Records
- Create a new DNS Zone's Records - the user can create a new DNS zone's record
- Delete own DNS Zone's Records - the user can delete own DNS zone’s records
- See own DNS Zone's Records - the user can see own DNS zone’s records
- Update own DNS Zone's Records - the user can update own DNS zone’s records

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

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

Messaging: Notifications
- See own notifications - the user can see own notifications

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 Director 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 use can view own recipes

Recipe groups
- See list of recipe groups - the use can view the list of recipe groups
- Read recipe groups - the use can view recipe group details

Recipe group relations
- See list of recipe group relations - the use can view the list of recipe group relations
- Read recipe group relations - the use can view recipe group relation details

Roles
- See user's own roles - the user can see only roles assigned to him.

Service Catalog
- Any action related to service catalog - user can take any action related to the service catalog

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 use 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
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.

Logs

OnApp logs all cloud management actions that take place on cloud resources, including virtual servers, disks, data stores, compute resources, templates, networks.

View and Manage Logs

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.

Change Tracking

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

If the size of certain resources is changed, the logs will contain the information about both the current and the previous size of the resource. Change tracking is available for the following transactions:

- Resize Disk - changes of the disk size
- ResizeVirtualServer - changes to a VS's number of CPU cores, priority value and RAM size
- ResizeContainerServer - changes to a container server's number of CPU cores, priority value and RAM size
- ResizeApplicationServer - changes to an application server's number of CPU cores, priority value and RAM size
- ResizeVirtualServerwithoutreboot - changes to a VS's number of CPU cores, priority value and RAM size performed without a reboot
- ResizeApplicationServerwithoutreboot - changes to an application server's number of CPU cores, priority value and RAM size performed without a reboot
- ResizeContainerServerwithoutreboot - changes to a container server's number of CPU cores, priority value and RAM size performed without a reboot
- UpdateResourcePool - changes to the resource pool's resources
• **EditFirewallRule** - changes to the firewalls
• **EditNATRule** - changes to the NAT rules
• **EditIPSECVPNRule** - changes to the IPSECVPN rules

To view resource changes in these transactions:

- for all resources in the cloud: go to the Activity Log section of the Control Panel page or to Control Panel > Logs > Ref number
- for a virtual server's resources: go to Control Panel > Virtual Servers > Label > Activity Log > Ref number

At the beginning of the page that loads you will see a table with the list of resources with their value before and after the transaction.

### Sysadmin

The Sysadmin page provides statistics and tools for a number of system administration tasks. These tools are divided into the following tabs:

- **Sysadmin Tools**
- **Services**
- **Application Errors**
- **Activity Logs**
- **Zabbix Setup**
- **Control Panel Maintenance**

### 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:

1. Level 1 - every 10 seconds. CP gets info about Compute resources uptime/virtual servers’ statuses.
2. Level 2 - every 60 seconds. CP gets info about the disk usage, network usage, CPU usage statistics and the list of virtual servers.
3. 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 the Advanced Configuration Settings section.

- **VMware stats** - last time VMware statistics was gathered from the vCenter.
- **There are two levels of VMware statistics gathering:**
  1. Level 1 - every 60 seconds.
  2. Level 2 - every 180 seconds.

For details, see the Advanced Configuration Settings section.

- **CDN sync runner** - last time CDN statistics was gathered.
- **Delete old stats** - last time the old SNMP has been deleted.
  - **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 Director statistics was gathered from vCloud Director.

There are two levels of vCloud Director statistics gathering:

1. Level 1 - statuses of vApps and VSs. This statistic is gathered every 60 seconds.
2. Level 2 - CPU statistics gathered every 180 seconds.

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.

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 may send crash reports to OnApp in a form of an encrypted API call. You can enable 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
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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

Zabbix Setup

Starting with version 4.2, OnApp uses Zabbix for autoscaling. OnApp provides the automatic UI-based installation and configuration procedure for Zabbix on a server that you indicate. It can be either a physical server or a virtual server.

Be aware, that OnApp supports 2.4. Zabbix version.

We recommend the following configuration for the Zabbix server:

- **Server**: a separate physical server or a virtual server
- **Operating system**: Red Hat Enterprise Linux 5.x, Red Hat Enterprise Linux 6.x, CentOS 5.x, CentOS 6.x
- **Network requirements**: make sure that IP address of the zabbix server is available to the Control Panel server and all virtual servers.
- **Memory**: 128 MB of physical memory and 256 MB of free disk space are minimum requirements. However, the amount of required disk memory depends on the number of hosts that are being monitored.

The examples of recommended configuration:

<table>
<thead>
<tr>
<th>Deployment type</th>
<th>Platform</th>
<th>CPU/Memory</th>
<th>Database</th>
<th>Monitored VSs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium</td>
<td>Red Hat Enterprise Linux 5.x, Red Hat Enterprise Linux 6.x, CentOS 5.x, CentOS 6.x.</td>
<td>2 CPU cores/2GB</td>
<td>MySQL InnoDB</td>
<td>500</td>
</tr>
<tr>
<td>Large</td>
<td>Red Hat Enterprise Linux 5.x, Red Hat Enterprise Linux 6.x, CentOS 5.x, CentOS 6.x.</td>
<td>4 CPU cores/8GB</td>
<td>RAID10 MySQL InnoDB or PostgreSQL</td>
<td>&gt;1000</td>
</tr>
</tbody>
</table>
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 will be also used for autoscaling of newly created VVs. Unless you deploy a Zabbix Server, Monitis will be used for autoscaling by default.

### Set Up a New Zabbix Server

1. Go to your Control Panel Sysadmin menu.
2. Switch to the Zabbix setup tab.
3. Indicate the server IP address in the field provided on this tab and press **Deploy zabbix server**.

OnApp will install and configure Zabbix on the server with that IP. Make sure you meet the hardware and software requirements before deploying a Zabbix server.

### Add an Existing Zabbix Server to the Cloud

If you already have a Zabbix server, you can connect it to your cloud by using the following procedure:

1. Fill in the following fields at **Control Panel > Settings > Configuration > System tab**.
   - **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
   
   For more information, see [Edit System Configuration](#).
2. Configure the existing Zabbix server by pressing the **Reconfigure Existing Zabbix Server** button at **Control Panel > Sysadmin > Zabbix Setup** tab. OnApp will take credentials data, provided in step 1, and schedule a transaction to reconfigure server.

### Uninstall a Zabbix Server

Refer to a separate doc to **uninstall a zabbix server** if required. Pay attention that when you uninstall a Zabbix server, you won't be switched to Monitis service again. So that means that autoscaling will stop working.

### 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.

---

```bash
bash#> ssh-copy-id -i /home/onapp/.ssh/id_rsa.pub
root@ZABBIX_SERVER_HOST_IP
```

You need to indicate the IP of your Zabbix server in the command above. You will also be prompted to enter the password for the root user on the Zabbix server. After you enter the password the SSH keys will be added to /root/.ssh/authorized_keys.

---

**We strongly do not recommend installing Zabbix on the Control Panel server. You can use a separate server or a VS (if your network allows it) as the Zabbix server.**

**For successful configuration the Control Panel should have access to the Zabbix server without a password. Therefore, SSH keys should be added to the Zabbix server. To add the SSH keys run the following command:**

```bash
bash#> ssh-copy-id -i /home/onapp/.ssh/id_rsa.pub
root@ZABBIX_SERVER_HOST_IP
```

---

**Please be aware that default administrator credentials "Admin"/"zabbix" are used during Zabbix server deployment. It is recommended to change the credentials due to security reasons.**
The screenshot illustrates what users who do not have the necessary permissions will see when they try to access the CP.

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. Since version 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.

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.

Statistics

Stats menu unites usage trends, cloud usage, CDN usage and Top IOPS disks statistics. 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.
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).

**Usage Trends**

The charts at the User Trends page show the quick overview of your cloud infrastructure. Depending on the date range that you select, the charts will show hourly or daily statistics. For the 24 hours or less time period, the hourly statistics will be presented. Otherwise, the charts will represent daily statistics.

Ensure that See Global Statistic permission is on before viewing usage trends statistics. For more information about permissions refer to the List of all OnApp Permissions section of this guide.

Below you can find how the details on usage trends statistics and its measurement.

**On this page:**
- View Usage Trends
- Usage Trends Statistics Measurement

**View Usage Trends**

To view Usage Trends of your cloud:

1. Go to your Control Panel > Statistics menu > User Trends.
2. Click the tab you are interested in (CPU usage, Memory usage, Disk usage, IOPS, Bandwidth, Virtual/baremetal/smart servers).
3. The chart with the statistics appears.

**Period filter**

By default, statistics are generated for the last three days. To specify another period, set the Start and End time and click the Apply button. Tick the Show in my Timezone box to show statistics according to your profile's time zone settings. You can zoom in a chart to view more detailed graphs.

**Filtering by compute zone**

It is possible to see the infrastructure statistics per compute zone as well as combination of the different zones. Statistics are shown in a form of area charts with emphasized color per each compute zone. On the side where the amount for each zone is shown, you can remove compute zones you do not wish to see by clicking on it. Selected compute zone will be grayed out and excluded from the graph. Also top 20 VSs are shown according to compute zone selection.

**Top 20 VSs**

Under graphs you can find the list of top 20 VSs, which are shown for the compute zones that are selected in the filter, or for the whole cloud if nothing is filtered. Each VS is marked by color in accordance with compute zone color on the chart. Top 20 servers by resource usage for the selected period are displayed together with their details and usage:

<table>
<thead>
<tr>
<th>Details</th>
<th>CPU (cores)</th>
<th>Memory (MB)</th>
<th>Disk (GB)</th>
<th>IOPS (items)</th>
<th>Bandwidth (KB)</th>
<th>Virtual Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>operating system of VS</td>
</tr>
<tr>
<td>Label</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>the name of the server</td>
</tr>
<tr>
<td>Disk Size</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>disk size allocated to VS</td>
</tr>
<tr>
<td>RAM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>the RAM size available to VS</td>
</tr>
</tbody>
</table>
## Usage Trends Statistics Measurement

Below you can find what statistics are shown depending on the chosen time period.

<table>
<thead>
<tr>
<th>Chart</th>
<th>Hourly</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>shows the total amount of cores per hour (virtual)</td>
<td>shows the maximum amount of cores per day for the set time period</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(virtual)</td>
</tr>
<tr>
<td>Memory</td>
<td>shows the total amount of RAM per hour for all VSs in the cloud</td>
<td>shows the max amount of RAM per day for the set time period for all</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VSs in the cloud</td>
</tr>
<tr>
<td>Storage</td>
<td>shows the total of all disks' capacities per hour for all VSs in the</td>
<td>shows the maximum of all disks' capacities per day for the set time</td>
</tr>
<tr>
<td></td>
<td>cloud</td>
<td>period for all VSs in the cloud</td>
</tr>
<tr>
<td>IOPS</td>
<td>shows the total of data read/written for the entire cloud per hour</td>
<td>shows the total of data read/written for each day for the entire</td>
</tr>
<tr>
<td></td>
<td></td>
<td>cloud for the time period set</td>
</tr>
</tbody>
</table>

IOPS is measured in amount, indicated by metric prefix. For example, 8M=8 millions, 2G=2 billions etc..

