



Infrastructure You Can Rely On!

Cloud Propeller, Inc. – MultiPortal User’s Guide
Date: December 16th, 2025, **Version:** 0.0 (Pre Release)

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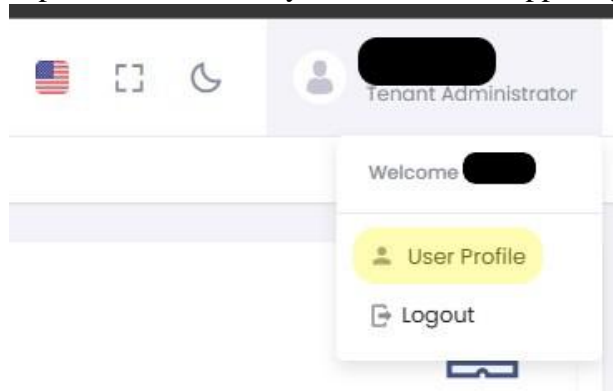


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Logging Into Cloud Propeller MultiPortal

1. You will be provided with the following information.
 - a. MultiPortal URL. These can vary by service and availability zone you are subscribed to.
 - b. Your Username.
 - c. Your Password.
2. Double click inside the client on the server listed as shown in the picture. From your web browser visit the provided URL and login with the username and password provided.
3. It is highly recommended you change your password on first login and setup 2FA.
 - a. To change your password, click on your name in the upper right and click on



User Profile.

- b. Then click update password, fill in your old and new password twice, and click Update.
- c. After the password update it is best to logout, then back in with the new password to ensure it has been set properly.
 - d. From the User Profile section click on Security, then Enable Two-Factor Authentication. Follow the prompts to setup 2FA.
4. If you need to create additional accounts for your organization, you can do so.
 - a. From the Menu on the left click User Roles.

A screenshot of the 'Change Password' form within the MultiPortal user interface. The form has a header with three tabs: 'Personal Details', 'Change Password' (which is highlighted), and 'Security'. Below the tabs, there are three input fields labeled 'Old Password', 'New Password', and 'Confirm Password'. At the bottom right of the form is a yellow 'Update' button.



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- b. Then click Create User on the right.



- c. Simple fill in their information and click Save. Please note you will need to share their initial login information along with this document with them.



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MultiPortal Networking

1. MultiPortal has 2 types of networks available.
 - a. **Internal Networks** – These are software defined networks similar to VMWare NSX. This is currently not the typical deployment by Cloud Propeller at the time of this document and will not be included in the guide at this time.
 - b. **External Networks** – The typical Enterprise Cloud Deployment at Cloud Propeller is done by providing real underlying VLANs to the client's environment. Functions such as Firewall, Routing, DHCP, etc are typically configured on the client's Virtual Firewall Appliance. Cloud Propeller's default firewall appliance is generally Palo Alto, but the client can setup any virtual firewall they like.
2. External Networks generally have 2 types with different intended purposes.
 - a. P-VLAN – These are used for Public Internet access with use of Public IP addresses. Generally, client's will be provided a block of Public IP addresses which they can assign to their virtual machines. Typically, these would only be assigned to your virtual firewall appliance to provide internet to your other virtual machines.
 - i. NOTE: Although you can assign your P-VLAN and public IPs to any virtual machine, it is highly advised you only assign them to a virtual firewall for security purposes. Your virtual firewall can be used to setup NAT to expose your VMs to the public internet if required. Further setup is not within the scope of this specific document.
 - b. C-VLAN – These are used for your private LAN networks. Typically, these are what you will connect to your virtual machines. Although these will have preassigned subnets assigned, they do not provide all the pieces required to gain network access. Namely you will still need to provide routing, DHCP, and DNS services.
 - i. NOTE: A typically enterprise deployment would use the client's virtual firewall for routing, possibly also DHCP and DNS. However, DHCP and DNS are typically configured on the client's Domain Controller. This is completely based on the needs of the client.

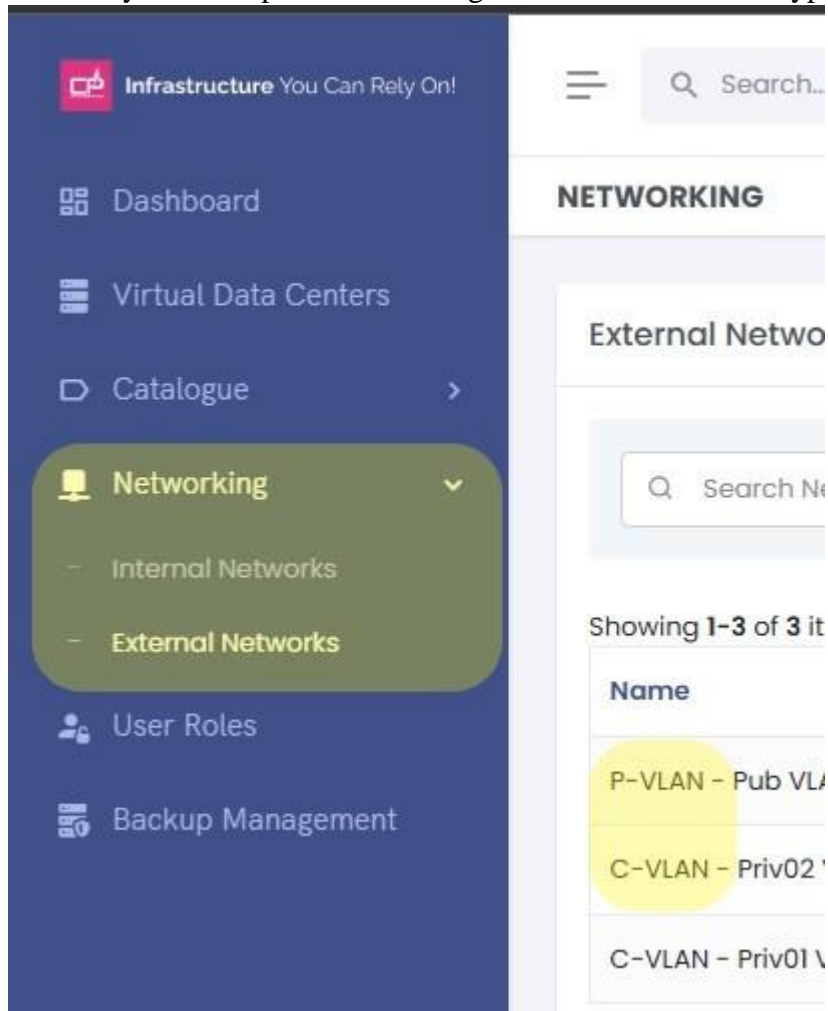


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3. From the left menu you can expand Networking and view the different types of networks



available.



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Creating Virtual Machines

1. From the left menu navigate to Virtual Data Centers→Then the desired Virtual Data Center (clients will typically have 1 virtual Data Center).
2. From your data center click New Virtual Machine. You can choose to create a **New Virtual Machine** (install the operating system from ISO) or **From Template** (pre-built operating system templates).



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Create Virtual Machine from Template

1. Fill in the name of the VM (note this has no relation to the hostname of the guest OS) and choose the OS type. Click Next.

Create Virtual Machine from template

Create Virtual Machine from template

General Configuration Templates System Setup

1/3
General Configuration
Configure the basic settings for your new virtual machine, including its name and operating system.

Name

NewVM

Give your Virtual Machine an identifying name you will remember them by.

Choose OS Type

Windows Linux Unix Other

Next Step →

2. Choose the Template. These templates can be provided by Cloud Propeller or be created by your organization. Click Next.

Create Virtual Machine from template

Create Virtual Machine from template

General Configuration Templates System Setup

2/3
Template
Select a template to create a new virtual machine.

Showing 1-1 of 1 item.

Name	CPU Cores	Public	Memory	Storage
T--win-server-2k22-std--2025-11-13	1	Yes	8.00 GiB	80.00 GiB

Select by clicking on the template name

← Back Next Step →

3. Choose the Storage Policy. Client’s will typically only have one storage policy available, however additional could be available (Ex: to reduce the fault domain from an array offline).



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Click Create Virtual Machine.

Create Virtual Machine from template

Create Virtual Machine from template

General Configuration

Templates

System Setup

3/3

System Setup

Setup the system configuration for the new virtual machine.

Storage Policy

PLATINUM-P2

← Back

Create Virtual Machine

4. **Please be patient.** The underlying infrastructure is doing a lot of operations to clone your VM from a template. Once you click Create you will see a spinning wheel for up to a minute (don't interrupt it). You will also see notice that the cloning is in progress.



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Create Virtual Machine from template



Create Virtual Machine from template

General Configuration

Templates

System Setup

3/3

System Setup

Setup the system configuration for the new virtual machine.

Storage Policy

PLATINUM-P2

Creating Virtual Machine

Back

TESTVM

Virtual Machine

TestVM

Actions

Console

Powered Off

QEMU Agent Enabled: No

QEMU Agent Running: No

HA Rules Available

Tenant

Virtual Data Center

Post-Clone Tasks Pending

The following tasks are being processed in the background:

Network Configuration - Pending

Tasks are processed every 30 seconds. Please refresh the page to see updates.



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Create New Virtual Machine

1. Fill in the name of the VM (note this has no relation to the hostname of the guest OS), choose the OS type, and choose the version. Click Next.

The screenshot shows the 'New Virtual Machine' configuration window with the 'General Configuration' tab selected. The window has a title bar with a close button (X) in the top right corner. Below the title bar is a tabbed interface with seven tabs: 'General Configuration' (active), 'System Settings', 'Hardware Settings', 'Storage Configuration', 'Network Configuration', 'CD/DVD Drive', and 'Boot Order'. The main content area is titled '1/6 General Configuration' and includes a subtitle 'Configure the basic settings for your new virtual machine, including its name, operating system, and essential options.' The 'Name' field is labeled 'Name' and contains the text 'TestVM' with a green checkmark icon on the right. Below the field is a hint: 'Give your Virtual Machine an identifying name you will remember them by.' The 'Choose OS Type' section has four options: 'Windows' (selected with a blue checkmark and a Windows logo icon), 'Linux' (with a Linux logo icon), 'Unix' (with a Unix logo icon), and 'Other' (with a monitor icon). The 'Version' section has a dropdown menu showing 'Microsoft Windows 11/2022' with a green checkmark and a dropdown arrow. At the bottom, there is a checkbox labeled 'Attach VirtIO driver ISO' which is checked, with a subtext 'Add additional drive for VirtIO drivers.' A green 'Next Step' button with a right arrow is located in the bottom right corner.

- a. NOTE: for Windows you will need to Attach the VirtIO driver ISO so that you can load the storage driver during Windows Setup.



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2. Select the BIOS type (For most modern operating systems UEFI is recommended). Further select options such as secure boot keys and TPM. Click Next Step.

New Virtual Machine ×

General Configuration

System Settings

Hardware Settings

Storage Configuration

Network Configuration

CD/DVD Drive

Boot Order

2/6

System Settings

Configure the system settings for your new virtual machine, including BIOS, TPM, and other essential options.

BIOS

OVMF (UEFI) ✓

SeaBIOS

OVMF (UEFI)

☒ Add additional drive for EFI disk

☒ **Pre-Enroll Keys**
Add secure boot keys to a VM UEFI firmware

☒ **Enable QEMU Guest Agent?**
The QEMU Guest Agent must be installed for agent functions to work.

☒ **Add TPM?**
Add a Trusted Platform Module (TPM) to your VM.

v2.0 ✓

← Back

Next Step →

- a. Modern versions of Windows prefer all options with TPM 2.0.
- b. QEMU Guest Agent is always recommended so you have extra options in MultiPortal (such as Graceful Shutdown).



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3. Select your desired CPU and RAM settings. Click Next Step.

