# Cloud Concierge Connectivity FAQs

# \*If you are a first-time user please take the time to review the “Cloud Concierge Overview” document on the Support page. \*

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Cloud Concierge Support Team

## Q: What should I do if I cannot RDP into my public Windows instance?

Ensure that you add a colon followed by the port number at the end of the IP address (ex. x.x.x.x:3333). The port number used by your instance for RDP will be included in your provision confirmation email. Please also see our Network Troubleshooting Guide.

## Q: What should I do if I cannot Putty/SSH to my public Linux instance?

Typically, Putty/SSH is only available on Linux instances and please refer to the ReadMe document before emailing AskIBM.

## Q: When should I access my instance using SoftLayer VPN?

Users should use SoftLayer VPN when attempting to establish a connection to their private instance which is a result of checking the ‘SoftLayer/VPN’ option when provisioning. In addition, private instances show up as blue in the ‘MyCloud’ page whereas public instances show up as green. Please also see our Network Troubleshooting Guide for more information.

## Q: How can I access my SoftLayer VPN?

Please follow the instructions listed below to access your SoftLayer VPN:

1. Go to the URL: <http://www.softlayer.com/VPN-Access>

2. Select the VPN portal that matches your image.

3. Login with your VPN account ***username*** / IBMDem0s!

4. Accept all security and browser popups that appear, otherwise the installation will fail.

5. Once you have a successful login, try connecting back to your image.

## Q: What should I do if I cannot access SoftLayer VPN?

Please email us. Be sure to include your IBMID and/or email associated with your Cloud Concierge account.

## Q: If I cannot connect to my private instance (10.x.x.x. IP) even though I am on SoftLayer VPN, what should I do?

This is a known limitation with the SoftLayer VPN. Please see our documentation about using Jumpshosts or provision another system that is not Private. Please also see our Network Troubleshooting Guide to ensure the system is truly alive.

## Q: What should I do if I cannot RDP or connect to my instance, but it has been working for the past couple of days/weeks?

Please refer to the ‘Cloud Concierge System Troubleshooting guide’ under the ‘Connectivity Issues & Troubleshooting’ support document folder before emailing AskIBM.

## Q: What should I do if I would like specific port(s) to be open?

Please refer to the “Firewall Open Port List on our Datacenters” doc on our “Support” page. If your desired port(s) is not open, email your request to AskIBM and include what products need the ports.

## Q: Can more than one person access an instance at the same time?

No, if a second person attempts to RDP, the first will be booted off the server. However, even with someone connected through RDP, others can connect through a web link if what they need is on the web interface.

## Q: What should I do if my new SoftLayer VPN account cannot be generated due to my current ID already having an established VPN profile?

If AskIBM cannot generate a new VPN account for you, this means that another IBM department has already previously created your account, and contains all administrative rights over it. Due to this reason, Cloud Concierge has no visibility to your VPN account. You will need to contact the individual or department, that originally created your account, for your username and password.

## Q: What should I do if I am unable to enter my login credentials into the SoftLayer VPN site due to the username/passwords fields being greyed out?

Unfortunately the latest version of Mozilla Firefox and Google Chrome are incompatible with SoftLayer VPN client; this is due to a Java change that occurred earlier this year. You should use Internet Explorer or Safari as many users have had success establishing a VPN connection through these browsers. However, mileage may vary depending on the browser used.

Please use the standalone client if you are unable to enter your login credentials in the SoftLayer VPN site due to the username/password fields being greyed out. <http://knowledgelayer.softlayer.com/articles/standalone-vpn-clients-windows-linux-and-mac-os-x>