

# Cloud Server FAQ

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	<b>Q.</b> What is Cloud Server?	<b>A.</b>	Cloud Server is a fixed cost offering for Servers that are hosted in Azure without the complexity of having to understand consumption billing.
	<b>Q.</b> What Cloud Servers are available?	<b>A.</b>	<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"><li>• Foundation Cloud Server (2 Core CPU, 4GB RAM, 64GB HDD)</li><li>• Foundation Cloud Server (2 Core CPU, 4GB RAM, 256GB HDD)</li><li>• Foundation Cloud Server (2 Core CPU, 4GB RAM, 512GB HDD)</li> <li>• Standard Cloud Server (2 Core CPU, 8GB RAM, 128GB HDD)</li><li>• Standard Cloud Server (2 Core CPU, 8GB RAM, 512GB HDD)</li><li>• Standard Cloud Server (2 Core CPU, 8GB RAM, 1024GB HDD)</li> <li>• Advanced Cloud Server (4 Core CPU, 16GB RAM, 512GB HDD)</li><li>• Advanced Cloud Server (4 Core CPU, 16GB RAM, 1024GB HDD)</li><li>• Advanced Cloud Server (4 Core CPU, 16GB RAM, 2048GB HDD)</li></ul>

<p><b>Q.</b> Can the Cloud Server be backed up?</p>	<p><b>A.</b> 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><b>Q.</b> How do I access the Cloud Server?</p>	<p><b>A.</b> Cloud Server can be accessed by Remote Desktop Connection App (RDP) from the IP address that was provided during setup.</p>
<p><b>Q.</b> Can a VPN be setup to access Cloud Server?</p>	<p><b>A.</b> Yes, a Cloud Server VPN Add-On is available to purchase.</p>
<p><b>Q.</b> Can I add additional IP Addresses to be allow access via RDP?</p>	<p><b>A.</b> 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><b>Q.</b> What management capability do I have for the Cloud Server?</p>	<p><b>A.</b> Basic management capability is available by logging into <a href="https://portal.azure.com">https://portal.azure.com</a> 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"> <li>• Restart Cloud Server</li> <li>• Stop/Start Cloud Server</li> <li>• View the server configuration in Azure</li> </ul>
<p><b>Q.</b> How do I restore backups?</p>	<p><b>A.</b> 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><b>Q.</b> How do I make network rule changes?</p>	<p><b>A.</b> 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.
<b>Q.</b>	Can I upgrade/downgrade to a different Cloud Server Spec?	<b>A.</b>	<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>
<b>Q.</b>	Can I load balance if I have multiple Cloud Servers?	<b>A.</b>	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.

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