FAQ

Q. What are the supported disk formats

A. Currently we support the following formats:

- VMDK Sparse
- VMDK StreamOptimised
- RAW
- QCOW

If you upload a VMDK or RAW disk and its file extension is **.vmdk**, it will go through a sanity check and conversion process to ensure the vmdk is in the best format to be imported into VDC.

Q. Can I upload a multidisk VM?

A. Currently multidisk virtual machines are not supported

Q. How long will it take for my image to convert?

A. The conversion process typically takes 30 - 40 seconds per GB of RAW disk uploaded. For example: If you upload a VMDK StreamOptimised disk, the file size is 750Mb, but the actual disk size is 20GB, the conversion process will take approximately:

20 x 30 = 600 (10 minutes)
20 x 40 = 800 (13.5 minutes)
10 - 14 minutes.

If the actual disk size is 20GB, but only 1GB of disk is used, the conversion process will be quite quick, however if 15GB of 20GB is used, the conversion process could be slower.

Q. Can I use my own FTP client?

A. To use your own FTP client, right click on the "Secure One time directory" hyperlink and select "Copy Shortcut" (Internet Explorer), "Copy Link Address" (Chrome) or "Copy Link Location" (Mozilla Firefox). You can then paste this URL into an FTP client. We recommend Filezilla for FTP uploads.

Walk through

- To upload an image, log into the Hub and click "**Image Importer**", which is located under VDC on the Navigation Panel.

* This will open the Image Importer page:

Interoute: VDC Disk Image Upload

1. Upload a new disk image via your webbrowser:

Click here to upload with your browser

or, with an FTP client:

Use this URL with an FTP client to upload your disk image. Once your upload is complete the upload directory will automatically be removed and the disk image moved into your secure disk image store.

FTP: Secure One time directory

2. Create new machine template

You need to complete step 1 before creating a new machine template.

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- Now click "here to upload with your browser".

Interoute: VDC Disk Image Upload

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1. Upload a new disk image via your webbrowser:

Click here to upload with your browser   ⬅

or, with an FTP client:

Use this URL with an FTP client to upload your disk image. Once your upload is complete the upload directory will automatically be removed and the disk image moved into your secure disk image store.

FTP: Secure One time directory

2. Create new machine template

You need to complete step 1 before creating a new machine template.

- This will open the Image Applet. Navigate to your VMDK file and double click to start the upload.

- Wait for the upload to complete.

Interoute: VDC Disk Image Upload

back

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Double click your disk image to Upload

Once your upload is complete, please refresh this page (F5) if you wish to upload a new file, or click back.

Local System: C:\FreeBSD8.2

	Name	Size	Date
	..		
📄	FreeBSD8.2-disk1.vmdk	174,778 Kb	Aug 19 2011 12:...
📄	FreeBSD8.2.mf	135 b	Aug 19 2011 12:...
📄	FreeBSD8.2.ovf	6 Kb	Aug 19 2011 12:...

Transfers | Debug

Filename	Progress	Statistics
C:\FreeBSD8.2\FreeBS...		21%, [36,175,872 bytes]...

| Connect | Disconnect | About | Help |

- Once the upload is complete, click OK, you can now refresh the page (with F5) to upload another file, or click "Back" to return to the previous page.

- The uploaded VMDK is now in a conversion process to ensure it's in the best format for use within VDC.

Interoute: VDC Disk Image Upload

1. Upload a new disk image
via your webbrowser:
Click here to upload with your browser

or, with an FTP client:
Use this URL with an FTP client to upload your disk image. Once your upload is complete the upload directory will automatically be removed and the disk image moved into your secure disk image store.

FTP: Secure One time directory

Disks currently being converted:

FreeBSD8.2-disk1.vmdk - 0% completed ◄─────────

Disks typically take 30 to 40 seconds per GB (of RAW disk size) to convert, see FAQ for more details.

2. Create new machine template
Wait for disk conversion to complete before creating a new machine template.

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- Once it has completed, click "Create new template" to create a new machine template.

- Fill in all the fields correctly and click "Add".

- Once the Machine Template has been created, a notice is displayed. Click back.

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Machine template FREEBSD_8.2 is now complete.

The machine template is now ready to be imported into VDC, please load the control panel, select "Apps Library" and import the image via the "from Remote Repository" function.

