

Support and Additional URLs



Description

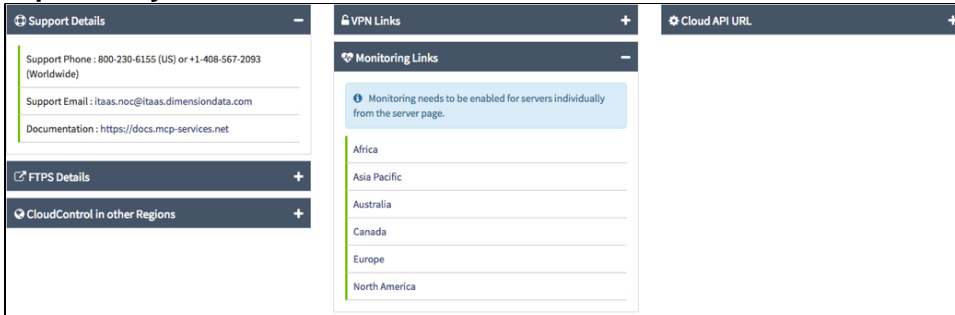
This article describes the Support and Additional URLs tab accessible from the Compute menu and contains helpful information and support links.

Solution:

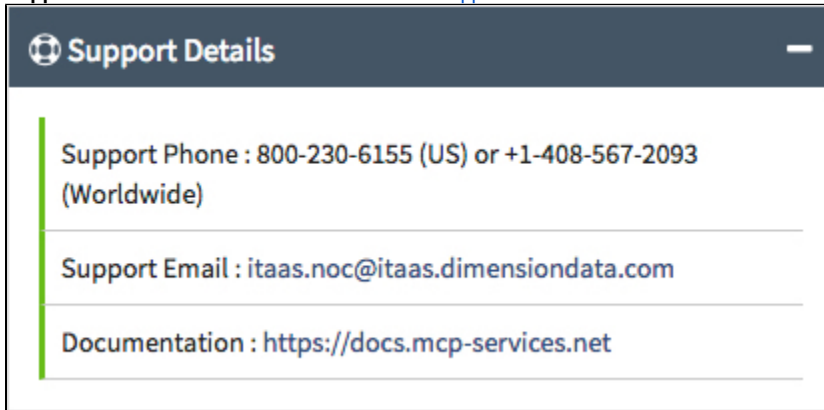
1. **Click on the Compute button and select Support and Additional URLs:**



2. **The Support and Additional URLs page will be displayed. Within the Support and Additional URLs page, there are several tabs which contain information and links specific to certain aspects of your Cloud account:**



- **Support Details** - See [How do I Gain Access to Support Resources](#)



- **FTPS Details** - See [Introduction to the Import / Export Function](#)

FTPS Details

Importing an image to Compute as a Service requires it to be first uploaded to your private FTPS account. Please use the same credentials you use to log into the Portal with the FTPS URL below.

- Africa - ftps-af.cloud-vpn.net
- Asia Pacific - ftps-ap.cloud-vpn.net
- Australia - ftps-au.cloud-vpn.net
- Canada - ftps-canada.cloud-vpn.net
- Europe - ftps-eu.cloud-vpn.net
- North America - ftps-na.cloud-vpn.net

A traditional FTP client is recommended as encryption is required to connect and not available via FTP through a web browser.

- **CloudControl in other Regions** - See [Introduction to Geographic Regions](#)

Cloud Control in other Regions

List of all the production Cloud Control URLs :

- Africa - <https://af.dimensiondata.cloud/>
- Asia Pacific - <https://ap.dimensiondata.cloud/>
- Australia - <https://au.dimensiondata.cloud/>
- Canada - <https://canada.dimensiondata.cloud/>
- Europe - <https://eu.dimensiondata.cloud/>
- North America - <https://na.dimensiondata.cloud/>

- **VPN Links** - See [How to Identify the VPN URLs relevant for your Organization](#) and [How to Establish a Secure VPN Connection to Access your Cloud Network and Servers](#)

