

Flexus L Instance

FAQs

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Huawei Cloud Computing Technologies Co., Ltd.

Address: Huawei Cloud Data Center Jiaoxinggong Road
Qianzhong Avenue
Gui'an New District
Gui Zhou 550029
People's Republic of China

Website: <https://www.huaweicloud.com/intl/en-us/>

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1 Product Consulting

1.1 What Are the Differences Among FlexusL, FlexusX, and ECS?

- A FlexusL instance is a package of resources that include cloud servers, EVS disks, EIPs, CBR vaults, and HSS. Resources in the package are created and managed together. FlexusL instances provide various featured application images to help you quickly set up service environments. FlexusL instances are easy to use and friendly to beginners in cloud computing.
- FlexusX is a next-generation flexible compute cloud server service designed for small- and medium-sized enterprises (SMEs) and developers. FlexusX provides functions similar to what ECS provides. It also supports flexible vCPU/memory ratios. Compared with FlexusL, FlexusX offers more public images and more flexible specifications, and can bear higher workloads.
- An ECS instance is a server that supports high-load applications. It provides multiple billing modes, flavor types, image types, and disk types. You can customize ECS configurations for different service scenarios.

For details about the differences among them, see [Table 1-1](#).

Table 1-1 Differences among FlexusL, FlexusX, and ECS

Item	FlexusL	FlexusX	ECS
Target customers	Small- and medium-sized enterprises and developers with low service loads and requiring fast deployment	Small- and medium-sized enterprises and developers with medium service loads and requiring flexible configurations	High-load and full-service scenarios, such as website applications, enterprise e-commerce, graphics rendering, data analysis, and high-performance computing.

Item	FlexusL	FlexusX	ECS
Features	Various built-in solutions and images, quick environment setup, easy service management	Custom specifications, stable and robust performance, and flexible pay-per-use billing	Flexible vCPU, memory, and bandwidth configuration; reliable, secure, and efficient application environments
CPU architecture	x86	x86	x86 or Arm
Billing mode	Yearly/Monthly FlexusL instances are sold and managed as packages. Resources created with FlexusL instances cannot be renewed or unsubscribed from separately.	<ul style="list-style-type: none"> • Pay-per-use • Yearly/Monthly 	<ul style="list-style-type: none"> • Yearly/Monthly • Pay-per-use • Spot pricing
Specifications	<ul style="list-style-type: none"> • Multiple instance specifications are available. • Instance specifications can only be upgraded. 	<ul style="list-style-type: none"> • vCPU to memory ratios can be customized. For details, see Instance Specifications. • Instance specifications can be upgraded or degraded. 	<ul style="list-style-type: none"> • Multiple instance specifications are available. • Instance specifications can be upgraded or degraded.

Item	FlexusL	FlexusX	ECS
Disks	<p>Each FlexusL instance has a system disk with a fixed capacity by default and supports one data disk at most. Data on FlexusL instances cannot be restored using snapshots on the console.</p> <ul style="list-style-type: none"> System disk: General Purpose SSD Data disk: General Purpose SSD V2 	<p>System disk specifications can be customized.</p> <p>Supported disk types:</p> <ul style="list-style-type: none"> System disk: common I/O, high I/O, General Purpose SSD, ultra-high I/O, and General Purpose SSD V2 Data disk: common I/O, high I/O, General Purpose SSD, ultra-high I/O, and General Purpose SSD V2 	<p>System disk specifications can be customized.</p> <ul style="list-style-type: none"> System and data disks: All disk types are supported. <p>For details about disk types supported by ECS, see Disk Types and Performance.</p>
Networks	<ul style="list-style-type: none"> A fixed EIP is assigned by default. EIP bandwidth is billed by traffic. A FlexusL instance comes with a monthly data package. The VPC, private IP address, and public IP address of a FlexusL instance cannot be changed. 	<ul style="list-style-type: none"> You can choose whether to bind an EIP. You can select an EIP type. Bandwidth is billed by bandwidth, traffic, or shared bandwidth. 	<ul style="list-style-type: none"> You can choose whether to bind an EIP. You can select an EIP type. Bandwidth is billed by bandwidth, traffic, or shared bandwidth.
Advantages	<p>Easy setup and O&M, cost-effective, and secure</p>	<ul style="list-style-type: none"> Easy setup and O&M, cost-effective, and secure FlexusX instances that use the Huawei Cloud EulerOS 2.0 public image support Nginx, Redis, and MySQL application acceleration. 	<p>Stable, reliable, scalable, secure, and hardware-software synergy</p>

Item	FlexusL	FlexusX	ECS
Images	<ul style="list-style-type: none"> Five types of mainstream OS images provided Various application images provided Private system disk images supported 	<ul style="list-style-type: none"> Various public images provided Private images and shared images supported 	<ul style="list-style-type: none"> Various public images provided Private images, shared images, and KooGallery images supported
Login mode	Password	Password or key pair	Password or key pair
Combined purchase	<ul style="list-style-type: none"> HSS (basic edition) CBR 	<ul style="list-style-type: none"> HSS (all editions) Cloud Eye CBR 	<ul style="list-style-type: none"> HSS (all editions) Cloud Eye CBR

1.2 How Do I Find My Purchased FlexusL Instances on the Management Console?

Symptom

You have purchased FlexusL instances but you couldn't find them on the console.

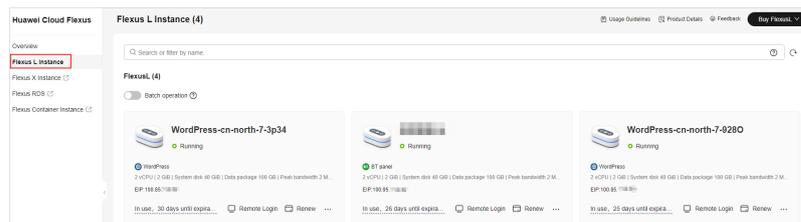
Possible Causes

- Your purchased FlexusL instances are not in the selected region.
- You did not search for FlexusL instances on the corresponding page of the Huawei Cloud Flexus console.

Solution

- Log in to the FlexusL [console](#).
- Click **Flexus L Instance** to go to the FlexusL console.

On the **Flexus L Instance** page, FlexusL instances in all the regions are displayed.



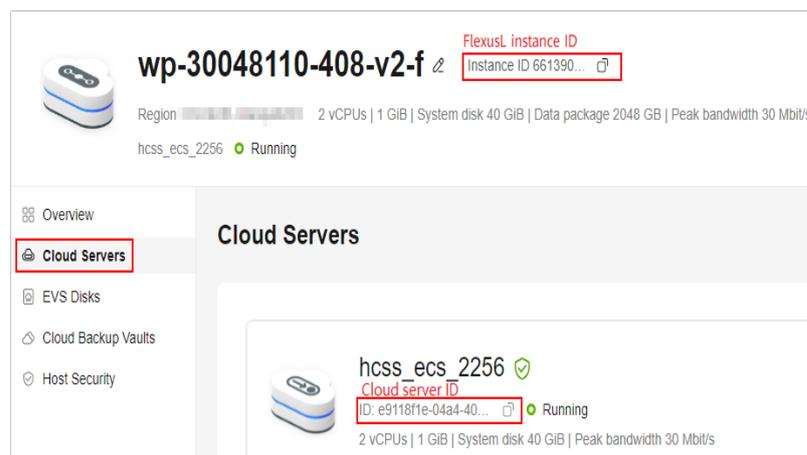
1.3 Where Can I View the FlexusL Instance ID and Cloud Server ID Packaged in the FlexusL Instance?

A FlexusL instance is a package of resources that include cloud servers, EVS disks, CBR vaults, and HSS. FlexusL instances are sold and managed as packages. In a FlexusL instance, there are multiple IDs for different resources, including the instance ID, cloud server ID, and CBR backup ID. This section describes how to view the ID of a FlexusL instance and the ID of the cloud server packaged in the FlexusL instance.

1. Log in to the FlexusL [console](#).
2. Click the target FlexusL resource card to view the instance ID next to the instance name.
3. Choose **Cloud Servers** in the navigation pane on the left and view the cloud server ID in the displayed card.

To quickly copy the ID, click  next to the ID.

Figure 1-1 Instance ID and cloud server ID



1.4 Can I Migrate Cloud Servers to FlexusL?

Yes. You can use Server Migration Service (SMS) to migrate cloud servers to Huawei Cloud FlexusL in the same region or across regions.

Before the migration, note the following:

- Only x86 servers can be migrated to FlexusL instances.
- SMS migrates entire servers. It cannot only migrate system or data disks of servers.
- Only servers with one data disk can be migrated. The paired FlexusL instances must have system and data disks at least as large as those of the source servers.

For details, see [Migrating Servers Using Server Migration Service \(SMS\)](#).

1.5 What Should I Do If I Do Not Have Permissions to Purchase FlexusL?

Symptom

Accessing or purchasing FlexusL is not allowed.

Possible Causes

You are an IAM user and do not have the required permissions to access FlexusL.

NOTE

IAM users may encounter this issue. By default, a Huawei account is the administrator. It has full permissions for cloud services and has permission to manage IAM users.

Solution

Add the IAM user to a user group and grant the group **CORS FullAccess** permissions. Then, the IAM user inherits the permissions granted to the user group. The following describes how to grant permissions to an IAM user.

