

vCloud Air - Virtual Private Cloud OnDemand Getting Started

vCloud Air

This document supports the version of each product listed and supports all subsequent versions until the document is replaced by a new edition. To check for more recent editions of this document, see <http://www.vmware.com/support/pubs>.

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About Virtual Private Cloud OnDemand

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VMware vCloud Air – Virtual Private Cloud OnDemand (hereafter, known as Virtual Private Cloud OnDemand) is a secure, pay-as-you-go, cloud compute service offered by VMware that gives IT organizations a VMware compatible platform to create virtual machines, dynamically scale virtual machines and resources up or down, and pay only for resources allocated.

- Virtual Private Cloud OnDemand provides on-demand resources with granular metering and usage-based billing.
- Resources are pool-based allowing deployment of virtual machines with customized configurations.
- Costs are billed monthly only for the aggregate amount of resources consumed across all your virtual machines.
- The on-demand resources complement the subscription services for vCloud Air.

NOTE Virtual Private Cloud OnDemand runs from three regions: UK - Slough, US - California and US - Virginia.

Intended Audience

This guide provides a quick reference to all new users of Virtual Private Cloud OnDemand.

Related Documentation

In addition to this guide, see the following documentation for Virtual Private Cloud OnDemand:

- [vCloud Air – Virtual Private Cloud OnDemand User's Guide](#)
- [vCloud Air – Virtual Private Cloud OnDemand Networking Guide](#)
- [vCloud Air – Virtual Private Cloud OnDemand Release Notes](#)

VMware Technical Publications Glossary

VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to <http://www.vmware.com/support/pubs>.

This chapter includes the following topics:

- ["Create Your Account," on page 6](#)
- ["Using Virtual Private Cloud OnDemand," on page 7](#)
- ["Supported Browsers," on page 8](#)

- “Create Your First Virtual Machine,” on page 8
- “Gateways and Networks,” on page 11
- “Resource Usage and Pricing,” on page 13
- “About Virtual Data Centers,” on page 15
- “Account Support,” on page 17
- “How to Cancel Your Service,” on page 17

Create Your Account

You can register online and sign-up for a Virtual Private Cloud OnDemand account by using a valid credit card.

Prerequisites

Ensure you have a valid email address.

Procedure

- 1 If you are a new user interested in the Virtual Private Cloud OnDemand service, go to <http://vcloud.vmware.com/service-offering/virtual-private-cloud-on-demand>.
- 2 Click **Sign up Now**.
A short questionnaire that helps VMware better assess your needs appears.
- 3 Enter the required information and click **Submit**.

You will receive an email (at the email address you provided during sign up) from VMware with further instructions. The email provides a link and temporary password to create an account for Virtual Private Cloud OnDemand. Clicking the link displays the first step of the sign-up process; specifically, **1 Login / Create Account**:

Sign Up for VMware vCloud® Air™ OnDemand Services

The screenshot shows a web page with two main sections for account creation. The left section, labeled '1 LOG IN / CREATE ACCOUNT', contains fields for 'Email Address' and 'Password', with buttons for 'Log In >' and 'Forgot your password?'. The right section, labeled '2 ENTER ACCOUNT & BILLING INFO', is titled 'Create a new My VMware account' and contains fields for 'Email Address', 'Verify Email Address', 'Password', and 'Verify Password', with a 'Create an Account >' button. A progress bar at the top indicates '1 LOG IN / CREATE ACCOUNT' is active.

- 4 Complete the first step in setting up your account in one of the following ways:
 - If you already have a My VMware account, enter your email address and password, and click **Log In**.
 - If you do not have a My VMware account, enter your email address and a password (and verify both), and click **Create an Account**.

The second step of the sign-up process appears; specifically, **2 Enter Account & Billing Info**.

- 5 Enter your credit card and billing information.

- 6 Select the level of **Support** (pricing varies):
 - Online support - 24/7 Email only support
 - Production support - 24/7 Phone and Email support

NOTE You can also change the support level later by signing in to your [My VMware](#) account and going to **Manage Service > Change Support Level**.

