

# Client Area

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# Home screen

## ProxmoxKVM module **WHMCS**

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### Basic information on client panel page

The end customer, after logging in to his own customer panel, has access to the following information and options:

- Status and used resources of the virtual machine in real time (*with a 5-second automatic data refresh*).
- The keys with the following functions are available.
  - **Start** and **stop** the virtual machine
  - Connect to the virtual machine terminal using the **noVNS** WEB client.
  - **Charts** - switch to real-time virtual machine resource usage statistics. Statistics are presented in the form of well-readable graphs.
  - **Reinstall** the operating system.
  - **Snapshot** - go to snapshot management page.
  - **Backup** - go to backups management page.
  - **Reset the (root) password** of the virtual machine's operating system.
  - **Configure the reverse DNS** record is available.
  - **Mount an ISO** image is available.



Overview

- Information
- Charts
- Reinstall
- Snapshots
- Backups
- Reset password
- revDNS configure
- ISO mount

Actions

- Upgrade/Downgrade
- Upgrade/Downgrade Options
- Request Cancellation



KVM 10GB  
proxmox

ACTIVE

Upgrade

Request  
Cancellation

Registration Date

Tuesday, July 11th, 2023

First Payment Amount

100.50 zł

Recurring Amount

76.50 zł

Billing Cycle

Monthly

Next Due Date

Friday, August 11th, 2023

Payment Method

Bank Transfer

Manage

Configurable Options



Start



Stop



noVNC



Charts



Status

running (Uptime: 0 days 02:19:45)



CPU (1.94% of 1CPU)

98.06%



RAM (0.5275 GiB of 1 GiB)

52.75%

47.25%



System disk

10 GiB | Read/Write : 100/100 MB/s | 500/500 ops/s



Network adapter

(6E:94:32:8F:76:58) Read/Write : 12/12 MB/s

Network configuration

IPv4: 77.87.125.225/25 (real-8-4909.vps.uuq.pl)

IP 77.87.125.225/25

GW 77.87.125.129

DNS 77.87.125.10  
77.87.125.20

IPv6: 2a11:ff00:0000:0000:0000:0000:0215/120 (real-8-4909.vps.uuq.pl)



Reinstall



Snapshots



Backups



Reset password



revDNS



ISO

There are times when not all control options are available. For example, when creating or restoring a backup, or when the options are disabled for a specific client. Unavailable options are deactivated but visible. In this case, their color will be darkened and will not be clickable.


## Panel view with inactive options


An example of a homepage in case of not available options (disabled options: Charts, Reinstall, Reset passwords, revDNS configuration, ISO mount).


Manage


Configurable Options

### Panel view while backup is in progress







  
Start

  
Stop

  
noVNC


  
Charts


Reload...1


	Status	running (Uptime: 0 days 21:57:24)	
	CPU (2.18% of 4CPU)	<div><div>2</div><div>97.82%</div></div>	
	RAM (1.8984 GiB of 4 GiB)	<div><div>47.46%</div><div>52.54%</div></div>	
	System disk	20 GiB   Read/Write : 100/100 MB/s   500/500 ops/s	
	Additional disk	50 GiB   Read/Write : 100/100 MB/s   100/100 ops/s	
	Network adapter	(C6:FC:93:11:EE:8C) Read/Write : 12/12 MB/s	


#### Network configuration


IP:	<div></div> 25	Domain:	vps-1-4764.vps.uuq.pl
GW:	<div></div>	revDNS:	vps-1-4764.vps.uuq.pl
DNS:	<div></div>		


  
Reinstall

  
Snapshots

  
Backups


  
Reset


  
revDNS


  
ISO


# The backup process is in progress

Virtual machine management features are temporarily disabled







  
Start

  
Stop

  
noVNC

  
Charts



	Status	<b>running</b> (Uptime: 0 days 21:39:54)   VM remote lock: <b>backup</b>	
	CPU (7.31% of 4CPU)	<div><div>7.31%</div><div>92.69%</div></div>	
	RAM (1.8994 GiB of 4 GiB)	<div><div>47.49%</div><div>52.51%</div></div>	
	System disk	20 GiB   Read/Write : <b>100/100</b> MB/s   <b>500/500</b> ops/s	
	Additional disk	50 GiB   Read/Write : <b>100/100</b> MB/s   <b>100/100</b> ops/s	
	Network adapter	(C6:FC:93:11:EE:8C) Read/Write : <b>12/12</b> MB/s	