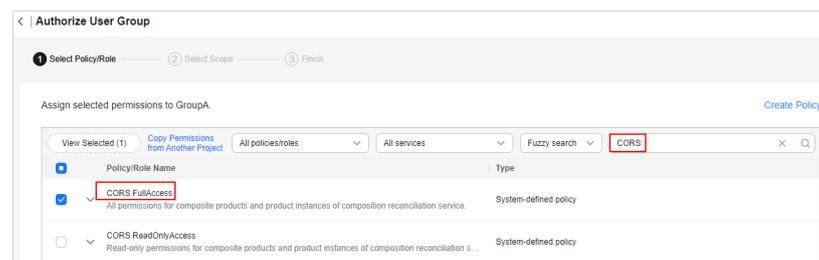
1. Log in to the **IAM console** using the account that creates the IAM user.
2. In the navigation pane on the left, choose **User Groups** and click **Authorize** in the row containing the target user group.

If you have not created a user group, click **Create User Group** to create one.



3. Authorize the user group.
 - a. Select policies and click **Next**.
Search for **CORS** and select **CORS FullAccess** to grant the IAM user full permissions for FlexusL.

You can also search for and select **Tenant Administrator** to grant the IAM user administrator permissions (except for IAM permissions).

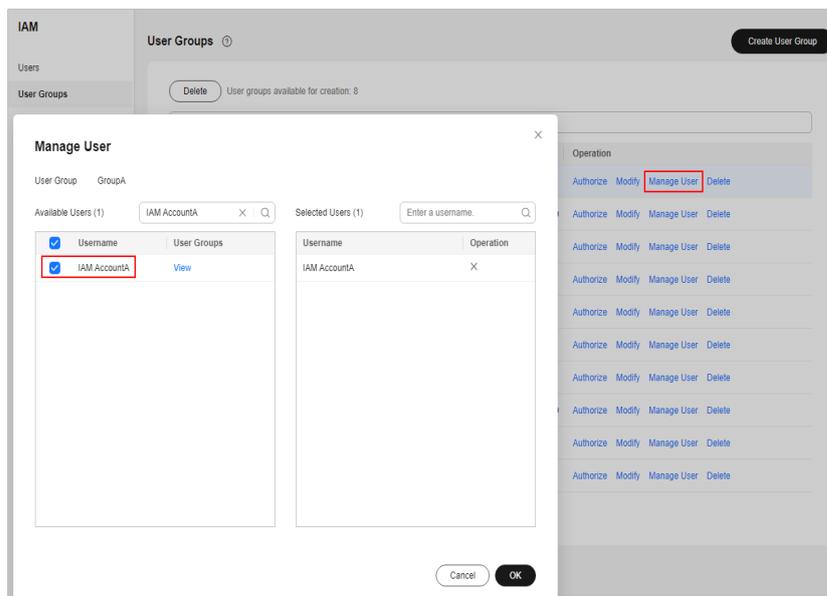


- b. Select the authorization scope and click **OK**.

Retain the default setting for **All resources**. You can also select other options as needed.

4. On the **User Groups** page, click **Manage User** in the row containing the target user group.
5. Search for the IAM user, select it, and click **OK**.

The IAM user has been added to the user group and inherits the permissions of the user group.



6. Log out of the account and then use the IAM user to log in to and access FlexusL.

1.6 What Regions Does FlexusL Support?

FlexusL can be used in CN-Hong Kong, AP-Singapore, AP-Bangkok, AP-Manila, ME-Riyadh, AF-Cairo, TR-Istanbul, LA-Sao Paulo1, LA-Mexico City2, and LA-Santiago.

The supported regions are displayed on the page.

1.7 What Is the Relationship Among FlexusL Instances, the Dashboard, and the O&M Page?

FlexusL instances provide various featured application images. An application image contains not only the underlying OS (Ubuntu 22.04), but also application software, initialization data, and runtime environment required by the application.

An application image can have a dashboard and an O&M page.

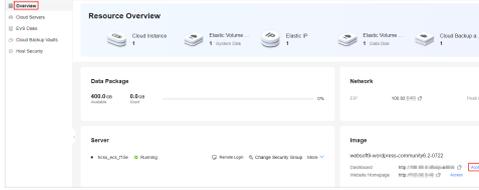
- **Dashboard:** The Linux code language interface is inconvenient for operations. Application images provide visualized dashboard for you to easily use and manage applications.

- O&M page: The O&M page for application images is used to store initial passwords of the dashboard, upload files, and configure domain names to provide O&M support for application deployment.

 **NOTE**

Only certain application images have O&M pages.

The differences between the login modes, initial usernames, and passwords of FlexusL instances, dashboard, and O&M page are listed in the following table.

Item	Login Mode	Initial Username and Password
FlexusL	Log in to the system through the console or other modes.	The initial username of a FlexusL instance (created from an application image) is root . The FlexusL instances do not have an initial password. You need to reset a password on the FlexusL console.
Dashboard	<p>On the Overview page of the console, click Access in the Dashboard field in the Image area.</p> 	<ul style="list-style-type: none"> • Some application images do not have initial usernames and passwords for dashboards. You need to set them during application initialization. • Some application images have initial usernames and passwords for dashboards. They are stored on the O&M page.
O&M page	In the address bar of a local browser, enter http://EIP:9000 to log in to the application O&M dashboard.	The username and password for logging in to the O&M page are the same as those for logging in to the FlexusL instance.

2 Billing

2.1 How Will the Traffic in Excess of the Data Package of a FlexusL Instance Be Billed?

A FlexusL instance comes with a monthly data package. The traffic usage in excess of the package will be billed on a pay-per-use basis. The excess traffic is billed based on a tiered pricing model, and the unit price varies in different regions.

For details about the unit price of traffic, see [EIP Pricing Details](#). The EIP type is dynamic BGP.

NOTE

Only outbound traffic (originating from your server) will be billed. Inbound traffic is free.

3 Creation and Unsubscription

3.1 Can I Restore an Unsubscribed FlexusL Instance?

No. An unsubscribed FlexusL instance cannot be restored.

The data of an unsubscribed FlexusL instance cannot be restored. Therefore, before unsubscribe from a FlexusL instance, back up or migrate its data.

4 Specification Changes

4.1 Can I Separately Upgrade My FlexusL Instance's vCPUs, Memory, System Disk Capacity, Peak Bandwidth, and Data Package?

Resources in a FlexusL instance can be upgraded together, but not separately. This means that you can upgrade the instance specifications to upgrade the vCPUs, memory, system disk capacity, peak bandwidth, and data package all together. For details, see [Upgrading a FlexusL Instance](#).

You can buy shared data packages to save traffic expenditures. For details, see [Can I Add a Data Package to a FlexusL Instance?](#).

4.2 What Should I Do If I Selected Inappropriate Instance Specifications?

You can change the instance specifications in either of the following ways:

- Method 1: Upgrade the instance specifications.
Instance specifications can only be upgraded.
- Method 2: Unsubscribe from the FlexusL instance and then purchase another one with appropriate specifications.

For details, see [Unsubscribing from a FlexusL Instance](#) and [Purchasing a FlexusL Instance](#).

5 OS and Image

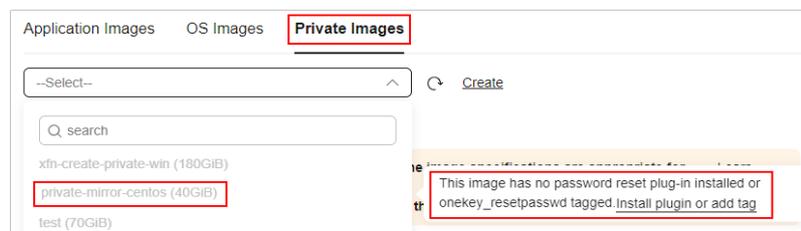
5.1 Do FlexusL OS Images Provide Visualized Dashboards?

By default, Linux OS images do not provide visualized dashboards. You need to install visualized dashboards on your own. The application images provided by FlexusL have visualized dashboards to make image management easier.

5.2 What Should I Do If a Private Image Cannot Be Used to Create a FlexusL Instance or Change the OS of a FlexusL Instance Because the Password Reset Plug-in Is Not Installed on the Image or the Image's `onekey_resetpasswd` Tag Is Missing?

Symptom

When you use a private image to create a FlexusL instance or change the OS, the message "This image has no password reset plug-in installed or `onekey_resetpasswd` tagged." is displayed.



NOTE

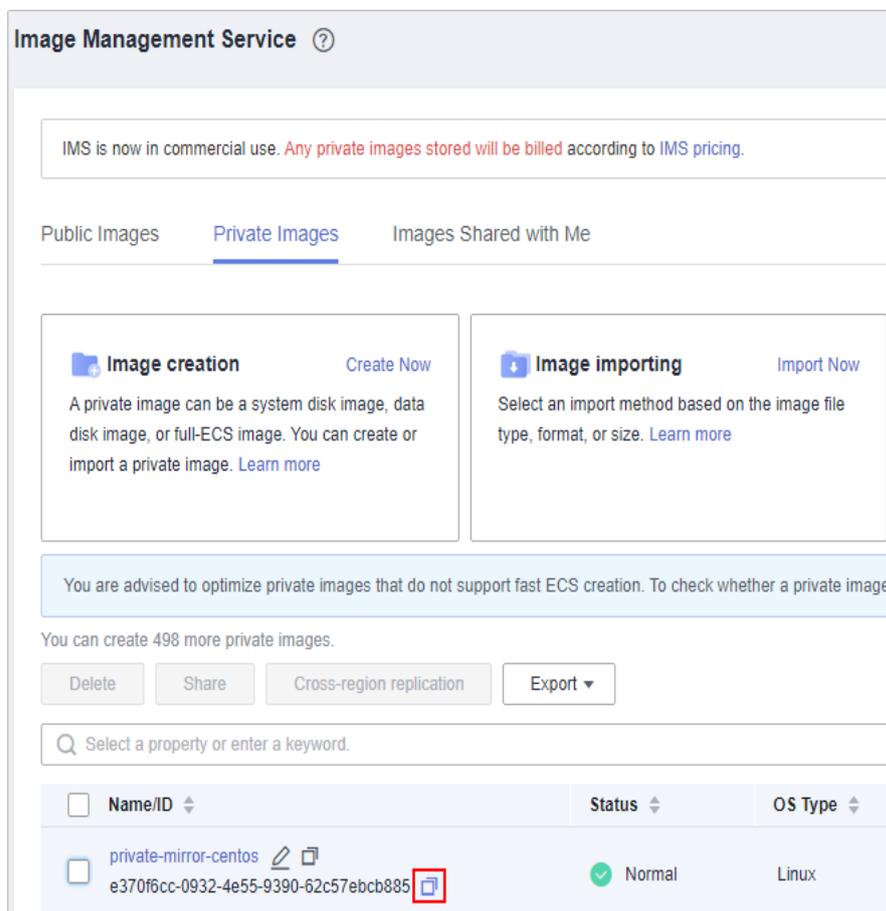
If your private image is not displayed in the private image list of the FlexusL instance, check whether the private image and the FlexusL instance are in the same region. Images are regional resources. FlexusL instances can only be created from private images that are in the same region with them.

Possible Causes

If a private image is created from a server on another cloud platform or downloaded from a third party, the private image may fail to be used to create a FlexusL instance or change the OS of an instance because the password reset plug-in is not installed on the image or the **onekey_resetpasswd** tag is missing. Perform the following steps to rectify the fault:

Step 1: Check Whether the Private Image Lacks the onekey_resetpasswd Tag

1. Query and copy the ID of the private image on the [IMS console](#).



2. Locate the [ListImages](#) API in API Explorer. Enter the image ID to check whether the private image contains the **onekey_resetpasswd** tag.
 - a. Set the following parameters:
 - Region: Select the region where the private image is located.
 - ID: Enter the private image ID.

Figure 5-1 Selecting a region

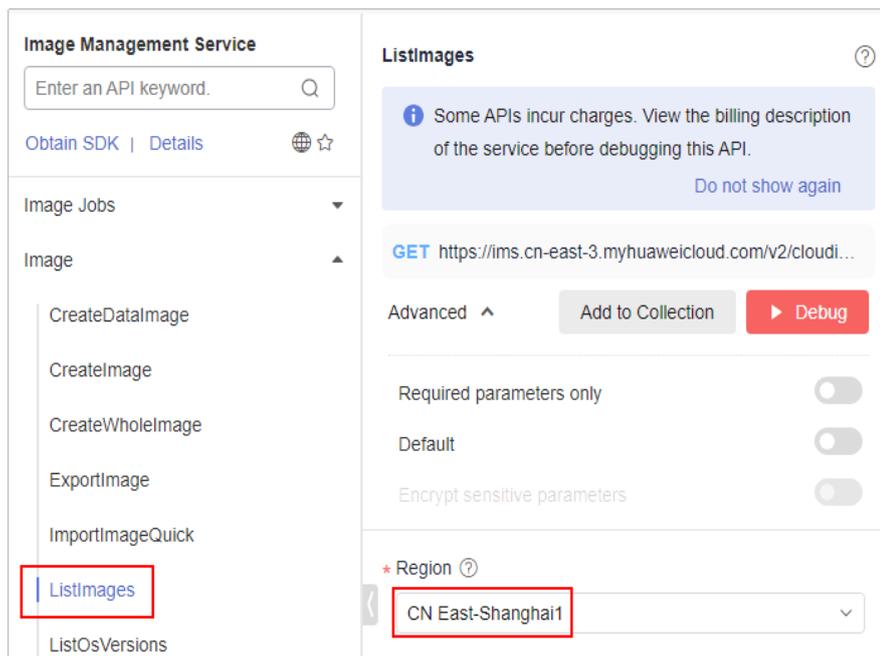
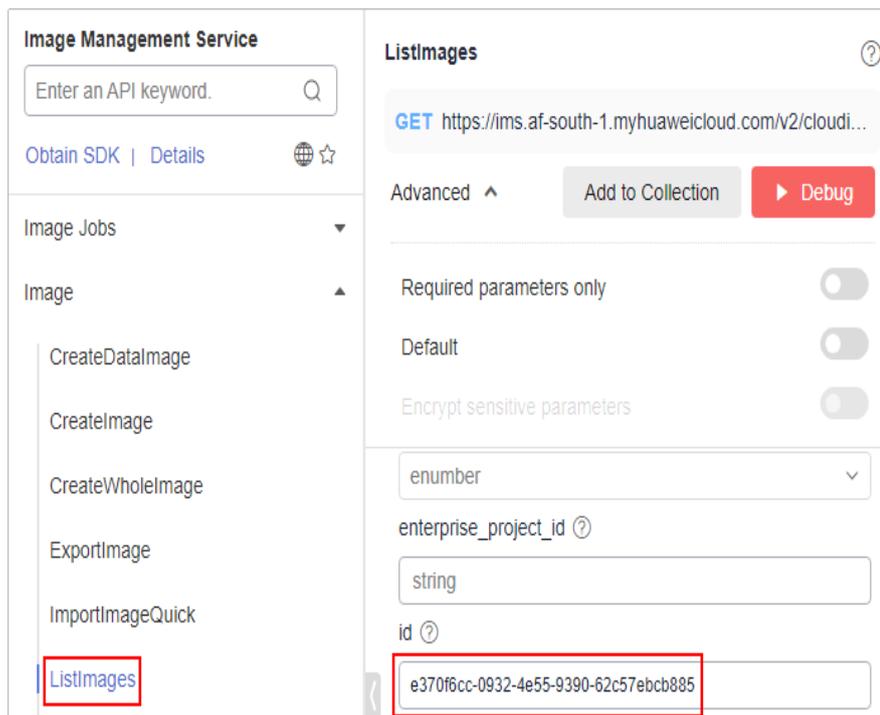


Figure 5-2 Entering the private image ID

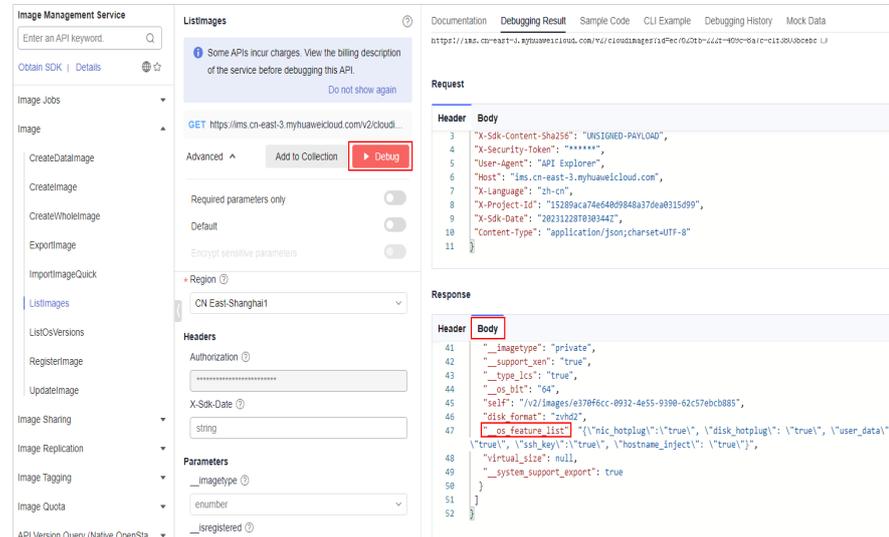


- b. Click **Debug** to view the result.

If the `__os_feature_list` parameter is displayed in the response body and its value contains `"onekey_resetpasswd": "true"`, the private image contains the `onekey_resetpasswd` tag. Otherwise, the `onekey_resetpasswd` tag is not contained, as shown in the following figure.

If the private image does not contain the **onekey_resetpasswd** tag, add the tag to the private image by referring to [3](#).

Figure 5-3 The **onekey_resetpasswd** tag not contained in the private image

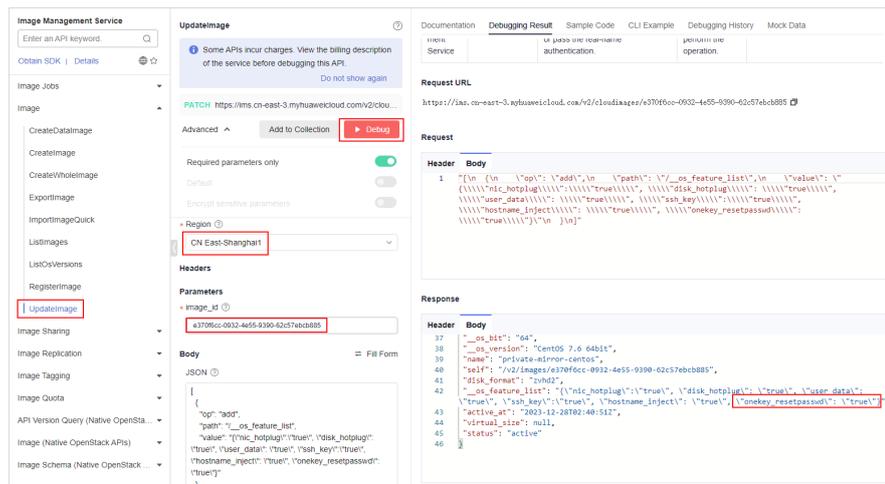


3. Add the **onekey_resetpasswd** tag for the private image.
 - a. Set the following parameters in the **UpdateImage** API:
 - Region: Select the region where the private image is located.
 - image_id: Enter the private image ID.
 - Body: Click **Edit Code** and enter the following content:

```
[
  {
    "op": "add",
    "path": "/_os_feature_list",
    "value": "{ \"nic_hotplug\": \"true\", \"disk_hotplug\": \"true\", \"user_data\": \"true\", \"ssh_key\": \"true\", \"hostname_inject\": \"true\", \"onekey_resetpasswd\": \"true\" }"
  }
]
```

- b. Click **Debug** and then view the result.