New Virtual Machine ✕

General Configuration System Settings **Hardware Settings** Storage Configuration Network Configuration CD/DVD Drive Boot Order

3/6
Hardware Settings
Configure the hardware settings for your new virtual machine, including CPU, memory, and other essential options.

CPU

✓ Sockets ✓ Cores Total Cores: 4

CPU Type

▼

Memory

GiB

← Back Next Step →

- a. It is recommended to set Socket to 2 to match the underlying host for best performance.
 - b. CPU Type it is recommended to use x86-64-v4 for best performance. However other types are available for compatibility when required.
4. Enter the size of the storage drives for your VM and select the correct storage policy. Click Next Step.

New Virtual Machine ✕

General Configuration System Settings Hardware Settings **Storage Configuration** Network Configuration CD/DVD Drive Boot Order

4/6
Storage Configuration
Configure the storage settings for your new virtual machine, including disk size and storage policy

Disk **Disk Size** **Storage Policy**

New Storage #0 GiB ▼

Add Storage Device

← Back Next Step →

5. Select your network and NIC model. VirtIO is recommended for best performance. You will also need to check the Connected box to connect the network (equal to plugging/unplugging the



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ethernet cable from a physical server). Click Next Step.

New Virtual Machine ✕

General Configuration

System Settings

Hardware Settings

Storage Configuration

Network Configuration

CD/DVD Drive

Boot Order

5/6

Network Configuration

Configure the network settings for your new virtual machine, including network adapters, MAC addresses, and NIC models.

Adapter

Network

MAC Address

NIC Model

Connected

Action

New Network #0	C-VLAN - Priv01 VLAN ▼		VirtIO ▼	<input checked="" type="checkbox"/>	Remove
----------------	-------------------------------------	--	-----------------------	-------------------------------------	---------------------

← BackNext Step →

- Attach any desired ISO images to the virtual machine. At a minimum you will need to attach the installation ISO for the operating system. Click Next Step.

New Virtual Machine ✕

General Configuration

System Settings

Hardware Settings

Storage Configuration

Network Configuration

CD/DVD Drive

Boot Order

6/6

Disc Drive Configuration

Configure the CD/DVD drive settings for your new virtual machine.

New CD/DVD Drive #0

Windows Server 2025 (24H2.8, x64) ▼

Remove

← BackNext Step →

- Toggle on the boot options you desire. You can also reorder the boot options, however generally it is best to have Storage as your first option, and CD/DVD as the next one. This will allow you



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to boot from the ISO first, then the storage post OS setup.

New Virtual Machine

General Configuration

System Settings

Hardware Settings

Storage Configuration

Network Configuration

CD/DVD Drive

Boot Order

7/7

Boot Order

Configure the boot order for your new virtual machine.

Storage #0

100 GiB (PLATINUM-P2)

Network #0

C-VLAN - Priv01 VLAN

CD/DVD Drive #0

Windows Server 2025 (24H2.8, x64)

Note: Drag and drop the items to change the boot order. The first item in the list will be the first device to boot. Use the toggle switch to enable or disable specific devices for booting. Devices that are disabled will not be used for booting.

← Back

Create Virtual Machine

- Click Create Virtual Machine. You will see the progress in the bottom status console followed by a prompt on the screen when it is complete.

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Task	Status	Created By	Start Time	Completion Time	Progress
Infrastructure Setup	Completed				100%
Infrastructure Setup	Completed				100%
Infrastructure Setup	Completed				100%



VM Created Successfully

Would you like to view the newly created virtual machine?

[Yes, view VM](#)

[Stay here](#)

9. Now you can use the Actions drop down for the VM and Start it to begin OS setup. Use Conole as essentially the KVM to install the OS.

Virtual Machine

TestVM

Actions

Console

Start

Clone VM

Rename

Edit Hardware

Set Boot Order

Create Snapshot

Take Backup

Convert to Template

Delete

Yes

QEMU Agent Running: No

HA Rules Available

8.00 GiB

100.00 GiB

WINDOWS-ONLY-HOSTS

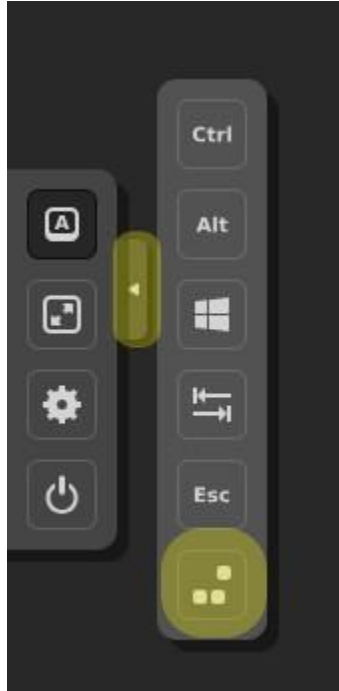


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- a. When using the Console take of the small Arrow to the left. This is a useful menu with very critically an option for CTL+ATL+DEL.