Baremetal servers: shows the total amount of baremetal servers per hour shows the amount of baremetal servers in the cloud for each day for the time period set

Smart Servers: shows the total amount of smart servers in the cloud per hour shows the amount of smart servers in the cloud for each day for the time period set

VSs: shows the amount of VSs per hour shows the amount of VSs per day for the time period set

Bandwidth: shows the total bytes sent/received for the entire cloud per hour shows the total bytes sent/received for each day for the entire cloud for the time period set

## 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.
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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:

<table>
<thead>
<tr>
<th>expression</th>
<th>output</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>number_to_human_size(123)</code></td>
<td>123 Bytes</td>
</tr>
<tr>
<td><code>number_to_human_size(1234)</code></td>
<td>1.21 KB</td>
</tr>
<tr>
<td><code>number_to_human_size(12345)</code></td>
<td>12.1 KB</td>
</tr>
<tr>
<td><code>number_to_human_size(1234567)</code></td>
<td>1.18 MB</td>
</tr>
<tr>
<td><code>number_to_human_size(1234567890)</code></td>
<td>1.15 GB</td>
</tr>
<tr>
<td><code>number_to_human_size(1234567890123)</code></td>
<td>1.12 TB</td>
</tr>
<tr>
<td><code>number_to_human_size(1234567, :precision =&gt; 2)</code></td>
<td>1.2 MB</td>
</tr>
<tr>
<td><code>number_to_human_size(483989, :precision =&gt; 2)</code></td>
<td>470 KB</td>
</tr>
<tr>
<td><code>number_to_human_size(1234567, :precision =&gt; 2, :separator =&gt; ',')</code></td>
<td>1,2 MB</td>
</tr>
</tbody>
</table>

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.

Top IOPS disks

Top IOPS statistics chart displays 10 disks with top IOPS usage along with the following details:

- **Label** - the name of a virtual server the disk is located at.
- **Disk** - disk ID.
- **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).
- **Total IOPS** - total number of I/O operations per second.

Localization and Customization

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.

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.

Add Custom Languages

You can add custom languages by translating the phrases using Control Panel UI. To do so:

1. Go to your Control Panel's Settings **I18n Customization** menu.
2. Click **Add new locale** button and select the required language from the list and click **Submit**.
3. In the **I18n Customization** menu select the appropriate custom language name.
4. On the screen that appears:
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- **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

5. 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.

6. 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.

---

**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:

1. 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.
2. Go to your Control Panel's Users menu.
3. Click a user's name.
4. On the page that appears, click the Edit Profile tab.
5. Choose your custom language from the Locales drop-down list.
6. Click Save.

**Currencies**

By default, the system includes three currencies: USD, EUR and GBP. You can add more currencies at any time.

**Create currency**

To add a currency:

1. Go to your Control Panel's Settings menu.
2. Click the Currencies icon.
3. On the page that follows, click the Create New button.
4. 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 separator. 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 separator. 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.

   Be aware, that it is prohibited to set the delimiter and separator which are identical.

   The precision cannot exceed 8 symbols.

   - **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

5. Click Save.
For example, the currency form for US Dollars might look as follows…

- **Name**: US Dollar
- **Unit**: $
- **Code**: USD
- **Separator**: 
- **Precision**: 5
- **Precision per unit**: 8
- **Format**: %u%n

…and the prices will be displayed in the following way: $7,000.00000

### Edit Currency

To edit existing currencies:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Currencies** icon.
3. 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 separator. 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 separator. 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

4. Click **Save**.

### Delete Currency

To delete existing currencies:

1. Go to your Control Panel's **Settings** menu.
2. Click the **Currencies** icon.
3. 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.

### Localization and Customization Search

The search box in the Localization and Customization menu allows you to search by the following parameters:

- **Item ID**
- **English Value**
- **Translation**

To search:
1. Log in to your Control Panel.
2. Go to the **Settings** menu.
3. Click the **I18n Customization** icon.
4. Click the required language Name (e.g. "English").
5. On the following page, click the appropriate Subset Name (e.g. "core").
6. Type the search phrase into the search box and click **Search**.
7. If required, make changes and click **Update**.