The **__os_feature_list** parameter is displayed in the response body and its value contains **\"onekey_resetpasswd\": \"true\"**, which means that the private image contains the **onekey_resetpasswd** tag.

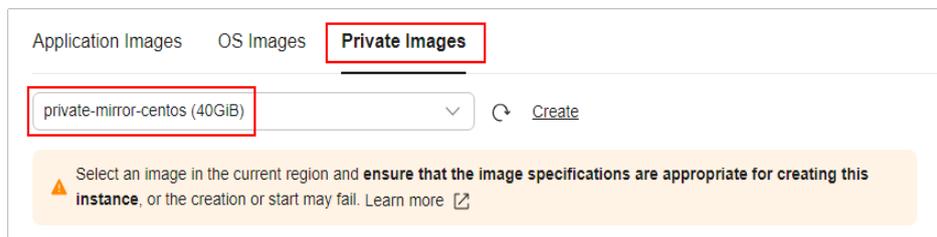


- Refresh the page for creating a FlexusL instance or changing the OS of an instance, and select the private image again.

NOTE

Refresh the page before you select the private image.

- If the private image can be selected, no further operation is required.
- If you still cannot select the private image, install the password plug-in by referring to [Step 2: Check Whether the Password Reset Plug-in Is Installed in the Private Image.](#)



Step 2: Check Whether the Password Reset Plug-in Is Installed in the Private Image

After using a private image to create a FlexusL instance or change the OS of an instance, [set the password](#) of the FlexusL instance on the console.

- If you can log in to the FlexusL instance using the new password, the password reset plug-in has been installed in the private image.
- If you cannot log in to the FlexusL instance using the new password, the password reset plug-in has not been installed in the private image. In this case, install the plug-in.
 - If you know the initial password of the private image, install the password reset plug-in by referring to [What Should I Do If the Password Cannot Be Reset After I Use a Private Linux Image to Create a FlexusL Instance or Change the OS of an Existing FlexusL Instance and I Know the Initial Password of the Private Image?](#)
 - If you forget the initial password of the private image, install the password reset plug-in by referring to [What Should I Do If the Password Cannot Be Reset After I Use a Private Linux Image to Create](#)

a FlexusL Instance or Change the OS of an Existing FlexusL Instance and I Forgot the Initial Password of the Private Image?

5.3 How Do I Check that an Application Image Has Been Up and Running?

After you use an application image to create a FlexusL instance or reinstall or change the OS of a FlexusL instance, ensure that the application has been installed from the image and running properly on the instance before you change the password of the instance.

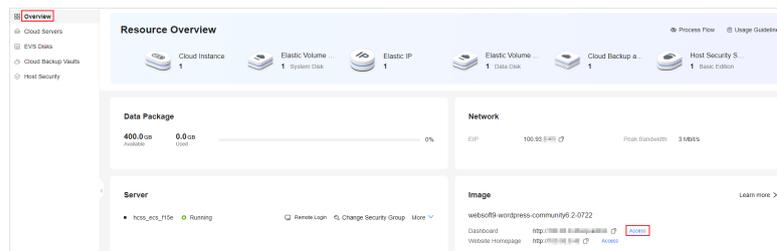
NOTICE

When an application image is being used to install an application, do not restart, power on, and power off the server or reset the password. Otherwise, the installation may fail and you **cannot log in to the image application dashboard**.

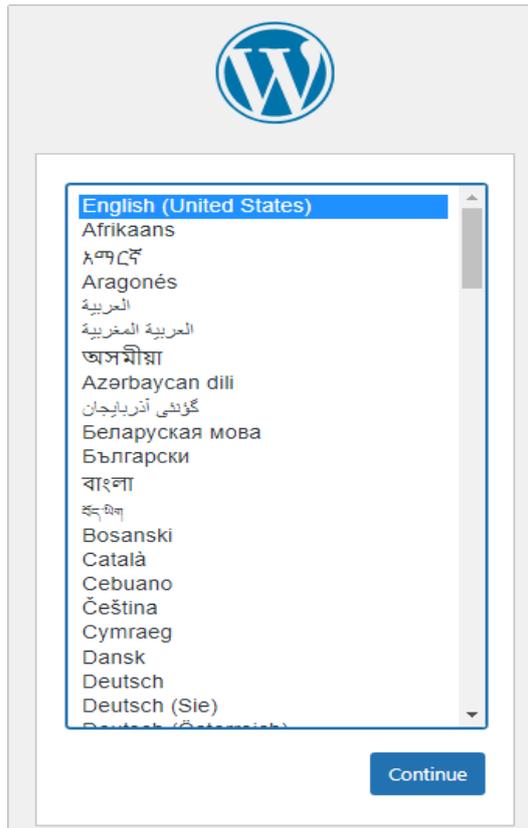
1. Log in to the FlexusL [console](#) and click a resource card to go to the instance details page.
2. On the **Overview** page, in the **Image** area, click **Access** to access the image application dashboard.

NOTE

You can access the dashboard only after the port for accessing the dashboard is enabled in the security group. If you cannot access the dashboard, check whether the port is enabled in the security group. For details, see [Configuring Security Groups for FlexusL Application Images](#).



If a boot or login page is displayed on the dashboard normally, the application image has been finished with the application installation. The following shows an example boot page of WordPress. Otherwise, wait a minute and try again later.



5.4 How Do I View the Applications That Are Installed in the FlexusL Application Images by Default?

Application images have applications pre-installed and they are ready for use out-of-the-box. You can view the pre-installed applications in the following ways:

- The BT panel application image only has the BT panel installed.
- For other application images, log in to the cloud server and run the **docker ps** command to view the applications pre-installed in the application images.

The following shows how to view the applications pre-installed in the WordPress application image.

Figure 5-4 Applications pre-installed in the WordPress application image

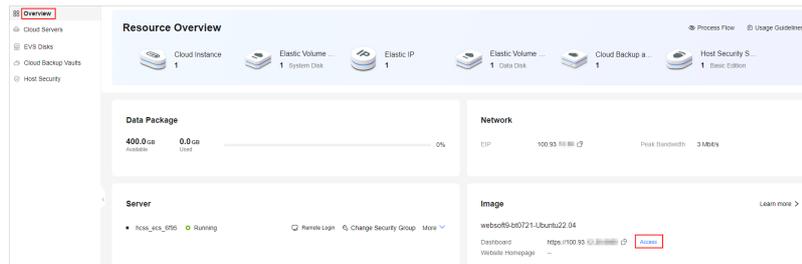
```

root@hcss-ecs-aa1:~# docker ps
CONTAINER ID   IMAGE          COMMAND                  CREATED        STATUS        PORTS
ba9d61c5003f   wordpress:cli  "docker-entrypoint.s..." 13 minutes ago Up 2 seconds  -
3f7832ca9b5a   wordpress:6.4 "docker-entrypoint.s..." 13 minutes ago Up 15 seconds  0.0.0.0:3001-
>80/tcp, :::9001->80/tcp
290e1c08542f   mariadb:10.4  "docker-entrypoint.s..." 13 minutes ago Up 15 seconds  3306/tcp
f2ada9e437bc   websoft9dev/apphub:0.0.6 "/websoft9/script/en..." 14 minutes ago Up 15 seconds  8080-8081/tcp
52460d1544fc   websoft9dev/deployment:2.19.0 "/init_portalner"       14 minutes ago Up 15 seconds (healthy) 8000/tcp, 900
0/tcp, 8443/tcp
6e30d0293963   websoft9dev/proxy:2.10.4  "/init_bin/sh -c '/...' 14 minutes ago Up 15 seconds  0.0.0.0:80->8
0/tcp, :::80->80/tcp, 0.0.0.0:443->443/tcp, :::443->443/tcp, 81/tcp
5ab65470fa2    websoft9dev/git:1.20.4    "/usr/bin/entrypoint..." 14 minutes ago Up 15 seconds  22/tcp, 3000/
tcp
root@hcss-ecs-aa1:~#
    
```

5.5 Why Can't I Open the Dashboard of the Application Pre-installed in the Application Image?

Symptom

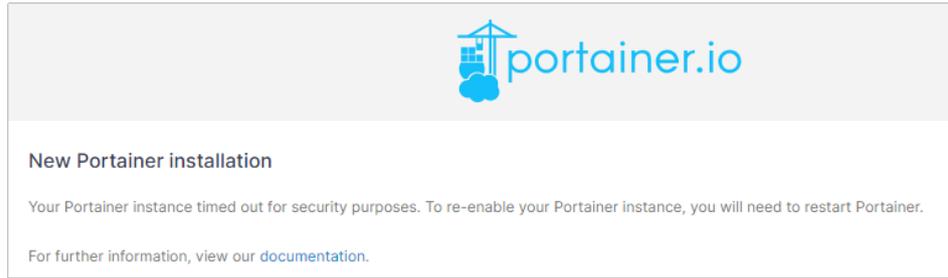
On the FlexusL console, when you click **Access** in the **Dashboard** row in the **Image** area, the dashboard cannot be opened.



Possible Causes and Solutions

Refer to the following to troubleshoot the fault. If the fault persists, [submit a service ticket](#).