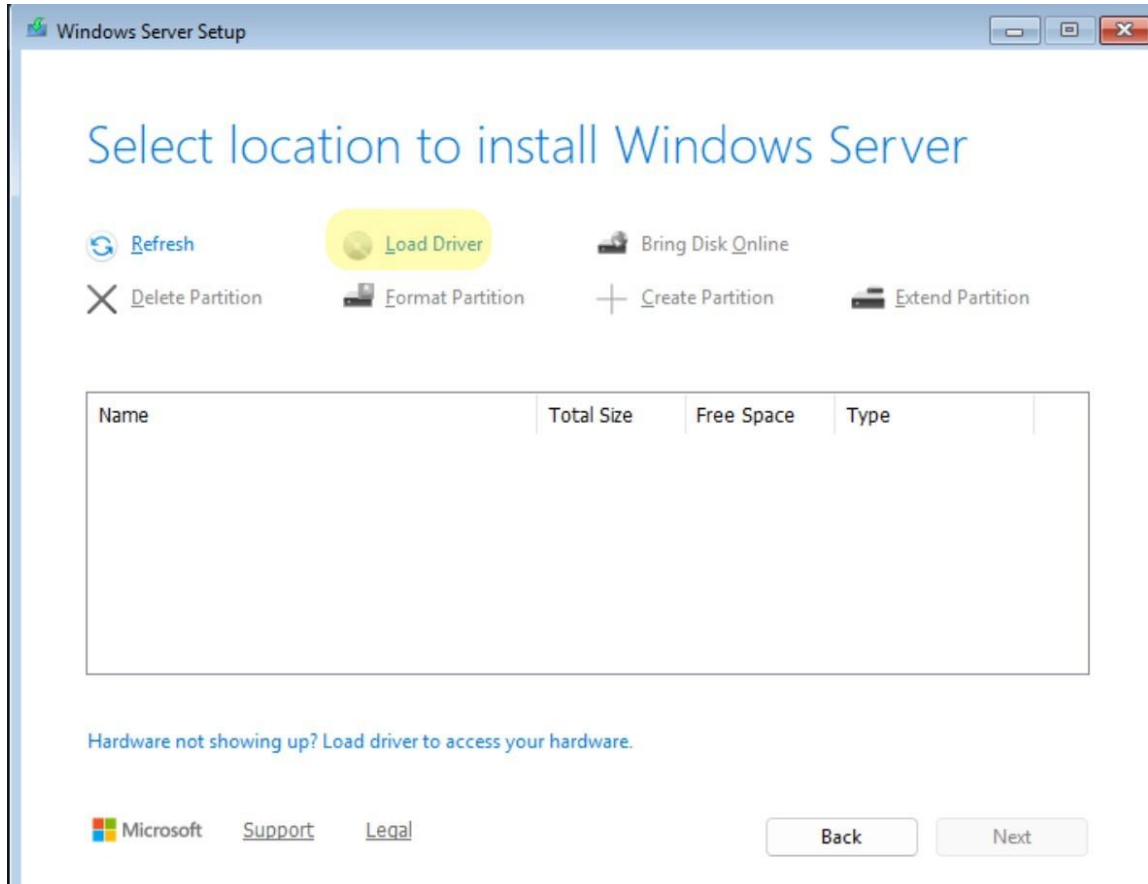


10. To Install Windows there are few extra steps that need to be followed. The first is you must load the storage driver during Windows Setup.



