

# NOVACLOUD 101: **A COMPREHENSIVE USER GUIDE**



# Table of Contents

|  |           |
|--|-----------|
| <b>NovaCloud 101: A Comprehensive User Guide</b> | <b>1</b>  |
| Welcome to NovaCloud                             | 1         |
| NovaCloud Highlights                             | 1         |
| <b>Getting Started</b>                           | <b>2</b>  |
| <b>Prerequisites</b>                             | <b>3</b>  |
| 1. Credit Availability:                          | 3         |
| 2. Cloud Credit Top Up:                          | 3         |
| <b>Deploying Your First Instance</b>             | <b>4</b>  |
| 1. Choosing Your Region                          | 4         |
| 2. Deployment Method                             | 4         |
| 3. Configuring Instance Details:                 | 5         |
| 4. Instance Creation Confirmation                | 6         |
| <b>Login to Your Instance</b>                    | <b>7</b>  |
| How to access your Linux cloud instance          | 7         |
| How to access your Windows cloud instance        | 7         |
| <b>Managing Resources</b>                        | <b>8</b>  |
| Console  | 8         |
| Stop   | 8         |
| Reboot   | 8         |
| Shelve   | 8         |
| Resize   | 8         |
| Rebuild  | 8         |
| Retrieve Password                                | 8         |
| Delete   | 8         |
| Manage Security Groups                           | 8         |
| <b>Data Storage and Management</b>               | <b>9</b>  |
| Volume and Snapshot                              | 9         |
| Extend, Attach, Detach                           | 9         |
| Automated Backups                                | 9         |
| Object Storage                                   | 9         |
| <b>Use Cases</b>                                 | <b>10</b> |
| <b>Security Best Practices</b>                   | <b>10</b> |
| Closing Unused Ports                             | 10        |
| Firewall Configuration                           | 10        |
| Private Network                                  | 10        |
| Regular Audits                                   | 10        |

|   |           |
|---|-----------|
| <b>Advanced Features .....</b>  | <b>11</b> |
| Load Balancer as a Service (LBaaS):.....  | 11        |
| Object Storage:.....  | 11        |
| DNS Hosting: .....  | 11        |
| Premium China Route: .....  | 11        |
| <b>Support Assistance.....</b>  | <b>12</b> |
| Contact Information .....   | 12        |
| Additional Resources .....  | 14        |
| <b>Tips and Tricks .....</b>  | <b>15</b> |
| Key differences between Image, Snapshot, Volume, and One-Click Application..... | 15        |
| NovaCloud Video Tutorial .....  | 16        |

---

# NovaCloud 101: A Comprehensive User Guide

## Welcome to NovaCloud

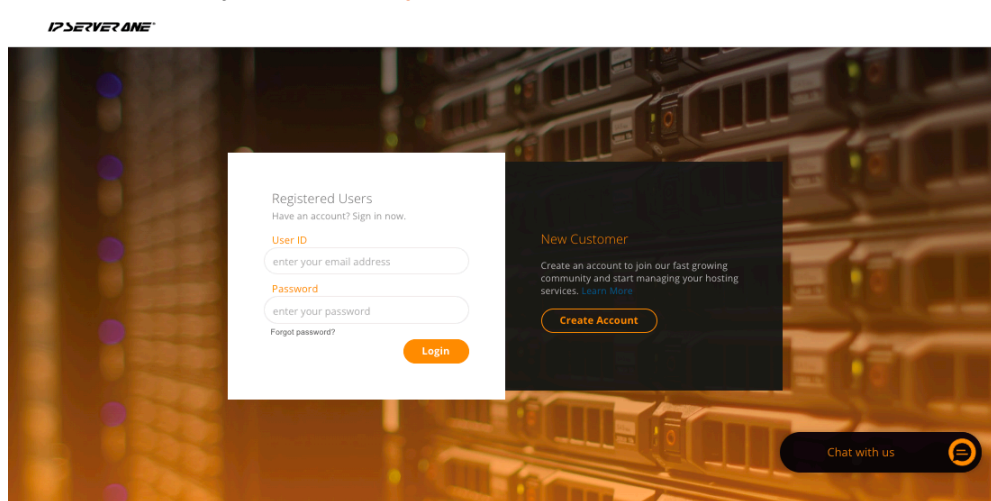
Your gateway to easy and affordable cloud computing. With NovaCloud, you can effortlessly spin up a cloud server in less than 8 minutes, enjoy on-demand scalability within 5 minutes, and safeguard your hourly, daily, and weekly data —all for FREE.

