MYCLOUDIT'S COMMONLY
ASKED QUESTIONS GUIDE

I CREATED MY FIRST DEPLOYMENT, WHAT'S NEXT?

We talk to a lot of customers who request a checklist of topics to review as they are getting started to ensure they are familiar with their new deployment AND are maximizing for both cost and performance.

Click here to see the 1st deployment checklist

WHY WON'T MY DEPLOYMENT BUILD IN AZURE?

There are several reasons why a new RDS deployment will not deploy in Azure. The typical reasons are that your subscription does not have access to the VM sizes requested or that you do not have enough virtual cores available to complete the build of a deployment. We see this issue mainly when we have customers that create a deployment using a trial Azure subscription. Currently, our automation can detect some of these limitations that may impact your build, but not all limitations.

Click here to see some ways to identify the root cause of the problem

HOW DO I BUILD MULTI-TENANT APP DELIVERY IN THE CLOUD?

When you look at delivering your solution to multiple customers, does that mean you need a separate infrastructure for each customer? Maybe, but not always. You may be able to build a single infrastructure in the cloud, then provision portions of that infrastructure for each customer. The decision on a single vs. multiple infrastructure is really based on the data security built into your application.

Click here to read more about single vs multiple infrastructures

DO'S AND DON'TS OF YOUR MYCLOUDIT DEPLOYMENT

Here are some Do's and Don'ts as you move forward with your MyCloudIT deployment:

Do...
- Do install your applications within the RDS Session Hosts built for your deployment.
- Do leverage the extra storage space on the RDSMgmt server as shared storage for your users.
- Do remember that if you are using the scheduler to turn VMs on and off, you should update the scheduler after any VM additions.

Don't...
- Do not change the security groups assigned to your RDS collections.
- Do not change the name of the deployment, RDS collections or server names.

If you grant the Domain Users group, or other groups within your Active Directory access to the collection, all users within the new group will be charged for both the RDS and MyCloudIT licenses.**

*** MyCloudIT Licenses are counted based on per user/per collection.*

Click here to see the rest of the Do's and Don'ts

CAN MYCLOUDIT DEPLOY RDS ACROSS MULTIPLE AZURE REGIONS?

The short answer is Yes, but it is a little more complicated than just clicking a button.

Click here for an overview

VDI vs. RDS, WHAT'S THE DIFFERENCE?

Virtual Desktop Infrastructure (VDI) is built around the Windows Client Operating System, Windows 10. Remote Desktop Session Hosts (RDS) is built around the Windows Server Operating System. One of the big differences between VDI and RDS really comes down to reducing cost.

Click here to read more about the differences

WHAT IS MICROSOFT SPLA AND HOW TO STAY COMPLIANT?

SPLA stands for Service Provider License Agreement and is Microsoft's primary licensing mechanism for hosting providers. SPLA licensing is based on a monthly consumption model, as opposed to purchasing perpetual licenses that are purchased up front. Microsoft licensing can be a "challenge" to get right, but we can help you with your licensing needs.

Click here to read more about SPLA and staying compliant

WHAT COULD UNEXPECTEDLY DRIVE UP MY AZURE COSTS?

We try to help our customers understand how to manage costs within Azure, but there can always be surprises if we aren't careful.

1. Leaving a deployment on when it isn't needed.
2. Playing "What if" with a deployment and not cleaning up your scenarios after testing.
3. Users that consume more storage than anticipated.
4. Leaving unneeded VPN gateways running.
5. Not leveraging scheduling or auto-scaling.
6. Assigning users that do not need RDS access to the RDS collection

Click here to read more about what could drive up your Azure costs

HOW DO I MANUALLY PATCH OR UPDATE ALL THE SERVERS?

Administrators need the ability to manage all the VMs within a deployment, and sometimes that requires administrators to move between VMs within their deployment. This can be a challenge because most of the VMs within a deployment do not have Public IP addresses, thus making it impossible to remote directly into these VMs from outside of your deployment. This is by design to reduce the security footprint of your RDS deployment in Azure.

Click here to see how you can "hop" from one VM to other VMs within your deployment

SHOULD I HAVE ONE BIG SESSION HOST, OR SEVERAL SMALLER SESSION HOSTS?

In Azure, you pay for the resources you use, when you use them. If a resource isn't being used, it is more cost effective to turn it off, and back on when needed. A large session host is more expensive, but supports more users. Smaller VMs can be started based on actual user demand then taken offline after hours as users log out. It is cheaper to use multiple smaller VMs that are only started as user load increases, then to run a single large VM 24x7 even when all of the resources are not needed.

Click here to see a cost comparison

WHICH AZURE REGION IS RIGHT FOR ME?

Azure has a global presence, so picking an Azure Region near your physical location is typically our suggestion, but there are other factors to take into consideration as you make your decision, such as redundancy.

Click here to see what factors to consider when selecting an Azure Region