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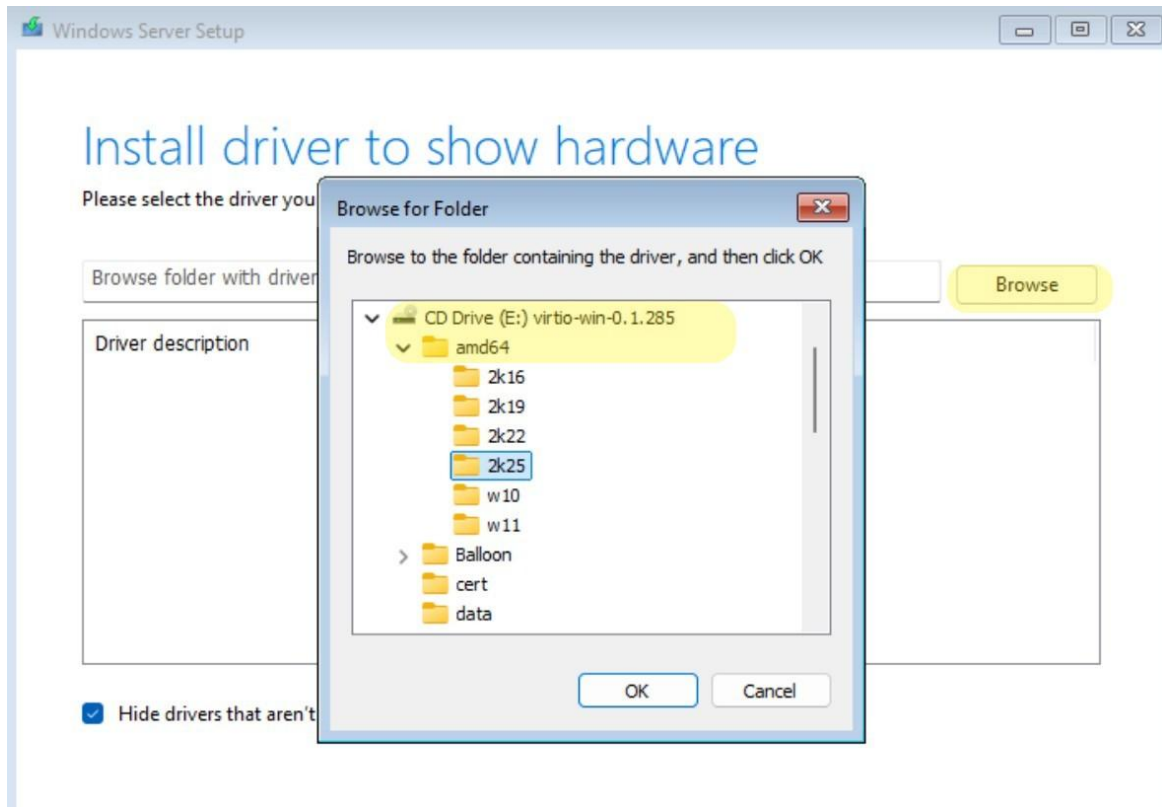
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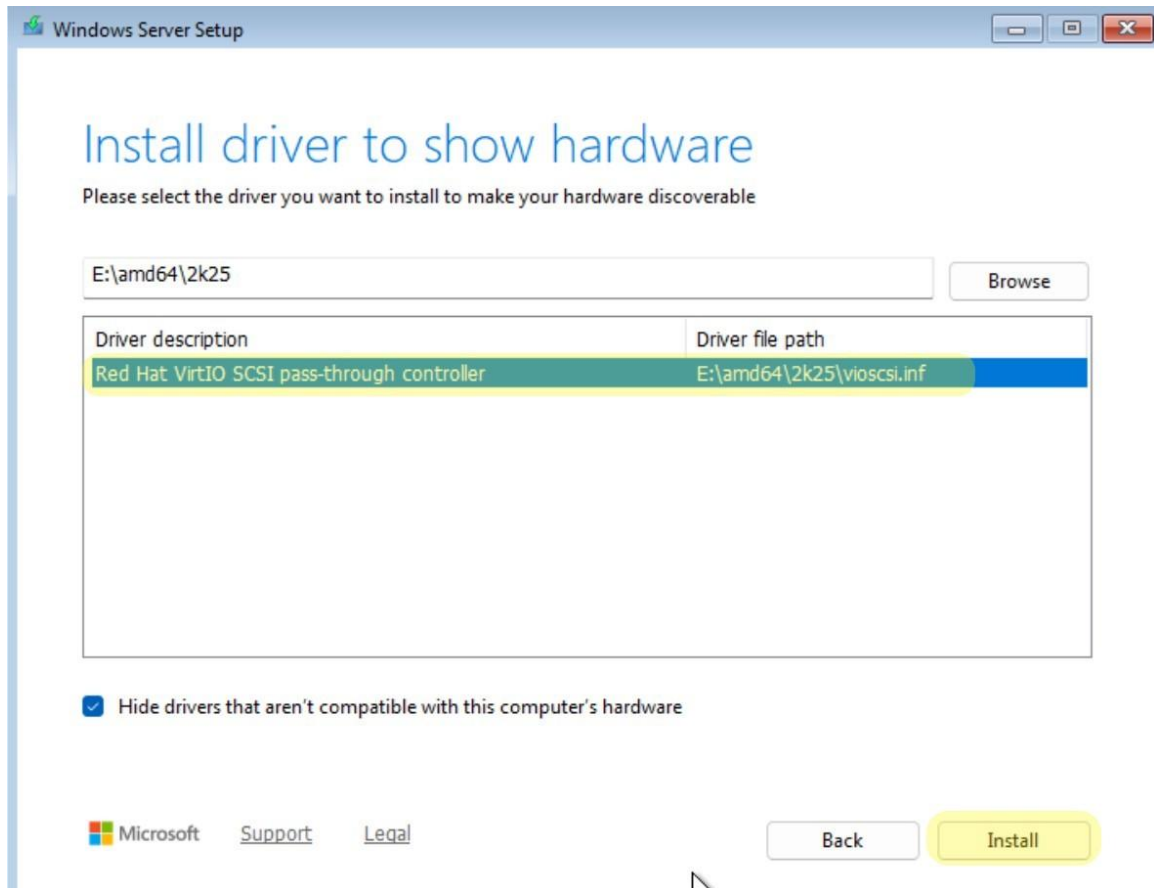
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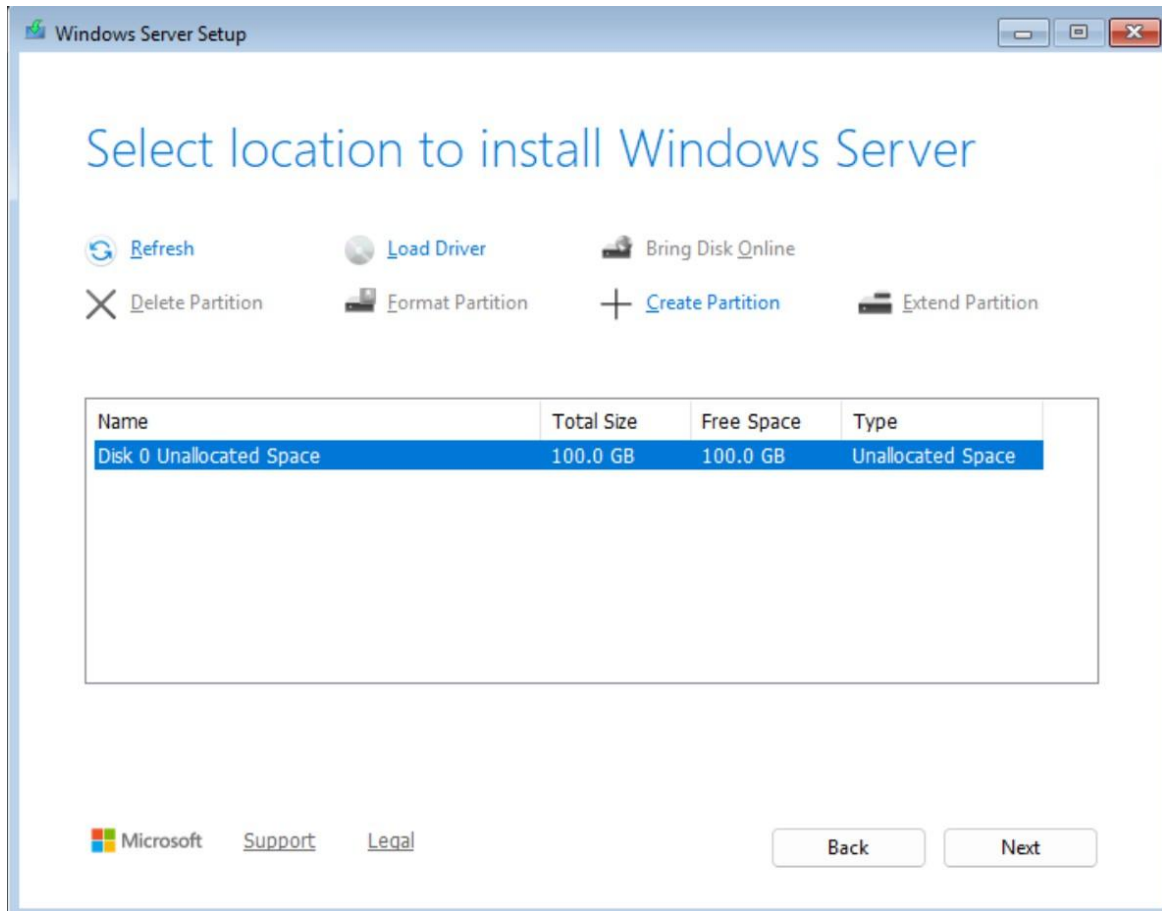
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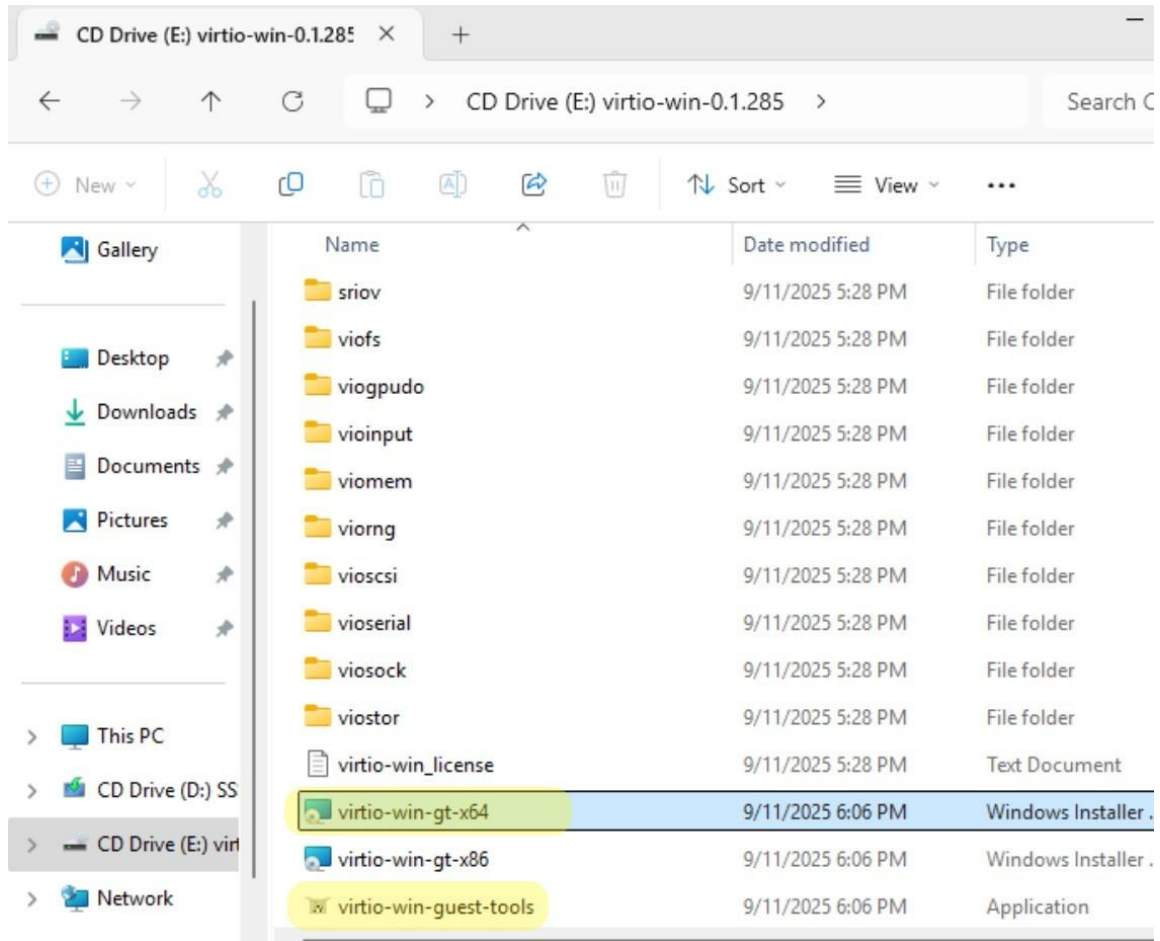




