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4.1 User Guide

This guide outlines the features of the OnApp 4.0 cloud hosting engine. It describes the basics of the engine architecture and explains how to create virtual machines and work with OnApp.

The OnApp User Guide includes the following chapters:

1. **Document Conventions** - describes the formatting conventions used in this guide.
2. **Default Permissions for User Role** - covers the list of default permissions set for the user role.
4. **Control Panel Overview** - familiarizes with the OnApp Control Panel Dashboard and briefs you on how you can deal with User Profile.
5. **Appliances** - describes the utilization of virtual and physical devices that can be provisioned in the cloud.
7. **Templates** - provides details on what an OnApp template is, types of templates, as well as how you can create a custom template and build a VS based on it. Besides, it includes **ISOs** chapter, which describes how to upload your custom bootable ISOs for recovery purposes.
8. **Recipes** - describes the use if recipes for adding new functionalities to the cloud.
10. **AWS** - describes possibility to manage Amazon EC2 instances from OnApp Control Panel using AWS API.
11. **Users** - outlines the Users section of the OnApp Control Panel.
12. **User Groups** - provides an overview of organization of the OnApp users into user groups.
13. **Logs** - provides the list of transactions available with OnApp and tells how to view them.
14. **Statistics** - outlines the statistics on the resources used by your virtual machines.
15. **Billing Plans** - familiarizes with the OnApp billing system and explains how the base resource limits and prices are set in the Control Panel.

This guide describes the OnApp Cloud functionalities available for the user with the default User role permissions. Users are created by administrators and only have access to those actions which are specified by the administrator. Cloud administrator may edit permissions for the User role, therefore the availability of some features may vary. Contact your administrator for more information.

### Document Revisions

**4.1 version**

August, 2015

- Added Raw Logs section
- Updated Delete Virtual Server section
- Updated User Profile section
- Updated View User Account Details section
- Updated Step 3 of 6. Virtual Server Properties section
- Updated Edit Virtual Server section
- Updated Create Smart Server section
- Updated Edit Smart Server section

**4.0 version**

April, 2015

- Added CDN SSL Certificates chapter
- Added Step 1 of 6. Cloud Locations section
- Added VCloud Compute Resources section
Document Conventions

The following document conventions are used in this guide.

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

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

**Info**

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

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

**Note**

A Note message contains information essential for the task completion.
Warning
A warning message informs you of something you should not do or be cautious.

You won’t be able to restore a VS after deleting it.

What's New in OnApp Cloud 4.1
The OnApp Cloud 4.1 release contains the following changes and new features:

Changes to terminology and the user interface
The following terminology changes have been made in the 4.1 version of the OnApp Cloud: hypervisors have been renamed as compute resources and hypervisor zones - as compute zones. Compute resources is a collective name for hypervisors, vCloud hypervisors and other hypervisor types.

New Cloud Components

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.

User Profile
User profile UI was updated. Now at the Overview tab you can see user’s details at the left side of the page and billing details, prices and backups at the right side of the page.

Java 8 Console Support
Added support for Java 8 integrated console for appliances.

Federation and vCloud Integration Improvements
For the list of improvements, refer to Federation and OnApp and vCloud Director Configuration guides.

Default Permissions for User Role
The list below includes the set of default permissions for the User role.

Activity Logs
- See details of own activity log - the user can only see the details of their own activity log

Backups
- Convert own backup to template - the user can only convert their own backups to templates
- Create backup for own VS - the user can only create backups of their own virtual servers
- Destroy own backup - the user can only delete their own backups
- See own backups - the user can only see their own backups
- Update own backup - the user can only edit their own backups

Base Resources
- See own base resources - the user can only see own base resources

Billing Plans
- See own billing plan - the user can only see own billing plan
CDN Resources
- Create a new CDN resource - the user can create a new CDN resource
- Destroy own CDN resources - the user can only delete their own CDN resources
- See own CDN resources - the user can only see their own CDN resources
- Update own CDN resources - the user can only edit their own CDN resources

CDN SSL Certificates
- Create a new CDN SSL Certificate - the user can create new CDN SSL certificates
- Destroy own CDN SSL Certificate - the user can only delete their own CDN SSL certificates
- See own CDN SSL 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

Customer Networks
- Create own customer network – the user can create own customer networks
- Destroy own customer network – the user can delete own customer networks
- See own customer networks – the user can view own customer networks

Dashboard
- Show cloud dashboard - the user can see the cloud details on the dashboard

Data Stores
- See all data stores - the user can see all data stores

Disks
- Auto-backup for own disk - the user can only schedule automatic backups on their own disks
- Create a new disk - the user can create a new disk
- Destroy own disk - the user can only delete their own disks
- See own disks - the user can only see their own disks
- Unlock any disk - the user can unlock any disk
- Update own disk - the user can only edit their own disks

DNS Zones
- Create a new DNS zone - the user can create a new DNS zone
- Destroy own DNS zone - the user can only delete their own DNS zones
- See own DNS zones - the user can only see their own DNS zones
- Create a new DNS record - the user can create a new DNS record
- See own DNS records - the user can see all DNS records
- Update own DNS records - the user can update own DNS records

Edge Groups
- See all edge groups - the user can see all edge groups

Firewall Rules
- Create own Firewall Rules - the user can only create own firewall rules
- Destroy own Firewall Rules - the user can only delete own firewall rules
- Read own Firewall Rules - the user can only read own firewall rules
- Update own Firewall Rules - the user can only edit own firewall rules

Groups
- See all groups - the user can see all groups

Compute resources
- See all compute resources - the user can see all compute resources
- Show compute resources on Virtual Server creation - display compute resources on Add New Virtual Server screen

Template Groups
- See details of any template group (image_template_groups.read) - the user can view template group details

IO Statistics
- See own IO Statistics - the user can see own IO Statistics

**Virtual Server’s IP Addresses**
- Add IP address to own virtual server - the user can only add IP addresses to their own virtual servers
- Remove IP address from own virtual server - the user can only remove IP addresses from their own virtual servers
- See IP addresses assigned to any virtual servers - the user can only see IP addresses assigned to their own virtual servers

**IP Addresses**
- See all IP addresses - the user can see all IP addresses

**Mounting ISO**
- Mount own ISO - the user can only mount own ISO
- Unmount own mounted ISOs - the user can only unmount own mounted ISOs
- See own mounted ISOs - the user can only see own mounted ISOs

**ISOs**
- Read all public ISOs - the user can view public ISOs

**Load Balancers**
- Migrate own load balancer - the user can only migrate their own load balancer

**Load Balancing Clusters**
- Create new load balancing cluster - the user can create a new load balancing cluster
- Delete own load balancing cluster - the user can only delete own load balancing clusters
- See details of own load balancing cluster - the user can only see details of own load balancing cluster
- Change own load balancing cluster - the user can only change own load balancing cluster

**Log Items**
- Delete own log item - the user can only delete their own log items
- See list of own log items - the user can only see their own log items
- See details of own log item - the user can only see details of their own log items

**Monthly Billing Statistics**
- See only own Monthly Bills Statistics - the user can only see own monthly bills statistics

**Nameservers**
- See all nameservers - the user can see all nameservers

**Networks**
- See all networks - the user can see all networks

**Payments**
- See all payments - the user can see all payments
- See own payments - the user can only see their own payments

**Recipes**
- Create Recipes - the user can add new recipes
- Delete own Recipes - the user can delete own recipes
- Edit own Recipes - the user can edit own recipes
- Read own Recipes - the user can view own recipes

**Recipe groups**
- See list of recipe groups - the user can view the list of recipe groups
- Read recipe groups - the user can view recipe group details

**Recipe group relations**
- See list of recipe group relations - the user can view the list of recipe group relations
- Read recipe group relations - the user can view recipe group relation details

**Roles**
- See all Roles - the user can see all roles
Templates

- Manage own templates - the user can create and manage their own templates
- See all public templates - the user can see all public templates

Transactions

- Delete own transactions from logs - the user can only delete their own transactions from a log
- See list of own transactions - the user can only see their own transactions
- See details of own transactions - the user can only see details of their own transactions

Users

- Change own password - the user can only change own password
- See own users - the user can only see their own user account
- See user backups/templates prices - the user can see users' backups/templates prices
- See user billing plan - the user can see users' billing plans
- See user hourly prices - the user can see users' hourly prices
- See user monthly prices - the user can see users' monthly prices
- See user outstanding amount - the user can see users' outstanding amount
- See user summary payments - the user can see user's summary payments
- See user virtual server prices - the user can see users' virtual server prices
- Update own user - the user can only edit their own user account
- Generate own API key - the user can only generate own key

Virtual server snapshots

- Create or restore own virtual server snapshot - the user can create/restore own snapshots
- Destroy own virtual server snapshot - the user can delete own snapshots
- See own virtual server snapshots - the user can see the list of own snapshots

Virtual Servers

- Build/rebuild user's own virtual server - the user can build/rebuild their own virtual server's only
- Console to own virtual server - the user can only access their own virtual server via console
- Create a new virtual server - the user can create a new virtual server
- Destroy own virtual server - the user can only delete their own virtual servers
- Manage publications for all virtual servers - the user can manage publications for all virtual servers
- Migrate own virtual server - the user can only migrate their own virtual servers
- Any power action on own virtual servers - the user can only take power-related actions on their own virtual servers
- See own virtual servers - the user can only see their own virtual servers
- Read Virtual Server's root password - the user can read Virtual Server's root password
- Rebuild network of own virtual server - the user can only rebuild network of own virtual server
- Manage recipes joins for own virtual servers - the user can manage recipe joins for own virtual servers
- Reset root password of own virtual server - the user can only reset the root password of their own virtual servers
- 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

OnApp Basics

The OnApp cloud hosting engine enables hosting providers to set up and manage private and public cloud servers, and virtual servers, quickly and easily using commodity hardware.

Basically, virtualization is the partitioning of a physical server into smaller virtual servers. Through a user-friendly Control Panel, you can deploy virtual machines running different operating systems and their applications on the same hardware at the same time, dynamically allocate resources, deploy services, save on resource consumption, and much more.

With flexible control of your cloud environment, OnApp lets you make best use of your hardware and create efficient, cost-effective server clusters for development, staging, and production environments.

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 (sometimes known as the Base server) hosts the OnApp user interface and manages all the processes controller 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

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

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

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 Integraded 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. From OnApp 3.0 onwards, there is 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.

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

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.

**Architecture**

The OnApp Cloud Engine transforms your server and storage hardware into a virtual network system. Virtualization is realized by means of a compute resource which is also sometimes called a VMM (Virtual Machine Monitor). A compute resource is essentially hardware platform virtualization software using which one can run different OS on the same hardware at the same time. OnApp employs a Xen or KVM 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.

**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 machines (a data store), and we recommend that you set up a separate server for storing backups and templates. These are the minimum requirements for a small cloud. For a larger deployment, OnApp’s technical team will advise you on the best possible setup.

### Server Requirements

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

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

### Additional Server Recommendations

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

### Storage Requirements

<table>
<thead>
<tr>
<th>Integrated Storage Platform</th>
<th>Local Storage Only</th>
<th>Enterprise SAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Any number of integrated storage drives can be grouped together across any Compute resource</td>
<td>- Minimum 1 dedicated partition in each Compute resource separated 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>
<td>- SSD drives recommended for best performance</td>
<td>- SSD drives recommended for best performance</td>
</tr>
<tr>
<td>- at least 1 dedicated NIC assigned per Compute resource for the SAN</td>
<td>- separate disk from the primary OS drive recommended</td>
<td>- separate disk from the primary OS drive recommended</td>
</tr>
<tr>
<td>- multiple NICs bonded or 10Gbit/s ethernet recommended</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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 and support and billing systems. For more detail on the OnApp API, refer to the API guide.

### Control Panel Overview

The OnApp dashboard is displayed after logging into the system. The left pane navigates you to the list of Virtual Servers, Appliance details, Templates available on your system, and Usage Statistics showing resources used by your virtual servers. The Activity log shows a record of recent transactions for your virtual servers. To view details of a transaction, click its Ref number.
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. If permissions allow, the tab with a custom name can be displayed as an iFrame. This is configured by administrator. Administrators can view details of all account profiles through the Control Panel's Users & Groups menu.

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

- Overview
- Payments
- Billing Plan
- Backups
- Customer Networks
- iFrame

Overview

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

Profile

User Details

- **Full name** - user's name and surname.
- **Email** - user's email.
- **Login** - user's screen name.
- **User Roles** - the role set for the user.
- **User Group** - the group to which this user is assigned.
- **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).
- **Last Access Log** - click this button to see information on the IP addresses that logged in to your account, and the time and date of access.
Amazon Web Services

- Status - the status of the Amazon Web Services: disconnected or connected.

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.

OAuth Authentication

OAuth - open standard for authorization - enables users to log into OnApp using their Google and Facebook accounts. For users to access this feature, it should be enabled by the Cloud Administrator.

- Facebook - click Connect to set up this option. If it is configured correctly, you will be able to log in to your account by entering your Facebook login details.
- Google - click Connect to set up this option. If it is configured correctly, you will be able to log in to your account by entering your Google login details.

API Info

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

For more information, see API Key.

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: VS powered ON and VS powered 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.
- Backups/Templates Disk Size - the price per hour for the disk space user's 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.

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.

Billing Plan

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

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

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 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.

Customer Networks

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

For each customer network, the following details are displayed:

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

You can add new customer networks to the profile:

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

3. Click **Create Customer Network** and the new network will be added to the customer networks list.

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

iFrame

This tab is iFrame show page. The title of this tab is set by the administrator when configuring this option. If permissions allow, this option displays a web page within the user OnApp Control Panel.

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.

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
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 Virtual Servers
- Smart Servers
- Baremetal Servers
- Load Balancers
- Compute Resources
- Assets

Virtual Servers

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

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

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

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

- **Created** - A server is created when you successfully Create Virtual Server from the Virtual servers menu, having selected its template and set its properties, resources and network requirements.
- **Build** - A virtual server must be built after it is created. Building is the process of actually allocating the physical resources specified during its creation. This can be done manually, or automatically if you check the **Build Virtual Server Automatically** box during the creation process.
- **Powered on** - A power on starts the virtual server, its operating system and processes.
- **Powered off** - If the operating system cannot be stopped, it will be forcefully terminated.
- **Shut down** - A shut down will attempt to gracefully stop a virtual server and its operating system, which typically involves terminating all running applications.
- **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 those 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.
   - 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
   - Backups
   - Shutdown
   - Start up
   - Recovery start up
   - Unlock

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

![Virtual Servers List]

**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.

- Hostname
- Compute resource. Click the compute resource name to see its details
- Login credentials
- Owner. Click the owner name to see its details.
- VIP status (on/off). Click the icon to change the status.
- Price per hour
- Memory
- CPU(s)/shares
- 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.
- Auto-backups - move the slider to enable/disable automatic backups for this VS. If the incremental backups are enabled in your cloud, you can set auto-backups per VS rather than per disk.