- The new Machine Template is now ready to be imported into VDC.
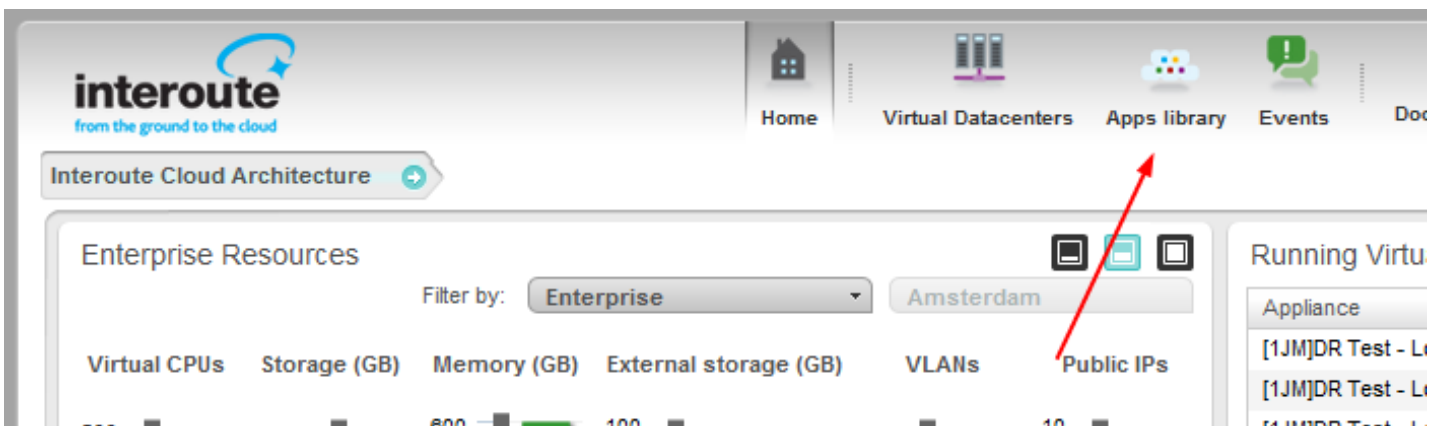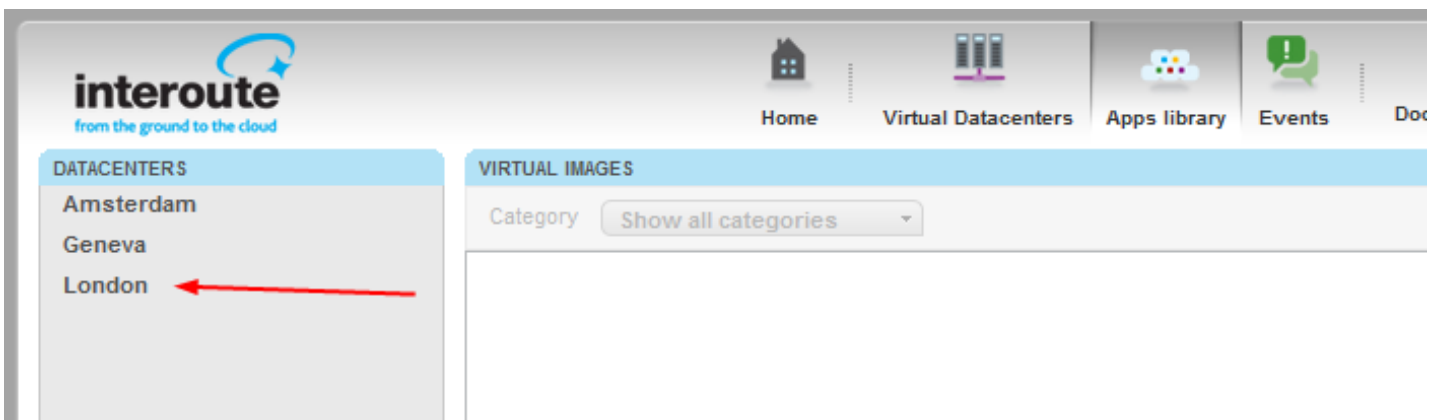
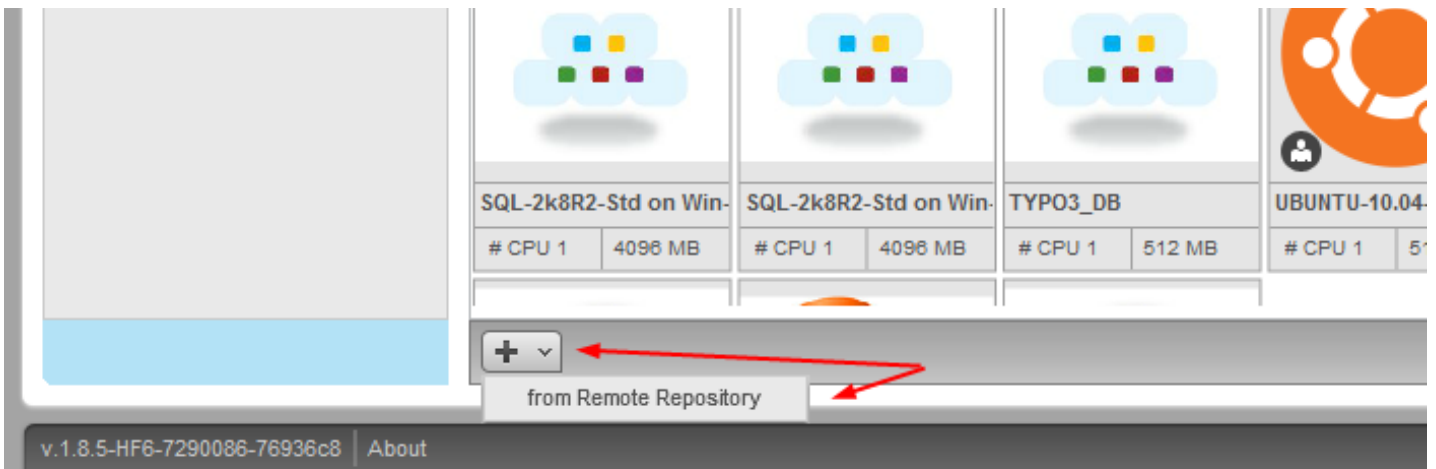- Return to