### Look & Feel

You can change look of OnApp Control Panel in several ways:

- using Look & Feel UI options
- adding your custom CSS rules

Please, be aware that OnApp supports the following:

- Two latest versions of most popular browsers are supported (Google Chrome and Firefox)
- Opera is not supported
- Javascript must be enabled in the browser

### Look & Feel menu

You can skin various aspects of the Control Panel's look & feel, including the logo displayed, background colors and other graphics. To do so:

1. Go to your Control Panel's **Settings** menu and click the **Look & Feel** icon.
2. Press the "+" button.
3. 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.
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- 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.

4. Click **Save Theme** button to create and apply a theme.

**Custom CSS rules**

You can add your own CSS rules to customize OnApp Control Panel.

To add CSS rule:
2. Create `custom.css` file with CSS rule code you want to add. For example:

   ```css
   body {*{background-color: lightblue;}}
   ```

3. Save the file.
4. Go to OnApp Control Panel and refresh it. The background color will be changed:

<table>
<thead>
<tr>
<th>iFrame Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>If required you can integrate an iFrame into OnApp which will display a web page within the user profile in the OnApp Control Panel. By default, the possibility to configure an iFrame is disabled. To enable, use the <strong>Enable iFrame Window</strong> permission.</td>
</tr>
</tbody>
</table>

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. If you do not fill in this parameter, the Service Provider name will be set by default.
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 **Custom Name** tab.

To edit 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. The list of all iFrames will load. Click the Actions icon next to a required iFrame, and click **Edit** or **Delete** if necessary.
Miscellaneous

This chapter describes more sophisticated operations, which help manage different OnApp functionalities. It is highly recommended that only advanced users perform these tasks.

Reset Control Panel Administrator Password

To generate a new password for an administrator user:

1. Log in to your OnApp Cloud Control Panel using SSH:

```
ssh root@your.hostname
```

2. Go to the directory where your Control Panel is installed:

```
cd /onapp/interface
```

3. 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.

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:

1. Locate the *My Network Places* icon on your desktop, right click and select *Properties*.
2. To open the network properties dialogue, right-click on *External* or *Ext. Select Properties*.
4. Click *Advanced*.
5. Click *Add*, enter the IP address and corresponding Subnet mask.
6. 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.

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.

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 operating system
- build disk
- format disk
- provisioning
- rebuild network (offline)
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The system selects the element of your location group to be a transaction server according to the following principle:

1. If the appliance is associated with a Compute resource with only a local data store, this Compute resource will be selected.
2. 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).
3. 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 servers will be selected based on the lowest CPU load (highest cpu_idle parameter).
4. 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.

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.

On this page:

- How failover works
- Failover settings
- Failover algorithm
- Failover Logs

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.

Failover settings

To configure Compute zone failover settings:

1. 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.
2. 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:

a. On provisioning, the round-robin algorithm will be used on Compute resource selection.
b. On recovery, the Compute resource with maximum free RAM will be selected.

1. 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:

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 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:

1. Go to your Control Panel’s Settings menu, and click the Configuration icon.
2. 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.

The time before the CP initiates failover may differ depending on the number of compute resources and their load.

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.

Failover algorithm

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

---

**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:

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.

