

Frequently Asked Questions

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Date: 2025-07-12 04:09:28

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✓ Q: How do I provide feedback for the Cloud Developer Platform or Substrate Documentation Portal?

A: If you have feedback about the Cloud Developer Platform or documentation in the Substrate Documentation portal please share it with us via the [Feedback Form](#)-

✓ Q: How do I request a new Substrate environment?

A: Reference the [Request a New Substrate Environment](#) page in the Substrate Documentation Portal. This page provides details needed for your request and a link to the request form.

✓ Q: How do I request access to a existing Substrate environment?

A: To request access for an individual reference [Requesting Access to a Substrate Account and or Cluster For Individuals](#). To request access for a team reference [Requesting Access to a Substrate Account and or Clusters For Teams](#).

✓ Q: How do I access a Substrate environment and/or infrastructure?

A: A substrate account can be accessed from the AWS Console or from a command line interface (CLI). For instructions reference [Accessing Substrate Infrastructure](#).

✓ Q: How do I upgrade aop?

A: For the correct steps for upgrading AOP for use in Substrate, reference [Using aop with Substrate - Installing or Upgrading aop](#).

✓ Q: How do I log into an RDS Database or EC2 instance in Substrate?

A: To log into an RDS Database or EC2 instance in a Substrate environment, you should be using Teleport. For information on how to use Teleport to log into an RDS Database or EC2 instance reference [Accessing RDS Databases and EC2 Instances with Teleport](#).

✓ Q: What level of permissions do I have in a Substrate account?

A: In most cases, team leads have full administrative permissions in a Substrate account.

✓ Q: Where can I find the UAM auth proxy (UAP) image?

A: UAP is part of UAS and is in the [UAS repo](#).

✓ Q: Can I create resources outside of the Substrate cluster in an AWS account?

A: Yes. It is recommended to [manage them using terraform](#).

✓ Q: Is there a list of useful kubectl commands to use with Substrate cluster?

A: Substrate cluster is hosted on Amazon EKS, and is compatible with all kubectl commands. This [cheat-sheet](#) is useful.

Page Information:

Page ID: 81068440

Space: Cloud Developer Platform

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