If the automation options weren’t enabled during this virtual server creation, you'll be redirected to the form where you can configure them.

**Notes**

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

**VS Management**

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

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

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 (Settings -> Data Stores -> Add New Data Store)
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.

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 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. Greyed out templates mean that there are not enough resources to build a VS from this template.

To choose a template:

1. Click the required **Operating system** label (Windows, Linux or FreeBSD) to expand the list of template groups
2. **Distribution** - choose a template Distribution
3. **Template** - select the template
4. Click **Next**

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

**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.

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

Step 3 of 6. Virtual Server Properties

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

Specify the following virtual server properties:

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

<table>
<thead>
<tr>
<th>Particular characters are not allowed for Windows-based virtual servers:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• percent sign [%]</td>
</tr>
<tr>
<td>• double quotation marks ['&quot;]</td>
</tr>
<tr>
<td>• brackets [&lt;,&gt;]</td>
</tr>
<tr>
<td>• vertical bar [</td>
</tr>
<tr>
<td>• caret [^]</td>
</tr>
<tr>
<td>• ampersand [&amp;]</td>
</tr>
<tr>
<td>• parentheses [(,)]</td>
</tr>
</tbody>
</table>

- **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.

- **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 enabled (so that user cannot select the compute resource, but can choose the virtualization type), the compute resource that meets the **Recovery type** will be displayed in the compute resource drop-down box.

- **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 [ _ ]. You can use both lower- and uppercase letters.
- **Password confirmation** - repeat the password to confirm it.
- **Encrypt password** - move the **Encrypt Password** slider to the right, to encrypt your password, then enter an encryption key in the field that appears.

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 set your virtual server's resources, such as disk size, network configuration and other.

**Resources**

- **RAM** - set the amount of virtual server's RAM.
- **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:

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

**Primary Disk**

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

**Swap Disk**

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

**Network Configuration**

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

  - **Show IP address selection for new VS** option is enabled via the "Specify a network address on new VS page" checkbox on the Settings > Configuration settings screen (under the System tab).
  - You can't select unlimited port speed if the Network Zone is not selected. In this case the port speed will be 1 by default. It's possible to create virtual server with unlimited network speed without selecting a network zone only if you have only one Network Zone assigned to your billing plan.

Click **Next** to proceed to the 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 rules for this VS.

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

Edit Virtual Server
You can edit CPU and RAM 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").

   Windows virtual servers cannot be resized without reboot.

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 resize, to show its details screen.
3. Click the Tools button and select the Edit VS link.
3. Change CPU core/priority and RAM values. You can also edit the Time Zone parameter for all Windows KVM and Xen virtual servers.

4. 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.

5. Click the Save Virtual Server button.

   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.

   **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.

![Image of the Control Panel's Virtual Server menu]

4. On the screen that pops up, use the drop-down menu to choose a template with which to build the VS.

Currently 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
   - **Select Server**
7. Click the Rebuild Virtual Server button to finish.
Migrate Virtual Server

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

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

To hot migrate a virtual server:

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

After migration, the power status of your virtual server remains the same as before the migration. If you migrate a virtual server that's running, the whole process is almost unnoticeable.

OnApp administrators can control user access over virtual server migration. Using OnApp permissions, you can allow/forbid users to perform migration of all virtual servers, or their own servers only. This is handled via the Control Panel's Roles andSets 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 only.
- If the VS is based on a template that allows resizing without reboot - see the Edit Virtual Server section – then virtual server RAM and CPU will be increased without rebooting the VS. Disk space autoscaling requires a VS reboot.
- If you autoscale a VS’s memory to a value greater than current VS RAM x 16 (which is a max_memory parameter in a configuration file and database), the VS will be rebooted anyway, regardless of the template it is built on.
- Make sure a VS can be reached via SSH. Otherwise, the autoscaling client installation will fail.

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**.

---

**Set VIP Status for Virtual Server**

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

To set or remove VIP status for a VS:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Use the **VIP** button next to a required virtual server to change its VIP status.

**Segregate Virtual Server**

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

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

**IMPORTANT:**

- You won’t be able to restore a virtual server after deleting it.
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.
   - 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.

   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.

   - Currently, OnApp supports only Linux ISOs.
   - If you boot a VS from an ISO with the RAM requirement larger than the VS’s RAM, the transaction will fail.

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

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

**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.

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

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

To configure a firewall rule:

1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the VS for which you want to configure a firewall rule.
3. Click the **Networking** tab, then click **Firewall**.
4. On the page that appears, set the following:
   a. Choose the network interface.
   b. Specify if the rule defines requests that should be accepted or dropped.
   c. Set the IP address for which this rule is active.
      - Leave the empty field to apply this rule to all IPs
      - Enter hyphen-separated IPs to apply the rule to an IP range (e.g. 192.168.1.1-192.168.1.10)
      - Enter the IPs with slash to apply the rule to CIDR (e.g. 192.168.1.1/24)
   d. Set the port for which this rule will be 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 a VS, click **Apply firewall rules** button.

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

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

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

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.

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, then click IP Addresses.
4. Click the Allocate New IP Address Assignment button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the VS 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 a VS, but only one VS should be online at a time.
7. 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.
8. Click the Add IP Address Assignment button.
9. 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 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.

![Network Interfaces Screen](image)

### Edit Virtual Server Network Speed

To edit a virtual server's network speed:

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

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
- Virtual Server Disk IOPS Statistics
- Delete a disk
- Back up disks
- View disk backup schedules
- Schedule disk for backups

Creating multiple partitions on one disk is forbidden for all virtual servers.

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.
   - Move the Hot Attach slider to the right if you want to enable disk hot attaching. In this case virtual server will not be stopped when adding a disk. Hot attach option is only available for KVM 6/ CentOS 6 virtual servers.
   - Move the Swap Space slider to the right if this disk is swap space.
   - Move the Require Format Disk slider to the right if this disk requires formatting.
   - Move the Add to Linux FSTAB slider to the right if the disk should be added to Linux FSTAB (for Linux virtual servers).
   - Specify its mount point. The maximum length of a Mount Point is 256 characters. Spaces are not allowed. No more than one slash is allowed. If the mount point is not specified the default mount point will be used:

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

   - Move the Ext3 or Ext4 - file system slider to the right.
   - Tick the Add to FreeBSD FSTAB checkbox if the disk should be added to FreeBSD FSTAB (for FreeBSD virtual servers).
   - Indicate the file system - ext3 or ext4 - for Linux based VS.
6. Click the Add Disk button to finish.

Restrictions:

- If you choose a Solidfire data store, the minimum disk size will be regulated by Solidfire Data Store Zone settings.
- If virtual server and the control panel server belong to different networks, the hot attach transaction will fail.
- If an additional disk has been created without the require format disk option and formatted/partitioned in another way, resize disk action may work incorrectly. Use the require format disk option when creating an additional disk, otherwise use disk
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.

- 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.
6. Click the **Save Disk** button.

- You cannot decrease size of Integrated Storage data store disks.
- You cannot decrease disk size for Windows-based and FreeBSD-based virtual servers. Only the increase disk size option is available.
- You cannot resize the primary disk for FreeBSD-based virtual servers.
- Decreasing disk size for Linux-based virtual servers may lead to filesystem inconsistencies. Make sure you have current backups before proceeding.

### 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>
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</tbody>
</table>
### Migrate 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 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**

Backups are used for copying and archiving target data (target is either a disk or a virtual server as a single whole of all disks used).

- **Images** menu lists normal backups of a virtual server
- **Incremental** menu list virtual server's incremental backups
- **Schedules** menu allows you to schedule automatic for virtual 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 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 virtual servers that support incremental backups which used auto-backups option before the upgrade, re-enable automatic backups by switching them off and on again.

If you are using incremental backups option, you should either enable dedicated backup servers in your cloud or share the backups and templates folders (paths) between your compute resources. SSH file transfer option will be skipped for virtual servers using incremental backups. Existing full backups will be still accessible via **Backups > Images** menu.

**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 that 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

<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>
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<td>no</td>
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</tbody>
</table>
### 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.

<table>
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<th>Method</th>
<th>EdgeServer</th>
<th>StorageServer</th>
<th>LoadBalancer</th>
<th>SmartServer</th>
<th>KVM, XEN</th>
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<th>Windows</th>
<th>*nix</th>
<th>CloudBoot / IS</th>
<th>SolidFire</th>
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</tbody>
</table>
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.

PLEASE NOTE: 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
You’ll see a list of all the backups taken and pending for that disk, along with the tools to restore backups, delete them, and convert them to templates.

- To make a backup, click the **Take a Backup** button at the end of the list. You may add a note and also **Force Windows Backup**.

  This option for Windows virtual servers is designed as a last resort, when the backup cannot be taken due to NTFS file system problems. Switching this option will bring up a dialog box with the following message: "If you enable this option there is no guarantee that backup will be consistent."

  Select "Yes" to proceed.

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

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

### 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**).

### 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.

**Edit 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 Edit Note. Make necessary changes and click Save.

**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

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

- **Next Start** - the date and the hour of the next backup
- **User** - user who created the backup schedule
- **Status** - schedule status
If incremental backup option is selected for the cloud

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. Select Backups > Schedules tab, or click Auto-backups under the Options section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules along with their details:

   - **Date** - time when the schedule was created
   - **Target** - server or disk for which the schedule was created (depending on the backup type)
   - **Action** - scheduled action
   - **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
   - **Period** - backup period: days, weeks, months or years
   - **Rotation period** - number of backups after which the first backup will be deleted
   - **Next Start** - the date and the hour of the next backup
   - **User** - user who created the backup schedule
   - **Status** - schedule status

Create Virtual Server Backup Schedule

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

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

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

- Adding normal backup schedule
- Adding incremental backup schedule

Adding a normal backup schedule

To add a normal backup schedule:
1. Go to your Control Panel's **Virtual Servers** menu.
2. Click the label of the virtual server you want to schedule a backup for.
3. Click the **Storage** tab, then select **Disks**.
4. On the screen that appears, click the **Actions** button next to the disk you want to back up, then select **Schedule for Backups**.

![Image showing virtual server and disk selection](image)

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).
6. Click the 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).
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
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

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 less data available, the chart will show utilization for the time available.
5. Tick the Show in My Timezone box to show bandwidth statistics according to your profile's timezone settings.
CPU Usage for this Virtual Server

The top chart shows CPU utilization over the last 4 hours. The bottom chart shows CPU utilization for the period up to three months. You can zoom into 4-hour periods by dragging in a chart to zoom out, zoom for 90 days.

CPU Usage

Filter

Start time: 2015-02-21 12:00
End time: 2015-04-21 12:00

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

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.

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. Set Start and End time. By default the statistics are generated for the last three months or the actual VS existence period.
5. Tick the Show in my Timezone box 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 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).
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.

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.

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 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.

We recommend to use Java 1.7, since OnApp VNC console was not tested with Java 1.8.

**Virtual Server Transactions and Logs**

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

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

To view transactions for a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. The details screen for that virtual server shows recent transactions in the Activity Log section.

To cancel pending tasks, click the Cancel All Pending Tasks for this virtual server button.

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

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

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:

- **VM provisioning** - run the recipe during VM provisioning
- **VM network rebuild** - run the recipe when rebuilding a network
- **VM disk added** - run the recipe when adding a disk
- **VM network interface added** - run the recipe when adding a network interface
- **VM disk resized** - run the recipe when resizing a VM disk
- **VM resize** - run the recipe when resizing a VM

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

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

---

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

---

**VMware Virtual Servers**

Virtual servers running on VMware compute resources are managed almost the same as normal virtual servers. The only difference is that publishing rules are used instead of firewall rules and backups are replaced by snapshots. Also, as the VMware cluster is displayed as a pool of resources rather than per compute resource.

OnApp Cloud gives you high-end cloud management features including:
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</table>

Certain VS operations are unavailable in OnApp with VMware:

- **Reboot in recovery**
- **Segregate**
- **VIP status**
- **Autoscaling**
- **Migrate VS.** VMware utilizes vMotion to ensure that the VSs are optimally placed on the compute resources
- **Backups.** Backup process for VMware virtual servers differs from the standard OnApp backup scheme. See VMware VS Snapshots section for details.
- **Firewall for VMware VSs** is presented with publishing rules. See Publishing Rules section for details.
- It is not possible to gather IOPS statistics for VMware virtual servers.
- Use of IPv6 is not supported for VMware virtual servers.

NOTE: Performing the following VS operations at vCenter may lead to performance inconsistencies. Please, do not execute the following actions in vCenter:

- Power VSs ON and OFF
- Pause and Unpause VSs
- Edit the Properties for any VS
- Create and delete Snapshots
- Make changes to the distributed VSwitch
- Remove templates from the data store
- Rename templates
- Delete the services account on the virtual server
- Remove or stop VMWare tools on the virtual server

Performing the following actions in vCenter will not affect OnApp:

- Migrate VSs between compute resources using VMotion
- Migrate VSs between data stores using Storage VMotion
- Place compute resources into maintenance mode
- Make changes to compute resources when in maintenance mode
- Back up VSs using third party tool (e.g. Veeam)
- Enable, Disable or make changes to DRS

**View VMware Virtual Server Details**

To view details of a specific VMware 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 virtual server.

**VS Properties**

VS properties page gives general overview of the VS details:

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

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

- **Hostname**
- **Compute resource.** Click the compute resource name to see its details
- Login credentials
- Owner. Click the owner name to see its details.
- VIP status (on/off). Click the icon to change the status.
- Price per hour
- Memory
- CPU(s)/shares
- 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.
- Auto-backups - move the slider to enable/disable automatic backups for this VS.

If the automation options weren’t enabled during this virtual server creation, you’ll be redirected to the form where you can configure them.

Notes

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

VS Management

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

Create VMware Virtual Server

To create a VMware virtual server:

Go to your Control Panel's Virtual Servers menu and press the "+" button, or click the Create New Virtual Server button at the bottom of the screen. Fill in the VS creation form step by step:

Step 1 of 5. Templates

1. Click the required Operating system label (Windows, Linux or FreeBSD) to expand the list of template group.
2. Distribution - choose a template Distribution
3. Template - select the template
4. Click Next.
1. You can use RHEL, Windows and Debian templates to create VMware virtual servers. For details how to create VMware templates, refer to Create Template for VMware Virtual Server section.

