# Cloud Concierge Provisioning 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: Why are the ‘Demo’, ‘POC’ and ‘Customer Workshop’ requirement types disabled when I try to provision an instance?

Based on cost saving initiatives in Q4, we are asking that any provisions which falls under the customer facing categories such as ‘Demo’, ‘PoC’ and ‘Workshop’ are only enabled for those who provide an active Sales Connect Opportunity number in their ‘Opportunities’ page. In addition, any non-customer facing categories such as ‘Enablement’ or ‘Multi Client Event’ are only allowed for those who can provide a valid enablement event code.

**NOTE:** Once your Sales Connect Opportunity number is added, please wait for an hour or so for the database to be updated. Then we recommend deleting all the browsing data , restart your browser and try to logging into Cloud Concierge account again to provision

## Q: For how long can I provision a system?

Each ‘Requirement Type’ allows for different amounts of time, simply hover over each type on the “Provision” page to see their allocated times.

## Q: Can I extend my instance if the allocated time is not enough?

Yes, the ‘Extend’ button in your ‘MyCloud’ page will give you a two-week extension if you have provided a valid Sales Connect Opportunity number, or a 24-hour extension if not. For longer duration, please email us with your needs and justification.

## Q: Should I select the ‘Softlayer/VPN’ option?

Selecting this option means you will be provisioning a private instance that can only be accessed through Softlayer’s VPN network. This option is required if your instance will contain any sensitive, client, personal, or confidential data. This is also an optional setting if you want high security and want your instance to have no access through the public internet. Please note, certain templates can only be provisioned as a private instance, indicated by the selection box being checked and grayed out.

## Q: How do I provide / register my sales connect opportunity number?

When provisioning, there will be a place to input your opportunity number. If you acquire your opportunity only after provisioning your instance, you can update your opportunities list within the “Opportunities” page. Please note that it can take a few hours for the database to update with your inputted opportunity number.

## Q: How do I acquire an enablement event code?

Enablement code is designated for face-to-face or remote instructor led training and it is required when you select the ‘Enablement’ requirement type when provisioning.

If you are an IBMer, please contact the appropriate Enablement lead listed below for Event Code number:

* WW Tech Sales Cloud and Analytics Enablement Program Leader - Len Isaacs (len.isaacs@us.ibm.com)
* Banking Analytics Solutions - Suren Parlapali (sparlapalli@us.ibm.com)
* Watson FSS - Shiretta Shaw (sashaw@us.ibm.com)
* Watson IoT – Ian Barnard ([ian.barnard@uk.ibm.com](mailto:ian.barnard@uk.ibm.com))

If you are a Business Partner, please contact AskIBM and provide the following information within your email:

* The Opportunity number associated with the event
* A valid business justification for the event
* Date(s) of event (MM/DD/YYYY – MM/DD/YYYY)

**Note:** If you require instance for personal enablement, please use the "Testing" type which allows you to extend access yourself for 24 hours.

## Q: What datacenter should I choose?

Pick the one closest to your location, although this is not critical. If you are provisioning multiple instances that need to speak to each other, we recommend all your instances are provisioned at the same datacenter.

## Q: Where do I access my archives?

Select ‘My Templates’ on the “Provision” page.

## Q: What should I do if my instance is taking a long time to provision?

The time it takes to complete provisioning depends on datacenter conditions at the time, typically taking 2-4 hours. If provisioning is taking an abnormal amount of time, try a different datacenter.

## Q: Why can I not see the DSX Local image even though it is listed in the ‘Product’ drop down list?

This image has an access filter, hence only internal IBMers can view and access it. . If you require access, you must contact Elena Lowery/Rochester/IBM.

**Note:** If you are an IBMer and you cannot see the DSX Local image, please ensure that you are signed in under the correct IBM ID.