**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']
```

---

**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 `on_app.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 `on_app.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><code>google_map_token</code></td>
<td>empty string</td>
</tr>
<tr>
<td><code>custom.css file</code></td>
<td><code>/onapp/interface/public/themes</code></td>
</tr>
<tr>
<td><code>log_path</code></td>
<td><code>/onapp/interface/log/onapp.log</code></td>
</tr>
<tr>
<td><code>background_process_log_path</code></td>
<td><code>/onapp/interface/log</code></td>
</tr>
<tr>
<td><code>background_process_pid_path</code></td>
<td><code>/onapp/interface/tmp/pids</code></td>
</tr>
<tr>
<td><code>private_key_path</code></td>
<td><code>/onapp/interface/config/keys/private</code></td>
</tr>
<tr>
<td><code>public_key_path</code></td>
<td><code>/onapp/interface/config/keys/public</code></td>
</tr>
<tr>
<td><code>max_memory_ratio</code></td>
<td>16</td>
</tr>
<tr>
<td><code>ssh_port</code></td>
<td>22</td>
</tr>
<tr>
<td><code>use_ssh_file_transfer</code></td>
<td>false</td>
</tr>
<tr>
<td><code>ssh_file_transfer_server</code></td>
<td>127.0.0.1</td>
</tr>
<tr>
<td><code>ssh_file_transfer_user</code></td>
<td>root</td>
</tr>
<tr>
<td><code>ssh_file_transfer_options</code></td>
<td><code>--StrictHostKeyChecking=no --UserKnownHostsFile=/dev/null --PasswordAuthentication=no</code></td>
</tr>
<tr>
<td><code>template_path</code></td>
<td><code>/onapp/templates</code></td>
</tr>
<tr>
<td><code>recovery_templates_path</code></td>
<td><code>/onapp/tools/recovery</code></td>
</tr>
<tr>
<td><code>backups_path</code></td>
<td><code>/onapp/backups</code></td>
</tr>
<tr>
<td><code>database_backups_path</code></td>
<td><code>/onapp/database_backups</code></td>
</tr>
<tr>
<td><code>remove_backups_on_destroy_vm</code></td>
<td>true</td>
</tr>
<tr>
<td><code>data_path</code></td>
<td><code>/onapp/data</code></td>
</tr>
<tr>
<td><code>update_server_url</code></td>
<td><code>http://repo.onapp.com/</code></td>
</tr>
<tr>
<td><code>dashboard_host</code></td>
<td>127.0.0.1</td>
</tr>
<tr>
<td><code>license_key</code></td>
<td><code>generate_comment</code> Automatically generated by OnApp (%)s)</td>
</tr>
<tr>
<td><code>graph_frequencies</code></td>
<td><code>[hourly, 4000], [daily, 100000], [weekly, 800000], [monthly, 3200000], [yearly, 40000000]</code></td>
</tr>
<tr>
<td><code>simultaneous_backups</code></td>
<td>2</td>
</tr>
<tr>
<td><code>simultaneous_backups_per_datastore</code></td>
<td>2</td>
</tr>
<tr>
<td><code>simultaneous_backups_per_hypervisor</code></td>
<td>1</td>
</tr>
<tr>
<td><code>simultaneous_transactions</code></td>
<td>3</td>
</tr>
<tr>
<td><code>enable_huge_pages</code></td>
<td>false</td>
</tr>
<tr>
<td><code>schedule_failure_count</code></td>
<td>100</td>
</tr>
<tr>
<td><code>remote_access_session_start_port</code></td>
<td>30000</td>
</tr>
<tr>
<td><code>remote_access_session_last_port</code></td>
<td>30099</td>
</tr>
<tr>
<td>Parameter</td>
<td>Value</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-----------------</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>hypervisor_live_times</td>
<td>12</td>
</tr>
<tr>
<td>guest_wait_time_before_destroy</td>
<td>60</td>
</tr>
<tr>
<td>disable_hypervisor_failover</td>
<td>false</td>
</tr>
<tr>
<td>allow_hypervisor_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>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>300*</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>hypervisor_monitor_delay</td>
<td>5</td>
</tr>
<tr>
<td>schedule_runner_delay</td>
<td>60*</td>
</tr>
<tr>
<td>transaction_runner_delay</td>
<td>300*</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_libvirtAntiSpoofing</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>Recommended 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>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>
<tr>
<td>partition_align_offset</td>
<td>2048</td>
</tr>
</tbody>
</table>

* - these values are recommended for the specified parameters in order to provide more stable daemon workflow.

### Daemon workflow

To provide more stable daemon workflow, for deployments with a high load we recommend increasing values for the following parameters in the `/onapp/interface/config/on_app.yml` file:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Recommended value</th>
</tr>
</thead>
<tbody>
<tr>
<td>backup_taker_delay</td>
<td>300</td>
</tr>
<tr>
<td>schedule_runner_delay</td>
<td>60</td>
</tr>
<tr>
<td>transaction_runner_delay</td>
<td>300</td>
</tr>
</tbody>
</table>

### SNMP Statistics

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Default value</th>
</tr>
</thead>
</table>

server_community  onapp
snmp_timeout      2
snmp_connect_retries 3
snmp_stats_level1_period 10
snmp_stats_level2_period 60
snmp_stats_level3_period 120
snmp_max_recv_bytes 100000
snmp_stats_protocol  udp

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.

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>

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>

Track Daemon Process Activity

To get the details on daemon process's activity, run the activity tracker:

```
./script/tools/process-logger.sh -p <PID> -l|--log-folder <log folder> -d|--pid-folder <pid folder>
```

Example:

```
./script/tools/process-logger.sh -p 4242 -l /tmp/logs -d /tmp/pids
```
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

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.

Add Google Map API Key

If you face the problem with viewing the maps on VS/Smart/Application server creation wizard (Locations step), it might be related to Google Maps authentication. To solve the problem, perform the following steps:

1. Get an API key as described at the following guide https://developers.google.com/maps/documentation/javascript/get-api-key

   Make sure you have Google Maps JavaScript API and Google Maps Geocoding API enabled for correct locations representation.

2. Go to on_app.yml file and add this API key as google_map_token parameter.

   Also you can add Google API key using OnApp Control Panel. Go to your Control Panel's Settings > Configuration > Interface tab > Google API and insert the API key.

3. Perform the restart of OnApp and http services.
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 several 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, dhcptd services)
- Load Balancer
- Redis
- Message Queue
- Database

High availability introduces accessibility for services and communication between OnApp components:

- 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.

If you wish to disable the High Availability Control Panel, please, contact our support team.

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 Setting s > 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.

Manage Hosts

A High Availability cluster is comprised of a number of hosts. You can 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 Cluster s > General for the changes to take effect.

- View Hosts
- Add a Host
- Edit a Host
- Delete a Host

View Hosts

To the list of hosts in your configuration:

1. Go to your Control Panel Settings menu.
2. Click the HA Clusters > Hosts tab.
3. On the page that appears, you will see the list of host in your configuration with their details:
   - Hostname - the hostname 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.

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.

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.

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.

Manage Communication

Communication rings 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 rings 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 rings.

If you edit or delete an existing communication ring or add a new one, you need to:

1. Click the **Apply** button at **Control Panel > Settings > HA Clusters > Communication**.
2. Click the **Apply Changes** button at **Control Panel > Settings > HA Clusters > General**.

### View Communication Ring

To view the list of configured communication rings:

1. Go to your Control Panel **Settings** menu.
2. Click the **HA Clusters** icon > **Communication** tab.
3. On the screen that appears you will see you configured communication rings 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 ring 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 > Settings > HA Clusters > Communication**.

### Add Communication Ring

To add a communication ring:

1. Go to your Control Panel **Settings** menu.
2. Click the **HA Clusters** icon > **Communication** tab.
3. Click the **Add New Ring** button or click the "+" button.
4. 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
5. Click **Save**.

### Edit Communication Ring

To edit a communication ring:

1. Go to your Control Panel **Settings** menu.
2. Click the **HA Clusters** icon > **Communication** tab.
3. Click the **Actions** button and select **Edit**.
4. 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
5. Click **Save**.

### Delete Communication Ring

The maximum number of communication rings 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 rings.

If you edit or delete an existing communication ring or add a new one, you need to:

1. Click the **Apply** button at **Control Panel > Settings > HA Clusters > Communication**.
2. Click the **Apply Changes** button at **Control Panel > Settings > HA Clusters > General**.
To delete a communication ring:

1. Go to your Control Panel Settings menu.
2. Click the HA Clusters icon > Communication tab.
3. Click the Actions button next to the communication ring you want to remove and select Delete.

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
- Add Node to Cluster
- Edit Cluster
- Deactivate/Activate Cluster

View Clusters

To view the list of clusters:

1. Go to your Control Panel Settings menu.
2. Click the HA Clusters icon > Clusters tab.
3. 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.

Add Cluster

To add a cluster:
1. Go to your Control Panel Settings menu.
2. Click the HA Clusters icon > Clusters tab.