- 7 Click **Complete Sign-Up**.

After VMware validates and approves your account information, a confirmation page appears. You will receive an email from VMware that includes the Virtual Private Cloud OnDemand URL and your account activation instructions.

- 8 To finalize your account, click the link provided in the email, set your password, click the “I accept” checkbox, and click **Continue**. The vCloud Air page appears. Click **Submit** to accept. You can read the details by clicking the [Terms of Service](#) text.

The VMware vCloud Air Sign in page appears.

- 9 Enter your user name (the email address you entered during the sign-up process) and the password you created.

The Virtual Private Cloud OnDemand Web user interface (UI) appears.

- 10 For subsequent logins, go to <https://vca.vmware.com> and log in using your user name and password.

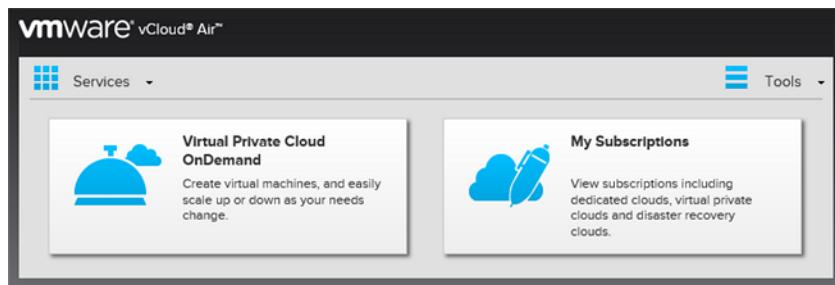
What to do next

Existing Virtual Private Cloud OnDemand EAP users will also be redirected to the new URL.

NOTE All new users receive a \$300 promotional credit, which is available for use until it is exhausted or until five months from the sign-up date, whichever occurs first. The credit received by the EAP users during the EAP program is available for use until it is exhausted or until General Availability (GA), whichever occurs first.

Using Virtual Private Cloud OnDemand

After you sign in, click the Virtual Private Cloud OnDemand tile for vCloud Air (formerly known as vCloud Hybrid Service).



You can set a region as the default region or you can select a region each time you sign in. To switch from one region to another, select another region in the drop-down menu at the top of the page after you sign in.

Click **Continue** and an instance (Virtual Data Center - VDC1) is created with a default gateway and a routed network. This process usually takes about 2-3 minutes. After the instance is created, you can create your first virtual machine as described in [“Create Your First Virtual Machine,”](#) on page 8.

NOTE The virtual data center default size is 50 GHz vCPU, 100 GB RAM, and 2 TB Storage (Standard or SSD-Accelerated). You can create up to 50 virtual machines per virtual data center.

Supported Browsers

The following browsers are supported for the Virtual Private Cloud OnDemand console:

- Chrome 27 and later
- Firefox 3.6 and later
- Internet Explorer 10 and later
- Safari 4 and later

Create Your First Virtual Machine

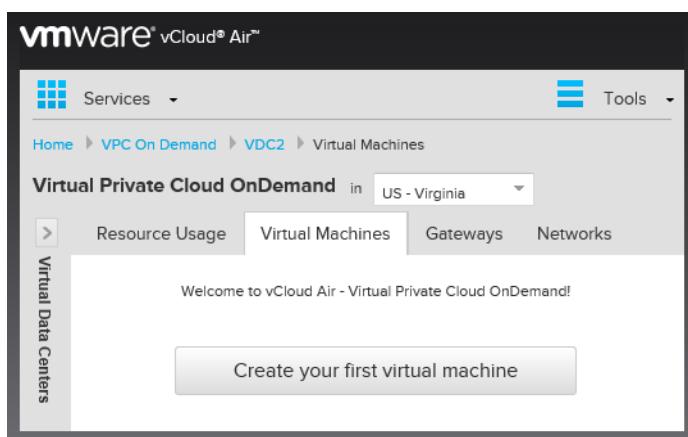
After you click the Virtual Private Cloud OnDemand tile the first time, the **Virtual Machines** tab opens. Here you can create your first virtual machine.