### NovaCloud Highlights

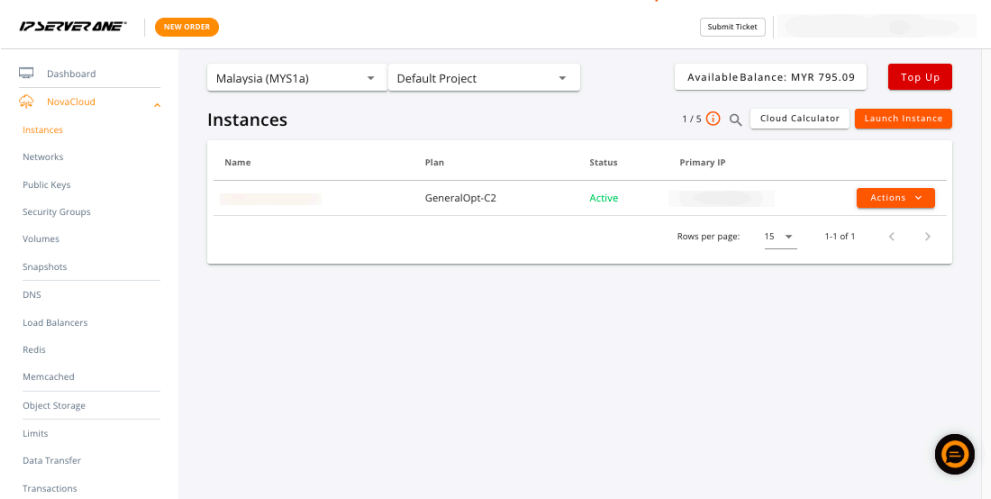
|                 |  |
|-----------------|--|
| Payment Methods | <ul style="list-style-type: none"><li>• <b>Pay-per-use:</b> Take control of your Virtual Machine (VM) independently.</li><li>• <b>Subscription-based:</b> Our expert team handles VM provisioning for you. Enjoy 1TB of data transfer for free, every month.</li></ul>   |
| Key Features    | <ul style="list-style-type: none"><li>• <b>Quick Deployment:</b> Set up in under 8 minutes. Start as low as MYR0.06/hour.</li><li>• <b>Scalability:</b> Easily adjust resources in under 5 minutes.</li><li>• <b>Security Rules:</b> Set your preferred security settings by enabling or disabling ports.</li><li>• <b>OS Support:</b> Compatible with Linux and Windows.</li><li>• <b>Low latency:</b> Deploy your services in regions including Malaysia, Singapore, and Hong Kong.</li><li>• <b>One-click Application:</b> Easily deploy a VM with pre-installed apps like MSSQL, Docker, WordPress, and so on.</li></ul>   |
| Data Protection | <ul style="list-style-type: none"><li>• <b>Snapshot Backups:</b> Safeguard your data with free hourly, daily, and weekly backups.</li><li>• <b>ISO Certification:</b> NovaCloud employs ISO-certified technology and processes for enhanced security.</li><li>• <b>HA Environment:</b> Operates in a high-availability (HA) environment, ensuring uninterrupted service.</li><li>• <b>99.9% Uptime:</b> NovaCloud guarantees 99.9% uptimes on network and compute availability.</li><li>• <b>Redundant Infrastructure:</b> Designed to eliminate single points of failure, using advanced spine and leaf switching. Multiple SAN storage units ensure constant service availability.</li></ul> |