Australia

Australia - Sydney MCP2

Australia - Melbourne MCP2

New_Zealand

Australia - Sydney

Australia - Melbourne

New Zealand

Asia Pacific

Japan - Tokyo

Singapore

Asia Pacific - Hong Kong

Tokyo

Hong Kong

Canada

Canada - Toronto

Toronto

North America

US - East 3 - MCP 2.0

US - West - MCP 2.0

US - East

US - West

US - East 2

Europe

Europe - Amsterdam MCP2

Europe - Frankfurt

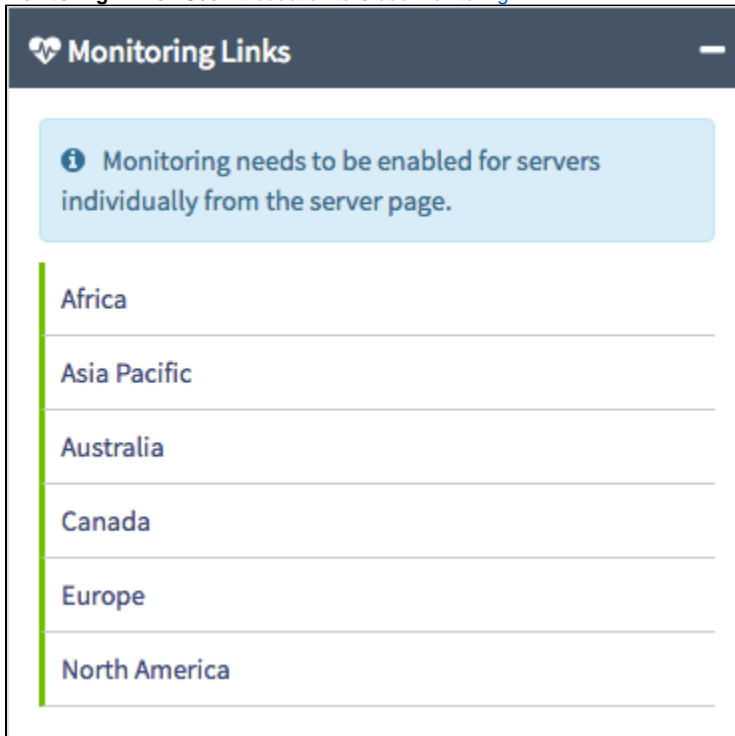
Europe - London MCP2

Europe - Amsterdam

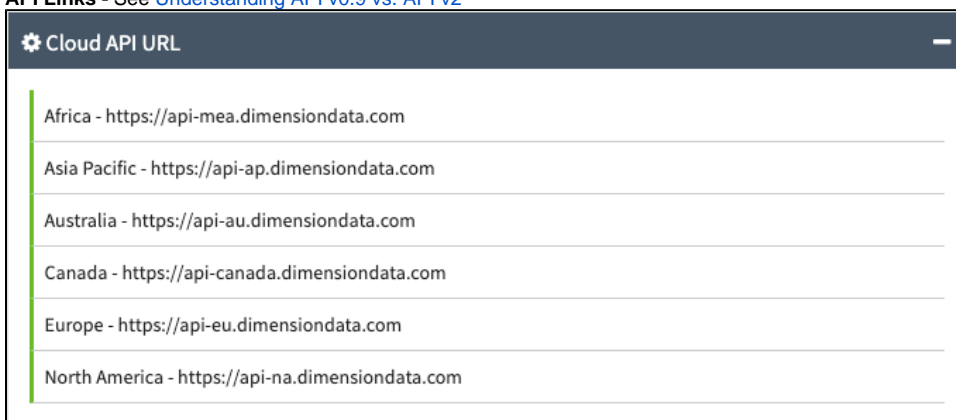
Europe - London MCP1



- **Monitoring Links** - See [Introduction to Cloud Monitoring](#)



- **API Links** - See [Understanding API v0.9 vs. API v2](#)



Note: These are the base URLs for API calls for each geographic region.

Recently Updated

- [Support and Additional URLs](#)
- [Navigating the Home Page](#)
- [What Happens to a Source Server when it is added to a Consistency Group?](#)
- [How to View and Manage a Network Domain in a MCP 2.0 Data Center](#)
- [How to Manage Virtual Listeners on a Network Domain](#)