Prerequisites

Verify you have signed up for the service and have a valid user account.

Procedure

- 1 Click **Create your first virtual machine**.



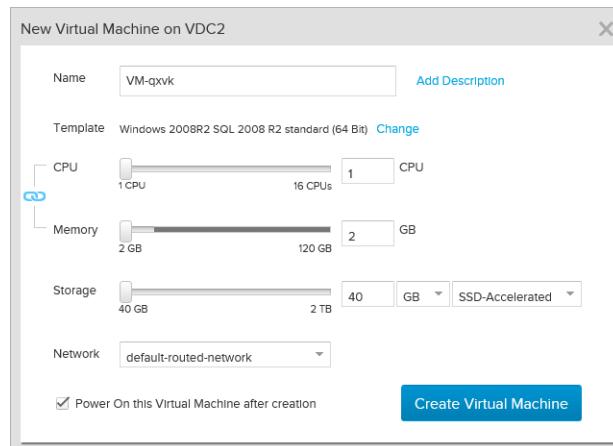
- 2 You can select a pre-defined template from the **VMware Catalog** tab or from your own catalog (**My Catalog** tab). You can create your own templates in vCloud Director by clicking **Create My Virtual Machine from Scratch**. For information, see [Manage Catalogs in vCloud Director](#) in the vCloud Air - *Virtual Private Cloud OnDemand User's Guide*.

3 You can select a licensed template, such as Windows 2008R2 Standard or a free template, such as 32 Bit CentOS 6.3. The licensed templates have a \$ sign next to them and you need to click **Confirm Purchase** before you click **Continue**.



4 Edit the virtual machine's name, add a description, or change the template.

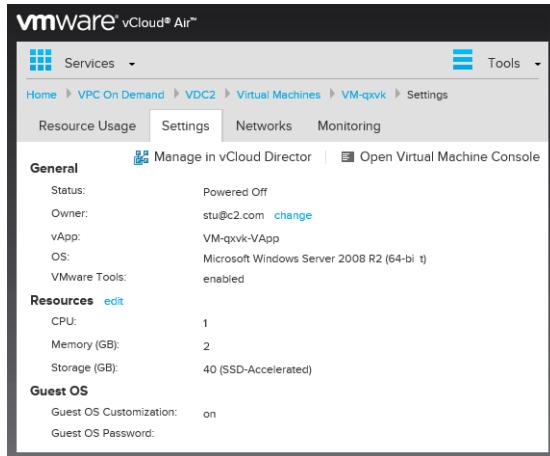
5 Select the CPU, memory size, and the storage tier (Standard or SSD-Accelerated) and create the virtual machine by clicking **Create Virtual Machine**.



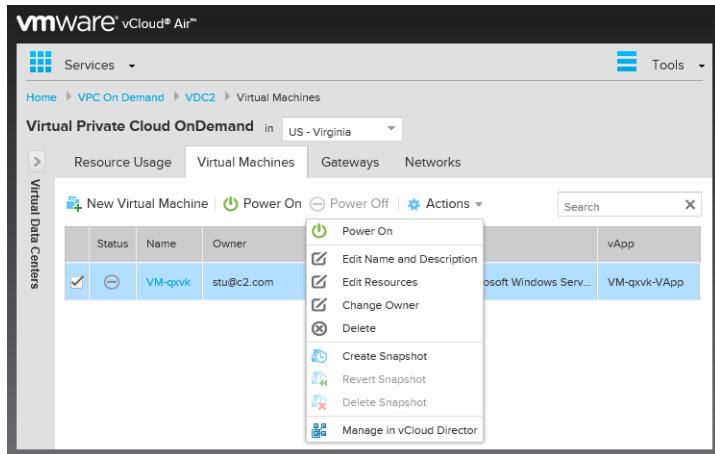
NOTE

- VMware recommends specific CPU-Memory ratios for resource allocation to the virtual machine that work best in this environment. However, you can click the link to unlink them and set the size to your specifications by using the corresponding sliders.
- You can add only one disk (storage) while creating a virtual machine. However, once the virtual machine is created you can add additional disks by going to **Actions > Edit Resources**.
- Specifying a network at this stage is optional. However, you are required to do so later.