2. To be able to use Ubuntu templates later than 9 version for VMware virtual server creation, you need to remove the absolute pathnames in /etc/pam.d/vmtoolsd file. For example: `lib/security/pam_unix.so > pam_unix.so`

3. Please make sure that the Windows password policy defined inside the template is compliant with the password policy set in the OnApp CP. This will ensure that there are no password related issues when provisioning Windows.

**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.

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.

It is not possible to set VS password when creating a Windows-based VMware virtual server without running a sysprep.

**Step 2 of 5. Properties**

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.
- **Compute zone** - the compute zone to build the VS on.
- **Compute resource** - the specific VMware compute resource to build the VS on.
- **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 [ _]. You can use both lower- and uppercase letters.
- **Password confirmation** - repeat the password to confirm it.
- **Encrypt password** - move the Encrypt Password slider to the right, to encrypt your password, then enter an encryption key in the field that appears.
- **Click Next.**

**Step 3 of 5. Resources**

- **RAM** - set the amount of virtual server's RAM.
- **CPU Cores** - set the amount of virtual server's CPU cores.
- **CPU Priority** - set virtual server's 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 running CentOS5, the CPU priority settings will be disabled and CPU priority value will be 100 by default.

**Primary disk**

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

**Swap disk**
• Data Store Zone - choose a data store zone for this 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 - choose a customer network from the drop-down list.
• Port Speed - set virtual server port speed.
• Click Next.

**Step 4 of 5. Recipes**

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 the variable's details:
   • Enter the recipe's name and its value.
   • Move the Enabled slider to the right to allow use of this variable.
3. Click Next.

**Step 5. Confirmation**

• 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.

OnApp must be preconfigured, before VMware VSs can be created. A Vyatta firewall must be configured and available for the cloud before creating any virtual server. As all customer virtual servers are organized into VLAN’s, with Vyatta acting as the VS gateway.

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

**Edit VMware Virtual Server**

You can edit CPU and RAM 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").

Windows 2008 and Windows 7 VSs can be resized without rebooting. With Linux, it depends on kernel. E.g. CentOS with kernel 2.6.18 can be resized; Ubuntu cannot. Whether a template allows resize without reboot is shown on the main Templates menu screen.

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 resize, to show its details screen.
3. Click the Tools button and select the Edit Virtual Server link.
4. Change CPU core/priority and RAM values, and click the `Save Virtual Server` button:

- 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.

**Delete VMware Virtual Server**

Shut down the VS 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 VS's screen, click the Tools button, then select `Delete Virtual Server`.
4. Move the `Move the 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.
6. Click the `Destroy` button.
Build VMware 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 Automatically 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:

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.
5. Tick the Required Start Up box to have your VS started automatically after it is built.
6. Click the Build Virtual Server button to finish.

VMware Virtual Server Power Options

To manage VMware virtual server power options:

1. Go to your Control Panel’s Virtual Server 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 power actions on VVs (the exact list shown depends on the VS status):
   - Reboot Virtual Server - powers off and then restarts the VS.
   - Suspend Virtual Server - 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 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 start in recovery.

VMware Virtual Server Administrative Options

To manage a virtual server power options:

1. Go to your Control Panel’s Virtual Server menu.
2. Click the label of the VS in question.
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 VVs:
   - Reset Root Password - resets the root password for this VS (the password is displayed in VS Information).
   - 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.
   - Edit Administrator's note - makes an optional note, which will be displayed in VS information.

VMware 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.
The console connects the user's browser to the VNC port made available via the compute resource for the guest console. The end user web UI offers 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.

We recommend using Java 1.7, since OnApp VNC console was not tested with Java 1.8.

In case the console is not connected, perform the following steps to fix this problem:

1. Check if MySQL is configured with the enough max_connections option. Run "SHOW PROCESSLIST" to get number of current connections and "SHOW VARIABLES LIKE 'max_connections'" to check the configured connection limit. If the max_connections value is deficient, increase it.
2. Open the /etc/httpd/conf.d/onapp.conf file and check the DBDPersist variable value in (normally, the DBDPersist is set to On). Change the DBDPersist value to "DBDPersist Off".

PLEASE NOTE: Disabling the DBDPersist make result in slower connection to VNC console.

VMware Virtual Server Transactions and Logs

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

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

To view transactions for a virtual server:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the virtual server you're interested in.
3. The details screen for that virtual server shows recent transactions in the Activity Log section. To view more transactions, click the More Logs button.

To cancel pending tasks, click Cancel All Pending Tasks for this virtual server.

VMware Virtual Server Networks

The Networking menu in the Virtual Servers menu enables you to manage network interfaces, allocate IP addresses and set publishing rules for VSS.
Configure VMware 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 Add Network Interface 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.

Rebuild VMware Virtual Server Network

To rebuild 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 that appears, move the Force Reboot slider to the right, then select the VS shutdown type:
   - Power OFF virtual server
   - Shutdown virtual server
   - Gracefully shutdown virtual server
5. Move the Required Startup slider to the right to start up the VS automatically after the network is rebuilt.
6. Click the Rebuild Network button.

Publishing Rules
If the VMware virtual server is running within a customer network, it is necessary to enable Internet access to this virtual server. Virtual servers running within customer network are invisible, as customer networks utilize local IP addresses and Vyatta is used to reroute/NAT traffic.

To publish a VS port, you have to configure a publishing rule for the VS. Publishing rules function as destination NAT, making virtual servers accessible from outside. When creating a publishing rule for a virtual server, you select a new public IP for this VS, where the Vyatta will NAT incoming requests from this public IP to the private address of the server.

View the List of Publishing Rules

To see the list of all publishing rules allocated to the VS:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required virtual server.
3. Click the Networking tab, then click Publishing Rules.
4. On the page that follows, you will see the list of all publishing rules allocated to this virtual server, along with their details:
   - Rule
   - Outside IP Address
   - Port
   - Protocol

Create Publishing Rule

To create a new publishing rule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required virtual server.
3. Click the Networking tab, then click Publishing Rules.
4. On the page that follows, fill in the form that appears:
   - Set the port for which this rule will be effective.
   - Select the protocol type - TCP or UDP.
   - Specify the outside IP address - this can be a compute resource's IP, virtual server's public IP or a free public IP address.
   - Tick the Use customer network address check box to use IP address from the customer network this VS is assigned to.
   - If the customer network is not selected, choose an external IP address from the drop-down box.
   - Click Save.

Delete Publishing Rule

To delete a publishing rule:

1. Go to your Control Panel's Virtual Servers menu.
2. Click the label of the required virtual server.
3. Click the Networking tab, then click Publishing Rules.
4. On the page that follows, click the Actions button next to the publishing rule you want to delete, then choose Delete.

Allocate/Remove VMware 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, then click IP Addresses.
4. Click the Allocate New IP Assignment button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the VS 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 a VS, but only one VS should be online at a time.
   - Use Please show me used IP Pool, Show only my IPs and Show only IPv6 checkboxes to narrow the list of IP in the drop-down list.
7. Click the Add IP Address Assignment button.
8. Click the Rebuild Network button to rebuild the network.

You must rebuild the network after making changes to IP address allocations.

To remove an IP address from a VS:

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

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

Display Network Speed for Network Interfaces on VMware 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 VMware Virtual Server Network Speed

To edit a VMware virtual server's network speed:

1. Go to your Control Panel's Virtual Servers menu.
2. Select the virtual server you want to change.
3. Go to the Network tab > Network Interfaces, and edit the network speed accordingly.
4. Click the Save Network Interface button to save changes.

VMware 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, where you can:

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

Add Disks to VMware Virtual Servers

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:
   - Specify disk's label
   - Choose the Data Store to create a disk on from the drop-down menu.
   - Set the desired disk size.
   - 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.

6. Click the Add Disk button to finish.
Edit VMware Virtual 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 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.

Migrate VMware Virtual Server Disks

You can migrate disks of your virtual servers to other data stores, which are allocated to the same compute resource or compute zone. 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 Import link.
5. On the screen that appears, select a target data store from a drop-down box.
6. Click Start Migrate.

You cannot migrate a disk to a data store with less capacity than the disk size!

PLEASE NOTE: 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 VMware 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.

Manage VMware Virtual Server Backups

Under VMware backups utilize the VMware snapshot tools and are performed by simply locking the filesystem disk (vmdk) and creating a new VMware disk with the changes made alongside. So the backup procedure for virtual servers running under VMware looks like: vmdk + vmdk(1) + vmdk( # ).

VMware Virtual Server Snapshots
VMware snapshot tools are used to perform snapshots by simply locking the filesystem disk (vmdk) and creating a new VMware disk with the changes made alongside, so the backup procedure for virtual servers running under VMware looks like: vmdk + vmdk(1) + vmdk(#).

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 Storage tab -> Snapshots.
4. On the screen that appears, you'll see the list of all 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 Storage tab -> Snapshots.
4. Click the Create New Snapshot button.
5. Give your snapshot a name.
6. Click Create Snapshot button.

To delete a VS snapshot, click the Actions button next to the required snapshot, then click Delete.

VMware Virtual Server Statistics

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

- VS CPU Utilization
- VS Billing statistics
- Interface Usage
- Disk IOPS

VMware 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 less data available, the chart will show utilization for the time available.
5. Tick the Show in My Timezone box to show bandwidth statistics according to your profile's time zone settings.
6. To zoom into a time period, click and drag in a chart. Click the Reset Zoom button to zoom out again.

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.

VMware 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. Set Start and End time. By default the statistics are generated for the last three months or the actual VS existence period.
5. Tick the Show in my Timezone box 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 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).

### VMware 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.

### VMware Virtual Server Disk IOPS

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. 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
5. To zoom into a time period, click and drag in a chart. Click the **Reset zoom** 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.

### Manage VMware Virtual Server Recipes

SSH connection is not required for running recipes on VMware virtual servers.

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 assign a recipe to a desired event.

You can assign virtual server recipes to the following events:

- **VM provisioning** - run the recipe during VM provisioning
- **VM network rebuild** - run the recipe when rebuilding a network
- **VM disk added** - run the recipe when adding a disk
- **VM network interface added** - run the recipe when adding a network interface
- **VM disk resized** - run the recipe when resizing a VM disk
VM resize - run the recipe when resizing a VM

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 right pane and hold it down with the left mouse button.
3. Drag the recipe up to the left 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 VMware Virtual Server Custom Variables

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

To create a new custom variable:

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

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

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

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

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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</table>
The following options are not available for smart servers:

- hot migration
- segregation
- VIP status
- firewall rules

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

- smart servers support LVM and integrated storage types.
- the Passthrough to Guest must be enabled for one of the smart server's network interfaces.
- all conventional PCI devices behind a PCIe-to-PCI/PCI-X bridge or conventional PCI bridge can only be collectively assigned to the same guest. PCIe devices do not have this restriction.
- limits and prices are specified individually for each smart appliance zone assigned to the billing plan.

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

1. Log in as root to a compute resource where it is deployed
2. Run the following command:

```
# lspci -vv|egrep "Ethernet|FLR" --color=always
```

If it returns the `FLReset` you need to install another NIC if possible. If not - the smart server cannot be deployed on this compute resource.

### 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)
- Disk Size
- Disk backups
- Network Speed
- IP Addresses
- AutoBackups
- 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 Cloudbooth compute resource before you can create a smart server. See the Create CloudBoot Compute resource section for details.

Starting with the OnApp Cloud v3.1 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 the smart server will be built on. 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.

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:

   **Step 1 of 5. Templates**
   - Choose a template to build a smart server on, then click Next. You can use any KVM templates for smart server creation.

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

   **Step 2 of 5. Properties**
   - **Label** - choose a label for the Smart Server.
   - **Hostname** - choose a hostname for the Smart Server. The hostname may consist of letters [A-Z a-z], digits [0-9] and dash [-].
   - **Time zone** - set the time zone set for the smart server. This parameter is applicable only to Windows smart servers.

   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.

   - **Compute zone** - choose a smart compute zone to build the smart server on.
• **Compute resource** - choose a specific smart compute resource to reside the smart server on. Please note: you can only reside your smart server on cloud booted KVM compute resources.
• **Password** - Give your smart server a secure password.
• **Password confirmation** - repeat the password to confirm it.
• **Encrypt password** - move the Encrypt Password slider to the right, to encrypt your password, then enter an encryption key in the field that appears.
• **Click Next.**

**Step 3 of 5. Resources**

Set the resources needed for this smart server:
- **RAM** - set the amount of virtual server's RAM.
- **CPU Cores** - set the amount of virtual server's CPU cores.
- 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 per core.
    - **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:

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

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

**Step 4 of 5. Recipes**

a. 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.

b. 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.**

• **Click Next.**

**Step 5. Confirmation**

- **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.
- **Boot Smart Server** slider to the right if you want the server to be started up automatically.
- **Enable Autoscale** slider to the right to set autoscaling rules for this smart server.

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

**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 and RAM resources for all smart servers. You can also edit the timezone for Windows smart servers.
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.

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.

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.
**Autoscale Smart Server**

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

- For Linux-based smart servers only.
- If the smart server is based on a template that allows resizing without reboot - see the Edit smart server section – then smart server RAM and CPU will be increased without rebooting the CPU. Disk space autoscaling requires a smart server reboot.
- If you autoscale a smart server's memory to a value greater than current smart server RAM x 16 (which is a max_memory parameter in a configuration file and database), the smart server will be rebooted anyway, regardless of the template it is built on.
- Make sure a VS can be reached via SSH. Otherwise, the autoscaling client installation will fail.

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.

**Smart Server Power Options**

To manage a smart server power options:

1. Go to your Control Panel's Smart Server menu.
2. Click the label of the smart server in question.
3. Click the Tools button on the Smart server's screen to expand the Tools menu.
4. The Tools menu enables you to perform the following power actions on smart servers (the exact list shown depends on the smart server status):
   - **Reboot Smart Server** - powers off and then restarts the smart server.
   - **Reboot in Recovery** - powers off and then restarts the Smart Server Recovery mode with a temporary login ("root") and password ("recovery") for servers where password encryption is enabled. For servers with password encryption disabled, the root password will be used to reboot in recovery.

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

   **PLEASE NOTE:** You cannot work with the "whole" disk (like mount -t ntfs-3g /dev/adb1) while mounting and checking block devices inside the recovery image, as Windows disk is splitted into partitions.