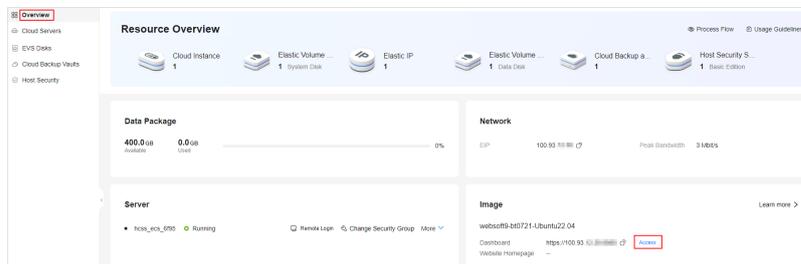
- The port for accessing the dashboard is not allowed in the inbound rules of the security group.
Verify that the inbound rules of the security group allow traffic over the port for accessing the dashboard. For details, see [Configuring Security Group Rules for a FlexusL Instance](#).
 - Protocol port of the BT panel dashboard: 8888 (TCP)
 - Protocol port of the WordPress, Matomo, Odoo, Nextcloud, GitLab, Portainer, Superset, PrestaShop, and SRS dashboards: 9001 (TCP)
 - Protocol port of the Palworld dashboard: 8211 (UDP)
 - Protocol port of the Joomla, host, KodCloud, Redmine, EspoCRM, Moodle, and Node.js dashboards: 9001 (TCP)
- The image application has not been up and running.
Try again later.
- Other causes
If you use a Portainer application image to create, reinstall, or change the OS of a FlexusL instance, Portainer initialization has a certain validity period. If no users are created within the validity period, a message in the following figure is displayed. In this case, [log in to the FlexusL instance server](#) and run **sudo docker restart portainer** to restart Portainer, and then create a user as soon as possible.



5.6 How Do I Upgrade the BT Panel?

To upgrade the BT panel, perform the following steps:

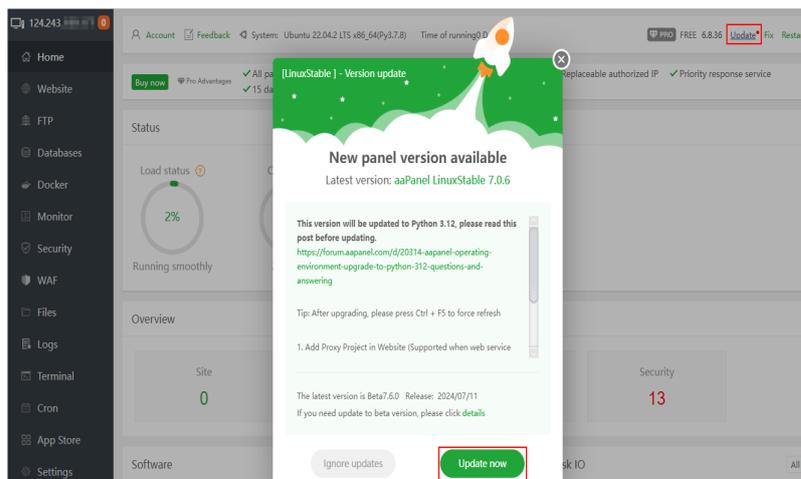
1. On the **Overview** page, click **Access** in the **Dashboard** field in the **Image** area.



NOTE

If the dashboard of the BT panel cannot be accessed, the port for accessing the dashboard may not be allowed or the application has not been up and running. To solve this problem, see [Why Can't I Open the Dashboard of the Application Pre-installed in the Application Image?](#)

2. Enter the username and password for logging in to the BT panel.
3. Click **Update** in the upper right corner and follow the instructions to upgrade the BT panel.



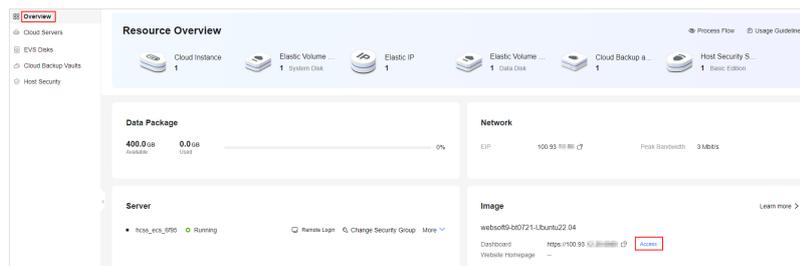
NOTICE

After the BT panel is upgraded, **404** is displayed on the dashboard. In this case, add **/login** to the end of the URL to make it a complete URL in the following format: **https://Server IP address:8888/login**. Then you can log in to the dashboard using this URL. This modification is required only when you log in to the management plane for the first time after the BT panel is upgraded.

5.7 Why Can't I Access the Dashboard of the Application Pre-installed in the Application Image After Entering the Initial Username and Password?

Symptom

On the FlexusL console, click **Access** in the **Dashboard** row in the **Image** area. When you attempt to log in to the application dashboard, a message is displayed indicating that the username or password you entered is invalid.



Possible Causes and Solutions

Refer to the following to troubleshoot the fault. If the fault persists, [submit a service ticket](#).

- The initial username or password you entered is incorrect.
Verify that the initial username and password you entered are correct.
- When you use an application image to create a FlexusL instance or reinstall or change the OS of a FlexusL instance, you change the password of, restart, or stop the instance before the application image is up and running.

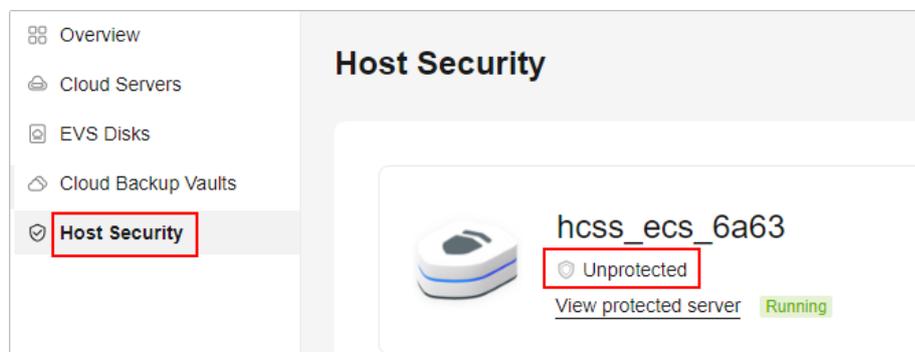
An application image contains not only the underlying OS, but also the applications and runtime environment required by the applications, which prolongs the time to start the instance. If you change the password of, restart, or stop the instance before the application image is up and running, the initial password may become invalid. In this case, [reinstall the OS](#) and do not change the password of, restart, or stop the instance before performing [How Do I Check that an Application Image Has Been Up and Running?](#)

5.8 What Do I Do If HSS Is Not Started After I Use a Private Image to Create a FlexusL Instance or Change the OS of an Instance?

Symptom

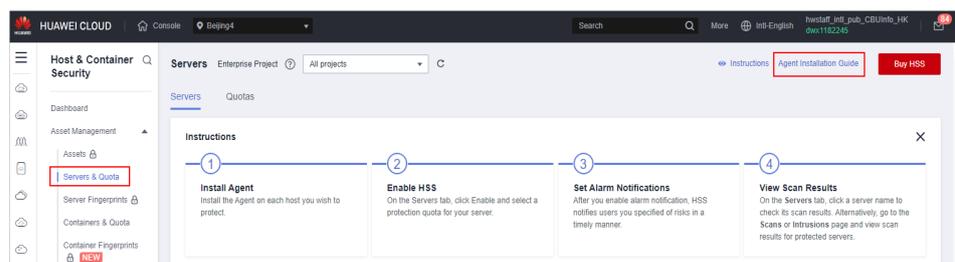
Host Security Service (HSS) is included in your private image, but the HSS status is **Unprotected** after you use the image to create a FlexusL instance or change the OS of an instance. The possible cause is that the HSS agent is not installed in your private image. Install and enable the agent to enable HSS.

Figure 5-5 HSS Unprotected status



Procedure

1. Log in to the **HSS console**. Choose **Asset Management > Servers & Quota** in the navigation pane on the left. On the displayed page, click **Agent Installation Guide** in the upper right corner.



2. Select the server OS as prompted. Click **Copy** to obtain the installation command.
Select **CLOUD server** and **x86** for **Select Server Type**.


```
root@localhost ~# cd /etc/sysconfig/network-scripts/
root@localhost network-scripts# ls
ifcfg-eth0  ifdown-ppp  ifdown-routes  ifup  ifup-ip6  ifup-ppp  ifup-tunnel
ifcfg-lo    ifdown-ip6  ifdown-sit     ifup-aliases  ifup-isdn  ifup-routes  ifup-wireless
ifdown     ifdown-isdn  ifdown-Team    ifup-bnep     ifup-plip  ifup-sit     init.ip6-global
ifdown-bnep  ifdown-post  ifdown-TeamPort  ifup-eth     ifup-plusb  ifup-Team    network-functions
ifdown-eth  ifdown-ppp  ifdown-tunnel  ifup-lppp    ifup-post   ifup-TeamPort  network-functions-ip6
root@localhost network-scripts#
```

3. Run the **vi ifcfg-eth0** command to edit the file and set **ONBOOT** to **yes**.

```
TYPE=Ethernet
PROXY_METHOD=none
BROWSER_ONLY=no
BOOTPROTO=dhcp
DEFROUTE=yes
IPV4_FAILURE_FATAL=no
IPV6INIT=yes
IPV6_AUTOCONF=yes
IPV6_DEFROUTE=yes
IPV6_FAILURE_FATAL=no
IPV6_ADDR_GEN_MODE=stable-privacy
NAME=eth0
UUID=be2803d4-5812-4b8b-98e9-734b1ac0d98a
DEVICE=eth0
ONBOOT: yes
```

4. Run the **service network start** command to start the network service.

```
"ifcfg-eth0" 15L, 278C written
[root@localhost network-scripts]# service network start
Starting network (via systemctl): [ OK ]
[root@localhost network-scripts]#
```

6 Remote Login

6.1 What Do I Do If an Error Message Is Displayed Indicating That My Account Has Been Locked Out Due to Too Many Login Attempts or Password Change Attempts?

