eNlight FAQs

We have had numerous questions about eNlight from our clients and prospects alike. We have tried to consolidate them in this document to ensure that you get most / all of your questions answered before you go ahead and purchase eNlight!!

Ques. What kind of virtualization platforms does eNlight support?
Ans. eNlight runs on hardware virtualized Xen platform.

Ques. Do we have to purchase a license for virtualization?
Ans. No. One does not have to purchase any licenses for virtualization. You can directly avail services without any of the virtualization licensing charges.

Ques. What would happen if my resources exceed the defined package?
Ans. The eNlight package does not have any resource restrictions. You have to apply resource restrictions on your Virtual Machine yourself. You can change the MAX value of your RAM or CPU any time.

Ques. Is it possible to run third party applications on eNlight?
Ans. Yes. An "eNlight Virtual Server" is as good as a dedicated server. Thus, a third party application would run if the OS supports it.

Ques. Is it possible to make recharges from phone when I am not available on my desk ?
Ans. No. The invoice creation is currently done through our Billing System online that does not have a mobile version to make payments. Thus you will have to actually recharge only after the invoice creation. You can always call us to generate an Invoice which you can then pay through any available medium.

Ques. Can you provide invoice for money which has been carried forward?
Ans. No. The invoice generated is only for the recharges you do. The balance will be carried forward and will be used until it becomes $0.

Ques. What kind of Anti-virus do you use on eNlight?
Ans. eNlight is a firmware unlike a software, so it does not get affected by viruses. But depending on your choice, you can always install an anti-virus on your server.

Ques. After changing from Linux to Windows platforms, what will be the cost implication?
Ans. eNlight is an Infrastructure service so the OS does not matter. We provide resources on eNlight and the other factors of licensing are managed by the service providers.

Ques. Can I customize the defined hardware?
Ans. You are allowed to change the number of CPUs for your server and also the amount of RAM and HDD.

Ques. Does your support team handle technical problems that may arise from eNlight cloud servers?
Ans. Our support is very well equipped for handling any kind of issues related to the cloud physical servers and the virtual machines.

Ques. Why are the eNlight cloud servers unique from ordinary cloud hosting servers?

Ans. "eNlight" provides "Auto-Scaling" and "Pay-as-you-Consume" features which are truly unique and are currently not provided by any other cloud hosting services company. Multiple unique and useful features make "eNlight" the most suitable cloud technology to go with.

Ques. Under what circumstances can an account get banned or deleted?

Ans. Illegal use of the server.

Ques. What are the disadvantages of eNlight?

Ans. The main feature of eNlight, that is auto scaling, requires customizing kernel and hence only Xen based kernels are supported for Linux. It is suggested that the clients should not change the kernel.

Ques. Do I need to be a server guru to use eNlight?

Ans. Not really. We have a very good tech support team that can sort out an ordinary to extremely critical issues with utmost perfection.

Ques. What happens if my hardware fails?

Ans. In case of a hardware failure we will make sure that your servers are brought up as soon as possible. We provide HA but if in case the server is not up, then you are provided with a feature to start it from your control panel itself.

Ques.How can eNlight reduce my costs?

Ans. Our study shows that every dedicated server has an average consumption of only up to 50-60% of its capacity for any given month. Thus, eNlight can greatly reduce unused resources cost.

Ques. What are the payment methods available for eNlight?

Ans. Our billing system provides various options. Please contact us to know more.

Ques. What is the business model of eNlight?

Ans. We have introduced a "Pay-as-you-Consume" business model.

Ques. Am I charged when my ENlight is in a state of unused?

Ans. Yes. You will have to pay for allocated disk and dedicated default RAM that is required for the virtual server to start.

Ques. How can I access my invoices?

Ans. There is section provided in the "eNlight" tab provided in the billing section that shows all invoices.

Ques. How can I use the billing predictor? How does it help?

Ans. There are dynamic scales provided in terms of RAM, CPU, Disk, Bandwidth with respect to the time frame. Thus the client can just select the intended server configuration and check their bills as per the server consumption percentage.