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11. Once Windows is installed you must install the VirtIO Drivers and Guest Tools from the VirtIO ISO.



12. Once your operating system is installed you can Edit Hardware from the Action Menu and Remove the ISOs from the VM. You will be prompted to reboot the VM for the change to take effect.

CD/DVD Drive

ISO	
Disc Drive (ide0)	Windows Server 2025 (24H2.8, x64) Remove
Disc Drive (ide1)	VirtIO Drivers Windows v0.1.285 (stable) Remove



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Adding ISOs and Creating Templates

1. **ISOs** – Typically ISOs will already be made available by Cloud Propeller for common installs such as Windows Server or Ubuntu Server. However, it can be useful for the client to upload their own ISOs if they have non typical software they need to install or have customized installers they prefer to use.
 - a. The ISOs provided by Cloud Propeller are free of charge. However, ISOs uploaded by the client consume storage from their storage commit.
 - b. Clients have the option to request an ISO upload for standard installations (such as a new version of Ubuntu) by emailing support@cloudpropeller.com.
2. **Templates** – Cloud Propeller does offer templates that typically used by multiple clients such as for Windows Server or Ubuntu Server. However, it can be useful for the client to create their own templates if they want to include their own customizations.
 - a. The templates provided by Cloud Propeller are free of charge. However, templates created by the client consume storage from their storage commit.
 - b. Clients have the option to request a new template for standard installations (such as a new version of Ubuntu) by emailing support@cloudpropeller.com. Please keep in mind these requests will take some time to complete (generally 1 business day at a minimum).



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Upload an ISO

1. From the left menu go to Catalogue→ISOs. Click Upload.
2. Select the Data Center and your Virtual Data Center. Typically, you will only have 1 of each to chose from. Click Next Step.

Upload ISO ✕

ISO File Upload Setup

Data Center and Accessibility	Upload ISO	ISO Name	Confirmation
1/4 Configure ISO Storage and Accessibility Choose where to store your ISO and set its visibility for public or private access.			
Data Center			
<input type="text" value="CP-PRX02-CLGX-AZ31"/>			
Virtual Data Center			
<input type="text" value="██████████:az31"/>			
<div>Next Step →</div>			

3. You can either Upload from your Local Computer or Upload via a URL. Please keep in mind if you use a URL it must allow download without login or bot checks. Typically, Linux Distributions will allow for this. Click Next Step.