## Network configuration

IP:	<div></div> 25	Domain:	vps-1-4764.vps.uuq.pl
GW:	<div></div>	revDNS:	vps-1-4764.vps.uuq.pl
DNS:	<div></div>		

  
Reinstall

  
Snapshots

  
Backups

  
Reset password

  
revDNS configure

  
ISO Mount



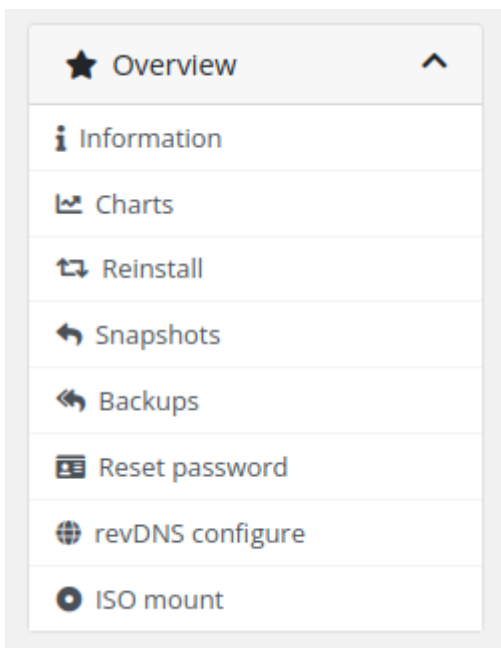
# Navigation menu

## ProxmoxKVM module **WHMCS**

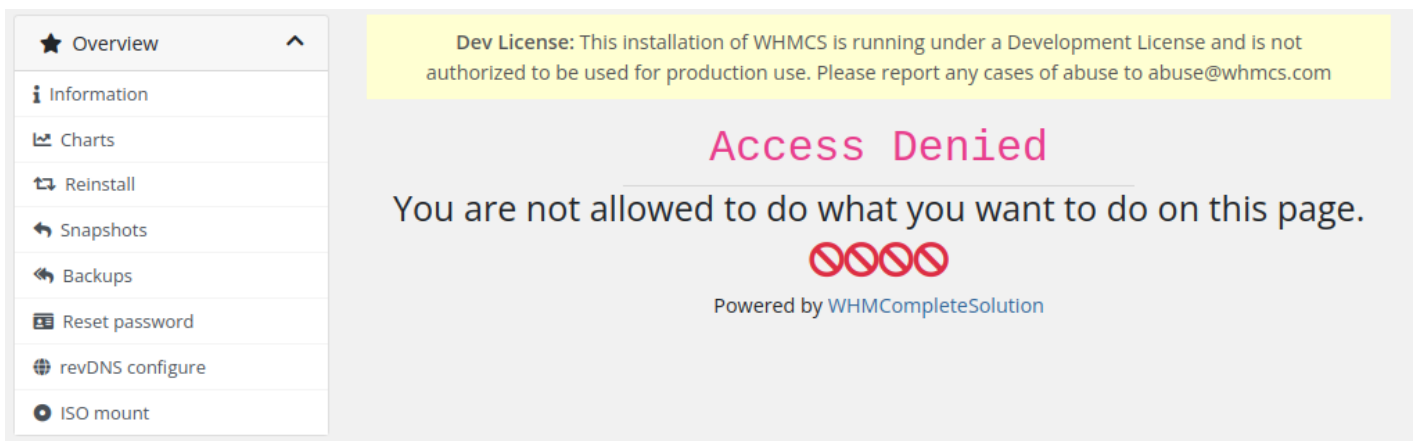
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There is a navigation menu in the client service management area.