the Hub, and click on "Control Centre" in the VDC section.
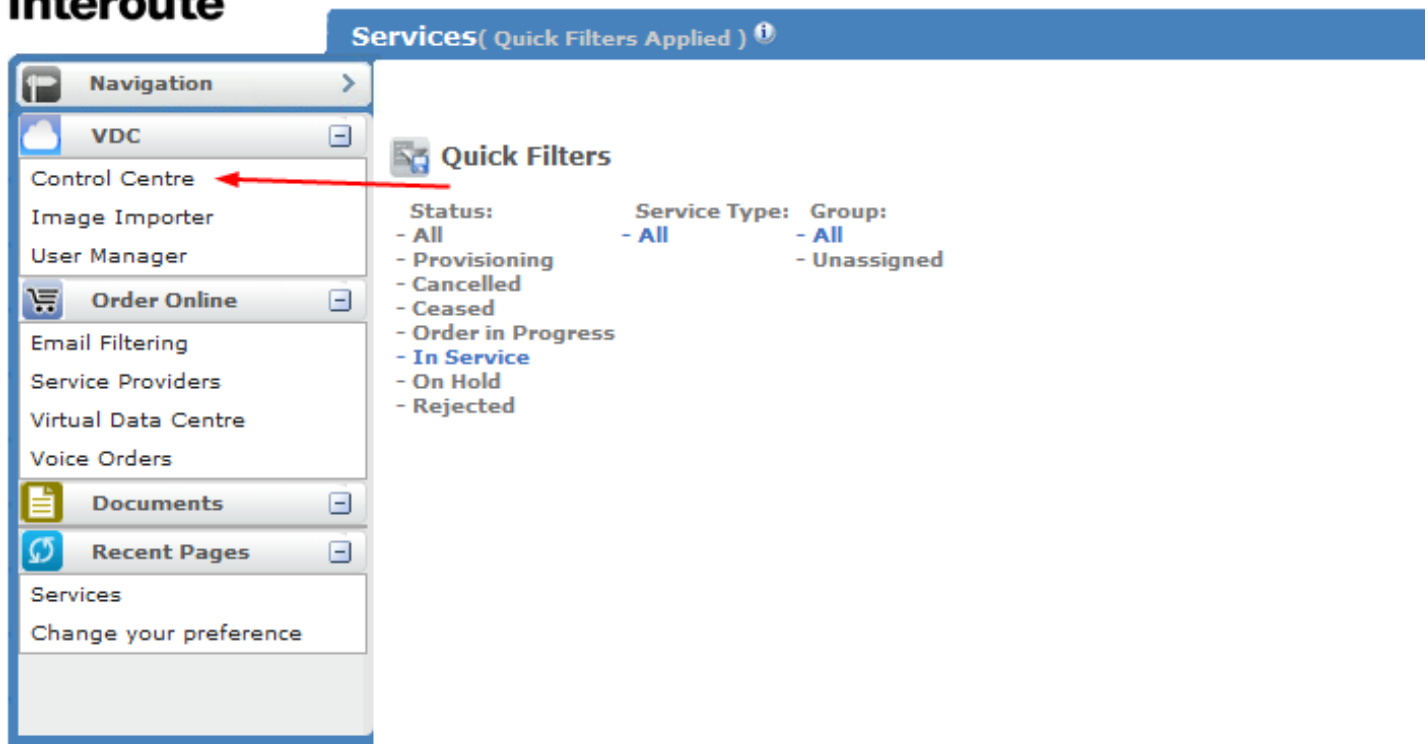
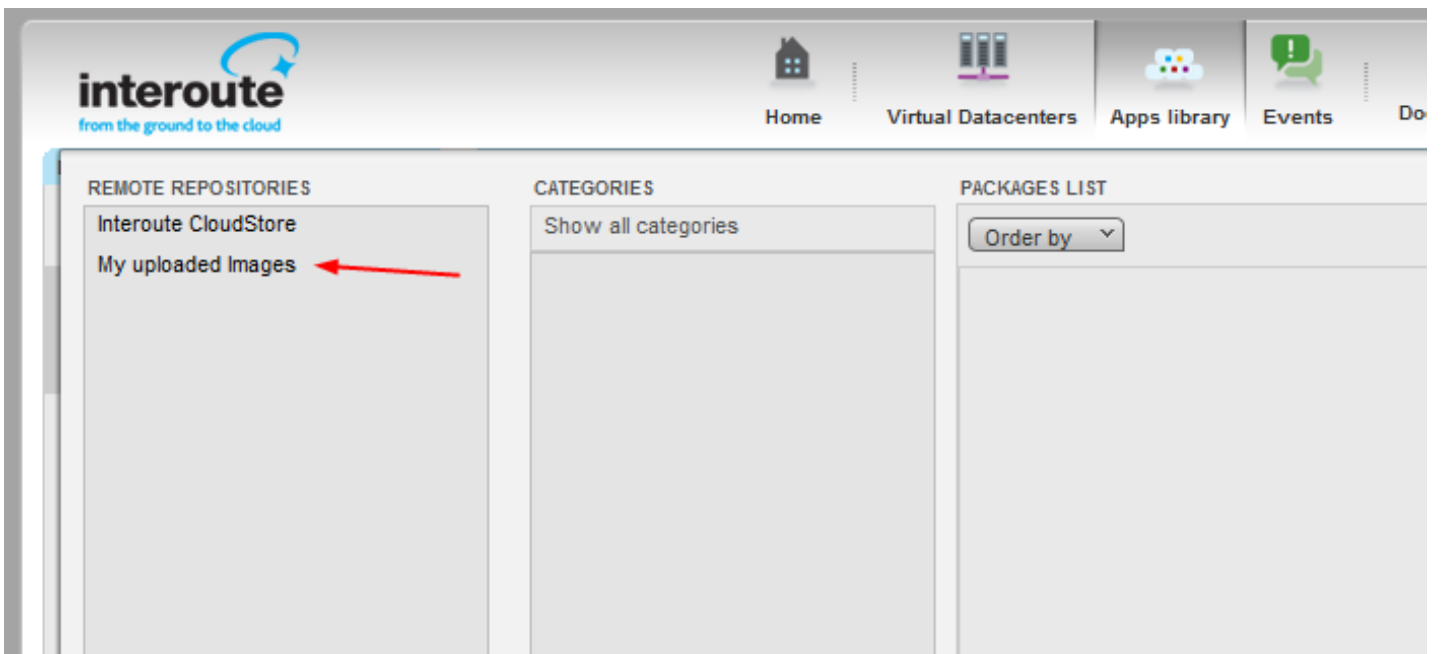- Once the Control Centre is open, click on "Apps Library".