Ques. How does eNlight reduce the IT and administration expenses?

Ans. eNlight directly reduces the cost of hosting. This in turn reduces the management, maintenance, electricity, man-power and other related costs.

Ques. What are the functions of the central control panel?

Ans. Please log in to the client area to see these functions.

Ques. How to manage the VM's in the control panel?

Ans. Please log in to the client area to see the VM management functions.

Ques. What are the different operations / actions that can be performed with the VM's?

Ans. Please log in to the client area to understand more.

Ques. How to create a new VM?

Ans. Please log in to the client area to see this function.

Ques. How does real time monitoring work?

Ans. Real Time monitoring provides resource statistics that are of great help to get the server performance to consumption ratio. This also helps to chalk out the performance of a specific application in a testing phase.

Ques. What is the charge for bandwidth used by a Cloud Account?

Ans. Please use the Predictor to calculate costs.

Ques. Can I manage my cloud?

Ans. Yes. You have full control over your cloud virtual servers.

Ques. Do I get a web hosting control panel with the Cloud Hosting package?

Ans. No. You need to order it separately.

Ques. Can I host multiple accounts under my Cloud which not on a Cloud presently?

Ans. Yes you can.

Ques. How many maximum concurrent connections can my Cloud server handle?

Ans. The maximum number that your OS supports.

Ques. How many number of IPs do you offer with a Cloud?

Ans. You get a default of 2 IPs. In case you require more IPs, please contact our support team.

Ques. Can I use an SSL Certificate on a Cloud Server?

Ans. Yes you can.

Ques. How long does it take to set-up a Cloud account?

Ans. The cloud account is not activated until the payment is received. Also you won't be able to create any VMs in that account till then. Once the eNlight order is accepted, you can instantly create VMs from your eNlight control panel.

Ques. How do I upgrade a Cloud plan?

Ans. There is no need to upgrade your plan as the virtual servers are auto-scalable.

Ques. Why am I billed after every 5 minutes?

Ans. This is done to provide you with the nearest possible server termination policy so that the "Pay-as-you-Consume" model is justified.

Ques. Since the funds get deducted from my account after every 5 minutes, why do you show a monthly charge? Am I being charged twice ie. Per 5 mins and monthly basis?

Ans. No. We don't show monthly charge. We show charges and logs for every 5 minutes of usage.

Ques. If my server does not use any resources, would I still be charged?

Ans. No. You will only be charged for what you are actually using irrespective of what the resource allocation is. CPU is charged as per usage. RAM is charged for the used amount. Disk is charged fully ie. If we allocate you 50 GB space, then you will be billed for the entire 50 GB.

Ques. Do I need to manually scale up / down resources?

Ans. No. Unlike other cloud hosting technologies, this is an "Auto Scaling Virtual Server". All you have to do is set the maximum parameters for your server, sit back and enjoy the service.

Ques. How much CPU do I get?

Ans. For Windows Server, we have 4 CPUs for a basic configuration server, which can be customized as per your needs. For Linux Server we provide Auto-Scalable CPUs with minimum of 2 CPUs and maximum of 24 CPUs.

Ques. Do you offer an upgrade for the default value of storage?

Ans. Yes. Initially the server has the default allocated space as per the template selected and we can allocate additional storage as and when required.

Ques. Do you offer Microsoft SQL Server 2008 R2 with Cloud?

Ans. All the third party applications need to be purchased separately.

Ques. Do I get the privilege to import or export from and to another provider?

Ans. No. You can migrate the data from / to our server.

Ques. How can I check the usage of my resources for my VM from the control panel?

Ans. Please log in to the client area, go to Manage eNlight section, and click on Usage Graphs icon under Actions.

Ques. Can I customize the VM usage?

Ans. Yes. You can optimize your applications running on that server.

Ques. Is support available 24 x 7 x 365 for eNlight?

Ans. Yes indeed.

Ques. Can I reboot the VM myself?

Ans. Yes. You can reboot, shutdown, start etc from your control panel. Please log into client area to know what other functions you are allowed to perform with respect to your VM.