6 After your Virtual Machine is created, you can click the name of the virtual machine to review its settings.



7 To change the virtual machine ownership or edit resource usage, select the checkbox next to the virtual machine name and click **Actions**.



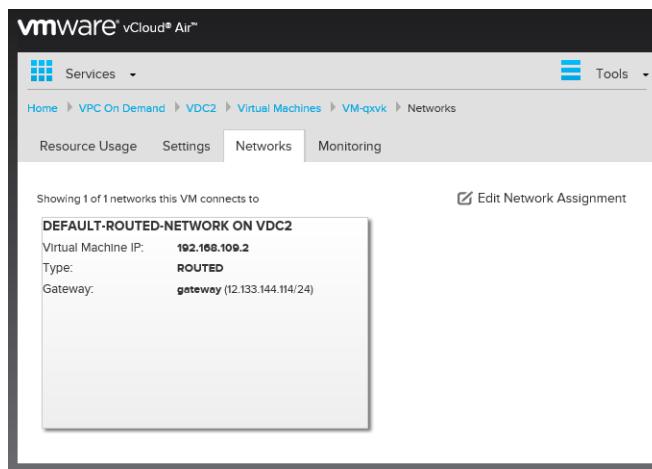
8 From the **Action** menu, click **Edit Resources** to adjust resources for the virtual machine to accommodate changing requirements. You can change the CPU, memory requirements, add another disk, or adjust the storage tier for an existing disk. Click **Save** to save your changes.

9 Click the **Networks** tab to view the network that this particular virtual machine connects to.

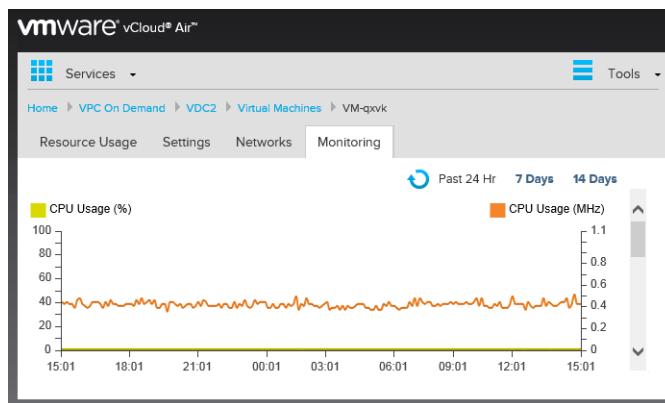
NOTE

- Before assigning the virtual machine to a different network, you must create it by using the global **Networks** tab. For information, see [About Managing Gateways and Networks](#) in the vCloud Air – Virtual Private Cloud OnDemand Networking Guide.
- Network assignment is disabled if the virtual machine is powered-on. Before assigning a different network, power-off the virtual machine from the **Virtual Machines** tab.

- 10 Click **Edit Network Assignment** to assign the virtual machine to a network. Click **Save** when you are done assigning the new network.



- 11 Click the **Monitoring** tab to view the virtual machine's CPU and memory usage.



For information about managing virtual machines, see [Working with Virtual Machines](#) in the *vCloud Air—Virtual Private Cloud OnDemand User’s Guide*.

- 12 Click the **Resource Usage** tab to view the resources used by that virtual machine in the past hour, past 24 hours, or month to date.
- 13 Click **View detailed report** to view the detailed resource usage report. The detailed report is available only after the first bill is generated.

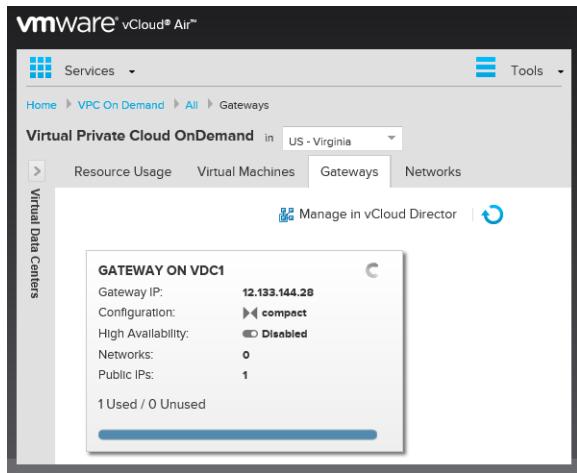
For information, see [“Resource Usage and Pricing,”](#) on page 13.

Gateways and Networks

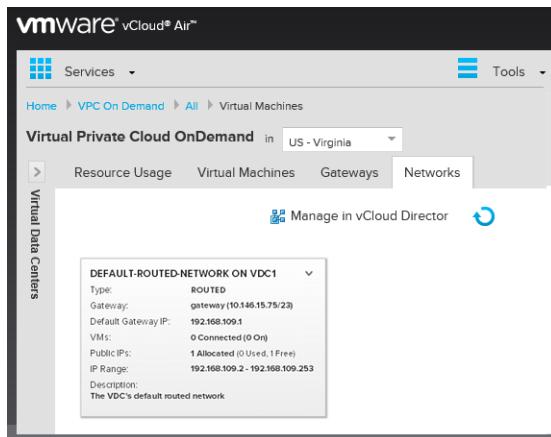
Virtual Private Cloud OnDemand networking replicates traditional network technologies and design. Networking in Virtual Private Cloud OnDemand is based on the software-defined networking (SDN) technologies used by VMware products, including VMware vSphere, VXLAN, vCloud Networking and Security, and vCloud Director.

- 1 When you created your first virtual machine, a Virtual Data Center named "VDC1" was automatically created and a routed network and gateway were added.
- 2 Click the **Gateways** tab to view the default gateway.

NOTE You can add NAT rules for the gateway only after adding a public IP address.



- 3 If the gateway cannot route external traffic to virtual machines on the internal interface, you can create a NAT rule to route this traffic. Click the Gateway tile to configure NAT rules.
- 4 Once the NAT rule is successfully added, you can disable, edit, or delete it.
- 5 Check the firewall rules to determine if Internet traffic is allowed to the virtual machines on this network. If it is blocked, create a rule to allow Internet traffic. Click **Add Firewall Rule** to add a Firewall Rule.
- 6 You can also add more IP addresses. Allocating public IP addresses is limited to routed networks.
- 7 Click **Add Network** to add networks (routed or isolated).
- 8 You can also add and manage gateways and networks in the vCloud Director portal by clicking **Manage in vCloud Director**.

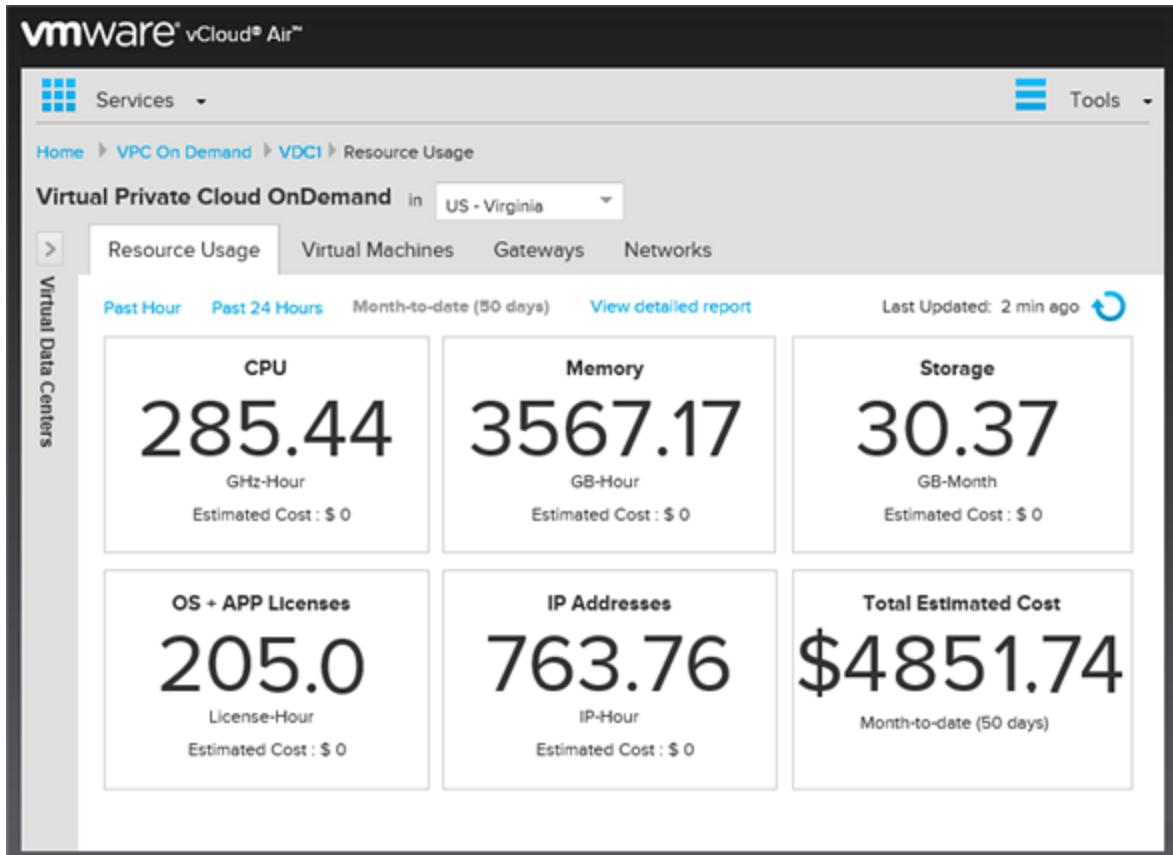


NOTE For information about configuring networks and gateways, see [vCloud Air - Virtual Private Cloud OnDemand Networking Guide](#).

Resource Usage and Pricing

The CPU and Memory resources allocated to your virtual machines are metered on a per-minute basis when powered on, and storage on a per-minute basis from the time of allocation to a virtual machine. The Public IP addresses are metered per-minute upon initial allocation to Gateways.

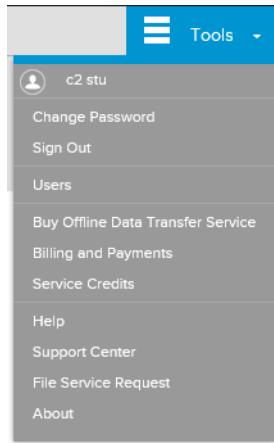
The Resource Usage tab displays the aggregated resource usage for a particular virtual data center. You can choose to view resources used in the Past Hour, Past 24 Hours, or Month-to-date. You can access the detailed report by clicking "View detailed report". This detailed report displays the resource breakdown on a monthly basis right down to the virtual machine level. These are updated on an hourly basis.



After you have created additional virtual data centers, you can see the resource usage for all the virtual data centers.

NOTE If you need additional resources to be available for a virtual data center, contact VMware support and VMware will make the required changes.

- 1 For more granular pricing details, go to **Tools > Billing and Payments**.



- 2 The My VMware page opens. Go to the My VMware All Services page and click on your Service Name to see your Subscription Service Details as well as the associated costs.

A screenshot of the 'My VMware' page. The top navigation bar includes Home, Accounts, Downloads, Support, Resources & Education, and Buy. The main content area shows a service detail for 'M999095879'. The service details are as follows:

- Status: Active
- Service ID: M999095879
- Start Date: 2014-05-19
- Offering Partner: VMware Inc.
- Payment Method: Visa ending in 1113
- Usage Spend Notification: \$100/\$300
- Service Owner: Benjamin Cook

Below the service details, there are two tabs: 'Current Consumption & Cost' (selected) and 'Past Consumption & Cost'. The 'Current Consumption & Cost' section shows the following usage and costs:

Resource	Value	Cost-to-date
MEMORY	3828 GB HOUR	\$149.00
Standard Storage	190.528 GB MONTH	\$11.17
OS + APPS	1392 LICENSE HOUR	\$36.69
SSD Accelerated Storage	190.528 GB MONTH	\$22.34
CPU	1914 GHZ HOUR	\$18.67

To the right of the consumption table, a large dollar amount is displayed: **\$238.77**. A dropdown menu is open over the service details, showing options: Manage Service (selected), Cancel Service, Change Service Owner, Edit Payment Method, Edit Usage Spend Notification, Manage Users, and Get Support.

- 3 From here you can **Manage** your Service, for example issue a service cancellation, change the service owner, change the support level, edit the payment method, see the usage spend notification for which you can set to receive an email when usage has reached a certain dollar threshold, and see current and past statements.
- 4 The lower portion shows the current costing and usage (you can see usage on the left and dollar value on the right). The carousel rotates every 10 seconds and you can select a specific resource to see the usage and the cost associated.

- 5 You can also go back and see past consumption for a particular resource. You can toggle between past years and can also download your billing statement.

NOTE For more information on pricing, see the [Pricing Calculator](#).

About Virtual Data Centers

The first virtual data center (VDC1) is created by default. You can create more virtual data centers.

Prerequisites

There are some size limitations for virtual data centers, which are displayed in the template. It is limited to 50 GHz CPU, 100 GB RAM, 2 TB Storage, and 50 virtual machines per virtual data center.

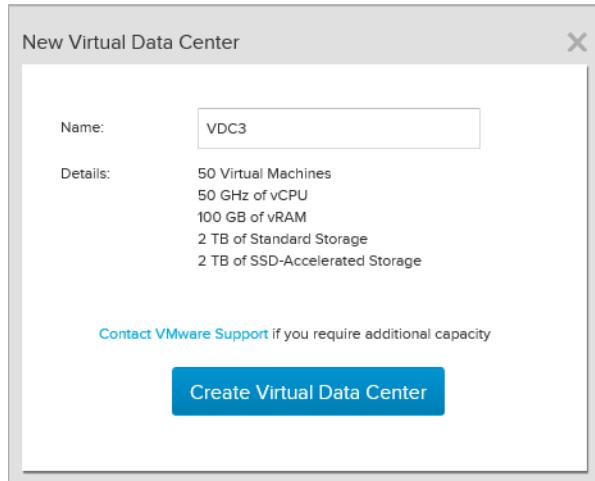
Procedure

- 1 Click the arrow button to expand the list.

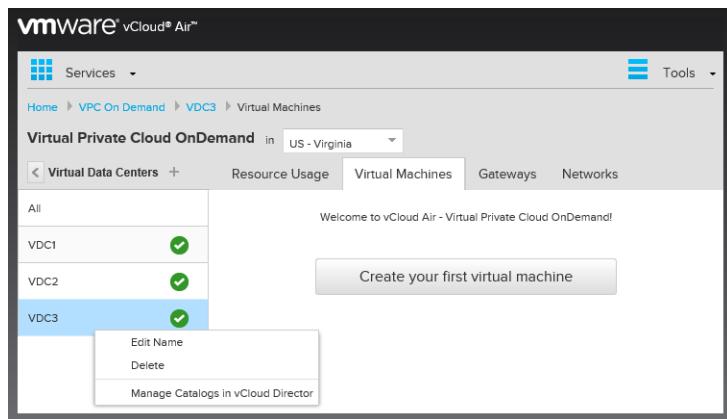
All	Status	Name	Owner	CPU	Memory	OS	vApp
VDC1	Green checkmark	VM-qxvk	stu@cc2.com	1vCPU	2.0 GB	Microsoft Windo...	VM-qxvk-VApp
VDC2	Blue selection bar						

- 2 Click the add (+) icon located next to **Virtual Data Centers** to add a virtual data center.

