

# How to download a volume

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## I. General explanation

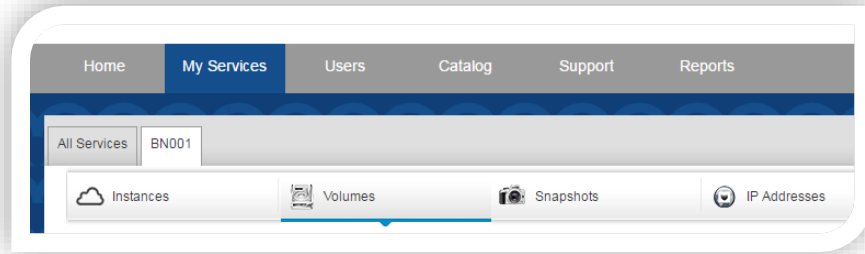
**The ROOT volume:** the ROOT volume is mainly used the system OS. It can never be resized. If using Leap GIO Public templates, the default size is 50GB. However, if the customer uses his own template, he can customize the size of his ROOT volume while creating his template.

**The DATA volume:** the DATA volume is an additional volume that the customer attach/detach to a VM. It can be added and deleted at any time after a subscription has been made. It can also be resized up once it has been attached to a VM. Resizing down is not possible at all time for data loss/integrity reason.

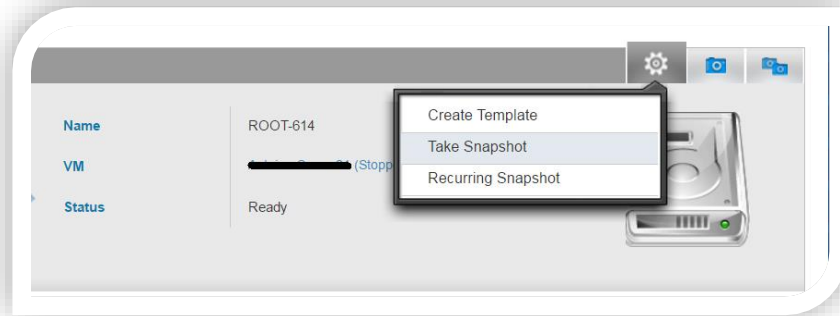
## II. Download a volume

### A. ROOT volume

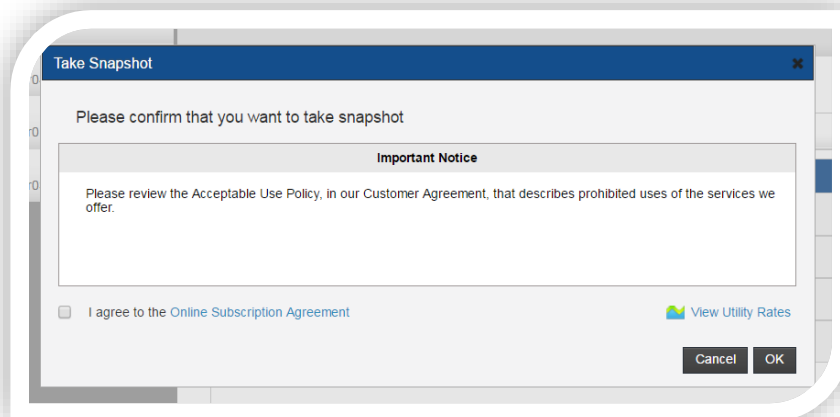
- From the GIOCloud Portal, click on the **My Services** tab located on the top horizontal menu
- Click on **Manage Resources**
- Click on the **Volumes** tab

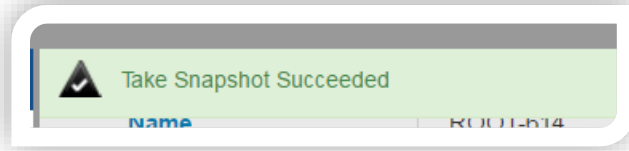


- On the left menu, select the **ROOT volume** that you would like to download
- Click on the **gear icon** and select **Take Snapshot**

