

Module 11. Resources for Technology Support

This module covers the following subjects:

- **Documentation:** Excellent documentation covering every facet of AWS is available to you for free online. You do not even need an account to access this information. This module section gives you more information regarding this massive amount of content.
- **Discussion Forums:** This part of the module discusses the many forums available for assistance with AWS. Although many AWS employees are in the forums helping members, the idea behind these forums is for members to assist other members. Most often, this assistance is not from an AWS employee but a seasoned pro who has been using AWS successfully for a long time.

Module 14, “Account Structures for Billing and Pricing,” provides detailed information about the various support plans you can purchase from Amazon for AWS. This module discusses superb resources you can take advantage of completely free of charge. The AWS documentation does not even require access to an Amazon account. Same with the FAQs I will introduce you to in this module. This module also presents information regarding AWS discussion forums. These forums require an AWS account for access, but remember that this account can be in the Free Tier.

FOUNDATION TOPICS

DOCUMENTATION

The AWS documentation located at <https://docs.aws.amazon.com> is superb. It offers an excellent mix of theory and practical step-by-step guides.

The documentation features the following categories and topics:

- Guides and API References
 - Compute
 - Storage
 - Database
 - Developer Tools
 - Security, Identity & Compliance
 - Machine Learning
 - Management & Governance
 - Migration & Transfer
 - Mobile
 - Networking & Content Delivery
 - Media Services
 - Desktop & App Streaming
 - Analytics
 - Application Integration
 - Business Applications
 - Internet of Things
 - Robotics
 - Blockchain
 - Game Development
 - AR & VR
 - Customer Engagement

- SDKs & Toolkits
- General Reference
- AWS Management Console
- Additional References
- Tutorials and Projects
 - Websites and Web Apps
 - DevOps
 - Storage
 - Database
- SDKs and Toolkits
- General Resources

Remember that many different sections are under the preceding list's categories and topics. For example, there is Compute in the Guides and API References category. Inside the Compute documentation is Amazon EC2, Amazon EC2 Auto Scaling, and Migrate to Amazon EC2. You will find User Guides, API References, CLI References, and more in those topics. Figure 11-1 shows an example of just some of the resources located under **Guides and API References > Compute > Amazon EC2**.

