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Introduction:

This document will help you in understanding and locating your VDI information along with quick steps that can be performed on your Virtual Desktop using Desktop Control Panel.

Understanding and Managing the Account

There are two aspects to managing your account. One is account Management-which is done from the billing portal and the other is Virtual Desktop management which needs to be done from the Desktop management Control Panel.

Account management from within billing portal:

Please visit <u>https://billing.apps4rent.com/clientarea.php</u> and use the login credentials received in your in e-mail.

Services - Domains - Billing - Support - Open Ticket Live Chat

- 1. Click on "My Services" from the top.
- 2. You will see list of your Products under the "Services" section including the VDI.
- 3. You can manage the billing part from the "Billing" tab.
- 4. Our support team is available 24 x 7 via phone/chat and e-mail. You can also open a support ticket from the **"Support"** Section.

Desktop Control Panel Portal

Kindly visit <u>https://portal.vdi.hostingcloudapp.com</u> and use the login credentials received in your in e-mail.

Performing Quick Actions on Virtual Desktop

In Order perform below quick actions on Virtual Desktop you should login to Desktop Control Panel and then Click on **Virtual Machines** and select the virtual machine (aka Virtual Desktop) on which you would like to perform the action.

NOTE: None of these actions will have any impact on your billing. Hence, shutting down your machine or deleting your machine using these steps or pausing/suspending machines will not suspend your billing. You will continue to get billed normally.



Service Management Portal	Y				6	demcQvdi.hostingcloudapp.com
	virtual n	nachines				
	NAME	STATUS	SUBSCRIPTION	TYPE	INSTANCES	CREATION TIME D
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		× II	ര്		Ŭ	1.0
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Restart

This will reboot the machine you have with us and all un-saved data will be lost. Best way would be to make sure that all your users have saved the work; closed all open windows and logged out from the virtual desktop. And then you can perform this action.

Turn Off (Force Stop)

This is equivalent to forcefully shutting down the system where all un-saved data will be lost. This is typically used when system is in hung/frozen state.

Pause

This will put machine you have with us in saved state and you wont be able to access it. We don't recommend you to use this option unless informed by Apps4Rent.

Delete

This will delete the virtual machine permanently and all data will be lost. In order to delete the machine, you have with us, it should be in shutdown state. This does not impact your billing in anyways. You can create another machine with us for the same plan. Even if old machine is terminated and new one is not created, your account will continue to get billed-as the resources have already been assigned to your account from our pool for machine creation.

Connect (Console)

Console section allows you to remotely access the machine you have with us in a manner like you are physically present in front of the system. In order to connect via console follow below steps:

1. Click on Connect \rightarrow Console. Click on ok to download the RDP File.



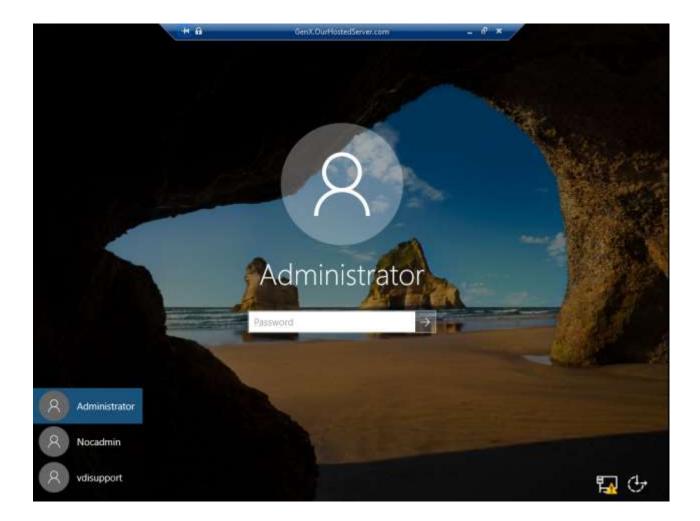
connect to virtual machine console Connect to Console	×
 NOTE This RDP file grants access to the console session of the virtual machine. Don't save the RDP file to a shared location. The console session is shared by other administrators of this virtual machine. 	
Do not show this message again)