# Getting Started

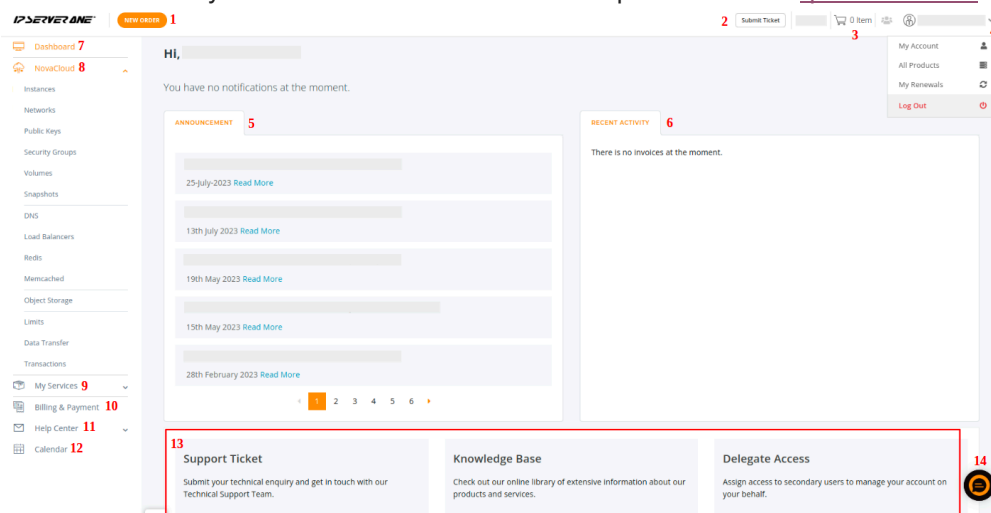
1. For new users, you can [create your account here](#).



2. You can now access NovaCloud via [IP ServerOne's portal here](#).



3. Discover what you can do on the IP ServerOne's portal with this [quick overview](#).



# Prerequisites

## 1. Credit Availability:

Before using NovaCloud services, check your account's available cloud credit by navigating to NovaCloud and reviewing your Available Balance.

The screenshot shows the NovaCloud interface. At the top, there are dropdown menus for 'Malaysia (MYS1a)' and 'Default Project'. To the right, a box displays 'BALANCE: MYR 760.24' with a red 'TOP UP' button next to it. Below this, there's a section for 'Instances' with a search bar and a table header with columns: Name, Plan, Status, and Primary IP. On the right side of the instances section, there are buttons for 'CLOUD CALCULATOR' and 'LAUNCH INSTANCE'.

## 2. Cloud Credit Top Up:

One-time Top Up: [Learn how to top up your cloud credit here.](#)

The screenshot shows the 'New Order' page for 'IPS1 Cloud Platform'. It features a section titled 'Ensure to Have Enough Credit' with a link to 'Top up or add balance to your OpenStack account to enjoy hourly billing and pay-as-you-go.' Below this, it states 'Your current cloud credit balance is MYR' followed by a greyed-out box. There's a link to 'Cloud Platform Pricing Calculator'. A section titled 'Click on any of the following amount to add to cart.' contains a row of buttons for different credit amounts: MYR 50.00, MYR 100.00, MYR 250.00, MYR 500.00, MYR 1000.00, MYR 2500.00, MYR 5000.00, and MYR 10000.00. Below this is a 'Launch an Instance' section with a '+ Create New Instance' button. At the bottom, there's a 'TO KNOW MORE' section with a 'PAY-AS-YOU-GO' heading and explanatory text.

Automated Top Up: [Set up automated cloud credit top-ups](#) for peace of mind.

### ⚙️ AUTO CLOUD TOP UP

The screenshot shows a page for 'Auto Cloud Top Up'. It features an icon of a hand putting a coin into a slot. Below the icon, it says 'Auto Cloud Top Up is not active at the moment.' and 'Click [Enable](#) to set up Auto Cloud Top Up service.' At the bottom, there are two buttons: 'ENABLE' (highlighted with a red border) and 'CANCEL'.

