SoftLayer Additional VLANs Request Form v1.2

Introduction

- This form is used to help inform customers about how VLANs and Subnets are assigned on the SoftLayer network, as well as to collect information from customers when additional VLANs are requested.
- The pool of available VLAN IDs is a finite resource per each router in a SoftLayer POD. To ensure efficient usage, additional VLAN requests are subject to further SoftLayer staff review. The initial review is typically completed within 1 - 2 business days and may take additional time, depending on the complexity of the request and response time from the customer. To begin the process, please read through the below information and complete information on the following page. Please do not hesitate to contact a Sales Engineer or Solutions Architect should you have additional questions.

Background Information: Automated Provisioning

- The SoftLayer automated provisioning system will assign a back-end (private network) and front-end (public network) VLAN to your account when placing your first order for a server or virtual server instance in a specific pod within a given datacenter. The VLANs will also be configured with a default-sized primary IP subnet. If this is your first order into a specific pod, then you do not need to continue with this request, simply proceed with a server order.
- Additionally, when placing an order for a Vyatta Gateway appliance, the automated provisioning system will automatically assign a Gateway VLAN ("protected by" or "behind" the Vyatta Gateway Appliance) to your account when placing an order for a Vyatta Gateway Appliance. If you only require one Gateway VLAN with this order then you do not need to continue with this request. For additional information concerning the Vyatta Gateway Appliance please see the following links.
- If you need to order a server, virtual server instance or a Vyatta Gateway in a specific Pod, then please contact our sales team before creating the order. Provided your desired configuration is available in the Pod, the salesperson will be able to place your order into the Pod of your choosing and you do not need to continue with this VLAN request.

Background Information: Public versus Private VLAN

- Public VLANs are routed and switched on the front-end network and are configured with Internet routable IP addresses ("Public IPs"). Traffic sent from customer servers outbound on the public network is measured and subjected to the baseline server traffic allotment. Large volumes of traffic on the public network may result in bandwidth overage (Bytes transferred) billing.
- Private VLANs are routed and switched on the back-end network and are configured with privately routable 10.x.x.x IP addresses. The IP ranges assigned are globally unique on the SoftLayer network, allowing a customer to communicate amongst all of their servers across any pod on the private network. The private network is also used to communicate with SoftLayer services (e.g. storage, provisioning, management VPN). Traffic volumes on the private network is not metered nor billed to the customer.

Background Information: Primary versus Secondary Subnets

- On the SoftLayer network, "Primary" subnets are those assigned by the automated provisioning system to a customer VLAN. During Bare Metal and Virtual Server Instance initial configuration, the automated provisioning system assigns 1 unique IP address from the primary subnet for that host, updates the portal database, and completes the server provisioning. Since these IPs are used for automated provisioning, based on information in the portal database, customers **must not** use any additional IPs from the "Primary" subnet other than those which have been assigned to their respective Bare Metal or Virtual Server Instance. As an example, customer-managed VMs must not utilize IP addresses from a "Primary" subnet. Should the customer assign an "unused" IP to an instance, there is a chance of a future IP conflict when the automated provisioning system configures additional instances on a given VLAN.
- In contrast, "Secondary" subnets are delivered either as static routes to an existing server IP, or provisioned as "Secondary" subnets on a customer's VLAN, intended for assignment by the customer to any existing instances on that VLAN. Typical customer use of "Secondary" subnets are either as additional IP addresses (e.g. "IP Alias" or high-availability virtual IPs) on an existing instance, or for assignment to customer-provisioned virtual machines (VMs) configured on customer-managed hypervisors (e.g. Xen / KVM / VMWare). The responsibility of IP address management for "Secondary" subnets are with the customer, as no SoftLayer automated process will ever attempt to utilize an IP address from those subnets.
- Please note that customers can self-service order Secondary Subnets: up to /27 (32 IPv4 addresses) for Public and up to /26 (64 IPv4 addresses) for Private network.

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Provide a technical contact should we have further questions or need clarification while reviewing the request

Name: _____ Phone Number: _____ Job Title: _____

Email Address: _____ Time Zone (if phone call necessary): _____

Other Contact Notes: _____

List any involved SoftLayer Sales Engineers or Soulutions Architects: _____

Complete the form below to document your VLAN request, using the examples shown

VLAN ID	Desired Pod Name / ID	Private or Public Network?	Description of VLAN Use / hosts contained within VLAN	Count of SoftLayer-provisioned		Count of customer-provisioned VMs	Requested Primary IPs	Requested secondary (a.k.a. "Portable") IPs
				Bare Metal	VSIs			
Example A	DAL01 Pod 1	Private	Hypervisor O/S and IPMI for bare-metal of hypervisor hosts	10	0	0	32	None
Example B	DAL01 Pod 1	Private	Bare-metal DB servers	4	0	0	8	None
Example C	DAL01 Pod 1	Private	App stack VMs	0	0	20	None	32
Example D	DAL01 Pod 1	Private	Monitoring VMs	0	0	2	None	4
Example E	DAL01 Pod 1	Private	Web facing VMs - mgmt interfaces	0	0	40	None	64
Example F	DAL01 Pod 1	Public	Web facing VMs - Internet facing interfaces	0	0	40	None	64

Additional request details which may not fit into the above form: