

Cloud Platform FAQs

HOSTED VMWARE CLOUD

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Overview

This document provides a quick overview of Frequently Asked Questions and tutorials for Lunavi’s hosted VMware cloud platform. If you do not find the answer you need within these pages, please reach out to the Lunavi Global Service Center for guidance and troubleshooting by e-mailing support@lunavi.com or calling 866.995.3282.

# How do I assign a public IP to my server?

If you are using the Routed network connection on your VM, you will need setup a NAT rule that maps the internal IP address of your server to an address in your public IP allocations.

Follow these steps to setup a NAT rule:

1. Click on the Administration tab from your cloud interface.
2. Open up the Virtual Datacenter where your network exists, and click the “Org VDC Networks” Tab.
3. Right-click on the network and select “Configure Services”.
4. On the “NAT” tab you will be able to create rules to give your machine public access.

To create a one-to-one NAT rule for a machine, setup both a source (SNAT) and destination (DNAT) rule to map traffic in each direction.  To allow the entire internal subnet internet access, create Source NAT rule specifying the internal subnet as the source, and one of your available IPs as the destination.  Ports can also be specified in the NAT rules to direct specific ports of a public IP across multiple internal IPs if desired.

Public IPs can be viewed by checking the properties of the edge device on the Edge Gateways screen, and selecting the “Sub-Allocate IPs” tab.

# How do I manage firewall access to my VMs?

All incoming and outgoing traffic on a routed network is blocked by default, and rules will be required to allow the traffic in either or both directions.

To edit these settings:

1. Click on the Administration tab from your cloud interface.
2. Open up the Virtual Datacenter where your network exists, and click the “Org VDC Networks” Tab.
3. Right-click on the network and select “Configure Services”.
4. On the Firewall tab you will be able to create inbound and outbound rules to your VMs.

For best results, use the public IP of your VMs and match the traffic on “Translated IP”.

# How do I migrate VMs from another cloud environment?

vCloud Director has a built-in uploader feature that allows you to import virtual machines in OVF/OVA format into the cloud environment.  Virtual machines can be exported to directly to OVF/OVA format from most virtual platforms.

Before you export your virtual machine, please check the following best practices to ensure maximum compatibility upon import:

* All snapshots should be removed from the Virtual Machine
* All media should be removed and devices disconnected (including ISO's and USB devices)
* Your virtual hardware version must be supported.
* As of this writing, Lunavi supports hardware version 7, 8 and 9.

## **VM Export Procedures**

**ESXi, vSphere, VMware Workstation and Fusion:**  Exports can be done directly through the client by clicking File > Export to OVF/OVA.

**Physical Machines:**  We recommend using the vCenter Converter Standalone to virtualize a physical machine. Download the vCenter Converter Standalone.

## **VM Import Procedures**

Once a machine is in OVF/OVA format, it can be imported directly into the catalog using the Java-based web uploader found inside of your local catalogs.

## **Alternative Methods**

vCloud Connector is a server/node appliance combination that automates the process of exporting and importing from one vCenter or vCloud environment to another. This configuration takes more time to initially setup, but can save time when moving multiple machines.

Please contact Lunavi support if you have any questions or need any assistance using any of the above methods.

# What is a federation certificate expiration and how do I fix it?

Federation certificates are set to expire after one year and warning e-mails go out a few weeks before they do. At the end of this one year cycle each certificate must be regenerated. Follow these steps to regenerate a federation certificate:

1. Log into your vCloud environment and navigate to the Administration tab.
2. On the left-hand side of this menu, choose the Federation link under the Settings menu.
3. Scroll to the bottom of the screen and you will see the Certificate heading, with the expiration details underneath. Click the Regenerate button to create a new certificate.
4. The system will prompt you will the following message: “Performing this action may disable federation with the identity provider setup for this organization. Users from the identity provider may not be able to login until federation is reconfigured on the identity provider. Do you want to regenerate the certificate?”

Note that it is safe to proceed at this point, as using the federation identity provider is not common, and will be listed on the same page if it is used. In the case that it is, please defer to us and we will take additional steps to correct the issue.  
  
At this point the system will regenerate the federation certificate. The expiration date will be updated, and it will be valid for one year.

# How do I install VMware Tools on my new cloud server?

VMware Tools is the software that provides drivers for the virtual hardware underneath your virtual machine. It is also required for Guest Customization and certain snapshot features, but we highly recommend that you install it on all virtual machines.

VMware Tools can be installed by right clicking on your virtual machine and choosing “Install VMware Tools” from the context menu.  On Windows machines, the installer should automatically launch from the CD-ROM drive and can be installed using the wizard.

On Linux & BSD machines, the CD-ROM will fist need to be mounted to the file system, and the installer then extracted from a compressed .tar.gz file inside the mount point.  For a more thorough walkthrough of the installation on Linux systems, visit the VMware website.

