

Using the click2try™ Applications Manager

Once you've registered on the click2try.com website, you will be able to save your virtual machines, including any data or files you create in those VMs. As a registered user you have access to the click2try Applications Manager, which allows you to manage each of your saved VMs in a variety of ways.

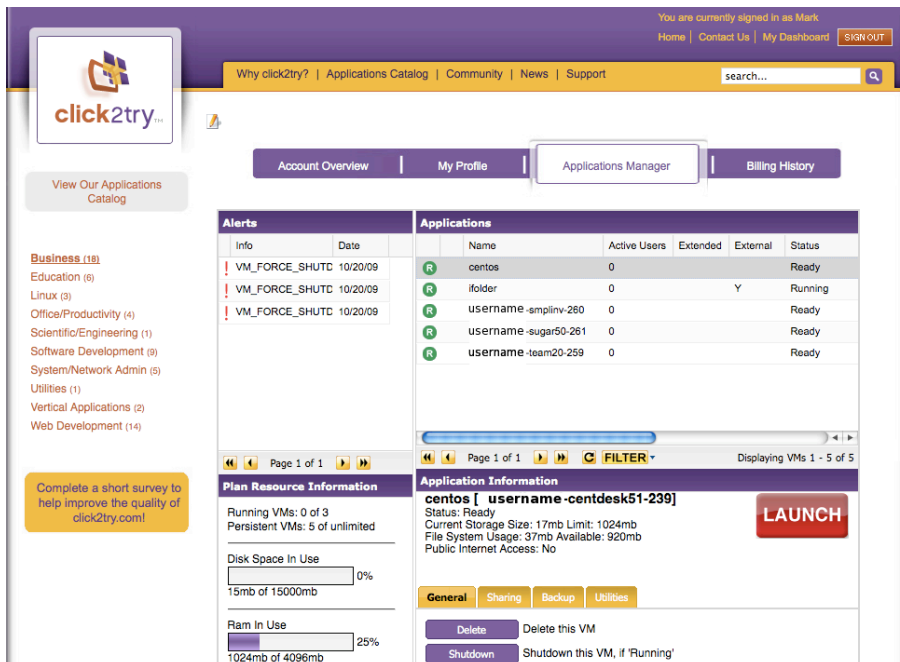
As a registered user, you can:

- Start and stop each VM you save.
- Share VMs with other registered users.
- Provide public access to some of the click2try VMs.
- Backup and restore VMs.
- Compress and grow VM space.
- Delete VMs.
- Set a custom hostname for each VM.
- Manage VM alerts.
- Review VM resources.
- Set VM mode.

Getting to the Applications Manager

At the top right of the click2try.com page, you can find a link to the Applications Manager.

1. Click the **My Dashboard** link.
2. Click **Applications Manager** in the menubar.



The screenshot shows the click2try Applications Manager interface. At the top, there is a navigation bar with links for 'Home', 'Contact Us', 'My Dashboard', and 'SIGN OUT'. Below this is a search bar and a menu with 'Account Overview', 'My Profile', 'Applications Manager', and 'Billing History'. The 'Applications Manager' section is active, showing a table of VMs and a detailed view for a 'centos' VM.






Info	Date	Name	Active Users	Extended	External	Status
! VM_FORCE_SHUTD	10/20/09	centos	0			Ready
! VM_FORCE_SHUTD	10/20/09	ifolder	0		Y	Running
! VM_FORCE_SHUTD	10/20/09	username -ampliv-260	0			Ready
		username -sugar50-261	0			Ready
		username -team20-259	0			Ready

Application Information for 'centos [username-centdesk51-239]':
 Status: Ready
 Current Storage Size: 17mb Limit: 1024mb
 File System Usage: 37mb Available: 920mb
 Public Internet Access: No

Plan Resource Information:
 Running VMs: 0 of 3
 Persistent VMs: 5 of unlimited
 Disk Space In Use: 0% (15mb of 15000mb)
 Ram In Use: 25% (1024mb of 4096mb)

Understanding the Application List

The Application list shows the entire list of preconfigured application VMs that you have saved in your account. You can have many saved VMs—in fact, you can have multiple copies of VMs for each application, depending on what's allowed by your account type.

