CloudForge FAQs

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Getting Started

Q: What is CloudForge?

A: CloudForge is NovaTech's cloud infrastructure management platform. It enables you to: - Provision and manage cloud resources - Deploy across AWS and Google Cloud - Auto-scale based on demand - Optimize cloud costs - Manage multi-region deployments

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Q: What cloud providers does CloudForge support?

A: CloudForge supports: - **AWS** - Full support - **Google Cloud** - Full support - **Azure** - Coming Q1 2025

We support 50+ resource types across these providers.

Q: How do I connect my cloud account?

A: 1. Go to **Settings → Cloud Providers** 2. Click **Add Provider** 3. Select AWS or GCP 4. Follow the setup wizard to create IAM role/service account 5. CloudForge validates the connection

Detailed guides are available in the documentation.

Q: What permissions does CloudForge need?

A: CloudForge uses least-privilege access:

AWS: - Create/manage EC2, RDS, S3, etc. - Read billing information - Manage IAM for service accounts

GCP: - Compute, Cloud SQL, Storage management - Billing viewer - Service account management

Full IAM policies are provided during setup.

Environments

Q: What is an environment in CloudForge?

A: An environment is a collection of cloud resources deployed together: - Infrastructure as code definition - Associated cloud resources - Deployment history - Configuration and secrets

Environments can represent production, staging, development, etc.

Q: How many environments can I create?

A: Depends on your plan:

Plan	Environments
Starter	3
Professional	25
Enterprise	Unlimited

Q: Can I clone an environment?

A: Yes! To clone an environment: 1. Go to the environment 2. Click **Actions** → **Clone** 3. Enter new name and settings 4. Click **Create**

This creates a copy of the configuration, not the resources.

Q: How do I delete an environment?

A: 1. Go to environment settings 2. Click **Delete Environment** 3. Confirm by typing the environment name 4. CloudForge will destroy all resources

Warning: This is irreversible. Resources will be permanently deleted.

Deployments

Q: How do I deploy changes?

A: Multiple options:

Via Dashboard: 1. Edit environment configuration 2. Click **Review Changes** 3. Review the diff 4. Click **Deploy**

Via CLI:

```
cloudforge deploy --environment production
```

Via CI/CD:

```
cloudforge deploy --environment production --auto-approve
```

Q: How long does a deployment take?

A: Depends on resources being changed: - Simple changes: 1-5 minutes - Database creation: 10-15 minutes - Large-scale changes: 15-30 minutes

Progress is shown in real-time during deployment.

Q: Can I rollback a deployment?

A: Yes: 1. Go to **Deployments** tab 2. Find the previous successful deployment 3. Click **Rollback to this version** 4. Confirm

Rollbacks are new deployments of previous configurations.

Q: What happens if a deployment fails?

A: CloudForge handles failures gracefully: - Deployment stops at failure point - Previously created resources remain - Detailed error logs available - You can retry or rollback

No partial states are left - resources are either created or not.

Multi-Region

Q: How do I deploy to multiple regions?

A: Enable multi-region in your environment:

```yaml
regions:
  primary: us-west-2
  secondary:
    - us-east-1
    - eu-west-1
replication:
  database: synchronous
  storage: asynchronous
```

Resources are automatically replicated based on configuration.

Q: How does failover work?

A: CloudForge supports automatic failover: - Health checks monitor all regions - DNS automatically routes to healthy regions - Database failover based on replication mode - Configurable failover thresholds

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Q: What's the latency between regions?

A: Latency depends on the regions: - US West US East: ~60-80ms - US EU: ~100-150ms - US APAC: ~150-200ms

Consider latency when choosing replication mode.

Cost Management

Q: How does cost optimization work?

A: CloudForge provides: - **Right-sizing recommendations** - Identify over-provisioned resources - **Reserved instance suggestions** - Save with commitments - **Spot instance support** - Use spot for non-critical workloads - **Cost allocation** - Track spending by tag/project

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Q: How much can I save?