Symptom

When you attempt to remotely log in to a Windows FlexusL instance server, an error message is displayed indicating that your account has been locked out due to too many login attempts or password change attempts.

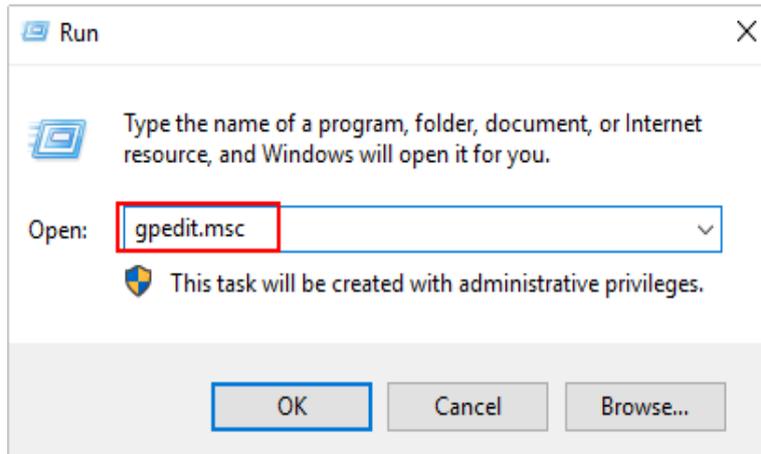
Possible Causes

- You have configured the account lockout policy in the Windows system. As a result, if the number of incorrect password attempts exceeds the upper limit, the account will be locked, resulting in failed remote logins.
- You have selected the Windows Server 2022 public image when you purchase a FlexusL instance. In this image, the account lockout policy is enabled by default.

Solutions

To resolve this problem, you can use VNC to log in to a FlexusL instance server and set the account lockout threshold in the system group policy to **0**.

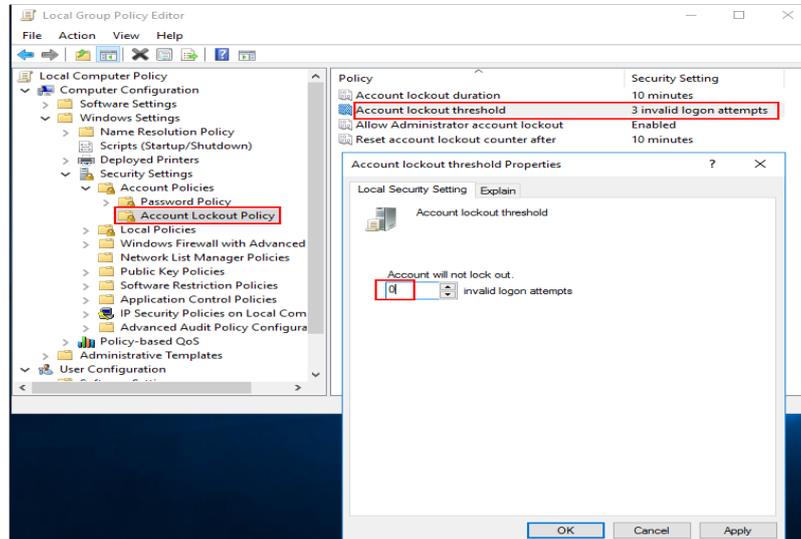
1. Log in to a FlexusL instance using VNC.
For details, see [Logging In to a FlexusL Instance Using VNC](#).
2. In the lower left corner of the Windows OS, right-click **Start** and click **Run**.
3. Enter **gpedit.msc** in the displayed dialog box and click **OK**. The **Local Group Policy Editor** page is displayed.



4. On the **Local Group Policy Editor** page, choose **Computer Configuration > Windows Settings > Security Settings > Account Policies > Account Lockout Policy** and disable the policy.

Operations to disable this policy vary depending on Windows operating system versions. The following example is just for your reference. After the following configuration is complete, try to remotely log in to the FlexusL instance server again.

- Double-click **Allow Administrator account lockout**, select **Disabled**, and click **OK**.
- Double-click **Account lockout threshold**, set the value of **Account will not lock out** to **0**, and click **OK**.



7 Password

7.1 What Are the Username and Password for Remotely Logging In to a FlexusL Instance Server?

The default username for logging in to a Windows server in a FlexusL instance is **Administrator**, and that for a Linux server in the FlexusL instance is **root**.

A FlexusL instance does not have a default login password. You need to set a password after purchasing a FlexusL instance. For more information, see [Resetting the Password of a FlexusL Instance](#).

7.2 What Can I Do If I Forget the Login Password of a FlexusL Instance?

You can reset the password and use the new one to log in to the FlexusL instance. For more information, see [Resetting the Password of a FlexusL Instance](#).

7.3 What Should I Do If the Password Cannot Be Reset After I Use a Private Linux Image to Create a FlexusL Instance or Change the OS of an Existing FlexusL Instance and I Forgot the Initial Password of the Private Image?

Symptom

After I use a private Linux image to create a FlexusL instance or change the OS of an existing instance, I cannot log in to the server in the instance by resetting the password. If the private image is created from a server on another cloud platform or downloaded from a third party, the image may not have the password reset plug-in installed, so the password reset function is unavailable.

- If you know the password for logging in to the server created from the private image or whose OS is changed using the private image, install the plug-in by referring to [What Should I Do If the Password Cannot Be Reset After I Use a Private Linux Image to Create a FlexusL Instance or Change the OS of an Existing FlexusL Instance and I Know the Initial Password of the Private Image?](#)
- If you forgot the server login password, see the content in this section.

This section describes how to reset the password of user **root**. After resetting the password, you can log in to the cloud server and reset the password of a non-root user.

Prerequisites

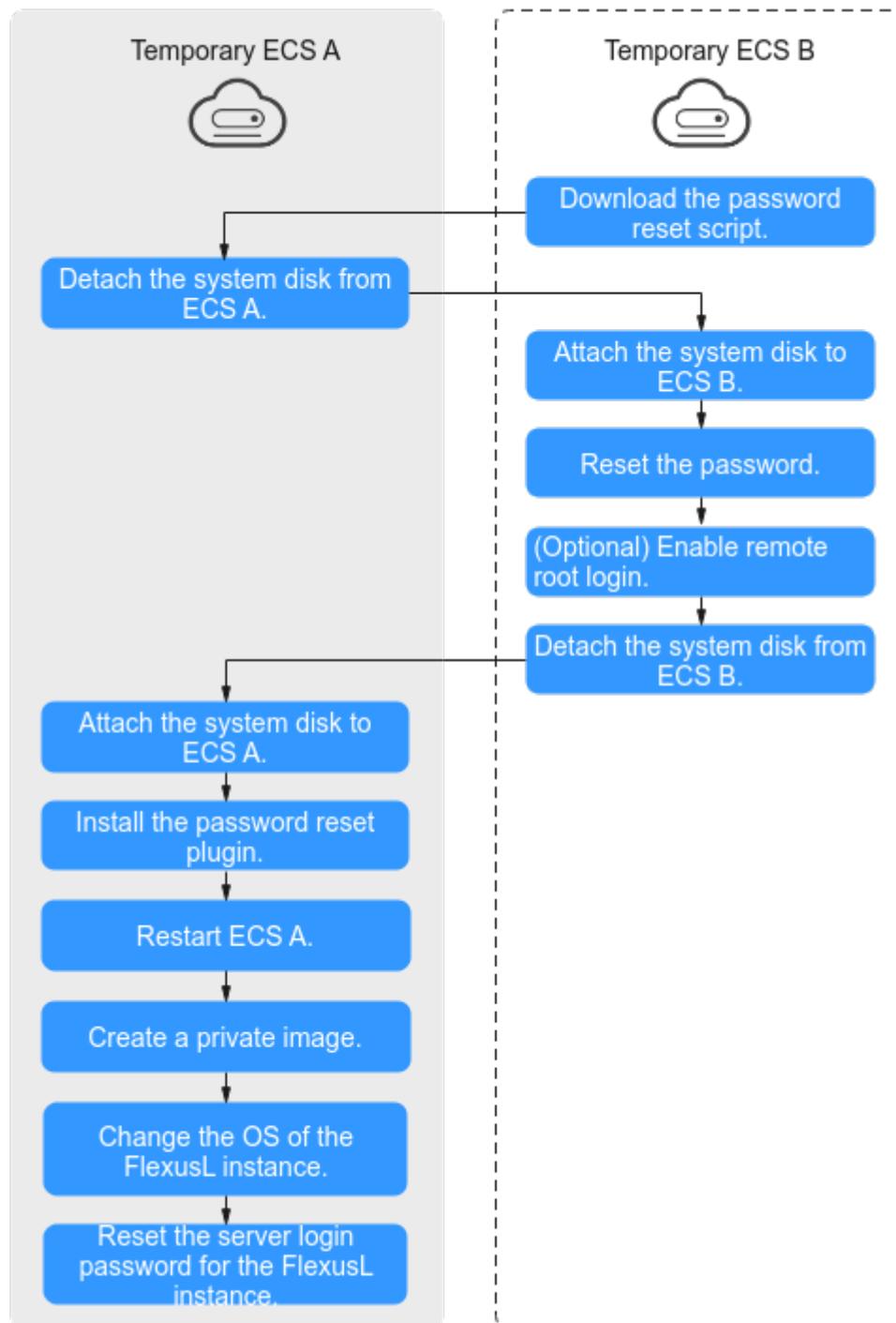
- Use the private image that has no password reset plug-in installed to create a temporary Linux ECS A.
- Prepare a temporary Linux ECS B that resides in the same AZ as the temporary ECS A.