Applications					
	Name	Active Users	Extended	External	Status
	centos	0			Ready
	ifolder	0		Y	Running
	username -simplinv-260	0			Ready
	username -sugar50-261	0			Ready
	username -team20-259	0			Ready

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Each application is listed with the following properties:

R icon—When displayed, indicates that the VM is runnable for your user.

S icon—When displayed, indicates that the VM has been shared with you by another user.

Name—Either the physical VM name or the custom hostname you set for the VM.

Active Users—The number of users or sub-users that are currently accessing the VM. This number does not include public access users.

Extended—Indicates that the expiration date of a time limited VM has been extended, typically by purchasing an extension.

External—A Y in this column indicates that the specified VM is enabled with the Public Access option.

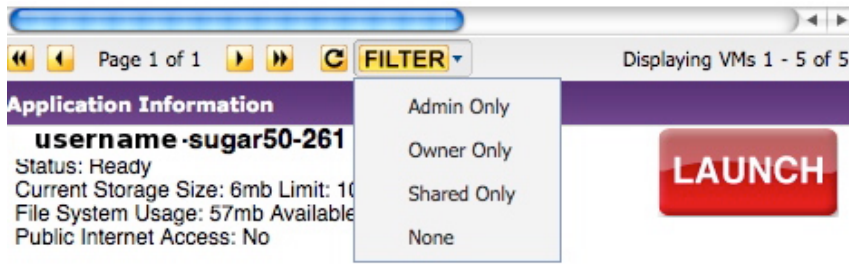
Status—The VM status, either Ready, Running, Shutdown, Ended, Stopping, Starting, Backing Up, Copying, Saving, Loading or Questionable.

Note: The status of Questionable means that click2try cannot determine the state of the VM. It might be corrupted or it might be in one of the other states. Typically, this state only occurs when a catastrophic network or system failure occurs while you are shutting down your VM.

Additionally, if you have multiple pages of listed applications, you can use the Filter function to limit the number of applications that are displayed in the list. Filtering the list can help you locate a particular application.

To filter the Applications list

1. Click the **Filter** button.
2. Select one of the options from the dropdown menu.



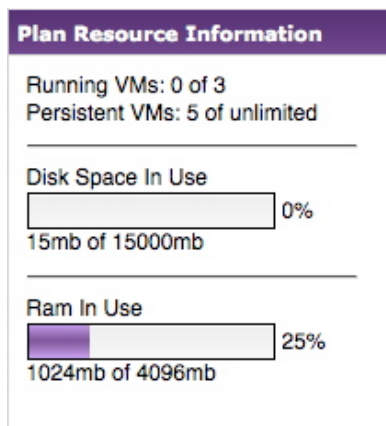
Reviewing Your Plan Resources

You can choose from a couple of premium plans, which provide you with different resources, in terms of disk space, RAM, and number of shared users. You can always extend these resources as well. If you're running memory intensive applications, it's a good idea to check your plan resources regularly to make sure that you aren't exceeding your RAM, in particular.

To review plan resources

- Take a look at the Plan Resource Information pane. You can see:
 - The number of running VMs.
 - The number of saved, persistent VMs.
 - The amount of disk space in use.
 - The amount of RAM in use.

You can use this data to help determine if you need to increase your account resources.



Reviewing and Deleting VM Alerts

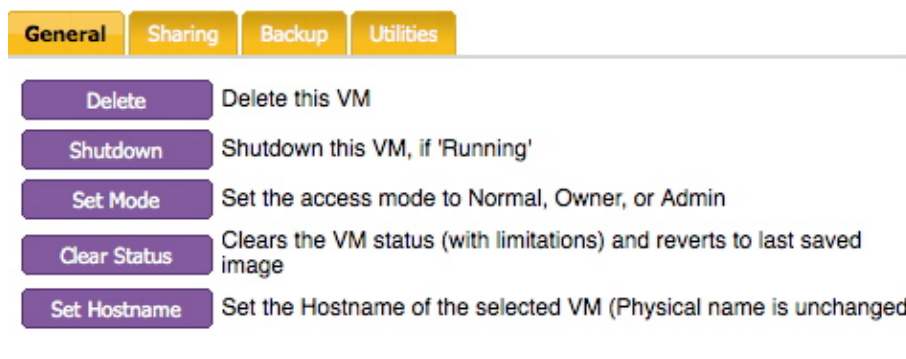
The Applications Manager keeps track of a number of alerts that occur while you're using click2try VMs.