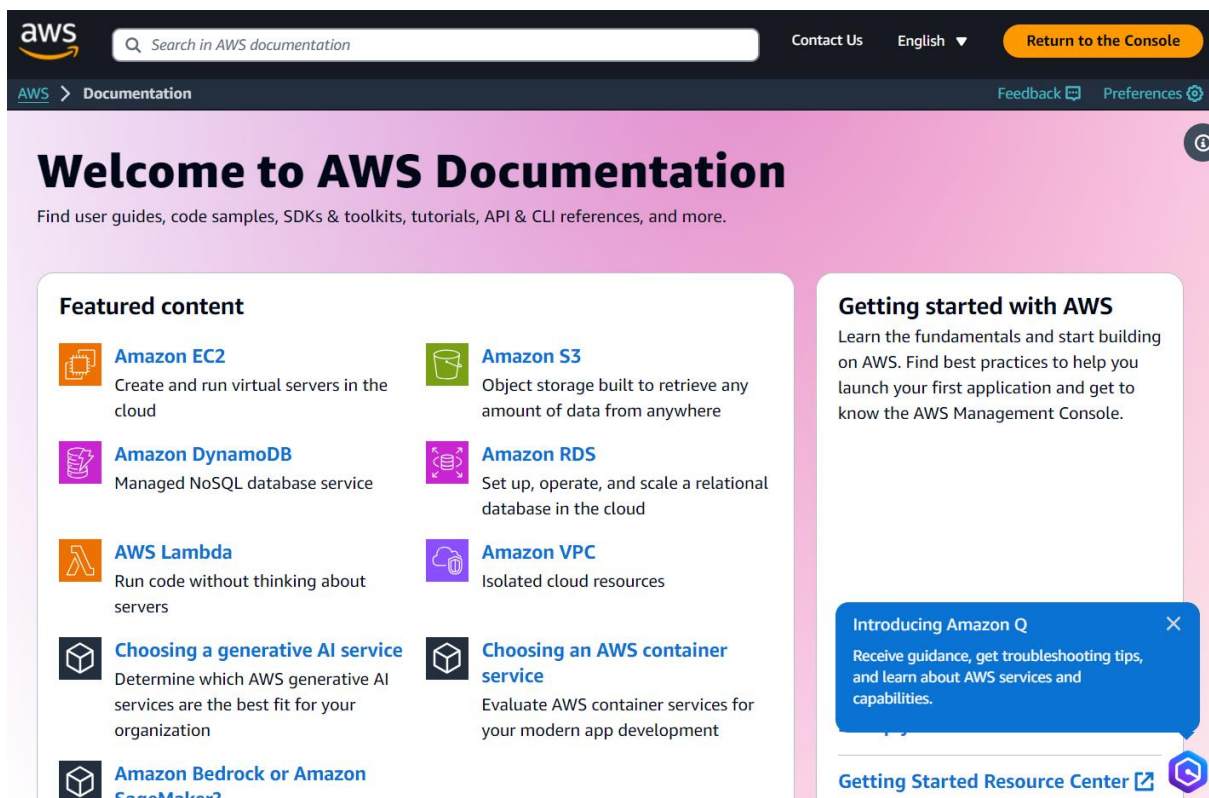


Figure 11-1 The AWS Online Documentation

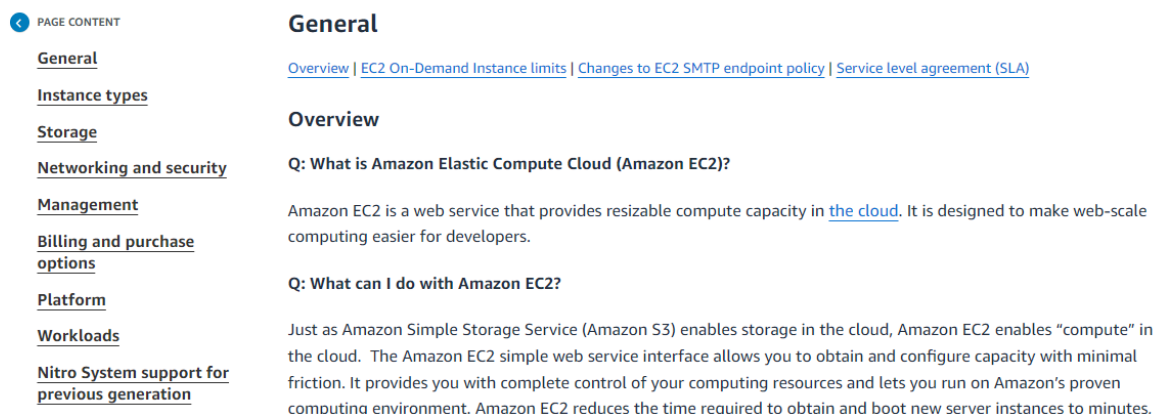
Some of my all-time favourite resources are in the “related links” in sections. You will love sections like the following:

- AWS Glossary
- AWS Case Studies
- AWS Whitepapers
- AWS General Reference

Another excellent resource that Amazon makes available is FAQs (<https://aws.amazon.com/faqs>). These documents are also categorised and broken down by topic (for example, Machine Learning – AWS SageMaker FAQ).

Figure 11-2 shows you some of the subcategories found under the Amazon EC2 area.

Amazon EC2 FAQs



General

[Overview](#) | [EC2 On-Demand Instance limits](#) | [Changes to EC2 SMTP endpoint policy](#) | [Service level agreement \(SLA\)](#)

Overview

Q: What is Amazon Elastic Compute Cloud (Amazon EC2)?

Amazon EC2 is a web service that provides resizable compute capacity in [the cloud](#). It is designed to make web-scale computing easier for developers.

Q: What can I do with Amazon EC2?

Just as Amazon Simple Storage Service (Amazon S3) enables storage in the cloud, Amazon EC2 enables “compute” in the cloud. The Amazon EC2 simple web service interface allows you to obtain and configure capacity with minimal friction. It provides you with complete control of your computing resources and lets you run on Amazon’s proven computing environment. Amazon EC2 reduces the time required to obtain and boot new server instances to minutes,

<https://aws.amazon.com/ec2/faqs/>

Figure 11-2 The FAQ Categories for EC2

Those interested in AWS certifications understand that the exam authors draw question material from this excellent document. Reading FAQs is a

fun way to learn relevant aspects of the technologies and how they operate.

AWS REPOST

[HTTPS://REPOST.AWS/](https://repost.aws/)

AWS re:Post is a community-driven platform offering expert technical guidance and peer advice on AWS services. It serves as a knowledge center where users can find answers, troubleshoot technical issues, and learn best practices from a vibrant community of AWS partners, employees, and fellow users. The platform is designed to help users get unblocked and build faster on AWS by providing access to curated knowledge and facilitating connections within the AWS ecosystem. Read the forum's rules and guidelines before posting for the first time.

- Search the other posts to see if your topic is already covered. I rarely discover that my question has not already been asked.
- Use a meaningful title for your thread.
- Do not use the forums to promote your product, service, or business.
- Be civil.
- Stay on topic.
- Do not submit a post that requires readers to download a large attachment. Either explain the attachment or, better yet, provide a link to the information.
- To be understood by most people, use correct spelling and grammar and avoid slang unless you know other members will understand the word or phrase.
- Do not double post (post the same message twice in one thread) or cross-post (place the same message across several forums).
- When replying to a post, do not quote more from the previous post than you have to.
- Do not post new problems on someone else's thread and interrupt a topic of discussion.
- Do not use someone else's thread for a private conversation.

- Do not post any information that you want private. Posts should not contain personal, identifiable information or content embarrassing to others.
- Do not post content that violates a copyright.
- Write concisely.
- Do not use “urgent” and “important” in your subject line. Be patient.
- Try to be kind to new members.

<https://repost.aws/>

EXAM PREPARATION TASKS

- **REVIEW ALL TOPICS**
- **DEFINE ALL KEY TERMS AND CHECK ANSWERS IN THE GLOSSARY.**
- **DO THE QUIZ – REPEAT UNTIL YOU PASS IT (100% PASSMARK).**

DEFINE KEY TERMS

There are no key terms for this module.

Q&A

1. Provide at least two examples of resource types found in the AWS documentation.
2. What is required to post on the AWS RePost?