

Cloud Server FAQ

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	Q. What is Cloud Server?	A.	Cloud Server is a fixed cost offering for Servers that are hosted in Azure without the complexity of having to understand consumption billing.
	Q. What Cloud Servers are available?	A.	<p>Cloud Server will include nine server options that offer a varied level of CPU, RAM and storage that would meet the needs of most SMBs, see the options below:</p> <ul style="list-style-type: none">• Foundation Cloud Server (2 Core CPU, 4GB RAM, 64GB HDD)• Foundation Cloud Server (2 Core CPU, 4GB RAM, 256GB HDD)• Foundation Cloud Server (2 Core CPU, 4GB RAM, 512GB HDD) • Standard Cloud Server (2 Core CPU, 8GB RAM, 128GB HDD)• Standard Cloud Server (2 Core CPU, 8GB RAM, 512GB HDD)• Standard Cloud Server (2 Core CPU, 8GB RAM, 1024GB HDD) • Advanced Cloud Server (4 Core CPU, 16GB RAM, 512GB HDD)• Advanced Cloud Server (4 Core CPU, 16GB RAM, 1024GB HDD)• Advanced Cloud Server (4 Core CPU, 16GB RAM, 2048GB HDD)

<p>Q. Can the Cloud Server be backed up?</p>	<p>A. Yes, a Cloud Server Backup Add-On is available to purchase that will enable backups of the Cloud Server natively in Azure. Data is retained for 180 days.</p>
<p>Q. How do I access the Cloud Server?</p>	<p>A. Cloud Server can be accessed by Remote Desktop Connection App (RDP) from the IP address that was provided during setup.</p>
<p>Q. Can a VPN be setup to access Cloud Server?</p>	<p>A. Yes, a Cloud Server VPN Add-On is available to purchase.</p>
<p>Q. Can I add additional IP Addresses to be allow access via RDP?</p>	<p>A. Yes, this can be done by our Support Team, please raise a support ticket with the server name and the additional IP address you want to allow to RDP to the Cloud Server.</p>
<p>Q. What management capability do I have for the Cloud Server?</p>	<p>A. Basic management capability is available by logging into https://portal.azure.com with the Azure AD user you provided during setup.</p> <p>You will be able to do the following:</p> <ul style="list-style-type: none"> • Restart Cloud Server • Stop/Start Cloud Server • View the server configuration in Azure
<p>Q. How do I restore backups?</p>	<p>A. This can be done by our Support Team, please raise a support ticket with the server name and the information of the files you want to restore.</p>
<p>Q. How do I make network rule changes?</p>	<p>A. This can be done by our Support Team, please raise a support ticket with the server name and</p>

			the information of the network rule changes you require.
Q.	Can I upgrade/downgrade to a different Cloud Server Spec?	A.	<p>Yes, this can be done by our Support Team, please raise a support ticket with the server name and the Cloud Server Spec you would like to upgrade/downgrade to.</p> <p>Note: You can only upgrade or downgrade to a Cloud Server that has the same or larger size Hard Disk Drive.</p>
Q.	Can I load balance if I have multiple Cloud Servers?	A.	No, for more advanced Azure features like load balancing you will need to move to the Azure consumption model these are not available in the Cloud Server fixed cost offering.