To review and delete VM alerts

1. Click on an alert in the **Alerts** pane. The alert opens in a pop-up window, and contains the physical name of the VM and the time of the alert.
2. To save the alert, click **OK**.
3. To delete the alert, click **Delete**.

Deleting a VM

It's very easy to delete a VM. Keep in mind that once you delete the VM, you cannot recover it or any of the backups.



To delete a VM

1. If the VM is running, perform a shutdown operation on the VM.
2. Select the VM in the **Applications** list.
3. Click the **General** tab.
4. Click the **Delete** button.
5. When prompted with the message "Are you sure you want to delete this VM? Deleting this VM will also delete all related backups, settings, and files!", click **Yes**.
6. Click **OK** to dismiss the confirmation message.

Starting and Stopping a Saved VM

Whenever you run one of your saved applications, you will be prompted to save or discard the VM at the end of your session. If you choose to save the VM, you will be able to locate that application in your Application Manager dashboard.

To start a saved VM

1. In the **Applications** list on the **Applications Manager** page, select one of your saved VMs.
2. Click the large **LAUNCH** button in the **Application Information** section. click2try will launch an additional browser window and will display your saved application.

To stop a saved VM

1. Select the VM you want to shutdown from the **Applications** list.
2. Under the **General** tab, click the **Shutdown** button.

3. When prompted, click the **Yes** button.

You have now shutdown your VM. Because it is saved under your account, you can simply select the VM from the applications list and click the **Start** button anytime you want to restart the VM.

Attaching to a running VM

If your VM is already running, but you do not have a viewer open (for example, accessing a Shared VM started by another user) you can attach to the running VM by clicking the Launch button, as follows.

To connect to a running VM

3. In the **Applications** list on the **Applications Manager** page, select the desired running VM.
4. Click the large **LAUNCH** button in the **Application Information** section. click2try will launch an additional browser window and will display the application.

Setting the VM Mode

Each VM can be set to one of three modes when sharing the VM:

Normal—Anyone you have given access to can run this VM.

Owner—In a shared VM, only the owner and Admin can run the VM when set to **Owner** mode. The owner is the user who has created and saved the VM originally. The owner and the admin can be the same user, but can also be different users.

Admin—In a shared VM, only the admin can run the VM when set to **Admin** mode. The **Admin** user can set this mode for any VM created within the account for which they are the administrator. The admin and the owner can be different users.

Clearing VM Status

Very rarely, you may experience a problem when starting or stopping your VM. The VM may seem to hang or continue to start or stop continuously. You may choose to simply close the browser window, or use your system commands to actually kill the browser process on your local machine. In those rare cases, the status of your VM may be set to one of the following:

- Shutdown
- Questionable
- Ended
- Stopping
- Starting

Before doing anything else, you should try to clear the VM status, to see if that will restore the VM to a runnable state.

To clear VM status

1. Select the VM whose status you want to clear.
2. Click the **General** tab.
3. Click the **Clear Status** button. If the system is unable to clear the status it may be because it does not need to be cleared or is in a **Ready** state.
4. When prompted about clearing the status, click **Yes**.

5. Click **OK** to dismiss the confirmation message.
6. Try to launch the VM again.
7. If it does not seem to work, please send email to support@click2try.com, and include your account name and the name of the application VM you are trying to use.

Setting a VM Hostname

VM's are given a physical name that is made up of the owner name, the Application ID, and a unique instance counter. For example: "jdoe-ifolder37-262". You can provide a more user-friendly name for you VMs, provided you use only alphanumeric characters and the hyphen. Once renamed, the VM will display with your descriptive name, instead of the physical name.

This also has a significant impact on the name used for Public Access of your VM, should you elect to make it available (as described in the section "Enabling Public Access").

By default, your saved VM URLs take the form:

```
http://username-ifolder37-262.username.web.click2try.com/ifolder
```

This combines the VM name—`http://username-appID##-###`—with the domain and path—`username.web.click2try.com/appName`.