With the help of this menu, the client can quickly switch between the settings of his service.



If, for some reason, the configuration setting is not allowed, then after going to the page with this setting, the client will receive an error stating that access is denied.





# Resource usage charts

## ProxmoxKVM module **WHMCS**

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The module gives you access to a subpage with charts.

Here, you can conveniently select the resource usage history period.

The following options are available for selection.

- For the last hour
- For the last day
- for the last week
- For the last month
- For the last year

Data is transferred from the hypervisor server in real time when the desired option is selected.

Last hour

Last day

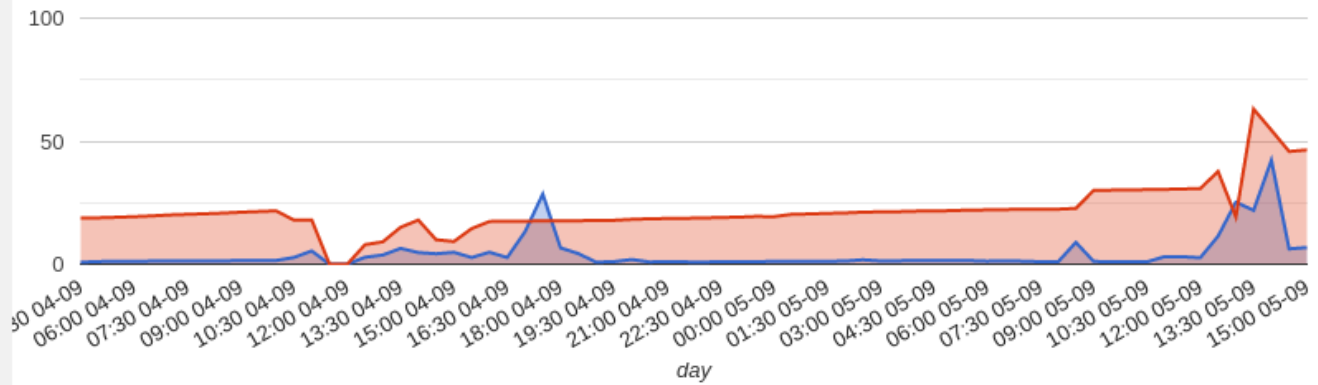
Last week

Last month

Last year

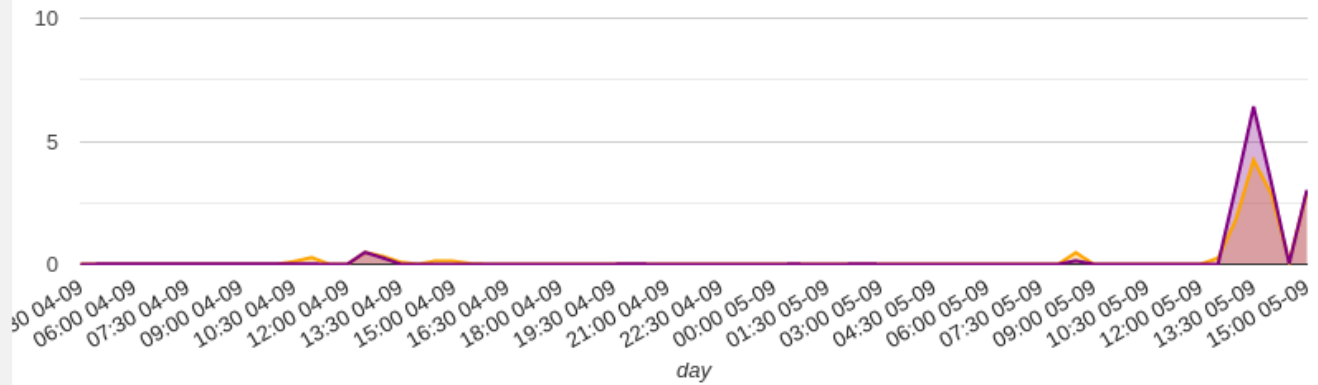
### Usage charts

CPU RAM



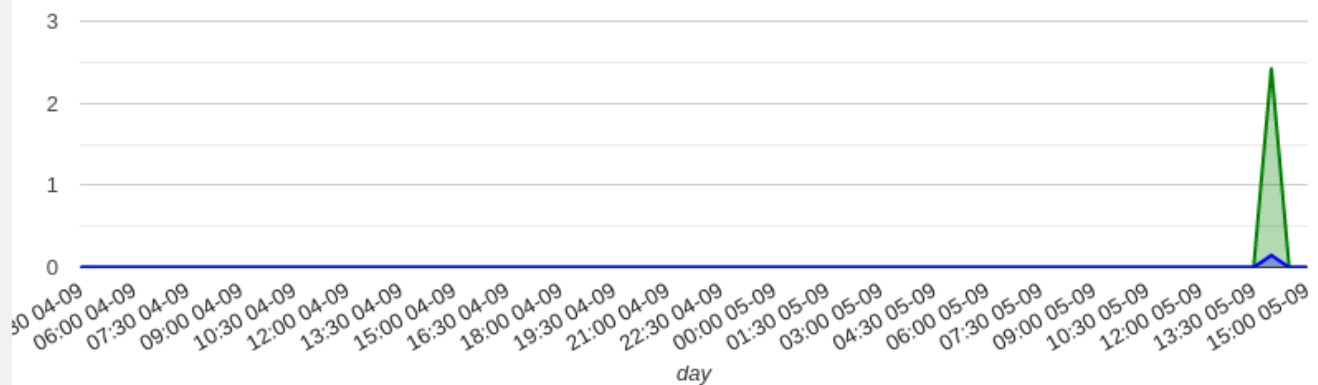
### Disk usage

Read(MB/s) Write(MB/s)



### Disk usage

IN(MB/s) OUT(MB/s)



# Virtual machine reinstallation procedure

## ProxmoxKVM module **WHMCS**

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You can reinstall virtual machine at any time if you need to.

On the operating system reinstallation option page the client is given the option to select a new operating system from a list of available ones.

There is also a warning that all data will be deleted, and the machine will be reinstalled.

In order to avoid erroneous reinstallation, we have provided an option that protects against this. The customer needs to manually write the word reinstall in capital letters "REINSTALL"

The process begins by removing snapshots and data on the current machine and then starting the installation of a new machine with an already existing IP number, network card MAC address, vlan and ID.