   **Suspend Smart Server** - stops a smart server, changes its status to suspended and disables all the other actions on SS, unless
unsuspended.

- **Shut Down Smart Server** – pops up a dialog box, where you can either Shut Down SS (terminates the SS gracefully), or Power Off SS (terminates the SS forcefully).
- **Startup Smart Server** - queues a start-up action for a SS that's currently powered off.
- **Startup on Recovery** - starts the SS in recovery mode with a temporary login ("root") and password ("recovery").
- **Boot from ISO** - boots the VS from an ISO. You can boot virtual servers from your own ISOs or the ISOs that are uploaded and made publicly available by other users. If you boot a VS from an ISO with the RAM requirement larger than the VS's RAM, the transaction will fail. Make sure that you have enabled the Any power action on own virtual servers and Allow own virtual servers to boot from ISO permissions for the user to have access to this feature.

As soon as you boot a VS from the ISO, OnApp cannot control any components (backups, networks, disks) !!! The only available actions will be start and stop a VS. Be aware, that all the contents of the disk will be deleted.

**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 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 **Cancel All Pending Tasks for this Smart Server** 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.

We recommend to use Java 1.7, since OnApp VNC console was not tested with Java 1.8.

**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 also 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. 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).
   - **Port speed** – set port speed in Mbps, or make it unlimited.
5. 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

Smart servers are rebooted by default after rebuilding the network.
5. Move the Required Startup slider to the right to start up the smart server automatically after the network is rebuilt.
6. Click the Rebuild Network button.

Allocate/Remove Smart Server IP Addresses

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

To allocate a new IP Address to the smart server:

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the server you’re interested in.
3. Click the Networking tab, then click IP Addresses.
4. Click the Allocate New IP Address Assignment button.
5. Select a network interface from the drop-down menu (only the network interfaces you added to the smart server will be available).
6. Select an IP address from the IP Pool associated with the network interface.
7. Click the Add IP Address Assignment button.
8. Click the Rebuild Network button to rebuild the network.

You must rebuild the network after making changes to IP address allocations.

To remove an IP address from a smart server:

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

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

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.

- 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 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.

If you are using incremental backups option, you should either enable dedicated backup servers in your cloud or share the backups and templates folders (paths) between your compute resources. SSH file transfer option will be skipped for virtual servers using incremental backups. Existing full backups will be still accessible via Backups > Images menu.

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 the 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 the compute resource has enough disk space to save a backup and only checks if the 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**

<table>
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<tr>
<th></th>
<th>Normal backup</th>
<th>Incremental backup</th>
<th>Convert to template</th>
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</tr>
<tr>
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</tr>
</tbody>
</table>

**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 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 Smart Server Disk Backup

To back up a smart server:

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the appliance you want to back up.
3. Click the Storage tab -> Disks. You'll see a list of the disks allocated to that smart server.
4. Click the Actions icon next to a disk you want to take a backup of, then click Backup. You'll see a list of all the backups taken and pending for that disk, along with the tools to restore backups, delete them, and convert them to templates.
5. To take a backup, click the Take a Backup button at the end of the list.

Backups in the OnApp Control Panel are associated with a particular user instead of being associated with a smart server. To view the
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:

If normal backup options is selected for the cloud:

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the Smart Server you're interested in.
3. Click the Storage tab, then select Disks.
4. On the screen that appears, click the Actions button next to the disk you want to back up, then select Schedule for Backups.
5. On the screen that appears, you will see the list of backup schedules along with their details:

- **Date** - time when the schedule was created
- **Target** - server or disk for which the schedule was created (depending on the backup type)
- **Action** - scheduled action
- **Frequency** - how frequently the backup will take place according to the period set. For example, frequency of 2 and a period of days will take a backup every 2 days
- **Period** - backup period: days, weeks, months or years
- **Rotation period** - number of backups after which the first backup will be deleted

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

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

If incremental backup option is selected for the cloud

1. Go to your Control Panel's Smart Servers menu.
2. Click the label of the Smart Server you're interested in.
3. Select Backups > Schedules tab, or click Auto-backups under the Options section to view incremental backups schedules only.
4. On the screen that appears, you will see the list of backup schedules along with their details:

- **Date** - time when the schedule was created
- **Target** - server or disk for which the schedule was created (depending on the backup type)
- **Action** - scheduled action
- **Frequency** - how frequently the backup will take place according to the period set. For example, duration of 2 and a period of days will take a backup every 2 days
- **Period** - backup period: days, weeks, months or years
- **Rotation period** - number of backups after which the first backup will be deleted
- **Next Start** - the date and the hour of the next backup
- **User** - user who created the backup schedule
- **Status** - schedule status

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).
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. 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
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 Recipes**

To manage smart server recipes:

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

**Assign recipe**

Drag and drop recipe to assign it to a desired event.

You can assign virtual server recipes to the following events:

- **VS provisioning** - run the recipe during VS provisioning
- **VS network rebuild** - run the recipe when rebuilding a network
- **VS disk added** - run the recipe when adding a disk
- **VS network interface added** - run the recipe when adding a network interface
- **VS disk resized** - run the recipe when resizing a VS disk
- **VS resize** - run the recipe when resizing a VS

**To use drag and drop:**

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

**Remove recipe**

To remove recipe:

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

**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).

### 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 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. Set Start and End time. By default the statistics are generated for the last three months or the actual smart server existence period.
5. Tick the **Show in my Timezone** box 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 CPU Utilization

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

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

To see CPU usage statistics:

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

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 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.

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.

Baremetal Servers

Baremetal compute resources are physical servers, reside directly on the hardware without the virtualization layer. Baremetal compute resources are hosted on dedicated baremetal compute resources, deployed for a single user. Utilization of baremetal servers allows to locate 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. For 3.2.0 version, see Baremetal Server Recovery Mode Patch Guide.

- 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:
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 [-]
   - **Compute zone** - choose a baremetal compute zone to build the baremetal server on.
   - **Compute resource** - Choose a specific baremetal compute resource to reside the baremetal server on. Please note: you can only reside your baremetal server on cloud booted Xen compute resources.
   - **Password** - a secure password for the Baremetal Server.
   - **Password confirmation** - repeat the password to confirm it.
   - **Encrypt password** - move the **Encrypt Password** slider to the right, to encrypt your password, then enter an encryption key in the field that appears.
   - Click **Next**.

   **Step 3 of 4. Resources**
   - **Network Zone** - choose a network zone from the drop-down list.
   - **Show only my IP addresses** - tick this checkbox to view only own IP addresses in the IP addresses dropbox.
   - **Selected IP address** - the Baremetal Server's selected IP address.
   - Click **Next**.

   **Step 4. Recipes**
   - Choose a recipe you want to assign to this baremetal server by dragging the required recipe to the **Assigned recipes** pane.
   - To add a custom variable, click the "+" button next to the **Custom recipe variables** title bar, then specify variable details:
     - Specify the recipe name and its value.
     - Move the **Enabled** slider to the right to allow use of this variable.

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

You can use the following templates for baremetal server creation:

<table>
<thead>
<tr>
<th>Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>CentOS 6.4 x6</td>
</tr>
<tr>
<td>Debian 6.0 x64</td>
</tr>
<tr>
<td>Debian 7.0 x64</td>
</tr>
<tr>
<td>Fedora 16 x64</td>
</tr>
<tr>
<td>Gentoo 12.0 x64</td>
</tr>
</tbody>
</table>
The image templates for provisioning the baremetal servers are stored in the following locations depending on the configuration:

1. If Use SSH File transfer CP configuration option is enabled in Control Panel Settings > Configuration menu, then the image template will be fetched from the specified server.

2. If Use SSH File transfer option is disabled, the image templates are located at /onapp/templates, which is mounted from server specified in Static Config target CP configuration option (Control Panel's Settings > Configuration menu). Usually this is set to Control Panel server IP, but you can change it to be any other server.

---

**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 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.

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 Balancer Details

Load balancers are also virtual servers, so you can perform the same basic actions on them as for other VSs. To view load balancer details:

1. Go to your Control Panel's Load Balancers menu.
2. Click the label of the load balancer you are interested in.
3. The screen that appears loads the load balancer properties, billing statistics and tools for managing your load balancer.

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/UDP transport protocols. To add an LB cluster:

1. Go to your Control Panel's Load Balancers menu.
2. Click the Add a New Balancer button.
3. On the page that follows, fill in the form that appears:

#### 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.

The only VSs you can add to a cluster are those which are based on the selected compute resource/compute zone, have an IP in the defined network zone and are located in the same IP range.

Enabled anti-spoofing would prevent adding Windows-based virtual servers as nodes to the load balancer cluster. To disable anti-spoofing reboot windows-based nodes from Control Panel after they are added to the cluster.
4. Click **Save**.

**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:

   **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.

   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.

   **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 VVs** section.
   - **Rate Limit** – set the port speed for a node.

   **Autoscale Out Parameters**

   Set the rules defining when the system should add more nodes to your autoscaling cluster. The system will add nodes until the limit set in the Max node amount field is reached.

   **Autoscale In Parameters**

   Set the rules defining when the system should remove the nodes from your autoscaling cluster. The system will remove nodes until the limit set in the Min node amount field is reached.

3. Click **Save**.

**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. Set Start and End time. By default the statistics are generated for the last three months or the actual VS existence period.
5. Tick the **Show in my Timezone** box 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** - total swap memory (MB)
- **Buffered memory** - buffered memory (MB)
- **Cached memory** - 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 boot compute resources to one compute zone.

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 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 zones). For details, refer to the Compute resource Settings section of this guide.

- View Compute resource Settings
- Create Compute resource
- Create VMware Compute resource
- Create CloudBoot Compute resource
- Edit Compute resource
- Manage Compute resource Data Stores
- Manage Compute resource Networks
- Delete Compute resource

Compute Resource Matrix

<table>
<thead>
<tr>
<th>Virtualization Software</th>
<th>Xen 3</th>
<th>Xen 4</th>
<th>KVM 5</th>
<th>KVM 6</th>
<th>VMware</th>
<th>vCloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feature</td>
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<td></td>
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<tr>
<td>Integrated Storage</td>
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<tr>
<td>Cloud Boot</td>
<td>Y</td>
<td>N</td>
<td>CentOS 6 64bit (roadmap)</td>
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<td>CentOS 6 64bit</td>
<td>N</td>
</tr>
<tr>
<td>Smart Servers</td>
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<td>Incremental backups</td>
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<tr>
<td>Load balancing clusters</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Autoscaling</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Recipes</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Edge servers</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Ballooning release type for Compute zones</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>CPU Units</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Virtual server options</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>Windows 2008 and Windows 7 VSs</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hot RAM resize without reboot**</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hot CPU cores resize without reboot</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cold migration</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disk hot attachment / detachment</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disk resize (increase/decrease)</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks. Disk size decrease is not available for Integrated Storage.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks.</td>
<td>Available for Linux VSs. FreeBSD - increase only is available. Disk size decrease is available for non-primary FreeBSD disks.</td>
<td>Disk size decrease is not available for Integrated Storage.</td>
<td>N - Increase only. Reboot is required.</td>
</tr>
<tr>
<td>IPv6 support ***</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reboot in recovery</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Segregate</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VIP status</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firewall</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backups</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change owner</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU Topology</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

** Detailed info about RAM resize without reboot and hot-migrate abilities per template is available at:

- [http://templates.repo.onapp.com/Linux_templates.html](http://templates.repo.onapp.com/Linux_templates.html)
- [http://templates.repo.onapp.com/FreeBSD_templates.html](http://templates.repo.onapp.com/FreeBSD_templates.html)

*** At least one IPv4 address must be allocated to a virtual server's primary network interface, as some applications do not support IPv6.

**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 to use 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 available in the 3.0 version (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.

**VCloud Compute Resources**

VCloud compute resource is used to integrate OnApp and VMware vCloud director so that enable existing vCloud Director installations to use the OnApp CP as their front-end UI.

For details how to create a vCloud compute resource, refer to the Create vCloud Compute resource section of the OnApp and vCloud Director Configuration Guide.

**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:

- **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.

**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 IP address, power status, disk and RAM resources.
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.
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)
   - Its IP address
   - Compute resource type
   - 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 **Actions** 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.
   - **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.

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)
   ```bash
   mkdir -p /onapp/backups
   mkdir -p /onapp/template
   mount /dev/sda1 /onapp/backups
   mount /dev/sda2 /onapp/templates
   ```