As you can see, the name is descriptive, but also quite long. click2try provides a way to set a new VM hostname, which will replace the VM name, which will still be prepended to the domain and path. You can choose any VM hostname you like, so long as it contains only alphanumeric characters (a-z, 0-9), or hyphen (-).

The following URL could easily be changed to the second version below:

```
http://jdoe-ifolder37-262.jdoe.web.click2try.com/ifolder  
http://xyzcorp.jdoe.web.click2try.com/ifolder
```

By providing both a VM hostname and public access to your saved VM, you can easily include your application link in your own website or on an Intranet. Access to the VM is transparent to the user, and enables you to provide a superior customer experience.

To set a VM hostname

1. Select a VM from the **Applications** list.
2. If it's running, shutdown the VM you want to rename. The VM must have a status of **Ready, Shutdown, Questionable** or **Ended**.
3. Click the **General** tab.
4. Click the **Set Hostname** button.
5. Enter the new hostname. Names are not case-sensitive.
6. Click **OK**. The new name appears in the Name column of the Applications list. The actual physical name of the VM will remain the same, for administrative and security purposes.

Sharing a VM

You can share a VM with other users you have assigned as sub-users on your account. Sharing a VM is especially useful when working collaboratively with one or more saved VMs.

To create a sub-user

1. Click the **Account Overview** link in the menubar.
2. If your current plan allows you to create more than one user for the account, click the **Add a User** link, under the **Manage Users** heading.
3. Enter the name, display name, email address and password for your sub-user.
4. Enter the CAPTCHA verification letters, and click the checkbox to accept the Terms of Use.
5. Click the **Add Sub User to Your Account** button.

A confirmation email will be sent to the sub-user email address you specified. Your sub-user must click the link in that email to confirm and activate the account.

Once the account is confirmed, the sub-user's name will appear under the Manage Users heading on the Account Overview page.

To share a VM

1. Select a VM from your **Applications** list. The VM must be in the **Ready** state.
2. Click the **Sharing** tab.
3. Click the **Share** button.
4. Enter the name of the sub-user you want to share the VM with.
5. Click **OK**.
6. Click **OK**, to dismiss the confirmation message.

Removing a Shared User from a VM

Removing a shared user from a VM is a simple and quick process.

To stop sharing a VM with a user

1. Click the **Sharing** tab in the **Applications Manager**.
2. Select the name of the user who you want to remove from the **Sharing** list.
3. Click the **Unshare** button.
4. When prompted with the message "Are you sure you want to unshare this VM?" click **Yes**.
5. Click **OK** to dismiss the confirmation message.

Enabling Public Access to a VM

The Public Access feature allows you to provide public Internet access to your application. The Public Access feature only applies to Web-based applications, not desktop applications. This feature is especially useful when you want to provide application access to:

- Employees, vendors, partners, or customers, for example, to inventory systems, or an Intranet.
- Vendors or contractors for testing purposes or file sharing.
- Anyone who needs to read, edit, or use your blog, wiki, or file-sharing application hosted on click2try.com.

To enable public access:

1. Select a VM from the **Applications** list. The VM cannot be in the **Running** state. If it is running, perform a shutdown first.
2. Click the **Sharing** tab.
3. Click the **Public Access** button.
4. When prompted with the message "Are you sure you want to Enable External Access to this VM?" click **Yes**. A **Y** will appear in the **External** column.
5. Click **OK** to dismiss the confirmation message.

You will find the external URL to the VM with public access in the **Application Information** section, just below the **Applications** list. It will be in the form:

```
http://username-ifolder37-262.username.web.click2try.com/ifolder
```

In the URL, *username* will be your currently active user name. If you would like to provide a slightly shorter and more descriptive hostname, see the procedure "Setting a VM Hostname."

Note: Currently, you can only have one application with public access in your list of saved applications. Publicly accessible applications will have a **Y** in the **External** column in the **Applications** list. If you already have an application with public access, select it in the list and then click the **Public Access** button to **unset public access**.

To give public access to others:

1. Copy the URL from the **Application Information** area.
2. Publish or email the URL to other users.
3. Start the VM so that it is in the **Running** state. Now, because it has the **Public Access** option set, the VM will continue running even after you sign out of the application itself. You can stop sharing it by shutting down the VM from the **Application Manager**, or by unsetting the **Public Access** option.

