Introduction and FAQs MCP 1.0

Introduction - MCP 1.0

• CloudControl Concepts
  • Introduction to the Updated UI
  • Introduction to Geographic Regions
  • Introduction to Multiple Data Center Locations in the same Geographic Region
  • Introduction to Tagging, Tag Keys and Tag Values
• UI
  • Introduction to the Updated UI
  • New Features by Release
  • Introduction to the Compute Menu
  • UI Navigation
    • Navigating the Home Page
    • Navigating the Data Center Dashboard
    • Navigating the Virtual Networks and Servers Dashboard
    • Navigating the Network Dashboard in a MCP 1.0 Data Center
    • Navigating the Server Dashboard
    • Navigating the Images and Applications Dashboard
    • Navigating the Supported Operating Systems Dashboard
    • Navigating the Account Management Dashboard as a Primary Administrator
• Cloud Servers
  • Introduction to Cloud Server Provisioning, OS Customization, and Best Practices
  • Introduction to CPU Speeds (vCPU Classes)
  • Introduction to Cloud Server Local Storage ("Disks") and Disk Speeds
  • Introduction to Cloud Server NICs in MCP 1.0
  • Introduction to Cloud ("Priced") Software
  • Introduction to Server Anti-Affinity
• Cloud Networks
  • Introduction to IP Addressing and Routing in MCP 1.0
  • Introduction to Persistence Profiles at an MCP 1.0 Data Center
  • Introduction to Cloud Private Network Connection (CPNC)
• VPN
  • Introduction to Single-Factor and Multi-Factor VPN Authentication
• Images and Import/Export
  • Introduction to the Import / Export Function
  • Introduction to the Client Image Export History Dashboard
• Additional Services
  • Introduction to Cloud Monitoring
  • Introduction to Cloud Monitoring Notifications
  • Cloud Backup - Introduction

FAQ - MCP 1.0

• CloudControl Concepts
  • How do I Identify Hardware Specifications and Capabilities Available in a Data Center Location
  • How to Initiate a Password Reset Using the Forgot Password Function
  • How to Change a Sub-Administrator Password as a Sub-Administrator
  • How do I Gain Access to Support Resources
  • What Happens When the Physical Server Hosting my Cloud Server Crashes
  • Am I billed for CPU and Memory when my Server is Turned Off
  • How to Manage your Credit Card and Billing Information in the UI ("Online" customers only)
  • What is a Verified Customer
• Software Upgrades and Maintenance
  • How are Software Upgrades performed on the Cloud
  • How are Operational Maintenance Events Performed on the Cloud
  • What is a VMware Maintenance Event
  • How do I Identify if the System is in Maintenance in the UI and Cloud API
• Cloud Servers
  • What Operating Systems are Currently Supported on CloudControl?
  • What is the Maximum CPU, RAM, and Storage that I can allocate to a Cloud Server
  • Understanding Support for VM Tools in CloudControl
  • Understanding Ubuntu Support in CloudControl
  • Why am I getting a "This System is Not Registered to Red Hat Subscription Management" message on my Red Hat Linux Server
  • How to Add Additional IP Addresses to a Red Hat / CentOS Linux Server
  • Microsoft Windows Support Policy
  • VMware Tools vSphere 6.0 and Microsoft Windows Receive Side Scaling (RSS) Incompatibility Issue
  • How to Configure Existing Red Hat Servers to Use the MCP Update Infrastructure
• Cloud Networks
  • MCP 1.0 Cloud Network Maximums
• How are Public IP Addresses Billed for on the Cloud
• What is a VIP in a MCP 1.0 Data Center Location
• What is a Real Server or Rserver
• What is a Probe
• What is a Predictor
• What is a Server Farm
• Why Does my VIP Address in MCP 1.0 Respond to Ping Even Though ACL Rules Block It
• How are Public IP Addresses Billed for on the Cloud
  • Redirecting a Port on a Public IP to a Different Port on an Internal Server in a MCP 1.0 Data Center

• VPN
  • How to Establish a Secure VPN Connection to Access your Cloud Network and Servers
    • How to Download and Install the Cisco AnyConnect VPN Client
    • How to Identify the VPN URLs relevant for your Organization
    • How to Connect to a VPN with Single-Factor or Multi-Factor VPN Authentication

• Images and Import/Export
  • How Do I Identify the Operating System of a Server or Image
  • What Priced Software Packages are Currently Supported
  • Import Function Support for Microsoft Windows Operating Systems
  • Best Practices and Tips around Microsoft Windows Guest OS Customization Client Images
  • I Imported a Red Hat server, how do I Relicense it for the Managed Cloud Platform
  • Will I Still Get Updates If I Export my Red Hat Server and Import it Into Another Cloud

• API
  • Powershell for CaaS Cloud API Available

Recently Updated
• How do I Identify Hardware Specifications and Capabilities Available in a Data Center Location
• CloudControl API Encryption Standards and Migration Changes
• How do I Relicense an Imported Red Hat Server for the Managed Cloud Platform
• Will I Have to Reconfigure Where my Red Hat Servers Get Updates if They Are Copied To Another Location?
• I Imported a Red Hat server, how do I Relicense it for the Managed Cloud Platform