The process permanently deletes data from the machine leaving its backups intact. This gives you the option to restore your machine from a backup to the previous state it was in before reinstallation, even after reinstalling the new system. Please use this option carefully.

# Snapshots management

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### On the page for managing snapshots

Snapshots are a quick way to save the state of the system, which allow you to restore the state of the system as quickly as possible.

Snapshots are not a method of system backups and are most often used during system administration work, hence their retention period is limited.

The client gets the opportunity to create and remove snapshots of a virtual machine.


It is also possible to restore the state of a virtual machine from the snapshot.

It also shows information about the number and limit of snapshots.

Depending on the configuration of the service package. The current lifetime of the snapshot will be indicated, after this time the snapshot will be automatically deleted.

# Snapshots: 4/10


Snapshot description


 Take Snapshot



**Update 4** (06-09-2022 11:29:34)

Will be automatically removed after: **0 days 23:59:05**


 Rollback

 Remove



**LA la LA** (05-09-2022 15:28:56)

Will be automatically removed after: **0 days 03:58:27**


 Rollback


 Remove



**Update 2** (05-09-2022 15:28:38)

Will be automatically removed after: **0 days 03:58:09**


 Rollback


 Remove



**Update 1** (05-09-2022 15:28:26)

Will be automatically removed after: **0 days 03:57:57**

 Rollback

 Remove

# Backups management

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### On the page with backup management

The client gets the opportunity to manage backups of his virtual machine. There is a schedule option to automatically create spare copies.