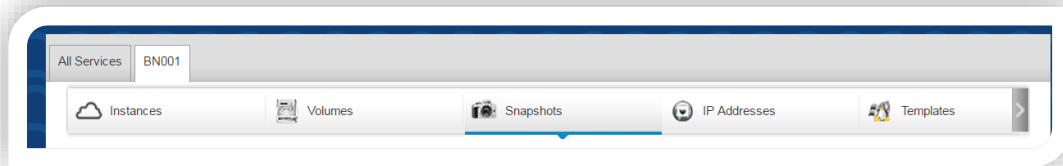


- Confirm the snapshot on the next window and wait until it ends

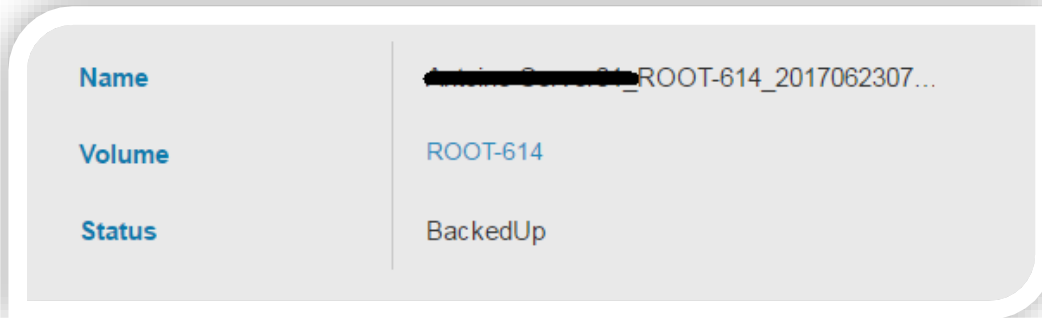




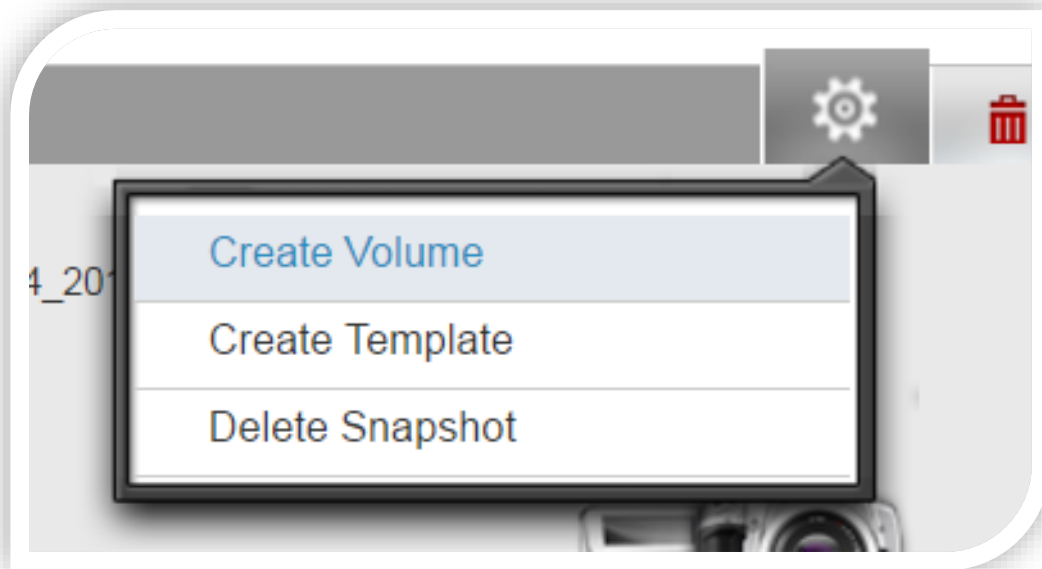
- Once snapshot is completed, click on the Snapshots menu on the horizontal menu