# How do I use public media and templates in my VMware environment?

If you don’t already have a catalog created, you’ll need to do so by going to the Catalogs tab of your cloud environment and clicking the green plus sign to launch the New Catalog wizard.

To upload your own templates and media to your catalog, navigate to the Catalogs tab of your cloud interface, and on the left-hand menu click “My Organization’s Catalogs”. On the right-hand view you will see two tabs named “vApp Templates” and “Media”. Each of these tabs contain an Upload button resembling a hard drive with a green up arrow, which will allow you to select and upload files located on your local machine.  
  
There is also a public catalog available that is pre-populated with media and templates of popular operating systems. This can be accessed by choosing “Public Catalogs” from the left-hand side of your Catalogs screen. Please note that if you would like to use our public media, it must be first copied to your local catalog before it can be attached to a virtual machine.  This can be done using the right-click context menu on the media.

# Is there a user's guide for vCloud Director?

VMware provides a [User Guide for vCloud Director version 5.5](http://pubs.vmware.com/vcd-55/topic/com.vmware.ICbase/PDF/vcd_55_user_guide.pdf). You can also take a look at the Performance and [Best Practices Guide](https://www.greenhousedata.com/images/uploads/VMware-vCloud-Director51-Perf.pdf) for vCloud Director version 5.1.

# What browsers are supported by the vCloud interface?

The vCloud Director interface and remote console plugin are currently supported on Internet Explorer 10+, Firefox, and Chrome. If you are using Internet Explorer 10+, we recommend turning on compatibility mode.

In addition to browser compatibility, the following plugins are required:

* Adobe Flash Player version 10.2 or later (32-bit)
* Java Runtime Environment (JRE) 1.6.0 Update 10 or later (32-bit)

Or, you may also reference VMware's official version matrix.

# How do I get the VM remote console to release my mouse and keyboard?

You can release your keyboard and mouse by pressing CTRL + ALT on your keyboard.

# How do I connect to my virtual machine's console through Internet Explorer?

If you are having issues accessing the remote console in Internet explorer, you may need to disable Protected Mode.

To do this:

1. In Internet Explorer select Tools > Internet Options  
2. Click the Security tab  
3. Uncheck the box labeled "Enable Protected Mode"  
4. Click Apply  
5. Acknowledge the pop-up warning and close out of the menu.  
6. Re-launch Internet Explorer and try to connect to your virtual machine.

If you are still having issues or need further assistance please let us know by submitting a support ticket.

# What is the password of my newly deployed template?

If your virtual machine was created from a template, Guest Customization likely randomized the administrator or root password for you.  You can view the newly generated password by right-clicking on the VM > clicking Properties > and clicking the Guest OS Customization tab. Your password will be listed under the Password Reset section.   
  
You also have the ability to type in a specific password on this screen and the customization process will set it accordingly, or you may disable this feature and change the password manually from within the operating system.

# I’m getting an error that says I’ve exceeded my storage quota, I thought I had unlimited storage?

As a Pay-As-You-Go model customer you are entitled to theoretically unlimited storage. However, your environment is still configured with storage limits at the Virtual Datacenter level.  We put these restrictions in place so that storage use by a single environment cannot affect another environment before Lunavi staff has a chance to react.  
  
If you need your storage quotas increased, just send an email into support@lunavi.com and we’ll be happy to increase your limits.

# Why do I experience connectivity and performance issues with a "Flexible" network adapter?

Our support team has identified an issue affecting the connectivity of VMs running with a “Flexible” network adapter. We have noticed that VMs with this network adapter type can see loss of connectivity and performance during upgrades.

We recommend that virtual machines set to the “Flexible” network adapter type be removed completely and replaced with either the “E1000” adapter or a “VMXNET3” adapter. A complete list and description of the network adapters can be found here.  This change can be made under the “Hardware” tab of your virtual machine’s properties.

# What is Guest Customization?

Guest Customization is a scripted process that changes certain features on your virtual machine such as the root/administrator password, SID, IP address, and hostname.  It’s also required for certain virtual hardware changes to the machine.  
  
This process is run automatically when a machine is deployed from a template and powered on for the first time to avoid duplicate MAC addresses, IP addresses, and hostnames on a network.   
  
Guest Customization requires VMware tools to be installed before it’s enabled, and we recommend enabling it on all virtual machines.  It can be enabled from the “Guest Customization” tab on the virtual machine’s properties screen.  
  
Please note:  Changing the SID of a Windows machine that is already the member of a Windows domain will break the domain relationship and require the machine to be re-joined.  On a domain controller, this operation could destroy the entire domain. For this reason we highly recommend you uncheck the “Change SID” option on the Guest Customization screen unless you have a need for it.