# Cloud Concierge Platform/Instance FAQs

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

## [Can I upgrade the specifications of my instance (RAM, CPU, storage, network port speeds)?](#_Q:_How_can)

## [Can I export my instance as a local Virtual Machine image?](#_Q:_Can_I_1)

## [Can AskIBM retrieve my instance if it was expired?](#_Q:_Can_AskIBM)

## [What should I do if I am having issues inside my instance?](#_Q:_Can_AskIBM)

## [Where are my system login credentials?](#_Q:_Can_AskIBM)

Cloud Concierge Support Team

## Q: Can I upgrade the specifications of my instance (RAM, CPU, storage, network port speeds)?

Yes, email AskIBM with your request, how much of an upgrade is needed, and proper justification. If the upgrade is needed for a customer interaction / enablement event, please include the date(s) of the event.

## Q: Can I export my instance as a local Virtual Machine Image?

Yes, please see our Exporting documentation.

## Q: Can AskIBM retrieve my instance if it was expired?

Unfortunately, no. To avoid deletion due to expiration of an instance, we recommend archiving your image periodically so that you have a saved copy of your instance at the time of archiving. Archives can be made through the ‘MyCloud’ page. Archive templates expire after 60 days, but provisioning from them resets the 60 day interval.

## Q: What should I do if I am having issues inside my instance?

If you are running into issues with your instance, please refer the image’s ReadMe document. If you are still having an issue after following it, then please email AskIBM with the appropriate details.

## Q: Where are my system login credentials?

All system login credentials can be found in your email confirmation or in the corresponding ReadMe document. If you still cannot find the credentials, please email AskIBM stating which system you provisioned.