Backing Up a VM

You may want to create a regular backup copy of your VM, particularly those you use frequently and which may contain data that you want to keep. You can create a number of backups of each persistent VM, depending on your account type.

To backup a VM

1. Select the VM you want to back up.
2. Click the **Backup** tab.
3. Click the **Backup** button.
4. When prompted with the message, "Are you sure you want to backup this VM?", click **Yes**.
5. Click **OK** to dismiss the confirmation message.

The backed up VM will appear in the **Backup** list and will only appear when you select the original VM in the **Applications** list. It will be named with the original physical VM name and the date-timestamp appended.

Restoring a VM

Once you have a backup copy of a VM, you may need to restore it. Restoring a VM means that the backed up copy will overwrite the corresponding VM in your Applications list. If

you are unsure about losing data when you restore your backup, you might want to make a copy of the original VM first.

To restore a VM

1. Select the VM you want to restore, in the **Applications** list.
2. Select the backup in the **Backup** list. There may be more than one backup for each VM.
3. Click the **Restore** button.
4. When prompted with the message "Are you sure you want to restore this VM?", click **Yes**.
5. Click **OK** to dismiss the confirmation message.

Deleting the Backup VM

Over time you may want to delete one or more of your older backup VMs. click2try makes it easy to get rid of your old backup copies.

To delete a backup VM

1. Select the backup file in the **Backup** list.
2. Click the **Delete** button.
3. When prompted with the message "Are you sure you want to delete this backup?", click **Yes**.
4. Click **OK** to dismiss the confirmation message. The filename will be removed from the **Backup** list.

Copying a VM

Copying a VM can be very useful in certain situations:

- In a high-volume transaction environment, in which you might want to take periodic snapshots of your data and the environment.
- In an educational or academic environment, in which you want to configure a baseline environment, then create multiple, individual student VMs.
- In a project environment, in which you may need to fork your project or use your project as the foundation of a new, completely separate project.

Each of these scenarios suggests ways in which you can use a cloned VM and provide access to multiple team members, students, or project leaders, without risking your original VM.

To copy a VM

1. Click the **Utilities** tab.
2. Select a VM in the **Applications** list. The VM must have a status of **Ready**. If the VM is running, perform a shutdown before trying to copy.
3. Click the **Copy** button.
4. When prompted with the message "Are you sure you want to copy this VM?" click **Yes**.
5. Click **OK**, to close the confirmation message. The new copy appears in the Applications list. The copied VM will have a similar physical name, but the number of the VM will be incremented.

You can share the copy, provide public access, or perform any actions that you would normally perform on a VM in your account.

Compressing a VM

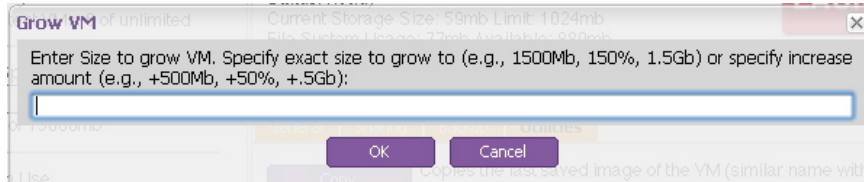
You may find it necessary from time to time to compress your VM. This is an essential function that defrags the virtual disk memory and will improve the performance of any VM you use frequently.

To compress a VM

1. Select the VM you want to compress.
2. Click the **Utilities** tab.
3. Click the **Compress** button.
4. When you get the message "Are you sure you want to compress this VM?", click **Yes**.
5. Click **OK** to dismiss the confirmation message.

Growing a VM

You may need to add more space to your VM, particularly if you share the VM with other sub-users or public Internet users who can add data to the application.



To grow a VM

1. Select the VM you want to grow.
2. Click the **Utilities** tab.
3. Click the **Grow** button. This action displays the Grow VM dialog box.
4. Enter the size to grow your VM:
 - Enter the exact size or a percentage total, such as 1.5Gb or 150%.
 - Enter an amount to increase the size, by adding a plus sign (+) and the increased amount, either the total increase or a percentage increase. For example, if you want to increase the size by 500Mb, enter **+500Mb**. If you want to increase the size by 25%, enter **+25%**.
5. Click **OK**.
6. Click **OK** again to dismiss the confirmation message.