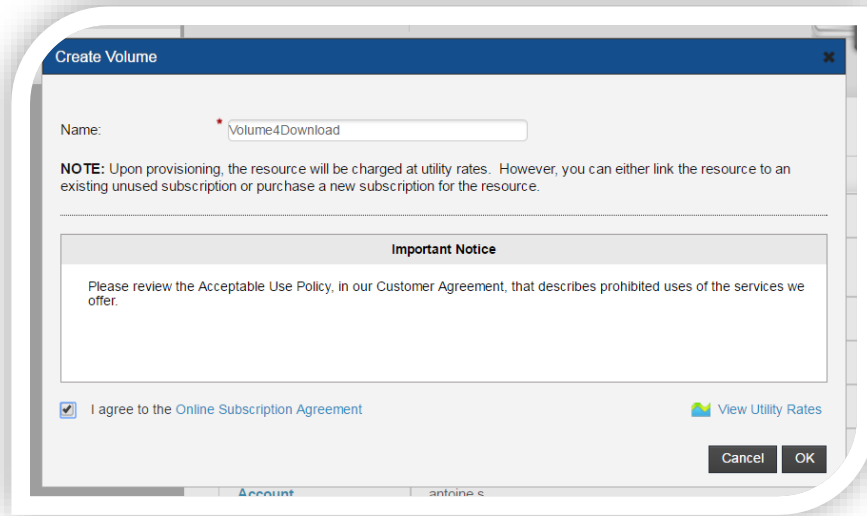
- Select the snapshot of the ROOT volume that you have taken and make sure that the **Status** of the snapshot is **BackedUp** before going to the next step



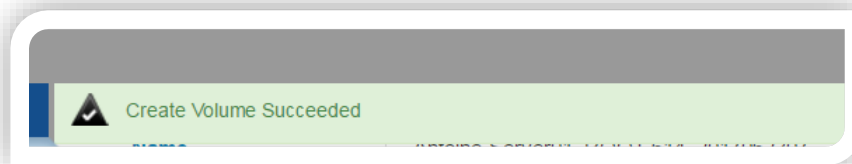
- Once you made sure the **Status** is **BackedUp**, click on the **gear icon** and select **Create Volume**



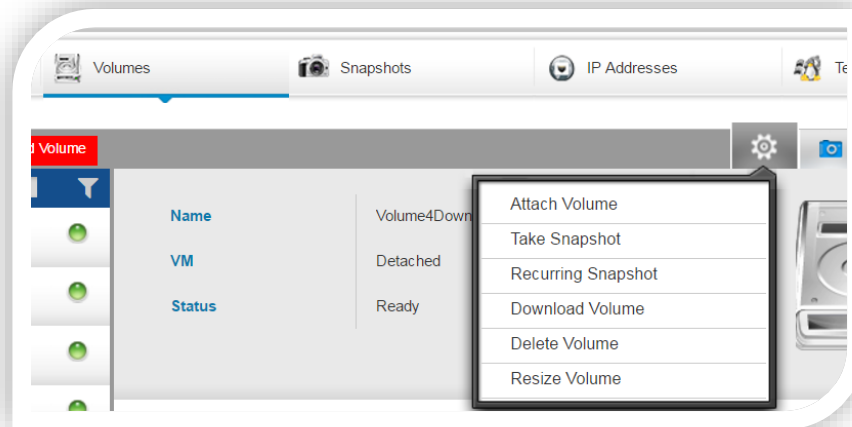
- On the popup window, name your **Volume** and agree to the **Online Subscription Agreement** after reading it then click on **OK**