2. Click on open and then click on Allow and then connect.

Internet	Explorer Security			\times
1		ants to open web co your computer	ntent using	this
		open outside of Protected mo elps protect your computer. I pen this program.		
	Name: Publishe	Remote Desktop Co r: Microsoft Windows	nnection	
	Do not show m	ne the warning for this progra	m again	
			Allow	Don't allow
퉣 Remo	ote Desktop Connecti	on		×
	he publisher of this nyway?	remote connection can't be i	dentified. Do you	want to connect
	te connection could har ection came from or hav	m your local or remote computer. D e used it before.	lo not connect unless	you know where
	Publisher:	Unknown publisher		
-00	Type:	Remote Desktop Connection		
	Remote computer:	GenX.OurHostedServer.com		
	Gateway server:	WAPRDG.vdi.hostingcloudapp.c	com	
🗌 Don't a	ask me again for connec	ctions to this computer		
Show	v Details		Connect	Cancel

3. Once connected it opens Remote Desktop Connection and you can use **Control-Alt-End** (often abbreviated to **Ctrl+Alt+End)** so that you can connect to Virtual Machine.

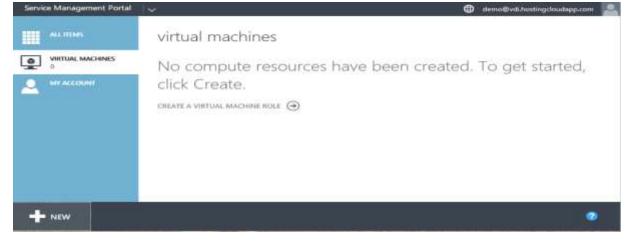




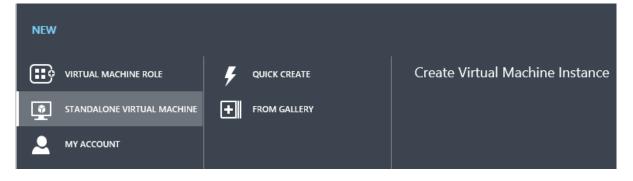
Creating Virtual Desktop

Once you login to Desktop Control Panel follow below steps to create new machine.

1. Click on New \rightarrow Standalone Virtual Machine \rightarrow From Gallery.







- 2. Select the Virtual Desktop Template and click Next. (You can only view the template based on your Plan)
- 3. Fill in the details as mentioned below and click next.
 - a. Name:- It will be Virtual Desktop name and it should be less than 14 characters and should be alpha-numeric only.
 - b. Password: It should be alpha-numeric with minimum 8 characters with one special character.

	tual Desktop Gold
RELEASE DATE	9/10/2019 12:34:47 PM
OPERATING SYSTEM	Windows Server 2016 Standard
MEMORY	# GB
PROCESSORS	4
DISKS	0
NETWORK ADAPTERS	3
GENERATION	2
SUBSCRIPTION	V_Gold
	RELEASE DATE OPERATING SYSTEM MEMORY PROCESSORS DISKS NETWORK ADAPTERS GENERATION

c. Product Key: Can be left blank.

- 4. Under Network Adapter Select the Adapter and click Next. (You can only view the Adapters based on your Plan)
- 5. This initiates the provisioning process for your virtual desktop. You can track progress by clicking on details tab as shown below.



Successfully submitted operation request. Oraching progress of the operation		
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NEW	× 0	12

Virtual Desktop Performance Graph

Performance will show you current utilization of your desktop based on previous data. Using this tab you can review the desktop performance and determine if it needs any additional resources. Performance Tab has following graphs available:

- a. CPU Usage.
- b. Network Usage.
- c. Storage I/O.

Graphs for each of these parameters are available on an Hourly; Daily and Monthly periods. To view the Performance Data follow below steps:

- 1. Login to Desktop Control Panel.
- 2. Click on Virtual Machines.
- 3. Click on Virtual Machine name.
- 4. Click on Dashboard.





In order to optimize the performance, you can contact Apps4rent Support team anytime and upgrade the resources.

Our experts are available 24 X 7 to answer your queries and address your issues. You can contact us via phone/chat and e-mail.

Telephonic Support:

You can call us on our toll free numbers mentioned below: US Toll Free: 1-866-716-2040. International: 1-646-506-9354,

Live Chat:

In order to initiate the chat, visit our website: http://www.apps4rent.com/ and you will see the floating 'Chat Window' you can simply click on it. Apart from that you can also find the Live Chat option on the right top corner to initiate the chat.

Support Ticket:

Also you can open the support ticket by sending an e-mail to support@apps4rent.com. Our engineers will work on the request/issue and get back to you.

Need help? Contact us:



1-866-716-2040 (US Toll Free) ↓ 1-646-506-9354 (International)