NOTE

- Ensure that the temporary ECSs A and B are in the same region as the FlexusL instance where you are going to install the password reset plug-in.
 - You can select an existing ECS or purchase an ECS as the temporary ECS B.
 - After the password is reset, delete the temporary ECS B in a timely manner to avoid generating costs.
- An EIP has been bound to the temporary ECS B.

Process Flow

Figure 7-1 Process flow of resetting a password



Procedure

1. Download the password reset script and upload the script to the temporary ECS B.
Download the password reset script. Use a connection tool, such as WinSCP, to upload the obtained **changepasswd.sh** script to the temporary ECS B.

You can download WinSCP from <https://winscp.net/>.

- In the password reset script, comment out line 164 and uncomment lines 165 to 173.

```
161 function create_setpasswd_sh()
162
163     export PATH=$PATH:/bin:
164     #chroot $(mountPath) bash -c "(echo '{password}'; echo '{password}') | passwd root > /dev/null 2>&1"
165     filename=$(mountPath)/etc/init.d/setpasswd.sh
166     if [ -f $filename ];then
167         rm $filename
168     fi
169     echo "#!/bin/bash" >> $filename
170     echo "echo 'root:${password}' | chpasswd" >> $filename
171     echo "rm -f /etc/init.d/setpasswd.sh" >> $filename
172     chmod +x $filename
173     echo "create setpasswd.sh success."
174 }
175
```

- Stop the temporary ECS A, detach its system disk, and attach it to the temporary ECS B.
 - Log in to the management console.
 - Click  in the upper left corner and select a region and project.
 - Click . Under **Compute**, click **Elastic Cloud Server**.
 - Stop the temporary ECS A, click its name to go to the details page, and click the **Disks** tab.

NOTE

Do not forcibly stop the temporary ECS A, or the password reset may fail.

- Locate the row containing the system disk to be detached and click **Detach**.
- Attach the system disk to the temporary ECS B.
 - Click the temporary ECS B to go to the details page and click the **Disks** tab.
 - Click **Attach Disk**. In the displayed dialog box, select the system disk detached in step 3.e and attach it to the temporary ECS B.
 - Log in to the temporary ECS B and reset the password.
 - In the server list, locate the row containing the temporary ECS B and click **Remote Login** in the **Operation** column.
 - Run the following command to view the directory of the system disk that was detached from the temporary ECS A and attached to the temporary ECS B:

```
fdisk -l
```

Figure 7-2 Viewing the directory of the system disk

```
root@temp-02-zuh:~# fdisk -l
Disk /dev/sda: 50 GiB, 53687091200 bytes, 104857600 sectors
Units: sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disklabel type: dos
Disk identifier: 0x44451b07

Device     Boot Start      End  Sectors  Size Id Type
/dev/sda1 *    2048 104857566 104855519   50G 83 Linux

Disk /dev/sdb: 100 GiB, 107374182400 bytes, 209715200 sectors
Units: sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disklabel type: dos
Disk identifier: 0x183aae88

Device     Boot  Start      End  Sectors  Size Id Type
/dev/sdb1 *    2048 1126399 1124352   549M  7 HPFS/NTFS/exFAT
/dev/sdb2    1126400 83884031 82757632   39.5G  7 HPFS/NTFS/exFAT
root@temp-02-zuh:~#
```

- c. Run the following commands in the directory where the **changepasswd.sh** script is stored to execute the password reset script:

```
chmod +x changepasswd.sh
```

```
./changepasswd.sh
```

When you run the password reset script, if the system displays a message indicating that there is no command related to logical volume manager (LVM), such as the message "no lvs command", install an LVM tool on the temporary ECS B. The LVM2 tool is recommended and you can install it by running the **yum install lvm2** command.

NOTE

If the temporary ECSs A and B both run CentOS 7, a mount failure may occur during script execution. To resolve this issue, replace **mount \$dev \$mountPath** with **mount -o nouuid \$dev \$mountPath** in the script.

- d. Enter the new password and the directory obtained in step 5.b as prompted.

The password is reset if the following information is displayed:
set password success.

6. (Optional) Enable remote root login for non-root users.

```
vi /etc/ssh/sshd_config
```

Modify the following settings:

- Change **PasswordAuthentication no** to **PasswordAuthentication yes**.
Alternatively, uncomment **PasswordAuthentication yes**.
- Change **PermitRootLogin no** to **PermitRootLogin yes**.
Alternatively, uncomment **PermitRootLogin yes**.
- Change the value of **AllowUsers** to **root**.

Search for **AllowUsers** in the file. If **AllowUsers** is missing, add it at the end of the file.

7. Stop the temporary ECS B, detach its system disk, and attach it back to the temporary ECS A. Then, restart the temporary ECS B.

- a. Stop the temporary ECS B, go to its details page, and click the **Disks** tab.
 - b. Locate the row containing the system disk that was attached in [3](#) and click **Detach**.
 - c. Click the temporary ECS A to go to the details page and click the **Disks** tab.
 - d. Click **Attach Disk**. In the displayed dialog box, select the system disk detached in [7.b](#).
8. Install the password reset plug-in on the temporary ECS A. For details, see [Procedure](#).
 9. Restart the temporary ECS A.
 10. Create a system disk image from the temporary ECS A. For details, see [Creating a System Disk Image](#).
 11. Use the system disk image to change the OS of the FlexusL instance. For details, see [Changing an OS](#).

After the preceding operations are complete, you can reset the password for logging in to the server in your FlexusL instance. For more information, see [Resetting the Password of a FlexusL Instance](#).

7.4 What Should I Do If the Password Cannot Be Reset After I Use a Private Linux Image to Create a FlexusL Instance or Change the OS of an Existing FlexusL Instance and I Know the Initial Password of the Private Image?

Symptom

After I use a private Linux image to create a FlexusL instance or change the OS of an existing instance, I cannot log in to the server in the instance by resetting the password. If the private image is created from a server on another cloud platform or downloaded from a third party, the image may not have the password reset plug-in installed, so the password reset function is unavailable.

- If you know the password for logging in to the server created from the private image or whose OS is changed using the private image, install the plug-in by referring to the content in this section. After the plug-in is installed, you can reset the password.
- If you forgot the server login password, see [What Should I Do If the Password Cannot Be Reset After I Use a Private Linux Image to Create a FlexusL Instance or Change the OS of an Existing FlexusL Instance and I Forgot the Initial Password of the Private Image?](#) After the plug-in is installed, you can reset the password.

Procedure

1. [Log in to the FlexusL instance server](#) as user **root**.
2. Run the following command to check whether CloudResetPwdAgent has been installed:

ls -lh /Cloud***Figure 7-3** Checking whether the plug-in has been installed

```
[root@ecs-test ~]# ls -lh /Cloud*
total 20K
drwx----- 2 root root 4.0K Jun 13 14:13 bin
drwxr-xr-x 2 root root 4.0K Jun 13 11:53 conf
drwx----- 3 root root 4.0K Jun 13 11:53 depend
drwx----- 2 root root 4.0K Jun 13 11:53 lib
drwx----- 2 root root 4.0K Jun 13 14:13 logs
[root@ecs-test ~]#
[root@ecs-test ~]#
```

Check whether the command output is similar to that shown in [Figure 7-3](#).

- If yes, the plug-in has been installed. No further actions are required.
- If no, the plug-in has not been installed. Go to the next step.

3. **Obtain the one-click password reset plug-in CloudResetPwdAgent.zip and verify its integrity (Linux).**

There is no special requirement for the directory where the plug-in should be stored.

4. Decompress **CloudResetPwdAgent.zip**.

There is no special requirement for the directory where the **CloudResetPwdAgent.zip** should be decompressed.

unzip -o -d *Decompressed directory* CloudResetPwdAgent.zip

Example:

If the plug-in is decompressed to **/home/linux/test**, run the following command:

unzip -o -d /home/linux/test CloudResetPwdAgent.zip

5. Install the password reset plugin.

a. Open the **CloudResetPwdAgent.Linux** file.

**cd {Plug-in decompressed directory}/CloudResetPwdAgent/
CloudResetPwdAgent.Linux**

Example:

If the plug-in is decompressed to **/home/linux/test**, run the following command:

**cd /home/linux/test/CloudResetPwdAgent/
CloudResetPwdAgent.Linux**

b. Grant the execute permission to the **setup.sh** file.

chmod +x setup.sh

c. Install the plug-in.

sudo sh setup.sh

If "cloudResetPwdAgent install successfully." is displayed and "Failed to start service cloudResetPwdAgent" is not displayed, the installation is successful.

 NOTE

If the installation failed, check whether the installation environment meets requirements and try to install the plug-in again.

6. Modify file permissions for the password reset plug-in.

```
chmod 700 /CloudrResetPwdAgent/bin/cloudResetPwdAgent.script
```

```
chmod 700 /CloudrResetPwdAgent/bin/wrapper
```

```
chmod 600 /CloudrResetPwdAgent/lib/*
```

After the preceding operations are complete, restart the FlexusL instance on the console and then you can reset the password. For more information, see [Resetting the Password of a FlexusL Instance](#).

8 Network

8.1 Does a FlexusL Instance Have an EIP?

After a FlexusL instance is created, a fixed elastic IP address (EIP) is assigned by default. This enables communications between the FlexusL instance and the Internet. You may also need to know the following information:

- Billing mode of the EIP that is bound to the FlexusL instance
FlexusL instances provide monthly data packages. Service traffic is preferentially deducted from the data package. Any traffic usage in excess of the package is billed on a pay-per-use basis.
- The EIP of the FlexusL instance cannot be unbound or changed.
- The system caches the EIPs that you have released with FlexusL instances for 24 hours. It preferentially assigns the EIPs that you released within last 24 hours to the newly created FlexusL instances.
- IPv6 addresses cannot be configured for FlexusL instances.