Upload ISO ✕

ISO File Upload Setup

Data Center and Accessibility	Upload ISO	ISO Name	Confirmation
2/4 Select ISO Upload Method Choose how you want to upload your ISO file: directly from your computer or via a downloadable link.			
<div>Upload via local computer Upload via URL</div>			
File Upload			
<input type="text" value="No file chosen"/> <div>Choose file</div>			
<div>← Back <div>Next Step →</div></div>			



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4. Fill in the Name and Description (Description is optional). Click Next Step.

Upload ISO ✕

ISO File Upload Setup

Data Center and Accessibility	Upload ISO	ISO Name	Confirmation
3/4			
Give Your ISO a Friendly Name			
Add a descriptive and easy-to-recognize name for this ISO file to simplify future identification.			
Name			
<input type="text" value="Test-ISO"/>			
Description			
<input type="text"/>			
← Back		Next Step →	

5. Confirm your selections and Click Upload ISO. Please be patience while the upload completes.
Note that if the upload is successful, but shows a status of “failed” you simply need to refresh



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your browser.

Upload ISO

ISO File Upload Setup

Data Center and Accessibility

Upload ISO

ISO Name

Confirmation

4/4

Confirm upload details

Review the provided information and confirm to proceed.

Data Center:

Accessibility:

Tenant:

Virtual Data Center:

Upload Method:

Upload via local computer

File Name: proxmox-backup-server_4.1-1.iso

ISO Name:

Test-ISO

Description:

Back

Upload ISO

6. If you no longer need the ISO a Delete button is available to the right in the ISO Storage section.

ISO STORAGE						
ISO STORAGE						
Showing 1 of 1 item						
#	Name	File Name	Data Center	Virtual Data Center	Size	Actions
1	Test-ISO	proxmox-backup-server_4.1-1.iso			1.4 GB	<div>Delete</div>

Create Template

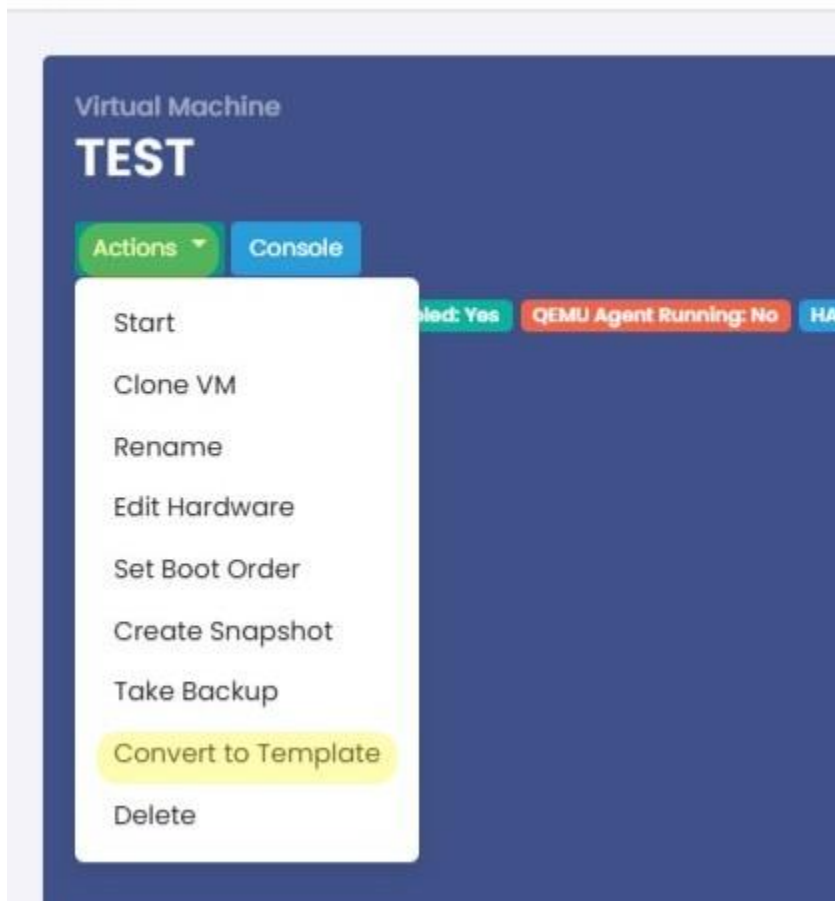
1. It is best practice to use a virtual machine that has been built explicitly to be converted to a template. You could potentially cause issue with a production VM if you chose to clone it (such as a Windows VM having the same IDs in Active Directory). In addition, once you convert a VM to template the original VM will be DELETED from your Virtual Data Center. You can only recover it by deploying a new VM from your template.
2. [Create a New Virtual Machine from ISO installer](#). You can create a VM from template to create a template, but best practice would be to create a fresh VM.
3. Make any and all customizations as desired. For Windows Operating Systems you may wish to use [sysprep to generalize the OS installation](#).
4. From the Actions Menu for the VM select Convert to Template.



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TEST



5. Choose to keep the template isolated to the current Virtual Data Center which is the typical suggestion for clients with one VDC available. If you have multiple VDCs you can choose to make the template available to all of them.



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Convert VM to Template: TEST



This will convert this Virtual Machine into a template. It will continue to consume storage from based on the locations of the virtual disks after conversion.

A template cannot be turned back into a Virtual Machine once converted.

- ☐ Share the template or ISO across all of their VDCs within the same data centre.
- ☒ Keep the template or ISO isolated to the current VDC.