Ques. How safe is my data on an eNlight VM?

Ans. Our storage is in RAID-10 which ensures your data is secure. Weekly back-ups are also maintained where your data is stored on a remote location.

Ques. Why are the charges of hard disk space fixed, when the charges of other resources are as per my usage?

Ans. Hard disk doesn't come under auto scaling feature. The space allocated to you is dedicated and not shared with anyone else so the price for disk space is fixed. One can increase the disk space in multiples of 50 GB if required.

Ques. If I need more resources with the server, how much time will be needed to allocate the resources?
Ans. "eNlight" is intelligent enough to allocate resources as soon it detects your server under load. However, it may require maximum of a minute to allocate resources to the virtual machine.

Ques. Will I be able to create virtual servers for my customers and will I be able to monitor the usage of all the virtual servers?
Ans. Yes, you can create VMs for your customers.

Ques. What if I want to switch virtual servers from one platform to another? Will the support dept take care of the migration or will I have to do it?
Ans Yes, We do provide support for migrations.

Ques. What if I accidently delete one of my Virtual Servers? Will the files still be available?
Ans. We might keep the VMs for some time but recovery of deleted VMs is not guaranteed. If we are able to recover the deleted VMs, then you will have to pay for the time while the VM was in deleted state.

Ques. How are the backups taken and will I get the latest backups in case the virtual servers crash?
Ans. Currently we take weekly back-ups and in-case of a server crash, client will get the latest copy from the last available back-up.

Ques. Can there be downtime for eNlight too?
Ans. Yes, there can be downtime in case of a hardware failure but that is extremely rare.

Ques. What could be the causes for the downtime on eNlight, if such a thing occurs?
Ans. The causes would be a hardware failure, or a network failure or a storage failure.
Kindly check our SLA for the same.

Ques. What will be the speed of the each VM of eNlight?
Ans. We provide 800 Mhz of CPU speed as standard with our Hyper-V and VMware Cloud servers , each virtual machine will have hardware dependent CPU capabilities. Moreover under the current setup, we assign a certain number of VCPU to each virtual server. Every VCPU is of same speed as of the host CPU. We ensure that we have latest high capacity servers, with highest number of CPUs.

Ques. Is the VAT/Service Tax Included?
Ans. No. The billing is of resources and any tax will be added on the resource bill.

Ques. What is the uptime guarantee?
Ans. 99.90%

Ques. What is the operating system and software that eNlight plan can support？
Ans. "eNlight" supports both Linux and Windows Operating systems.

Ques. I am currently using dedicated server, will this be useful to me?
Ans. Yes. This will be very useful. You get benefits in terms of performance, scaling, pay-as-you-consume and many more which all is not available with Dedicated Servers.

Ques. What If I Want to Transfer to Another Host?
Ans. Yes you can.

Ques. Can I Resell Your eNlight Services To My Clients?
Ans. No. This provision is not available yet.

Ques. Are there any hidden costs?
Ans. No. Apart from the new virtual server creation, pay-as-you-consume model there are no other costs that you have to pay for eNlight. Any third party software or IPs will be billed separately.

Ques. Which portions of my hosting costs are refundable?
Ans. The remaining balance of your account.

Ques. Max RAM and CPU is pre-decided by me while forming a cloud. In that case, what happens if there comes a spike of more than the allocated max RAM?
Ans. If the spike is more than the maximum limit set by you, eNlight will not allocate any resources more than the maximum value set.

Ques. Does the same also apply for CPU?
Ans. Yes.

Ques. How does eNlight compare with a private cloud?
Ans. eNlight supports private cloud as well. You can host your private cloud in our DC and choose to run it on eNlight.

Ques. How many cloud servers can I create?
Ans. As many as you want! We have set a limit to creation of virtual servers for a single day as a precautionary measure but there is no restriction for the count of VMs that you can have.

Ques. Can cpanel or Plesk installation be automated from the cloud panel?
Ans. No.

Ques. When resources are upgraded from cloud panel, will they reflect instantly in the hosting control panel?
Ans. The cloud panel will display the current server resource usage.