8.2 Can I Change the Public and Private IP Addresses of a FlexusL Instance?

By default, each FlexusL instance has a fixed public IP address and a private IP address. Both public and private IP addresses cannot be changed.

8.3 How Do I Use Data Packages in FlexusL Instances?

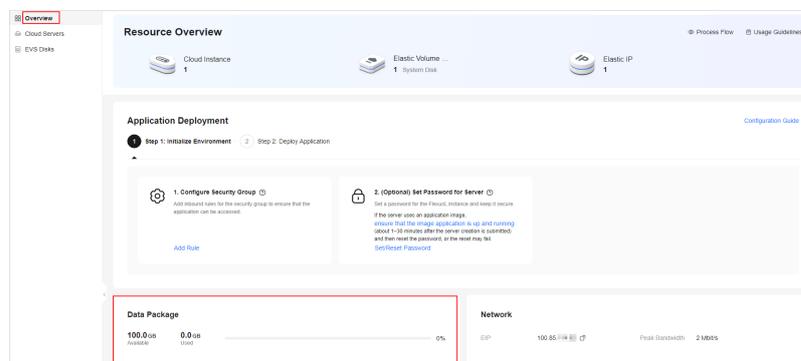
The rules for using data packages in FlexusL instances are as follows:

- A data package provided by FlexusL is a monthly package. A monthly data package starts on the date of purchase and ends at 23:59:59 on the same day of the next month. For example, if you purchase a FlexusL instance at 10:00:00 on June 5, the expiration time of the package is at 23:59:59 (the last second of the day) on July 5. The package for the next month starts from 23:59:59 on July 5 to 23:59:59 on August 5.

- Only outbound traffic (originating from your server) will be billed. FlexusL instance data packages indicate the **outbound** data packages.
- Service traffic is preferentially deducted from the data package. Any traffic usage in excess of the package is billed by traffic. The excess traffic is billed in tiered pricing mode, and the unit price varies in different regions.
- The traffic quota is reset each month. Any unused portion of a data package cannot be rolled over to the next month.
- After you unsubscribe from or stop a FlexusL instance, no excess traffic will be generated.

8.4 How Do I View the Traffic Usage of My FlexusL Instance?

1. Log in to the FlexusL [console](#).
2. Click the target instance name. On the **Overview** page, view the traffic usage in the **Data Package** area.
 - Available: The remaining traffic in the monthly data package.
 - Used: The traffic volume that has been used in the current month.
 - Traffic usage: The traffic usage in the current month, which can be calculated using the following formula: $\text{Traffic usage} = \frac{\text{Used traffic}}{\text{Available traffic}}$



8.5 Can I Add a Data Package to a FlexusL Instance?

You cannot add a data package to a FlexusL instance on the FlexusL console. Instead, you can purchase a shared data package on the EIP console.

What Is a Shared Data Package?

Shared data package provides a quota for data usage. Such packages are cost-effective and easy to use. Shared data packages take effect immediately after your purchase. If you have subscribed to pay-per-use EIPs billed by traffic in a region and buy a shared data package in the same region, the EIPs will use the shared data package. After the package quota is used up or the package expires, the EIPs will continue to be billed on a pay-per-use basis. For billing details, see [Product Pricing Details](#).

A shared data package indicates shared resources in a region. For example, if you have purchased a shared data package in the **CN-Hong Kong** region, the package can be used by FlexusL instances and other resources in the region. If you want to use the shared data package in other regions, purchase it in those regions.

Shared data packages cannot be unsubscribed from or be modified once purchased and cannot be renewed upon expiration. Before purchasing a shared data package, learn about the usage rules and restrictions. For details, see [Shared Data Package Overview](#).

Buying a Shared Data Package

Go to the [Buy Shared Data Package](#) page and buy dynamic BGP data packages. For details, see [Buying a Shared Data Package](#).

NOTICE

Data packages of the dynamic BGP type are recommended for FlexusL instances, because only this type of data packages can deduct traffic generated by FlexusL instances.

Buy Shared Data Package ⓘ [← Back to Shared Data Package Console](#)

Region: CN North-Beijing4
The purchased resource package applies to only the selected region. It cannot be shared across regions.

Type: Dynamic BGP Static BGP
Shared data packages of the dynamic BGP type can only be used by dynamic BGP EIPs billed by traffic on a pay-per-use basis.

Package Validity: 1 year 1 month
A shared data package takes effect immediately after you purchase it and cannot be unsubscribed. Expired shared data packages will no longer be available for use.

Specification: 10 GB 50 GB 100 GB 500 GB 1 TB 5 TB 10 TB
50 TB

ⓘ If resources in a package have been used up, subsequent usage of the resources will be billed according to standard pricing

Usage Duration: 1 month

8.6 What Do I Do If My FlexusL Instance Freezes?

The possible causes for the freezing of a FlexusL instance server are as follows. Check the causes one by one and select the corresponding solution.

- The CPU or bandwidth usage of the cloud server is too high.
 - Identify the processes that cause high bandwidth and CPU usage of cloud servers, and stop unnecessary and abnormal processes. For details, see [Why Is My Linux ECS Running Slowly?](#) and [Why Is My Windows ECS Running Slowly?](#)
 - Upgrade the instance by scaling up the memory, vCPU, and bandwidth specifications.
- Console login is suspended.

You can use other login methods to resolve this issue. For details, see [Login Modes](#).

- Multiple FlexusL instances share vCPU and bandwidth resources. If vCPU or bandwidth resources are insufficient, instances may contend for resources, causing cloud server freezing.

If you have high requirements on service stability, you can upgrade the instances. For details, see [Upgrading a FlexusL Instance](#).

8.7 How Does FlexusL Instances Communicate with Each Other and with Other Cloud Resources Over a Private Network?

A FlexusL instance has the following default network configurations when it is created:

- Public network: By default, a fixed elastic IP address (EIP) is assigned to a FlexusL instance. It cannot be changed.
- Private network: By default, a fixed private IP address 172.31.x.x) and VPC (subnet-default-smb) are allocated to a FlexusL instance. They cannot be changed.

If the network segment of an existing FlexusL instance is 192.168.x.x, you need to unsubscribe from the FlexusL instance and delete the VPC (subnet-default-smb) and its associated subnets and security groups. Then, the network segment of the new FlexusL instance is 172.31.x.x.

The following table describes the network connectivity between FlexusL instances and other cloud resources (such as ECSs and cloud databases). You can select a proper solution as needed.

Table 8-1 FlexusL instance connectivity over a private network

Region	Account	Between FlexusL Instances	FlexusL Instances and Other Cloud Resources (Such as ECSs and Cloud Databases)
Same region	Current account	By default, they can communicate with each other over a private network in the same VPC.	<p>They can only communicate with each other over a private network in the same VPC (which is vpc-default-smb).</p> <p>Solutions for communication over a private network:</p> <ul style="list-style-type: none">• (Recommended) The VPCs of other cloud resources (such as ECSs and cloud databases) are changed to vpc-default-smb.• VPC Peering Connection Usage Examples

Region	Account	Between FlexusL Instances	FlexusL Instances and Other Cloud Resources (Such as ECSs and Cloud Databases)
	Different accounts	By default, they are in different VPCs and cannot communicate with each other over a private network.	By default, they are in different VPCs and cannot communicate with each other over a private network. Solutions for communication over a private network: <ul style="list-style-type: none"> • Cloud Connect • VPC Peering Connection
Different regions	Same account	By default, they are in different VPCs and cannot communicate with each other over a private network.	By default, they are in different VPCs and cannot communicate with each other over a private network. For details about communication over a private network, see Using a Cloud Connection to Connect VPCs in Different Regions .
	Different accounts	By default, they are in different VPCs and cannot communicate with each other over a private network.	By default, they are in different VPCs and cannot communicate with each other over a private network. For details about communication over a private network, see Using a Cloud Connection to Connect VPCs in Different Regions and Accounts .

 **NOTE**

- If the local and peer VPCs have overlapping CIDR blocks, the VPC peering connection may not be usable. For details, see [VPC Peering Connection Notes and Constraints](#).
- When configuring a cloud connection, ensure that the CIDR blocks of all network instances that use the same cloud connection do not overlap. Otherwise, the cloud connection may not take effect. For details, see [Cloud Connect Notes and Constraints](#).

9 EVS Disks

9.1 How Do I Detach or Unsubscribe from a System or Data Disk of a FlexusL Instance?

A FlexusL instance is actually a package of resources. Resources in the package cannot be disassociated from the FlexusL instance. They have the same lifecycle as the FlexusL instance and cannot be renewed or unsubscribed from separately.

Therefore, the system or data disk packaged in a FlexusL instance cannot be detached or unsubscribed from.

9.2 Can I Use EVS Disk Snapshots to Back Up FlexusL Instance Data?

FlexusL instance data cannot be rolled back using EVS disk snapshots. To back up and restore FlexusL instance data, use Cloud Backup and Recovery (CBR). For details, see [Backing Up a FlexusL Instance](#).

9.3 Can EVS Disks of FlexusL Instances Be Expanded?

- System disks cannot be expanded separately. You can upgrade the instance specifications to expand the system disk capacity. For details, see [Upgrading a FlexusL Instance](#).
- Data disks can be expanded separately. For details, see [Expanding Capacity of a Data Disk](#).

9.4 Can I Change the EVS Disk Type for a FlexusL Instance?

The types of system and data disks of a FlexusL instance are fixed and cannot be changed.

9.5 Can I Attach Existing Data Disks to My FlexusL Instances?

No. Existing data disks cannot be attached to FlexusL instances.

 **NOTE**

Existing data disks indicate data disks purchased on the EVS console or data disks detached from other servers on Huawei Cloud.