- Once the "Apps Library" is open, select the datacentre you would like to import the template into.

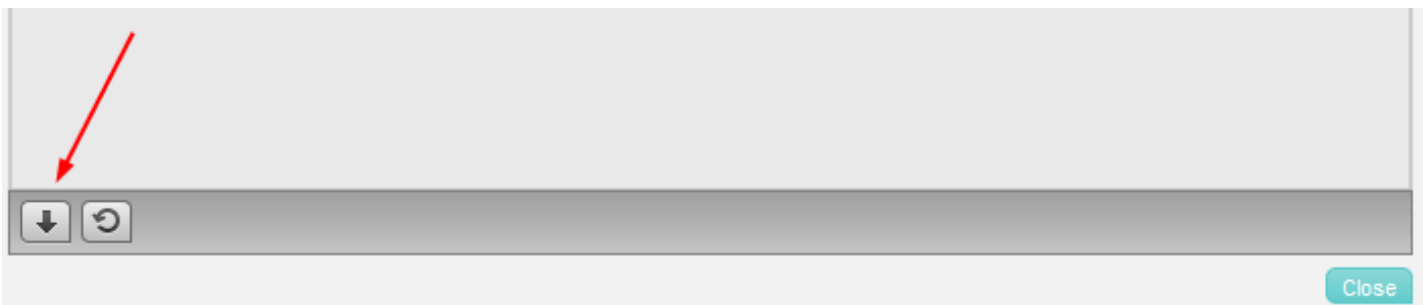- Then click the "+" button and select "from Remote Repository".