Client is given the ability to create delete backups. It also provides the ability to restore a virtual machine from a backup.

**By default, the schedule is not configured and no copies are made.** The client must configure the schedule itself. The time indicated in the schedule is generated automatically based on the analysis of the system load and is not subject to customer modifications.



# Backups: 10/10

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday



(02:10)



(21:20)



(19:50)



(13:50)



(13:10)




(02:50)




(22:50)



If the schedule is configured, the system will automatically create backups and delete old backups. On this screen, you can configure the settings related to the backup schedule. Note that the settings on this screen affect which copies will be restored. If you have 3 available backups, setting a daily backup schedule will make the oldest backup you can recover from 3 days ago. If, on the other hand, you set the schedule for one day a week, then with 3 backup spaces, the oldest backup will be 3 weeks old. Take a moment to do this and think about what will be best for you.

 Save Schedule

Backups notes

 Backup now




In the case of a backup restore, all snapshots of Virtual Machine will be deleted



05-09-2022 14:12:21  
TEST2


 Restore

 Remove



05-09-2022 13:40:52  
sdad


 Restore

 Remove



05-09-2022 10:45:28  
666


 Restore

 Remove



05-09-2022 08:28:50  
dfg


 Restore

 Remove



04-09-2022 18:10:04  
Scheduler: 2022-09-04

 Restore

 Remove



04-09-2022 18:00:51  
Scheduler: 2022-09-04

 Restore

 Remove



04-09-2022 17:55:04  
fgfg

 Restore

 Remove



04-09-2022 17:50:31  
yyy

 Restore

 Remove



04-09-2022 17:19:22  
vps-1-4764

 Restore

 Remove



04-09-2022 17:18:23  
vps-1-4764

 Restore

 Remove





# Reset password

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On the password reset page.

The client is given the opportunity to reset the operating system password.

If you use your own templates please note that the operating system must support cloud-init for this feature to work. All our templates support this mechanism.

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# revDNS configuration

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On the configuration page of the reverse DNS zone, the client has the opportunity to set the domain name for the IP address of his virtual machine.

Currently, the module does not support the automatic update of revDNS, but supports the creation of requests with a request to update this setting by a specialist responsible for it in the company. You can set this option '**Revdns ticket/RevDNS ticket department**' during product configuration.

★ Overview ^

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📊 Charts

🔄 Reinstall

📷 Snapshots

🔍 Backups

🔑 Reset password

🌐 revDNS configure

📀 ISO mount

🔧 Actions ^

Upgrade/Downgrade

Upgrade/Downgrade Options

Request Cancellation

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### Reverse DNS record

**i** Changing a DNS record does not happen instantly. For a DNS record to work properly, it takes between 1 and 8 hours for the DNS servers to synchronize the record

vlan-1-4783.vps.uuq.pl

Save

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# ISO templates to mount

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We have prepared a set of templates in the form of ISO images that you can use on your own. All our images have been specially prepared for the proper operation of our module and have cloud-init support.

### To the iso mount page

The client is given the opportunity to mount the ISO disk image on the CD-ROM of their virtual machine.

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# Error pages in client area

## ProxmoxKVM module **WHMCS**

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The error "Something went wrong" is returned if:

1. there is no access from the WHMCS server to the Proxmox server,
2. the virtual machine was not found on the Proxmox server.

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🔧 Actions ^

Upgrade/Downgrade Options

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KVM 2/2/10 real IP  
proxmox

ACTIVE

Request Cancellation

Registration Date  
Thursday, September 8th, 2022

First Payment Amount  
10.00EUR

Recurring Amount  
61.50EUR

Billing Cycle  
Monthly

Next Due Date  
Saturday, October 8th, 2022

Payment Method  
Bank Transfer

🌐 Manage

⚙️ Configurable Options

Something went wrong

Please try again after some time

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An "Access Denied" error is returned if the client tried to switch to an option that is not allowed for use in the package.

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# Access Denied

You are not allowed to do what you want to do on this page.

❌❌❌❌

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