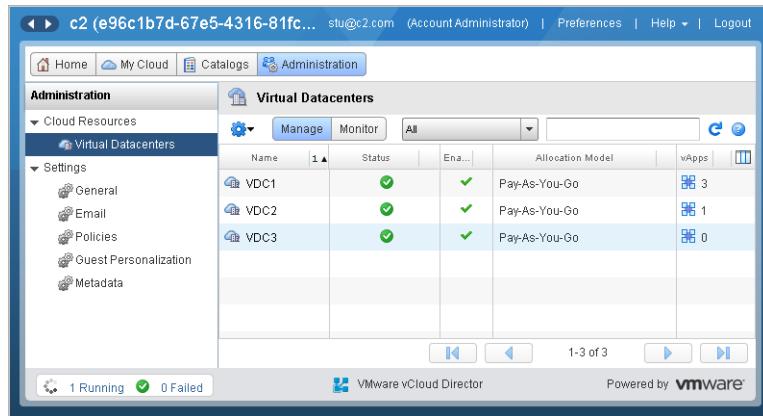
3 Specify a name and click **Create Virtual Data Center**.



The virtual data center appears in the list.



4 Right-click the virtual data center to edit its name, delete it, or manage it in vCloud Director.



For information about managing virtual data centers, see the [vCloud Air – Virtual Private Cloud OnDemand User's Guide](#).

Account Support

Knowledge base articles and additional documentation are available at the Support Center. For account-related help or to access knowledge base articles and additional documentation, select **Support Center** from the **Tools** menu in the Virtual Private Cloud OnDemand console.

If you encounter problems while creating your account or at any other time, file a support request.

NOTE You must be a member of the Account Administrative role in Virtual Private Cloud OnDemand to access your account information in My VMware. See [Role-based User Account Management](#) in the *Virtual Private Cloud OnDemand User's Guide* for information.

File a support request in one of the following ways:

- From Virtual Private Cloud OnDemand, select **File Service Request** from the **Tools** menu. The My VMware page opens. Enter your My VMware user name and password and login.
- Go directly to My VMware and log in with your user name and password.

From the My VMware main navigation, select **Support > Get Support**. The Get Support page appears. Select the type of support you require.

For assistance with your account, select an option under **Product Licensing or Account**.

To file a technical support request, from the **Technical** drop-down list, select **vCloud Air > VMware Virtual Private Cloud OnDemand** > your service ID (only one is displayed).

NOTE When completing the technical support request, leave the **Enter terms related to this issue** field blank because it is not required.

How to Cancel Your Service

My VMware provides options to manage your Virtual Private Cloud OnDemand account, including cancelling your service.

Prerequisites

You must be a member of the Account Administrative role in Virtual Private Cloud OnDemand to access your account information in My VMware. See [Role-based User Account Management](#) in the *Virtual Private Cloud OnDemand User's Guide* for information.

Procedure

- 1 Log into your My VMware account.

- 2 Navigate to your Virtual Private Cloud OnDemand account (**Accounts > Services > All Services**). Under Subscription Service, click the service name link.
The Subscription Service Details page appears.
- 3 From the **Manage Service** drop-down list, select **Cancel Service**.
A notice appears prompting you to confirm that you want to cancel your service.
- 4 Check that you have read the notice and click **Confirm**.
Your access to the Virtual Private Cloud OnDemand Web UI is revoked; however, you continue to have access to billing statements in My VMware.

VMware will send you a final billing statement for unbilled usage.

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