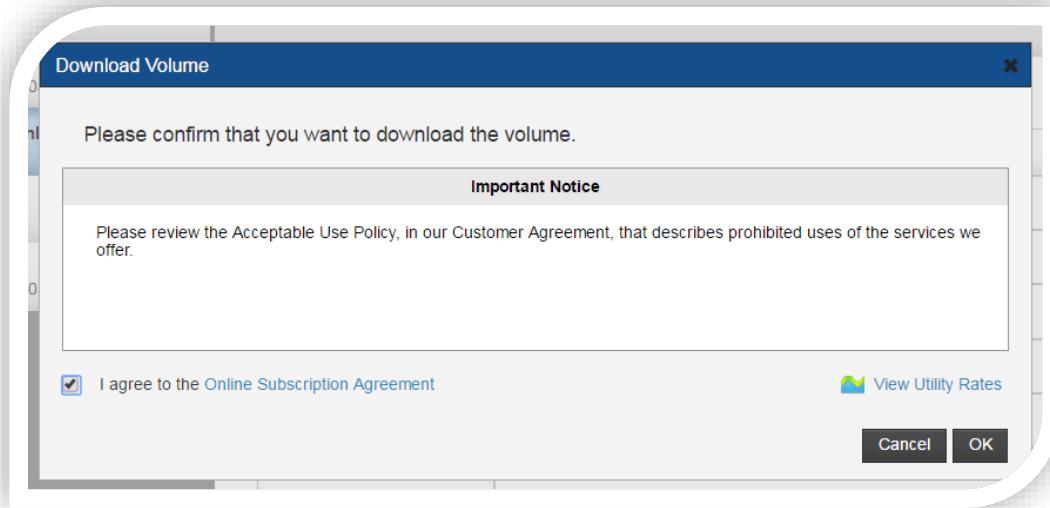
- Wait for the creation to complete



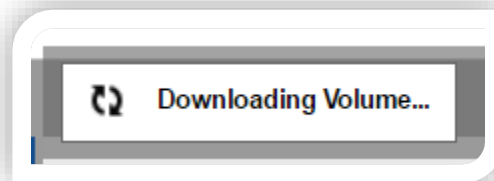
- Go back to the **Volumes** menu, select the volume that you just created, click on the **gear icon** and select **Download Volume**



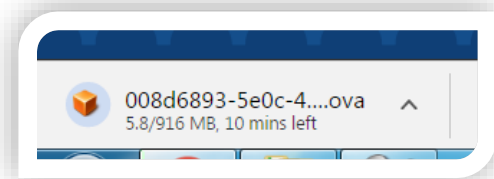
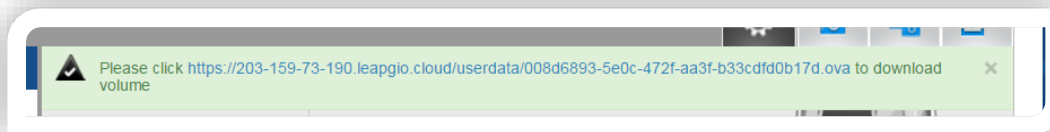
- On the popup window, agree to the **Online Subscription Agreement** after reading it then click on **OK**



- Wait for the download to be prepared

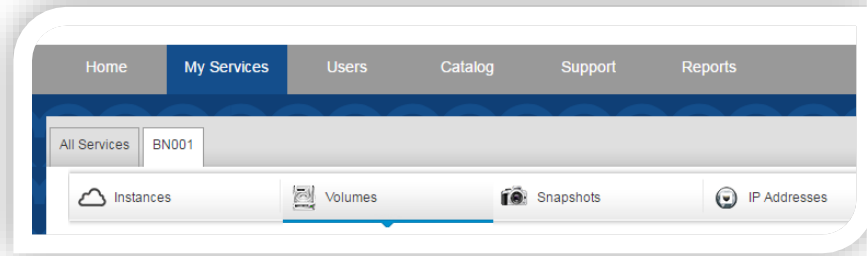


- To download, click on the link. A file with the **.ova** extension will be downloaded