2. If you current array is detected as /dev/sda1 and currently everything is located in /onapp within templates and backup directories within:
   ```bash
   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 the 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 the 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.

**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.

Make sure your domain name registrar has designated your domain to the following glue records:

- ns1: 69.168.228.2
- ns2: 69.168.229.2
- ns3: 69.168.230.2
- ns4: 69.168.231.2

**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 are 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.

1. Tick the Auto Populate With Existing DNS record box to automatically import your existing DNS settings, or skip this step to start from scratch. Note that this option may not import all existing settings, so you should check your new record for any missing entries.
2. Click the Submit button.
3. On the page that appears, click the Add icons next to the DNS records you want to add. You can add and manage the following DNS records:

   - **SOA** (Start of Authority) – change the start of authority time to live value (TTL). To change a SOA TTL, click the TTL cell next to the SOA record and type a new value.

   - **NS** (Name Server) – change the TTL of the existing name servers or add new name servers. To change a name server's TTL, click the TTL cell next to the name server record and type a new value.

   - **A** (Host) – point your domain name to a static IP address. To create a new A record, enter the following parameters into the cells:
     - Host – enter a host name or use the "@" sign to represent your current host.
     - Point to – enter the IP address to which the user would be sent for this host name.
     - TTL – set the time to live value for this record.

     A record example: ftp 192.168.0.1 86400
     Where: ftp is the host; 192.168.0.1 - IP, 86400 is TTL value.
     So your ftp.yourdomain.com will resolve to 192.168.0.1 IP address and the TTL value = 86400 seconds.

   - **AAAA** (Host)
     To create a new AAAA record, fill in the following cells:
     - Host – enter a host name or use the "@" sign to represent your current host.
     - Point to – enter the IP address to which the user would be sent for this host name.
     - TTL – set the TTL value for this record.

     AAAA record example: ftp 2a00:1450:400b:c00::68 86400
     Where: ftp is the host, 2a00:1450:400b:c00 – IPv6 address, 86400 is the TTL value.
     So your ftp.yourdomain.com will resolve to 2a00:1450:400b:c00 IPv6 address.

   - **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.
• **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.
  - **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>
<tbody>
<tr>
<td>A</td>
<td>.*example.com</td>
<td>abc.*example.com</td>
</tr>
<tr>
<td></td>
<td>**.*example.com</td>
<td>*.example.com</td>
</tr>
<tr>
<td></td>
<td>*.abc.example.com</td>
<td>sub.*example.com</td>
</tr>
<tr>
<td></td>
<td>• Note: multiple '<em>' will be changed to single '</em>. E.g. ****.example.com will be changed to '*example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Can only be prefixed for domain.</td>
<td>abc.*.*example.com</td>
</tr>
<tr>
<td>AAAA</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>MX</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>CNAME</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td></td>
<td>Note: NAME wildcard record can not coexist with A record.</td>
<td></td>
</tr>
<tr>
<td>TXT</td>
<td>.*example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>**.*example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>sub.*example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>sub.*.*example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>sub</em>.*example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Wildcards are valid in any position, as long as the domain remains DNS zone’s subdomain.</td>
<td></td>
</tr>
</tbody>
</table>
### 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>
<tbody>
<tr>
<td>A</td>
<td>_abc.example.com</td>
<td>abc._example.com</td>
</tr>
<tr>
<td></td>
<td>__abc.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>abc__abc</strong>.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Multiple '_' e.g. '_____’ will not be changed to a single underscore, unless stated.</td>
<td></td>
</tr>
<tr>
<td>AAAA</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>MX</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>CNAME</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td></td>
<td>Note: NAME record with underscore can not coexist with A record.</td>
<td></td>
</tr>
<tr>
<td>NS</td>
<td>Same to A record</td>
<td>Same to A record</td>
</tr>
<tr>
<td>SRV</td>
<td>_xmpp._tcp.example.com</td>
<td>All except examples in the Allowed column.</td>
</tr>
<tr>
<td></td>
<td>__xmpp__tcp.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>__xmpp__tcp__example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>_xmpp__tcp__abc.example.com</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: Multiple ‘’ e.g. ‘_____’ will be changed to a single underscore character.</td>
<td></td>
</tr>
<tr>
<td>TXT</td>
<td>All except examples in the Disallowed column.</td>
<td>_example.com</td>
</tr>
<tr>
<td></td>
<td>Note: underscores are valid in any position , as long as the domain remains DNS zone's subdomain.</td>
<td>abc._example.com</td>
</tr>
<tr>
<td></td>
<td></td>
<td>example.com</td>
</tr>
<tr>
<td></td>
<td></td>
<td>example_.com</td>
</tr>
</tbody>
</table>

### Edit DNS Zone

When you edit a DNS Zone, you manage the records assigned to this zone. The changes are instantly updated on DNS.

To edit a DNS zone:

1. Go to your Control Panel's **DNS** menu. On the screen that appears, the list of DNS zones will be displayed.
2. Click the **Actions** button next to the domain zone you want to change, then choose **Edit**.
3. On the screen that appears, edit the DNS records as required:
   - **SOA** (Start of Authority) – change the start of authority TTL.
   - **NS** (Name Server) – change the TTL of the existing name servers or add a new name server.
   - **A** (Host) – change the A host record properties:
     - In the **Host** text box, type the name for a host.
     - In the **Point to** text box, type the IP address for the new host.
     - Set the TTL value.
   - **AAAA** (Host) – change the AAAA record properties as described for the A record.
   - **CNAME** (Alias) – canonical name properties.
   - **MX** (Mail Exchange) – change the mail server properties for your domain name.
   - **SRV** (Service) - specify services that you have on your domain.

### Delete DNS Zone

To delete a domain zone:

1. Go to your Control Panel's **DNS** menu.
2. Click the **Actions** button next to the domain zone you want to delete, then click **Delete**.

---

It is not possible to use wildcards for NS, SOA and SRV records because of PowerDNS limitations.
User DNS Zones

User DNS zones tab allows you to manage your clients’ DNS zones. Use the Actions button next to the required user DNS zone to edit/delete it. The changes will be instantly updated on our DNS.

Set End-User Access to DNS Service

To set end-users’ access to DNS service:

1. Go to your Control Panel's Roles and Sets menu.
2. Click the Actions button next to the required user, then click Edit.
3. On the screen that follows, choose the DNS Zone group in the Groups field.
4. The following list of DNS permissions will appear:
   - Any action on DNS zone
   - Create a new DNS zone
   - Destroy any DNS zone
   - Destroy own DNS zone
   - See all DNS zones
   - See own DNS zones
   - Any action on DNS record
   - Create a new DNS record
   - Destroy any DNS record
   - See all DNS records
   - Update any DNS record
   - DNS Setup

5. Tick the required boxes.
6. Click the Save button.

View/Edit/Delete User DNS Zones

To view, edit and delete existing clients’ DNS zones:

1. Go to your Control Panel's DNS menu.
2. Click the User DNS Roles tab. On the screen that appears, you'll see a list of all clients' DNS zones.
3. To edit a clients' DNS zone, click the Actions button next to it, then click Edit. On the screen that appears, edit its details and click the Save button.
4. To delete a clients' DNS zone, click the Actions button next to the DNS zone you want to delete, then click Delete. You'll be asked to confirm deletion.

Templates

What templates are

OnApp templates are used to deploy virtual servers in your cloud. 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.

Windows templates version 4.0

OnApp version 4.0 introduces new Windows templates version 4.x with Cygwin as SSH server (instead of CopSSH as in versions 3.x). These templates are currently in beta.

- 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.

Windows Server 2003/XP OSs come to their end-of-life on July 14th, 2015 and will no longer be supported.

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.

- **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.

## Miscellaneous

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>

- It is not possible to change or reset the password if the Windows virtual server with Active Directory Domain Controller is used as a domain controller.

## Template List

The Control Panel's Templates List menu displays 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"). By clicking on the template you may see what virtual servers are based on that specific template. The templates are organized into three tabs:

- **All Templates** - all System templates and your templates
- **System Templates** - the OS images provided by OnApp.
- **My Templates** - the list of custom templates you created from backups.

In My Templates tab you will be able to perform a specific action with required template, such as: make it public, edit, or delete it.

## 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. 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.
4. The backup will be scheduled for creation. When conversion is complete, it will be then listed on the **Templates > Templates List > User Templates** tab, from where you can edit it.

During the custom Windows template creation the Admin account is created anew.

To select a preferred licensing type (KMS, MAK, own) for a Windows virtual server built on a custom template you need to add this custom template to **My Template Groups** and associate the desired licensing type with such group.

When updating a custom template (by converting a more recent backup of a VS, for example), existing VSs built on previous versions will not be updated. Only new VSs, or those that are rebuilt, will use the new template.

5. You cannot delete a template if there is a virtual server in your system, which was built on that template. To remove such template you will have to destroy the said virtual server first.

Delete Custom Templates

You can delete your templates. To do so:

1. Go to your Control Panel's **Templates > Templates List** menu and click the **My 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.

**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)
4. Click the **Save** button to finish.

**Make Templates Public**

By default your custom templates are available only to you, as the user who created them from the backup. To make your custom templates available to all users:

1. Go to your Control Panel's **Templates > Templates List** menu.
2. Click **My 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.

**Template Store**

Template store shows system templates gathered into groups for convenience.

The template store 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.

Next to every template you will see its price.

**My Template Groups**

Template groups enable you to organize your custom templates into your own groups. 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 group 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 against the required group.
3. Select **Add Child** from a drop-down menu.
4. In the screen that appears fill in:
   - **Label** – 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. Providing you have indicated the licensing type for the parent group - both types will apply

   - For KMS licensing, set the following parameters:
     - **Server label** – the name of the KMS server
     - **KMS server host** – the hostname of the licensing server
     - **KMS server port** – the port used to connect to the licensing server

   Providing the KMS licensing was selected for the parent group, both KMS servers will be available for selection while creating a virtual server based on the templates in the child group

5. Click **Save**

**To assign a template to a template group / child group:**

1. Go to your Control Panel's **My Template Groups** menu.
2. Click the “+” button next to the required group’s label, then select **Add Template**, or click on the group’s label to expand it, then click the “+” button next to the required child group’s label.
3. Choose the template from the drop-down box at the **Add a template** section.

   Only your custom templates will be available for selection

4. Click **Save**.

**To remove a template from a template group:**

1. Go to your Control Panel's **My Template Groups** menu.
2. Click the template group's label or click the name of the template group from which you wish to remove a template.
3. Click the **Delete** icon next to a template you want to remove.
4. Confirm the deletion.

**ISOs**

OnApp allows uploading custom bootable ISOs for recovery purposes. These could be different images for Windows/Linux/FreeBSD or any additional software.

Currently, user can only view public 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 three tabs:
The recipe is the plug-in 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 to input code into virtual servers, appliances or the Control Panel server for administrator to use it for configuring the server or report on it, thus providing advanced customization options in a standard environment.

Recipes run over SSH, and all commands triggered can run on virtual servers, appliances or the Control Panel server.

| SSH connection is not required for running recipes on VMware virtual servers. |

OnApp CP does not update the status of the recipe if it takes longer than 1 hour to complete the transaction. As a result, cPanel will complete the installation, but the task will be displayed as still running. This issue will be fixed in next releases.

Currently it is not possible to execute recipes using cPanel/CloudLinux template with the /tmp mounted as noexec.

Recipe use

Recipes allow 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 of their cloud environment and allows to self-maintain such tasks as custom template creation, etc.

You can utilize 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
- Smart Server Recipes
- Baremetal Server Recipes

To be able to use recipes in the cloud, you must have recipe permissions enabled first.

Recipe variables

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_DISTRIBUTION - virtual server OS distribution
- OPERATING_SYSTEM_ARCH - architecture of the operating system
- OPERATING_SYSTEM_EDITION - edition of the OS

All recipes have access to these variables:
- CP_ADDRESS - control panel server IP address
- RESPONSE_FROM_PREVIOUS - response from the previous recipe step

Each user can set custom recipe variables. For details, refer to the Manage Virtual Server Custom Variables section of this guide.

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
Create Recipe

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 new recipe step:

1. Click the “+” button in the upper right corner of the Steps screen.
2. In the pop-up window that appears, specify step details as required:

- **Fail values** - specify the pass output value
- **On failure** - the recipe behaviour on failure
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**
  Script:
  WScript.Echo "test"
  WScript.Quit 95
  
  **PowerShell**
  Script:
  get-date -displayhint date
  exit 227

- STDOUT - standard output.
- STDERR - standard error
- STDOUT and STDERR - standard output and standard error.

Pass values - specify the pass output value, for example, 0.

You can not specify both pass and fail values for one recipe step.

You can specify multiple recipe values. In this case you have to specify each value from a new line.

On success - the recipe behavior on success:

- Proceed - proceed to the next step.
- Fail - terminate the recipe and mark it as failed.
• Stop - terminate the recipe and mark it as successful.
• Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

**On failure**
Specify the recipe behavior on failure.
In case you have already specified the recipe pass value, leave these fields empty and tick the Anything Else checkbox.

You can specify multiple recipe values. In this case you have to specify each value from a new line.

**Pass values** - specify the pass output value.
**On failure** - the recipe behaviour on failure

• Proceed - proceed to the next step.
• Fail - terminate the recipe and mark it as failed.
• Stop - terminate the recipe and mark it as successful.
• Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

3. Press **Save**.

Drag and drop steps to change their order. To do so:

a. Select the required step and hold it down with the left mouse button.
b. Drag the recipe up to the required position and release the mouse button to drop it.

---

**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:
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 that appears, edit the step details as required:
Script - input the recipe code.

Result source - specify the step result source:

- Exit code - an exit code, for example, 0 is the default value returned on success.
- STDOUT - standard output.
- STDERR - standard error.
- STDOUT and STDERR - standard output and standard error.

Pass values - specify the pass output value, for example, 0.

You can not specify both pass and fail values for one recipe step.
You can specify multiple recipe values. In this case you have to specify each value from a new line.

On success - the recipe behavior on success:

- Proceed - proceed to the next step.
- Fail - terminate the recipe and mark it as failed.
Stop - terminate the recipe and mark it as successful.
Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

On failure
Specify the recipe behavior on failure.
In case you have already specified the recipe pass value, leave these fields empty and tick the Anything Else checkbox.

Pass values - specify the pass output value.
On failure - the recipe behaviour on failure:
- Proceed - proceed to the next step.
- Fail - terminate the recipe and mark it as failed.
- Stop - terminate the recipe and mark it as successful.
- Go to step - specify the step to proceed to. If you specify the nonexistent step, the recipe will be stopped.

5. Press Save.

Drag and drop steps to change their order. To do so:
- Select the required step and hold it down with the left mouse button.
- Drag the recipe up to the required position and release the mouse button to drop it.

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 all recipes
- Read own recipes (recipes.read.own) - the user can view own recipes

Control Panel
- Add recipe to control panel (control_panel.recipe_add) - the user can add recipes to the control panel
- Remove recipe from control panel (control_panel.recipe_delete) - the user can remove recipes from the control panel

compute resource Zones
- Add recipe to compute zone (compute_resource_zones.recipe_add) - the user can add recipes to compute zone
- Remove recipe from compute zone (compute_resource_zones.recipe_delete) - the user can remove recipes from compute zone
Virtual Servers

- Add recipe to virtual machine (virtual_machines.recipe_add) - the user can detach recipes from own virtual servers
- Remove recipe from virtual machine (virtual_machines.recipe_delete) - the user can detach recipes from all virtual servers

Smart Servers

- Add recipe to any smart server (smart_servers.recipe_add) - the user can add recipes to any smart servers
- Add recipe to own smart server (smart_servers.recipe_add.own) - the user can add recipes to own smart servers
- Remove recipe from any smart server (smart_servers.recipe_delete) - the user can remove recipes from any smart servers
- Remove recipe from own smart server (smart_servers.recipe_delete.own) - the user can remove recipes from own smart servers

Baremetal Servers

- Add recipe to any baremetal server (baremetal_servers.recipe_add) - the user can add recipes to any baremetal servers
- Add recipe to own baremetal server (baremetal_servers.recipe_add.own) - the user can add recipes to own baremetal servers
- Remove recipe from any baremetal server (baremetal_servers.recipe_delete) - the user can remove recipes from any baremetal servers
- Remove recipe from own baremetal server (baremetal_servers.recipe_delete.own) - the user can remove recipes from own baremetal servers

Templates

- Add recipe to any template (templates.recipe_add) - the user can add recipe to any template
- Add recipe to own templates (templates.recipe_add.own) - the user can add recipes to own templates
- Remove recipe from any template (templates.recipe_delete) - the user can remove recipes from any template
- Remove recipe from own templates (templates.recipe_delete.own) - the user can remove recipes from own templates

Recipe Groups

Recipe groups allow OnApp administrators to organize individual recipes into groups that can be used as a billing plan resource. This allows you to easily create groups of recipes which can be added to the billing plan to limit the recipes that are available to a user.

The recipe groups have hierarchical (tree) structure:

- Recipe group
- Child group
- Recipes

You can also add a recipe directly to the recipe group section without assigning it to a child group.

Click the recipe group's label to expand the list of child groups, then click the recipe group's label to view the list of recipes, respectively.

To view the list of recipe groups:

1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, you will see the list of all recipe groups.
3. Click the arrow next to the recipe group to expand the list of child groups and assigned recipes.

To edit a recipe group:

1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, you'll see the list of all recipe groups created within your cloud.
3. Click the Edit icon next to a group to edit its name.
4. Click the Save button to save your changes.

To delete a recipe group:

1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, you'll see the list of all recipe groups created within your cloud.
3. Click the Delete icon next to the required group to remove it.
4. Confirm the deletion.

To add a recipe group:

1. Go to your Control Panel's Recipes > Recipe Groups menu.
2. On the page that follows, click the "+" button.
3. Give a name to your group.
4. Click Save.
5. On the page that appears, you'll be prompted to assign a recipe to a group.

To add a child group to a recipe group:

1. Go to your Control Panel's Recipe Groups menu.
2. Click the "+" button next to the required group's label, then select **Add Child**.
3. Give a name to your child group.
4. Click the **Save** button to confirm.

**To assign a recipe to a recipe group:**

1. Go to your Control Panel's **Recipe Groups** menu.
2. Click the "+" button next to the required group's or child group's label, then select **Add Recipe**.
3. Choose the required recipe from the drop-down menu.
4. Click the **Save** button to confirm.

**To remove a recipe from a recipe group:**

1. Go to your Control Panel's **Recipe Groups** menu.
2. Click the arrow button next to the required recipe group to expand the list of recipes.
3. Click the **Delete** icon next to a required recipe.
4. Confirm the deletion.

---

**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
#fi
```