3. Choose one of the optional clusters and click the appropriate button: Add Load Balancer, Add Database, Add Redis or Add Message Queue.
4. 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
5. 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.

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Add Node to Cluster

To add a node to a cluster:
1. Go to your Control Panel's Settings menu.
2. Click the HA Clusters icon > Clusters tab.
3. Click the label of the cluster to which you want to add a node.
4. The page that loads shows the list of nodes in the cluster. Click the Add Node button.
5. Fill in the details of the new node:
   - Host - select the host with which the new node is to associated from the drop down list
   - IP address - fill in the physical IP address of the node
   - Interface - fill in the network interface for the node
   - Priority - set the priority for the node. Set priority to 100 for ordinary nodes and to a larger value for the node which has an advantage in hardware. The node with the highest priority will take over the virtual IP address when the component of the cluster fails.
6. Click Submit.

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Edit Cluster

To edit a cluster:
1. Go to your Control Panel Settings menu.
2. Click the HA Clusters icon > Clusters tab.
3. Click the Actions button next to the cluster you want to edit, then click Edit.
4. 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
5. Click Update.

---

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:
1. Go to your Control Panel Settings menu.
2. Click the HA Clusters icon > Clusters tab.
3. Click the Actions button next to the cluster you want to edit, then click Deactivate/Activate.

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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.
To disable high availability apply the following steps:

1. Go to your Control Panel Settings menu.
2. Click the HA Clusters > General tab.
3. Click Disable.
4. 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.

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)

DRaaS can be used for compute zone which contains Integrated Storage data stores only (LVM and IS data stores can not be used at once).

Below you can find instructions on how to enable and manage DRaaS for virtual servers.

Prerequisites

- Update your Control Panel and CloudBoot to DRaaS (OnApp 4.2 version and up)
- 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 (89.238.147.228) to connect
- Make sure DRaaS dashboard is properly configured (registration of compute zones for DRaaS and indication of replication sites. Be aware, that DRaaS login credentials for Cloud Owner users are set up by OnApp team, regular user accounts are created automatically once DRaaS is enabled for user VS.)
- Ensure that Any action related to DRaaS permission is on before managing DRaaS. For more information about permissions refer to the List of all OnApp Permissions section of this guide.

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.

If VS is not provisioned or VS creation task is failed, Enable Disaster Recovery option will not be available.

To enable DRaaS for a 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 > 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.

Disable DRaaS

To disable DRaaS for a VS:

1. Log into the DRaaS Dashboard.
2. Go to the details page of the VS.
3. 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.
4. 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.

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 node per unit per hour

For more information refer to the Set User Billing Plan Prices And Resource Limits section of this guide.
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

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.

View SSL certificates

To view the list of SSL certificates:

1. Go your Control Panel > Settings > SSL Certificate button.
2. The page that loads, shows all available SSL certificates with their details:
   - Name - the label of SSL certificate
   - Path - the route to SSL certificate

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:

1. Go your Control Panel > Settings > SSL Certificate button.
2. Click Upload.
3. Click Choose File to select the required SSL certificate from your file system.
4. Click Submit.

To set up a self-signed SSL certificate:

1. Go your Control Panel > Settings > SSL Certificate button.
2. 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 webservice and make it unavailable for few seconds.
3. Move the Confirm setup self-signed SSL slider to the right to confirm your action.
4. Click Submit.

Help

The help menu lets you submit support requests to the OnApp team. All OnApp customers with a full license are entitled to 24/7 support.
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- 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 OnApp support portal.