Note

Save

6. You can delete your template from Catalogue→Templates.



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Snapshots and Backups

3. **Snapshots** – As with most Hypervisors you can create a Snapshot to have a quick restore point for your VM. This can be useful with making changes and patches and need a way to revert a virtual machine extremely fast. However, these are only intended to keep for short term (typically 24 hours and no more than 72 hours).
 - a. Keeping a snapshot long term can significantly affect your VMs performance and reliability.
 - b. Potentially your VM is at risk if another user accidentally reverts from a snapshot which will cause you to lose the VMs current state.
 - c. Snapshots should never be used as a replacement for backups!
4. **Backups** – Backups are useful to allow long term retention of your VMs and their data. These can be used to restore an entire VM to a specific state or recovery specific files on the VM. However, these restores take significant time primarily depending on your VMs size.
 - a. Cloud Propeller typically uses Veeam Backup and Replication for Client backup jobs. Typically, these run once per day or multiple times per day depending on the needs of the client. These also have retention periods set so you can pick a specific time to restore from. Veeam backups are not part of the scope of this specific document.
 - b. However, MultiPortal has a quick ad hoc backup option available. This can be useful if you need a quick way to capture a VMs state at a specific point in time.



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Create a Snapshot

1. From the Actions menu under the virtual machine click Create Snapshot.





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2. Fill in the Name and Description.

Create Snapshot

Name

Test

Description

This is a Test Snapshot

Apply

3. From the Snapshots Tab you can view snapshots available for a VM, Delete, or Revert VM to a snapshot.

Usage	Hardware	Snapshots	Backups
Showing 1-1 of 1 item.			
Name	Description	Snap Time	
Test	This is a Test Snapshot	2025-12-04 20:53:30	<div>Delete Snapshot</div> <div>Revert Snapshot</div>



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Create a Backup in MultiPortal

1. From the Actions menu under the virtual machine click Create Backup.



2. Select the Storage and Mode (snapshot mode is recommended). It is also recommended to check the box to make the VM Protected. This just prevents its deletion by accident, requiring someone to edit the backup to allow deletion.

Take Backup ×

Storage

backup04-prx02-az31 ✓ ▼

Mode

snapshot ✓ ▼

☒ Protected - Protected backups are not able to be deleted without first removing protection

Take backup

3. From the Backups Tab you can view the VMs backups. You can also Toggle On/Off Protection from the Actions Menu. Once Protection is disabled you will have a Red



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Delete button available.

Usage

Hardware

Snapshots

Backups

Showing 1-1 of 1 item.

From	Date	Protected	Backup Storage	Status	Size	
Manual Backup	2025-12-04 04:31:51 pm	<div>Yes</div>	backup04-prx02-az3l	Completed	3.37 MB	<div>Toggle Protection</div> <div>Actions</div>

- Using the Orange Restore Button next to the Action Menu you can initiate a VM restore. You have the option to restore a copy of the VM or completely overwrite the existing VM. Keep in mind if you overwrite you will not have a way to recover the VMs current state unless you take another backup first!

Restore a Virtual Machine Backup

☐ Create New VM

This will create a new VM instance if checked; otherwise, it will restore the current VM

Override Settings

Name	Memory (GiB)
<input type="text" value="DeleteMe-07e1cd7d"/>	<input type="text" value="8"/>
Name of the VM	Memory in GiB
CPU Cores	Sockets
<input type="text" value="2"/>	<input type="text" value="2"/>
Number of Cores	Number of Sockets

Restore

Create a Backup Job in MultiPortal

- From the Virtual Data Center top level dashboard click the Backup Jobs Tab. You can then click Create Backup Job.

Virtual Machines

Usage

Storage Policies

Backups

Backup Jobs

Task Log

Backup Jobs

Create Backup Job

Schedule	Next Run	Last Run	Backup Target
No results found.			



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2. Fill in the Name, Select your Backup Storage, and select the Schedule.

Create Backup Job ✕

Backup Job Creation Setup

General

Virtual Machines

Retention

1/3

Configure Backup Storage and Schedule

Choose a storage location, enable or disable backup job, and define a schedule to suit your needs.

Name

TEST ✓

☒ Enable

Backup Storage

backup04-prx02-az31 ✓ ⌵

Mode

snapshot ✓ ⌵

Schedule

Select Schedule... ! ⌵

Select Schedule...

Every Hour

Every 2 Hours

Every 6 Hours

Every 12 Hours

Every Day

Every Week

Every Month

Every Year

Next Step →



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3. Click on VMs on the Left to move them to the Right. The VMs on the Right will be part of the backup job.

Create Backup Job ✕

Backup Job Creation Setup

General Virtual Machines Retention

2/3
Choose Virtual Machines for Backup
Select the virtual machines to be included in your backup job.

Search...

DeleteMe

Machines on right will be backed up!

← Back

Next Step →



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4. Fill in the Retention levels you desire.

Create Backup Job

Backup Job Creation Setup

General

Virtual Machines

Retention

3/3

Configure Backup Retention

Set retention policies to manage the number of backups stored and optimize your storage usage.

☐ Keep all backups

Keep Last

The total number of backups to keep, regardless of their age. Example: 5 means only the latest 5 backups will be retained.

Keep Hourly

The number of hourly backups to retain. Example: 24 means one backup per hour will be kept for 24 hours.

Keep Daily

The number of daily backups to keep. Example: 7 means one backup per day will be retained for the last 7 days.

Keep Weekly

The number of weekly backups to store. Example: 4 means one backup per week will be saved for the last 4 weeks.

Keep Monthly

The number of monthly backups to retain. Example: 6 means one backup per month will be stored for the last 6 months.

Keep Yearly

The number of yearly backups to keep. Example: 3 means one backup per year will be saved for the last 3 years.

Back

Save

5. Your backup jobs will now be listed under the Backup Jobs Tab. Not only can you Edit and Delete your jobs from here, but the Orange Button can be used to manually run the job at any time. This can be useful to keep your ad hoc backups part of your retention chain.

Virtual Machines	Usage	Storage Policies	Backups	Backup Jobs	Task Log
Backup Jobs					
Showing 1-1 of 1 item.					
Schedule	Next Run	Last Run	Backup Target		
enabled Daily at 00:00	in 6 hours	(not set)	backup04-prd02-az31	   	



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Common Issues and Resolution.

Issue	Resolution
Place Holder	Place Holder
Place Holder	Place Holder
Place Holder	Place Holder, please contact support@cloudpropeller.com .
Place Holder	Place Holder. Please contact support@cloudpropeller.com immediately.