A: Typical savings: - Right-sizing: 20-30% - Reserved instances: 30-50% - Spot instances: 60-80%

Your savings depend on your specific usage patterns.

Q: How do I set up cost alerts?

A: 1. Go to **Costs → Budgets** 2. Click **Create Budget** 3. Set amount and period 4. Configure alert thresholds 5. Add notification recipients

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Auto-Scaling

Q: How does auto-scaling work?

A: CloudForge auto-scaling: - Monitors CPU, memory, and custom metrics - Scales up when thresholds exceeded - Scales down during low usage - Configurable min/max instances

```
auto_scaling:
  min_instances: 2
  max_instances: 10
  target_cpu: 70
```

Q: Can I schedule scaling?

A: Yes, scheduled scaling is supported:

```yaml
auto_scaling:
  scheduled:
    - schedule: "0 8 * * 1-5"  # Weekday mornings
      min_instances: 5
    - schedule: "0 18 * * 1-5"  # Weekday evenings
      min_instances: 2
```

Q: How quickly does auto-scaling respond?

A: - Detection: Within 1 minute - Scale-up: 2-5 minutes (depends on resource type) - Scale-down: Cooldown period (configurable, default 5 min)

Security

Q: How does CloudForge secure my cloud?

A: Security features: - No stored cloud credentials (IAM roles) - All traffic encrypted (TLS 1.2+) - SOC 2 Type II certified - Audit logging for all actions - RBAC for access control

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Q: Can I use my own encryption keys?

A: Yes, BYOK is supported: - AWS KMS integration - GCP Cloud KMS integration - Custom key policies

Configure in environment settings.

Q: How do I audit CloudForge actions?

A: Audit logs available at **Settings → Audit Logs**: - All deployments logged - Configuration changes tracked - User actions recorded - Export to SIEM supported

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Integrations

Q: Does CloudForge integrate with Terraform?

A: Yes! CloudForge supports: - Import existing Terraform state - Export as Terraform configuration - Use Terraform provider for CloudForge - Migrate from Terraform

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Q: Can I use CloudForge in my CI/CD pipeline?

A: Absolutely:

```
# GitHub Actions example
- name: Deploy to CloudForge
  run: |
    cloudforge deploy \
      --environment production \
      --auto-approve
```

CLI available for all major CI/CD platforms.

Q: Does CloudForge integrate with DevPipeline?

A: Yes, native integration: - Deploy infrastructure from DevPipeline - Trigger deployments on code changes - Shared secrets management (via SecureVault) - Unified monitoring (via DataLens)

Troubleshooting

Q: My deployment is stuck. What do I do?

A: 1. Check **Deployments → Logs** for errors 2. Look for resource conflicts 3. Verify cloud provider quotas 4. Check IAM permissions 5. If stuck >30 min, contact support

You can cancel stuck deployments from the dashboard.

Q: I'm getting permission errors. How do I fix them?

A: 1. Verify CloudForge IAM role exists 2. Check role has required permissions 3. Ensure role trust relationship is correct 4. Re-run setup wizard if needed

Full troubleshooting guide in documentation.

Q: Resources aren't syncing correctly. Why?

A: Possible causes: - Manual changes outside CloudForge - Drift detection delay (runs every 15 min) - Resource import issues

Solution: Run **Actions → Refresh State** to sync.

Billing

Q: How is CloudForge billed?

A: CloudForge pricing based on: - Number of environments - Resources managed - Team members - Support tier

CloudForge charges are separate from cloud provider costs.

Q: Does CloudForge charge for cloud resources?

A: No, cloud provider costs are billed directly by AWS/GCP. CloudForge helps you manage and optimize those costs.

Contact

- **Documentation:** docs.novatech.com/cloudforge
- **Support:** support@novatech.com
- **Slack:** #cloudforge-help

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