*Result source:* Exit code

*Pass values:* 0

*On success:* Proceed

*Fail values:* Fail anything else

*On failure:* Fail

**Step 2**

```bash
  echo "&lt;p&gt;&lt;a href=http://$CP_ADDRESS&gt;OnApp Cloud&lt;/a&gt;&lt;/p&gt;&lt;br /&gt;" &gt; /var/www/html/index.html
```

*Result source:* Exit code

*Pass values:* 0
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
if rpm -qa |grep -q $qayd ; then
    ps aux |grep -q xend || exit 1
else
    ps aux |grep libvirtd || exit 1
fi

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 snmptrapd restart

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

CDN

OnApp CDN is a software product that works with OnApp Cloud v2.3 and later. If you enable CDN for your end users, they can get access to a network of global edge servers (yours, and/or those provided by other cloud hosts) and use that network to deliver web content more quickly and reliably to visitors all over the world. Your CDN is managed alongside your cloud using your OnApp Control Panel. See http://www.onapp.com/cdn for more information.

OnApp provides the following CDN types:

- HTTP Pull
- HTP 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. Only mp4 and flv files are currently supported by VoD streaming.

Live streaming

Live streaming CDN allows to deliver the content to end users in a live broadcast mode. When using a live streaming CDN service, end user receive media the same time like a traditional broadcasting.

Video On Demand streaming

Video On Demand streaming CDN allows to deliver 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.

To utilize CDN streaming service, you have to deploy CDN streaming Edge Server.

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 VVs. You can use edge servers to sell CDN bandwidth to your end users, and/or submit the edge server to the OnApp CDN marketplace and sell your bandwidth to other hosts. You can create as many edge servers as you need and place them on different compute resources in different geographical locations, and easily broaden your CDN by combining your own edge servers with other locations on the CDN marketplace. You can even build a CDN solely with marketplace resources. For details, refer to the Edge servers chapter.

Edge groups are groups of edge servers – your own, and those you subscribe to from the CDN marketplace. They are usually grouped by location, so they represent a pool of servers for a given geographical area.

Edge groups are assigned to billing plans to set the prices for the bandwidth that your end users consume. You can assign several groups to one billing plan at a time, and establish different geographical zones with different pricing. The bandwidth pricing of the billing plan is the price for CDN bandwidth sold to your end users.

CDN resources are specific servers with content an end user wants to distribute via the CDN. CDN resources are assigned to edge groups, which determines the list of servers taking part in distributing/caching of their data.

PLEASE NOTE: Starting from the 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.
The setup cycle consists of 3 steps:

- Permissions
- CDN edge groups
- Billing

You can rerun the wizard after the initial configuration as many times as you need.

To start the CDN wizard:

1. Go to your Control Panel's CDN Edge Servers menu.
2. Click the CDN Setup Wizard button to begin the CDN setup wizard.
3. Proceed the steps in wizard, as described below.

Step 1 of 3. Permissions

- Set the CDN permissions for the user role to enable CDN for your clients. Select a Client role from the drop-down list to enable the required permissions. You can enable CDN permissions for additional groups later via Users and Groups menu.
- Enable CDN resources permissions for the Administrator role. In case you have multiple roles assigned to your account, select the role from the drop-down list.
- Click Next.

Be careful not to assign Administrator role to a Client shared role. You may skip the permissions section if you have set permissions before.

PLEASE NOTE: users will not be able to purchase and manage their CDN resources unless they are enabled for their ROLE.

Step 2 of 3. CDN edge groups

- Give your edge group a unique label. For example, you can create an Edge group called "North America" and add to it your North American POPs. You will be able to define additional groups later under the Users and Groups menu.
- Choose the available locations from the Available Locations list. To add a location, click the '+' button next to the location you wish to add to the group.
- Click Next.

Step 3 of 3. Billing

- Assign the CDN edge group to the billing plan from the drop-down list.
Specify the price per GB of CDN usage (traffic used by your clients on the locations within the edge group). You will be able to assign additional edge groups with different prices to the selected billing plan later, using a Users and Groups menu.

PLEASE NOTE: 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.

User should have the following permissions enabled to run the CDN setup wizard:

- Update any Role
- See all Roles
- Create a new edge group

CDN Edge Servers

Web content is cached in the network of edge servers on the CDN, distributed across different geographic locations. Currently there are two types of edge servers in OnApp: HTTP and Streaming. HTTP edge servers support both Push and Pull population methods in 80/20 ratio (80% HTTP Pull and 20% HTTP Push). When the edge server is created, its storage limit for HTTP Pull and HTTP Push is automatically assigned by system. Streaming edge server type allow to send 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
- RMTPE (secure Wowza) – streaming encryption.

You do not have to add the Wowza license key manually to enable streaming edge servers. A third party application - Wowza will be installed automatically when installing an edge server and you will simply be charged for it. Please, contact your account manager for details.

PLEASE NOTE: CDN edge servers do not support firewall and NAT (network address translation).

You can use smart compute resources for CDN edge server creation.

Create CDN Edge Server

To add new CDN edge server:

1. Go to your Control Panel’s CDN Edge Servers menu.
2. On the screen that appears, click the Create Edge Server button or press the “+” button.
3. Fill in the edge server creation form step by step.

**Step 1 of 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 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.

**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 [ _ ]
  - Space character [ ]
  - At sign [@]
  - Brackets [ () ]
  - Slashes [/]
  - Caret[^]
  - Dollar sign [$]
  - Asterisk [*]
  - Comma [,]
  - Dot [.]

- Select an edge server type: HTTP or streaming

A third party application - Wowza will be installed automatically when installing a streaming edge server and additional charges will apply. Please, contact your account manager for details.
- **Location** - choose the location group to assign this edge server to.
- Choose a compute zone to build this server on.
- Choose a specific compute resource to build this server on.
- Move the **Add to Marketplace** slider to the right to submit this server to the OnApp CDN marketplace. If the **Add to Marketplace** checkbox is ticked, the minimum required disk size is 1 TB.
- Click Next.

Any servers you submit will be assessed before they are accepted into the marketplace. Criteria include geographic location, bandwidth and server specs.

### Step 3 of 4. Resources

- Set the resources needed for this edge server: RAM, CPU cores and CPU priority.
- Choose a data store zone for this edge server's primary disk.
- Set the primary disk size. The disk size is calculated in the following way: 10 GB for OS, the rest of total disk space is estimated 80% per Pull population and 20% per Push population.

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

- Choose a network zone and set the port speed for this edge server, or make it unlimited.

### 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.

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.

Edge servers are managed with the same tools you use to manage VSs in your cloud. The table below links to the relevant sections of this guide's **Virtual Servers** chapter. The exception is that autoscaling, backups and firewall rules are not available for edge servers.

<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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<td>CDN edge server's details page</td>
</tr>
<tr>
<td>CPU Usage</td>
<td>CDN edge server's CPU usage statistics</td>
</tr>
<tr>
<td><strong>Billing Statistics</strong></td>
<td>CDN edge server's billing statistics information</td>
</tr>
<tr>
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<td>CDN edge server's network configuration</td>
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<td><strong>IP Addresses</strong></td>
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</tr>
<tr>
<td><strong>Storage</strong></td>
<td>Disks The Storage tab lets you manage your edge server's disks.</td>
</tr>
</tbody>
</table>

4. To expand the **Tools** menu, click the **Tools** button on the edge server's screen. The list of available options depends on the edge server's status. For options description, refer to relevant sections of the **Virtual Servers** chapter.

**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.**

- Move the **Add to Marketplace** slider to the right to add the edge server to the marketplace. (This option is only available for edge servers that were not added to the marketplace earlier.)
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 to 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 creation.

View CDN Storage Server Details

To view the list of all CDN storage servers in the cloud:

1. Go to your Control Panel's CDN Storage Servers menu to see an overview of all storage servers in your cloud: their label, IP addresses, power status (with on/off buttons), allocated disk size, RAM and backups.
2. To reboot, startup/shutdown a storage server, click the Actions button next to the required storage server, then select the relevant action.
3. To narrow the list of storage servers by type, click the relevant tab at the top of the list.

To view a particular edge server's details:

1. Go to your Control Panel's CDN Storage Servers menu.
2. Click the label of the storage server required.
3. On the screen that appears, use the top navigation tabs to manage your storage server.

Storage servers are managed with the same tools you use to manage VSs in your cloud. The table below links to the relevant sections of this guide's Virtual Servers chapter. The exception is that autoscaling, backups and firewall rules are not available for storage servers.

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</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 a new storage server:

1. Go to your Control Panel's CDN Storage Servers menu.
2. Click the Create Storage Server button at the bottom of the screen.
3. Fill in the storage server creation form step by step:

   **Step 1 of 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 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.

   **Step 2 of 4. 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.
   - Specify the compute resource and compute zone.
   - Click Next.
Step 3 of 4. Resources

- Set the resources needed for this storage server: RAM, CPU cores and CPU priority. The minimum memory capacity is 8 GB.
- Choose a data store zone for this storage server’s primary disk.
- Set the primary disk size (Storage server HDD). The minimum required disk size is 30 GB.
- Choose a network zone from the drop-down box.
- If the option is available, you can also assign an IP address for the VS from the drop-down menu. Indicate compute resource and network to have the list of available IPs.
  Tick the Show Only My IP Addresses checkbox to view only own IP addresses in the IP addresses drop-down box.
- Set the port speed in Mbps or tick it as unlimited.
- Click Next.

Step 4. Confirmation

- On the screen that appears, tick the Build Edge Server automatically box 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.

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.

Edit CDN Storage Server

1. Go to your Control Panel’s CDN Storage Servers menu.
2. Click the label of a required storage server.

![Storage Server Options](image)

- On the next screen, click the Tools button, then click the Edit Storage Server link under the Storage Server Options.
- Change the storage server label.
2. Edit CPU core/priority and RAM values.
3. Click Save.

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 to use on demand video streaming service - uploading video and streaming to the end users.
- **Live Streaming** CDN resource type allows to broadcast content using CDN.

Only servers added to the edge groups assigned to the resource will distribute/cache the host's content.

To activate the CDN Resources menu, at least one CDN Edge Group with at least one edge server or marketplace location must be available.

Apart from the CDN Resources permissions enabled, the following requirements must be met for the publisher to be able to create respective resources. If the requirements are not met, the publisher will not be able to create the particular resource type:

<table>
<thead>
<tr>
<th>Resource Type</th>
<th>HTTP Pull</th>
<th>HTTP Push</th>
<th>VoD Pull</th>
<th>VoD Push</th>
<th>Live Streaming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements based on user Edge group</td>
<td>User billing plan must include an edge group with at least one location that supports HTTP.</td>
<td>User billing plan must include an edge group with at least one location that supports HTTP Push, and an HTTP storage server.</td>
<td>User billing plan must include an edge group with at least one location that supports VoD Pull.</td>
<td>User billing plan must include an edge group with at least one location that supports VoD Push, and a streaming storage server.</td>
<td>User billing plan must include an edge group with at least one location that supports live streaming.</td>
</tr>
</tbody>
</table>

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

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:

   **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.

For details on the Advanced Settings for each resource, refer to the following sections.

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 - whether access requires URL signing or not
- Hotlink Policy - whether hotlink policy is enabled or not
- 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
- Origin Policy
- Nginx Settings:
  - Limit rate - sets speed limit of a response to a client (per request) in KB/s. Maximum limit rate value - 2147483647 KB/s
  - Limit rate after - sets the amount after which the speed of a response to a client will be limited in MB. Maximum limit rate after value - 2147483647 KB
  - Proxy cache key - key for caching
  - Proxy read time out - proxy server response timeout in seconds. Maximum proxy read timeout value - 65535 seconds
  - Proxy connect time out - timeout for establishing connection with proxy server in seconds. Maximum proxy connect time out value - 75 seconds.
  - Block search engine crawlers - whether search engine crawlers are blocked from indexing the CDN content or not (for HTTP Pull CDN resources only)

**Upload instructions (HTTP Push only)**
Click the Instructions tab to view the instructions for uploading files and embedding video from HTTP Push CDN resources.

**Prefetch/Purge CDN content (HTTP Pull only)**
To prefetch or purge the resource content of the HTTP Pull CDN resource, click the required tab respectively.

**View CDN resource billing statistics**
To view the resource billing statistics, click the Billing Statistics tab.
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
- 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
- **Failover Internal Publishing Location** - internal publishing point failover URL
- **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.

   If the SSL protocol is enabled, you can only have fourth-level domain names.
   If the CDN hostname ends with ".worldssl.net", SSL will be enabled automatically.

   A CDN resource can only be linked to one SSL certificate - either shared or custom SNI.

   - **Shared SSL** - choose this option if you want to apply a shared SSL certificate for the resource
   - **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 the system will put it by default depending on the 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 group(s) that will share the new resource. Available groups depend on the assigned billing plan limits.

The map displays own, subscribed, and available CDN resources:

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.

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 of represented chars of 
based64 encoding (8 bits)
    // + is 62 and / is 63 . and These char should be replaced by other 
    predefined chars.
    $searchChars = array('+','/');
    $replaceChars = array('-', '_');

    if($filePath[0] != '/'){
        $filePath = '/'.$filePath;
    }

    if($pos = strpos($filePath, '?')){
        $filePath = substr($filePath, 0, $pos);
    }

    $hashStr = $filePath.$secretKey;

    if($expiryTimestamp){
        $hashStr = $expiryTimestamp.$hashStr;
        $expiryTimestamp = ",".$expiryTimestamp;
    }

    return "http://{$cdnResourceUrl}{$filePath}?secure=".
        str_replace($searchChars, $replaceChars,
```
base64_encode(md5($hashStr, TRUE)).
expiryTimestamp;

Cache expiry
- Cache expiry – set the cache expiry time in minutes (min=1, max=35000000).

Password
- Enable Password – move the slider to the right to restrict access to the resource (cdn hostname).
- Unauthorized HTML – fill in the text which will be displayed for unauthorized login.
- Username – choose a username.
- Password – select password for the user.

To remove a user, clear both fields.

Pseudo Streaming
- Enable MP4 pseudo streaming – move the slider to the right to enable the pseudo streaming support for MP4 file type.
- Enable FLV pseudo streaming – move the slider to the right to enable pseudo streaming for FVL file type, respectively.

With pseudo streaming enabled, your viewers can seek around a video even if it has not finished downloading. A Flash player and a prepared video are required for pseudo-streaming.

Ignore Set-Cookie
- Ignore Set-Cookie - move the slider to the right to enable caching content with Set-Cookie response headers.

Nginx Settings
- Limit rate - set speed limit of a response to a client (per request) in KB/s. Maximum limit rate value - 2147483647 KB/s
- Limit rate after - the amount after which the speed of a response to a client will be limited in KB. Maximum limit rate after value - 2147483647 KB
- Proxy read time out - proxy server response timeout in seconds. Maximum proxy read timeout value - 65535 seconds
- Proxy connect time out - timeout for establishing connection with a proxy server in seconds. Maximum proxy connect time out value - 75 seconds.
- Proxy cache key - key for caching. Select one of four supported types from the drop-down list:
  - $host$request_uri
  - $host$uri
  - $proxy_host$request_uri
  - $proxy_host$uri

Search Engine Crawlers
- Block search engine crawlers - move the slider to the right to block web crawling bots from indexing the CDN content (for HTTP Pull CDN resources only).

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 group(s) which will share the resource added. Available groups depend on the assigned billing plan limits.

The map displays own, subscribed and available CDN resources:

![Edge Groups](image)

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 between *Allow by default/Block by default*. If the hotlink policy is set to block by default, fill in the *Except for domains* field to specify the domains to which the hotlink policy won’t be applied.

Cache expiry

- *Cache expiry* – set the cache expiry time in minutes (min=1, max=35000000).

Ignore Set-Cookie

*Ignore Set-Cookie* - tick this checkbox to enable caching content with Set-Cookie response headers.

Search Engine Crawlers

- *Block search engine crawlers* - move the slider to the right to block web crawling bots from indexing the CDN content (for HTTP Pull CDN resources only).

Secure Wowza

- *Enable secure Wowza* – tick the box to protect your stream with Wowza secure token.
- *Token for Edge/Flash player* – specify the token authentication code. The authentication code will be then saved on the edge server. The token at the player side and the token at the edge server must match in order to make the video available.

Token Authentication

- Tick the *Enable Token Authentication* box
- *TokenAuth Primary Key* - specify the secret key to be used with the scripts which generate token.
- *TokenAuth Backup Key* - input the backup key which can be used if you want to change the primary key. To make sure the link generated with existing token won’t be broken, the suggested procedure is the following:
  - Copy the existing primary key and paste to backup key.
  - Fill in a new primary key.
- *Protected Path* - specify the protected path. By default it is “/”. Only the Path inserted is allowed to be streamed.

Now proceed with running the .NET or JAVA scripts to complete the procedure.

4. Click *Create CDN Resource*.

Only mp4 and flv files are currently supported.

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 - HTTP, by clicking the corresponding button and click *Next* to proceed.

**Properties**

- *CDN hostname* – specify the name which will serve as a label only
- *Publishing point* – specify the resource's publishing point settings - Internal or External. The internal publishing point is one of your storage servers. It is configured at the next step - Edge locations. The external publishing point is simply an URL. Specify its settings here:
  - *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 group(s) which will share the resource added. Available groups depend on the assigned billing plan limits.

The map displays own, subscribed and available CDN resources:

Map legend:

- **Own**
- **Subscribed**

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 between Allow by default/Block by default. If the hotlink policy is set to block by default, fill in the **Except for domains** field to specify the domains to which the hotlink policy won’t be applied.

**Secure Wowza**
- Enable secure Wowza – tick the box to protect your stream with Wowza secure token.
- Token for Edge/Flash player – specify the token authentication code. The authentication code will be then saved on the edge server. The token at the player side and the token at the edge server must match in order to make the video available.

**Token Authentication**

- Tick the Enable Token Authentication box
- TokenAuth Primary Key - specify the secret key to be used with the scripts which generate token.
- TokenAuth Backup Key - input the backup key which can be used if you want to change the primary key. To make sure the link generated with existing token won't be broken, the suggested procedure is the following:
  - Copy the existing primary key and paste to backup key.
  - Fill in a new primary key.
- Protected Path - specify the protected path. By default it is "/". Only the Path inserted is allowed to be streamed.

Now proceed with running the .NET or JAVA scripts to complete the procedure.

4. Click the Create CDN Resource button.

**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 Apply changes button to finish.

**Bandwidth Statistics**

To see the bandwidth statistics/graphs for CDN resources:

1. Go to your Control Panel's CDN Resources menu and then click the Bandwidth statistics tab.
2. Select type of filter – either GB or Mbits/s. In MBPS mode you can get statistics for the last 10 days only. The older statistics is removed.
   There are no limitations for GB mode.
3. Specify the period in the From and To fields.
4. Select a resource or location for which the statistics will be generated.
5. Click the Apply button.

The points in the graph are displayed according to a particular frequency, which depends on the time period specified with From and To parameters:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Frequency in seconds</th>
<th>Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 30 days</td>
<td>86400</td>
<td>1 day</td>
</tr>
<tr>
<td>31 - 93 days</td>
<td>604800</td>
<td>1 week</td>
</tr>
<tr>
<td>equal or more than 93 days</td>
<td>1209600</td>
<td>2 weeks</td>
</tr>
</tbody>
</table>

Statistics available in the frequency higher than selected will be accumulated to a single point of such frequency. E.g. The statistics was requested for the period of 31-93 days, so the frequency of points in the graph is 7 days. If the statistics was generated few times during those 7 days (day1+day2+day3) 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.
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.

---

### View CDN Advanced Reporting

With CDN advanced reporting you can study and review the in-depth analysis of your resources in reports. Currently you can view the reports on Bandwidth Statistics and Status Codes.

To view advanced reporting on **Bandwidth statistics**:

1. Go to your Control Panel's **CDN > Resources** menu
2. Click the **Actions** button next to a required CDN Hostname and choose **Advanced Reporting**.
3. On the page that appears, set the period for which the reports should be generated. The default period is the last week.
4. Specify the location or several locations to **Filter by**.
5. Click **Apply**.

The report that appears will show the total/cached/non-cached statistics.

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

---

To view advanced reporting on **Status codes**:

1. Go to your Control Panel's **CDN > Resources** menu
2. Click the **Actions** button next to a required CDN Hostname and choose **Advanced Reporting**.
3. On the page that appears, click the **Status codes** tab.
4. Set the period for which the reports should be generated. The default period is the last week.
5. Specify the location or several locations to **Filter by**.
6. Click **Apply**.

The report that appears will show the list of HTTP Status codes together with the number of hits these codes were returned.
Prefetch Content

This tool allows to pre-populate 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 bandwidth statistics according to your profile's timezone settings.
5. Press the Apply button.
6. On the screen that appears, you will see the following billing statistics details:
   - Date – particular date and time for the generated statistics
   - Edge Group - the edge group to which the CDN resource belongs to.
   - Traffic - resource traffic in MB.
   - Cost – the total due for the CDN resource at the point of time specified in the Date column.

Scroll down to see Total Amount (the total due for the whole billing statistics period).
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, customers can use the 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=110ea31ac69c09a2db0bdd74238843631cdab498ff7e6e75c8d99cc4d05426ab679a57015d4e48438c97b921652daec62de3829f8f437e27449c6dfc2f1e5d9fc47f14e91a51ea7
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:
Generate Token Using .NET

Prerequisites:

- .NET Framework 4.5
- BouncyCastle C# Crypto library 1.7 (http://www.bouncycastle.org/csharp/)

Build

To build a generator:

1. Go to /cdn-wowza-token-tool/dotnet/src location
2. Run xbuild

Upon success of the build, you will find the .exe (TokenAuthGenerator.exe) file at the 'TokenAuthGenerator/bin/Debug' folder.

Usage

TokenAuthGenerator.exe {encrypt | decrypt} {<primary_key> | <backup_key>} "<security_parameters>"

Security Parameters

expire

- Number of seconds since Unix time (Epoch time)
- UTC based
- Must not be earlier than current time

ref_allow

- Referrer domain (e.g. google.com) or path (e.g. google.com/video/)
- Allow multiple referrers separated by comma (,) without space(s)
- Wildcard (*) allowed only at the beginning of a referrer, e.g. *.DOMAIN
- Do not append space at the start & end of a referrer
- Domain must fulfill RFC 3490
- Path must fulfill RFC 2396
- Should not include port (e.g. google.com:3000/video)
- Should not include protocol (e.g. http) portion

ref_deny

- The same rules as for ref_allow

If both ref_allow & ref_deny are specified, ref_allow will be taking precedence over ref_deny

Allow blank/missing referrer

Both "ref_allow" & "ref_deny" could be configured to allow/deny blank or missing referrer during TokenAuth validation.

The following configuration allows blank or missing referrer:

ref_allow=allow.com,
ref_allow=allow.com,MISSING
ref_deny=deny.com

The following configuration deny blank or missing referrer:

ref_allow=allow.com
ref_deny=deny.com,
Generate Token

To generate token, run the following:

TokenAuthGenerator.exe encrypt samplekey
"expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=D ennied.com"

Sample Output:

token=110ea31ac69c09a2db0budd74238843631cdab498ff7e6e75cb99cc4d05426ab679a57015d4e4843
8c97b921652daec62de3829f8ff437e27449cfdfc2f1e5d9fc47f14e91a51ea7

After generating a token, append the result to the playback URL.

Decrypt token

To decrypt a token, run the following:

TokenAuthGenerator.exe decrypt samplekey
110ea31ac69c09a2db0budd74238843631cdab498ff7e6e75cb99cc4d05426ab679a57015d4e4843c97b921652daec62de3829f8ff
437e27449cfdfc2f1e5d9fc47f14e91a51ea7

Output example:

security
parameters=expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com

Generate Token Using Java

Prerequisites:
- Java 6 or 7
- Maven 2 or 3

Build

To build a generator:

1. Go to /cdn-wowza-token-tool/java/ location.
2. Run the following:

   mvn clean install

Upon success of the build, you will find the jar (token-auth-generator.jar) file at the 'target' folder.

Usage

java -jar token-auth-generator-1.2.jar {encrypt | decrypt} {<primary_key> | <backup_key>}
"<security_parameters>"

Security parameters
expire
- Number of seconds since Unix time (Epoch time)
- UTC based
- Must not be earlier than current time

ref_allow
- Referrer domain (e.g. google.com) or path (e.g. google.com/video/)
- Allowed multiple referrers separated by comma (,) without space(s)
- Wildcard (*) allowed only at the beginning of a referrer, e.g. *.DOMAIN
- Do not append space at the start & end of a referrer
- Domain must fulfill RFC 3490
- Path must fulfill RFC 2396
- Should not include port (e.g. google.com:3000/video)
- Should not include protocol (e.g. http)

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,MISSING
ref_deny=deny.com

The following configuration deny blank or missing referrer:

ref_allow=allow.com
ref_deny=deny.com,
ref_deny=deny.com,MISSING

---

Normally ref_allow & ref_deny are not to be used together, but if this happened ref_allow will take precedence over ref_deny.

---

Generate token

To generate token, run the following:

```
java -jar token-auth-generator-1.2.jar encrypt samplekey
"expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com"
```

Sample Output:

```
token=110ea31ac69c09a2db0b6d74238843631cdab498ff7e675cb99cc4d05425ab679a57015d4e48438c97b921652daec62de3829f8ff437e27449cfdfc2fle5d9fc47f14e91a51ea7codecode
```

After generating a token, append the result to the playback URL.

---

Decrypt token

To decrypt token, run the following:
Sample Output:

```plaintext
security
parameters=expire=1598832000&ref_allow=*.TrustedDomain.com&ref_deny=Denied.com
```

### Raw Logs

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 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.

### 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 Users and Groups menu

To create a new CDN Edge Group using the Users and 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/Delete CDN Edge Group**

To edit the name of a CDN Edge Group, or delete a 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:

   • To edit the group's label, click the **Actions** button, then click **Edit**.

   • 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**
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.

   This is an instruction template. Replace “6789” with the resource id, and “customercdn.com” with the operator’s domain.

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
   - Username: 6789
   - Password: the password set at creation

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 “6789” with the resource id, and “customercdn.com” with the operator’s domain.

   • 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
2. 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.

3. 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.

4. Manual Instructions

   We support a variety of methods to get the CDN URL to use in your player.

   **SMIL**

   http://video.cdn.qaonapp.net/726128906/_definst_/mystream.smil
   The SMIL playlist provides an RTMP URL and should be used with Flash-based players only. Longtail Player and Flow Player are compatible with SMIL redirection.

   **Apple HTTP Live Streaming**

   http://video.cdn.qaonapp.net/726128906/_definst_/mystream.m3u8
   This returns a 302 redirect to a Apple HLS manifest and should be used with Apple HLS-compatible players only.

   **Adobe HTTP Dynamic Streaming**
http://video.cdn.qaonapp.net/726128906/_definst_/mystream.f4m
This returns an Adobe HDS manifest and should be used with Adobe HDS-compatible players only.

Microsoft Smooth Streaming (Silverlight)

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.ism
This returns a 302 redirect to Smooth Streaming manifest and should be used with Smooth Streaming-compatible players only.

Javascript JSONP

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.jsonp?callback=MyCallBack
This returns a JSONP document, embeddable using <script>

An example of a callback with a successful result:

MyCallBack({ "rtmp": "rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "rtmpe": "rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "apple": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/playlist.m3u8", "adobe": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/manifest.f4m", "rtsp": "rtsp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "silverlight": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/Manifest" });

An example with an error:

MyCallBack({ "error": "File not found" });

Javascript JSON

http://video.cdn.qaonapp.net/726128906/_definst_/mystream.json
This returns a JSON document. Cross-origin resource sharing is enabled to allow XMLHttpRequest from any domains.

An example of a callback with a successful result:

{ "rtmp": "rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "rtmpe": "rtmp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "apple": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/playlist.m3u8", "adobe": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/manifest.f4m", "rtsp": "rtsp://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream", "silverlight": "http://609821627.e.726128906.r.cdn.qaonapp.net/726128906/_definst_/mystream/Manifest" }

An example of a callback with a JSON document with an error thrown:

{ "error": "File not found" }

CDN SSL Certificates

OnApp customers can import their own SSL certificates by applying the Subject Name Indication (SNI) extension.

SNI lets the client specify the hostname it is trying to reach at the start of the handshaking process. SNI is supported by most modern browsers, and provides an efficient way to deliver content over HTTPS using your own domain and SSL certificate. Custom SNI SSL relies on the SNI extension of the Transport Layer Security protocol, which allows multiple domains to serve SSL traffic over the same IP address by including the hostname viewers are trying to connect to.
Previously, OnApp applied SAN SSL certificate from a certificate authority to which additional certified domains can be added. This allowed you to host several domains on one IP by sharing the same certificate, and add all domains to this IP. However, the number of domains per SAN certificate is limited. Moreover, the certificate's size increases as more domains are added. This causes additional bandwidth to be used for the SSL handshake.

Currently, OnApp applies the CloudSSL+SNI solution. Users can import custom SNI SSL certificates into the system or request SSL to be enabled for their CDN resource. One SSL certificate can be associated with several CDN resources, but a resource can only be linked to one SSL certificate. However, some of the older browsers do not support SNI. In this case, users who prefer browsers that do not support SNI can purchase an SSL certificate and the SAN solution will be applied. On questions about the SSL certificate purchase, please contact OnApp support.

For the list of browsers that do not support SNI, kindly refer to the Server Name Indication article.

OnApp currently supports the following types of certificates:

- domain-validated (DV) certificate (example.com)
  - single certificate
  - wildcard certificate (*.example.com)
- 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. The page that loads shows all available custom SNI SSL certificates with their details:
   - **ID** - 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**

OnApp version 4.0 introduces the possibility for customers to import their own SSL certificates.

To import a SSL certificate:

1. Log in to your Control Panel.
2. Choose SSL Certificates in the CDN section. 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:
4. Name - choose a name for the certificate
5. Ssl certificate key - fill in the certificate key, it must be in pem-format
6. Private key - fill in the SSL key provided by your SSL provider

Click the button to import the certificate.

Create SSL 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. 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:

Each line of Ssl certificate key and Private key should be started from with the new line.
4. **Name** - choose a name for the certificate
5. **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.

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**.

**AWS**

OnApp implements the possibility to manage Amazon EC2 instances from OnApp Control Panel using 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.

**Enable/disable AWS**

Amazon EC2 support is an opt-in feature that is available for a small additional fee on top of your normal OnApp license. Please contact
To enable AWS for your cloud, follow the procedure below:

1. Go to your OnApp Control Panel Settings > Configuration and switch on the Allow users connect to AWS toggle. This will enable AWS for the cloud.
2. Go to the Users and Groups menu and click the name of the appropriate user.
3. Find Amazon Web Services and click Connect.

4. To connect, provide the following credentials:
   - AWS access key - go to your Amazon profile > Security credentials > Users > Manage
   - AWS secret access key - use the same path as above. For security reasons AWS secret access key is stored encrypted in the OnApp DB.

5. In the left navigation pane of your Control Panel a new entry AWS > EC2 instances will appear.

If AWS is disabled - either for the cloud or for the user - the above option will disappear from the dashboard, but all users’ credentials will be kept in OnApp DB.

**View EC2 Instances**

EC2 Instances menu lists your machines per selected region and lets you Launch New EC2.
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.

**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.
2. Click button.

Launch EC2 Instance

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 users 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 VSSs 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, permissions and billing plans.

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.
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.

View Users

For a quick view of user account details, go to your Control Panel's Users and Groups menu. You'll see a list of all user accounts in your cloud, along with their details:

- **Full name** – user's name and surname
- **Username** – user's screen name
- **User role** – the role set for the user
- **User group** – the group to which the user is assigned
- **Status** – user's status (active or deleted)

You can scroll through the list of users with the Previous/Next buttons at the bottom of the screen, as well as use search tool to search for a specific user.

Click the Actions button next to the required user to edit, suspend or delete them, view the list of whitelist IPs or login as user.

Click Drop All Sessions button to terminate all sessions.

Every user including you will be logged out.

To get the list of additional fields, click the User Additional Fields button.

To view detailed information about a user's account, click user's full name.

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 screen that appears will display the following user details:

The user details screen that appears shows the following information:
User details

- Avatar - user's avatar (This feature is available if the Use gravatar option is enabled).
- Full name - user's name and surname.
- Email - user's email.
- Login - user's screen name.
- User role - the role set for the user.
- User group - the group to which the user is assigned.
- Timezone - time zone set for this user.
- Locale - locales set for this user.
- System theme - system theme set for this user.
- Display infoboxes - whether info boxes are displayed or not for this user.
- Restore infoboxes - click this button to display info boxes for the user.

Amazon Web Services

- Status - the status of the Amazon Web Services: disconnected or connected.

API info

- API key - click the Generate key button to generate a new API key.

Billing details

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

Prices - the list of payments with their details.
Backups - the list of user backups with their details.

User Payments

To view payments for a user:

1. Go to your Control Panel's Users and Groups menu.
2. Click the name of the required user.
3. On the screen that appears, click Payments tab. The page that loads shows the list of user’s payments.
User Billing Statistics

The system has a record of all the billing statistics on a user account for the last three months. If the account was created less than three months ago, statistics are generated for the actual period. You can also define a shorter period by setting Start and End time.

To view billing statistics for an account:

1. Go to your Control Panel's Users and Groups menu.
2. You'll see a list of all user accounts in your cloud. Click the User Statistics link next to a user in question.
3. Set Start and End time. 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 backups taken by the user during the chosen period.
- **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.
- **Templates Costs** - the price for the templates made by the user during the chosen period.
- **Backup Zones Backups Cost** - the price for the backups of the backup zones taken during the selected period.
- **Backup Zones Backup Disk Size Cost** - the price for the backup disk size of backup zones during the predefined period.
- **Backup Zones Templates Cost** - the price for the templates of the backup zones made during the chosen period.
- **Backup Zones Template Disk Size Cost** - the price for the template disk size of backup zones during the predefined period.
- **Customer Network Cost** - the price for all customer networks for the selected 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)
- **Total cost** – the sum of Used resources cost and Virtual Servers cost
- **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.

**Edit User**

To edit a user account:

1. Go to your Control Panel's **Users and Groups** menu. You'll see a list of all user accounts in your cloud.
2. Click the **Edit** icon next to the user you want to edit.
3. Change their details as required on the screen that appears.
3. Click the **Save** button to finish.

### View User Backups

Backups in OnApp clouds are associated with user accounts. To view backups of a particular user:

1. Go to your Control Panel's **Users and Groups** menu.
2. You'll see a list of all user accounts in the 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
User Groups

You can assign users into different user groups, so you can give different groups of users different cloud experiences. At present you can assign a UI theme to specific user groups (Settings > Look&Feel menu).

Assign New User to Group

This happens on the Add New User screen, as part of the user creation process:

1. Go to your Control Panel's Users and Groups menu.
2. Click the Create User button.
3. Select the User group for the user from the user group drop-down menu.
4. Complete the other user detail fields, and click the Save button.

Change User Group for User

You can change the group a user is assigned to on the Edit User screen:

1. Go to your Control Panel's Users and Groups menu.
2. Click the Actions icon next to the user, then click Edit.
3. Select a user group for the user from the user group drop-down menu.
4. Click the Save button.

Create User Group

To add a user group:

1. Go to your Control Panel's Users and Groups menu.
2. Click the **User Groups** tab.
3. On the page that follows, click **Add a New Group** button.
4. When the page loads, enter a user group name (Label) and click **Save**.

---

**View/Edit/Delete User Group**

To view, edit and delete a user group:

1. Go to your Control Panel's **Users and Groups** menu.
2. Click the **User Groups** tab.
3. Click a group's label to see all the users with their details assigned to the questioned group.
4. To edit user group details, click the **Actions** icon next to a user group you want to change, then click **Edit**.
5. To delete a user group, click the **Actions** button next to the user group you are interested in, then click **Delete**.
Logs

OnApp logs all cloud management actions that take place on cloud resources, including virtual servers, disks, data stores, compute resources, templates, networks.

To access and manage logs:

Click the Control Panel's **Logs** menu to view the log of all transactions in the cloud.

- To view details of a specific transaction, click its Ref number.
- You can also search for a transaction using the search box at the top.
• You can filter logs by their status by clicking the appropriate button - **Complete, Running** or **Failed** at the top.

![Activity Log](image)

• Click **Clean Logs** to completely clean the log.  
• Click **Cancel All Pending Tasks** to cancel all tasks scheduled for completion. 
• Click **Clean All Pending Backups** to remove all pending backups from the log. 
• You can relegate "pending" transactions to zombie status by clicking the pending status of a transaction, and then clicking the Failed option in the pop-up window. This option becomes available if the transaction has been pending for the period of time specified in the **Setting** s > Configuration > Zombie transaction time parameter.

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

**Statistics**

Stats menu unites cloud usage and CDN usage statistics generated by the OnApp Statistics receiver. The statistics receiver is an SNMP agent that collects data from host and guest systems and saves it in the round-robin database for the future processing. The collected data are then converted into hourly, daily, weekly and monthly statistics. The interval can be changed in the application configuration file.

Hourly statistics are stored in the database for the last 2 months.

Daily statistics are stored for 12 months.

Old statistics data are stored as a monthly statistics (12 months, respectively).

The Usage Statistics screen lists every virtual machine in the cloud, along with their details:

- **Owner** - the owner's username.
- **CPU used** - the average CPU percentage that the VS has been using during the last 72 hours or during the specified period.
- **Disk reads completed** - the number of read operations performed by the disk.
- **Disk writes completed** - the number of write operations performed by the disk.
- **Disk data read** - the amount of data read from a disk.
- **Disk data written** - the amount of data written to a disk.
- **Bandwidth sent** - the number of Bytes sent by this VS.
- **Bandwidth received** - the number of Bytes received by this VS.

By default, statistics are generated for the last 72 hours. To specify another period, set the **Start** and **End** time and click the **Apply** button.
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><em>number_to_human_size</em> (number)</th>
<th>=&gt; <em>number</em> Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>=&gt; 123 Bytes</td>
</tr>
<tr>
<td>1234</td>
<td>=&gt; 1.21 KB</td>
</tr>
<tr>
<td>12345</td>
<td>=&gt; 12.1 KB</td>
</tr>
<tr>
<td>123456</td>
<td>=&gt; 1.18 MB</td>
</tr>
<tr>
<td>1234567</td>
<td>=&gt; 1.15 GB</td>
</tr>
<tr>
<td>1234567890</td>
<td>=&gt; 1.12 TB</td>
</tr>
<tr>
<td>123456790123</td>
<td>=&gt; 470 KB</td>
</tr>
<tr>
<td>1234567, :precision =&gt; 2</td>
<td>=&gt; 1.2 MB</td>
</tr>
<tr>
<td>1234567, :precision =&gt; 2, :separator =&gt; ',,'</td>
<td>=&gt; 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.

Cloud Usage

The Usage Statistics screen lists every virtual machine in the cloud, along with their details:

- **Owner** - the owner's username.
- **CPU used** - the average CPU percentage that the VS has been using during the last 72 hours or during the specified period.
- **Disk reads completed** - the number of read operations performed by the disk.
- **Disk writes completed** - the number of write operations performed by the disk.
- **Disk data read** - the amount of data read from a disk.
- **Disk data written** - the amount of data written to a disk.
- **Bandwidth sent** - the number of Bytes sent by this VS.
- **Bandwidth received** - the number of Bytes received by this VS.

By default, statistics are generated for the last 72 hours. To specify another period, set the **Start** and **End** time and click the **Apply** button. You can sort by all categories except the virtual machine name: click a column label to sort in ascending order (you'll see an arrow appear to show how the data is being sorted). Click it again to sort in descending order. You can also drill into a specific VM, or its owner, by clicking the relevant links in the list.

Top IOPS disks

Top IOPS statistics chart displays 10 disks with top IOPS usage along with the following details:

- **Hostname** - hostname of a virtual server the disk is located at.
- **Disk** - disk ID.
- **Total IOPS** - total number of I/O operations per second.
- **IOPS Read** - number of read I/O operations per second.
- **IOPS Written** - number of written I/O operations per second.

Billing Plans

The Billing Plans menu provides the details of the billing plan for which you are currently signed up.

To view the billing plan details:
1. Go to your Control Panel's Billing Plans menu.
2. Click the billing plan label.
3. The page that loads will show the following details:

- **Label** - your billing plan name.
- **Monthly price** – a monthly price for the billing plan. This price will be applied regardless of the actual prices for used resources.
- **Currency** - a currency you're charged in.

Windows licensing support settings:

- **MAK licensing** - shows if the MAK licensing is enabled
- **KMS licensing** - shows if using KMS service is allowed
- **User license** - shows if inserting custom licenses is possible

**Help**

The help menu lets you submit support requests to the OnApp team. All OnApp customers with a full (paid) license are entitled to 24/7 support.

- Click the **Help** link in the Control Panel, and complete the form on the screen that follows.
- Alternatively you can call +1 (888) 876-8666, or email support@onapp.com with your problem.