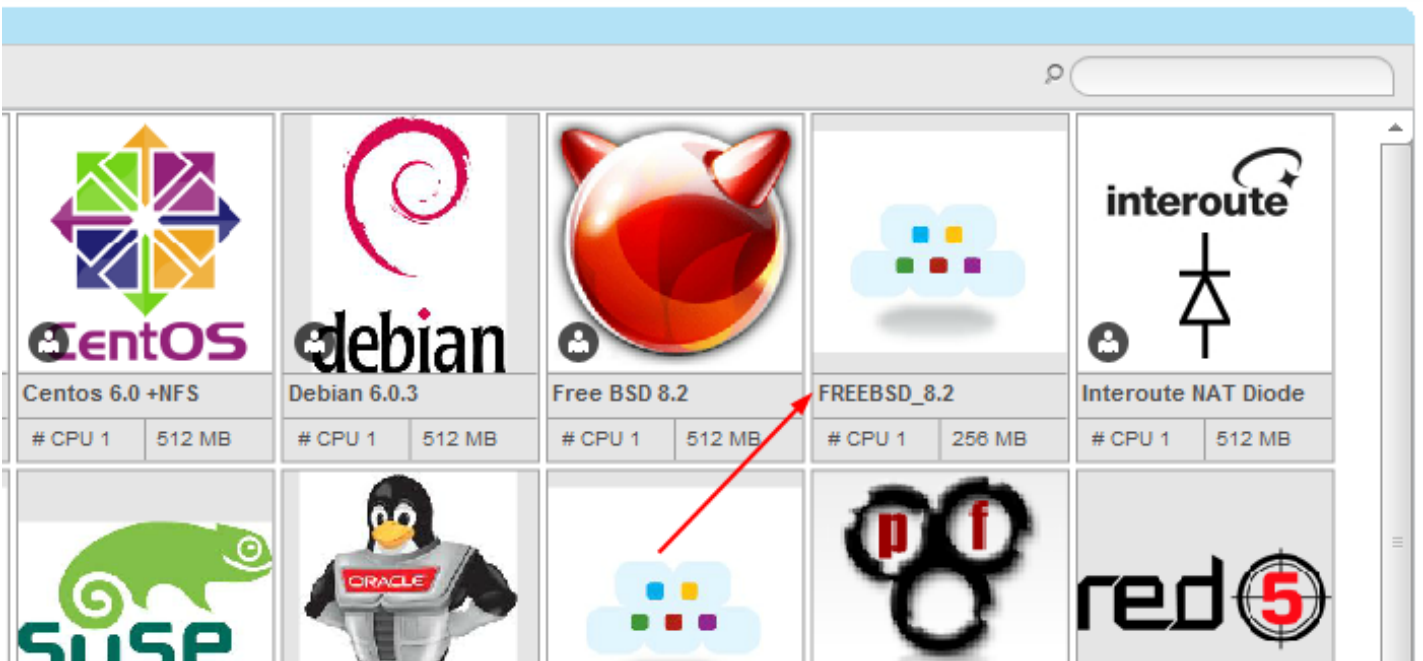- Once the Remote Repositories page opens, select "My uploaded Images".

- Tick the download box for the newly created Machine Template.

- Then click the Download button to download the machine template into VDC.

- Once the download is complete, close the Remote Repository page. The template should be available in the Apps Library.

- Now navigate to a VApp, the template should be available for use.