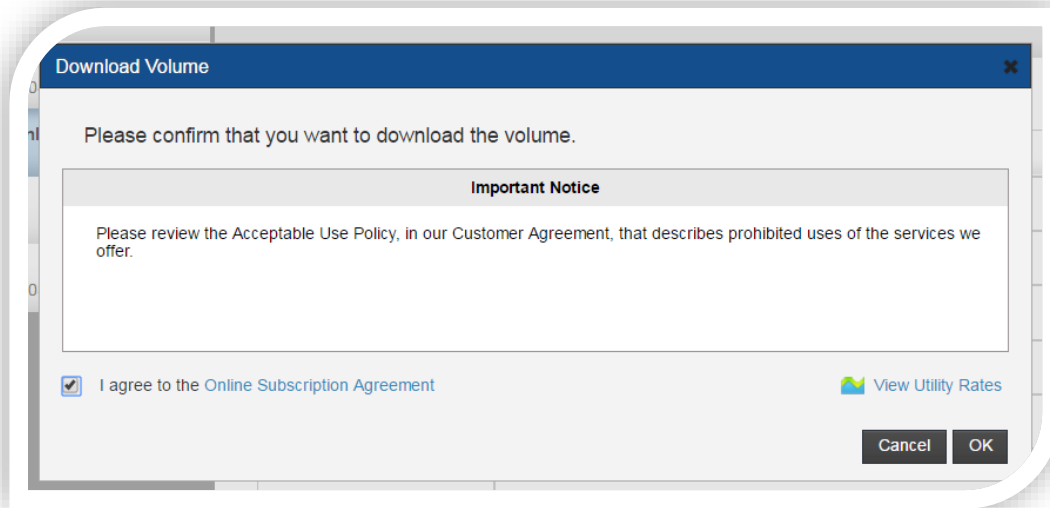


## B. DATA volume

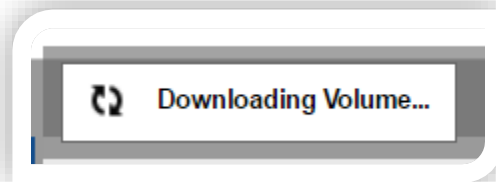
- From the GIOCloud Portal, click on the **My Services** tab located on the top horizontal menu
- Click on **Manage Resources**
- Click on the **Volumes** tab



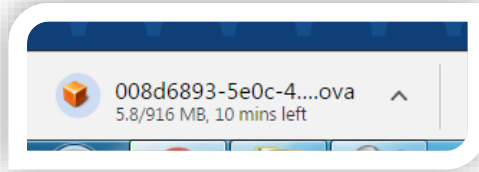
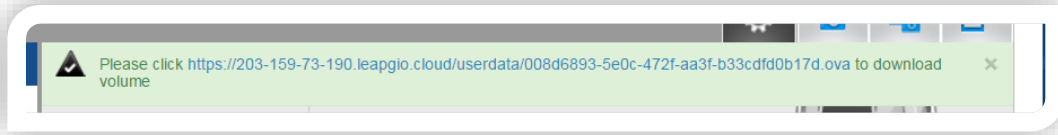
- On the left menu, select the **DATA volume** that you would like to download
- To be able to download a DATA volume, it had to be attached to a VM **at least once** or you would not be able to download the DATA volume
- The download can be done when the DATA volume is attached or unattached
- Click on the **gear icon** and select **Download Volume**
- On the popup window, agree to the **Online Subscription Agreement** after reading it then click on **OK**



- Wait for the download to be prepared



- To download, click on the link. A file with the **.ova** extension will be downloaded



If you have any questions please check our FAQ section. If you still cannot find what you are looking for or believe that there is a careless mistake in this document, please contact our support at [support@leapsolutions.co.th](mailto:support@leapsolutions.co.th) or send us your inquiry through our [Inquiry Form](#) located on your Web Portal.