# Deploying Your First Instance

1. **Choosing Your Region:** Select from the Malaysia, Singapore, or Hong Kong regions for your instance. Choosing the right regions will make an impact on your service latency. [Check out our network latency here.](#)

| Network Latency                                       | Malaysia  | Singapore | Hong Kong |
|---|-----------|-----------|-----------|
| Singapore   | 6-7ms     | <1ms      | 35-40ms   |
| Thailand  | 23-35ms   | 26-35ms   | 50-65ms   |
| Vietnam   | 39-60ms   | 33-50ms   | 51-206ms  |
| Combodia  | 27-45ms   | 23-40ms   | 42-80ms   |
| Indonesia   | 19-30ms   | 12-25ms   | 45-55ms   |
| Phillipines   | 34-40ms   | 192-200ms | 39-45ms   |
| China   | 100-350ms | 100-350ms | 100-350ms |
| *China Premium Route *Available at additional charges | 42-50ms   | 36-45ms   | 6-20ms    |

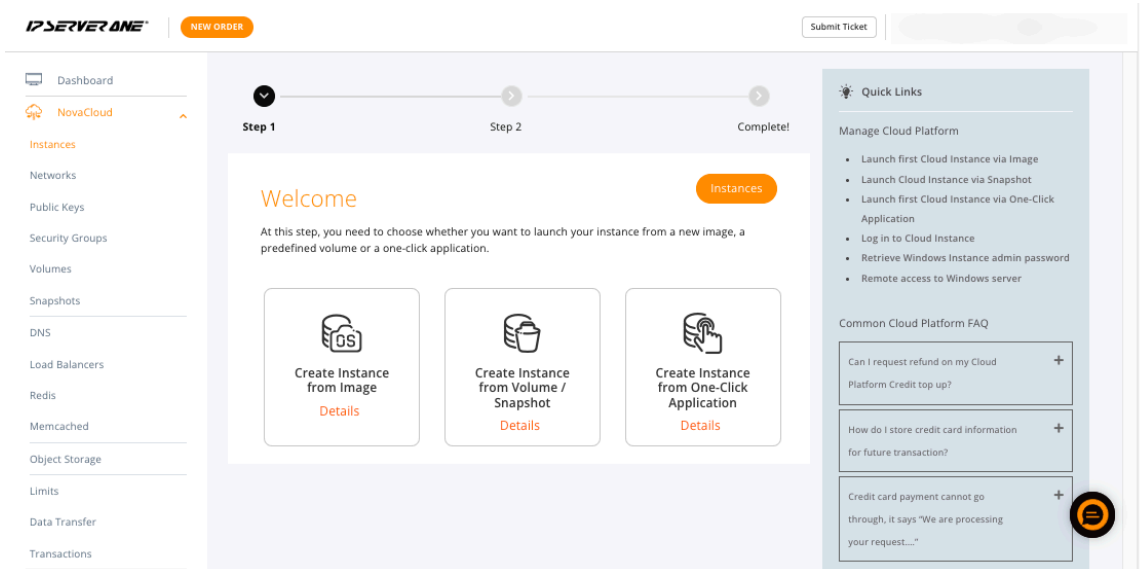
2. **Deployment Method:** NovaCloud offers 4 types of methods to provision a cloud server. You can choose the following instance deployment method that suits your needs or familiarity.

[Launch instance from Image](#)

[Launch instance from Snapshot](#)

[Launch instance from Volume](#)

[Launch instance from One-Click Application](#)



## 2.1 Tips for Choosing a Deployment Method: Here are some key differences between each method.

| Instance Deployment Method   | Description  |
|------------------------------|--|
| <b>Image</b>                 | Choose this option if you want to build a completely new server. You can select the operating system, computing resources, and storage that suit your needs.                                       |
| <b>Snapshot</b>              | Use this if you already have a snapshot backup in NovaCloud. It lets you deploy a new server using the state of a system at a particular point in time.  |
| <b>Volume</b>                | You can use this choice to set up a new server by attaching it to an existing volume in NovaCloud. This option lets you restore your instance if any issues arise or you need to undo any changes. |
| <b>One-Click Application</b> | Great for software developers who want to save time. This method launches a server with pre-installed apps such as Docker, MSSQL, WordPress, LAMP, and more without manual setup.                  |

## 3. Configuring Instance Details:

- Choose your preferred plans, from General to RAM-optimized.
- Select your storage size.
- Name your instance.
- Import or generate a public key (save it securely).
- Configure security rules (if any).

The screenshot displays the IP ServerOne NovaCloud console interface for configuring a new instance. The interface is divided into three main steps:

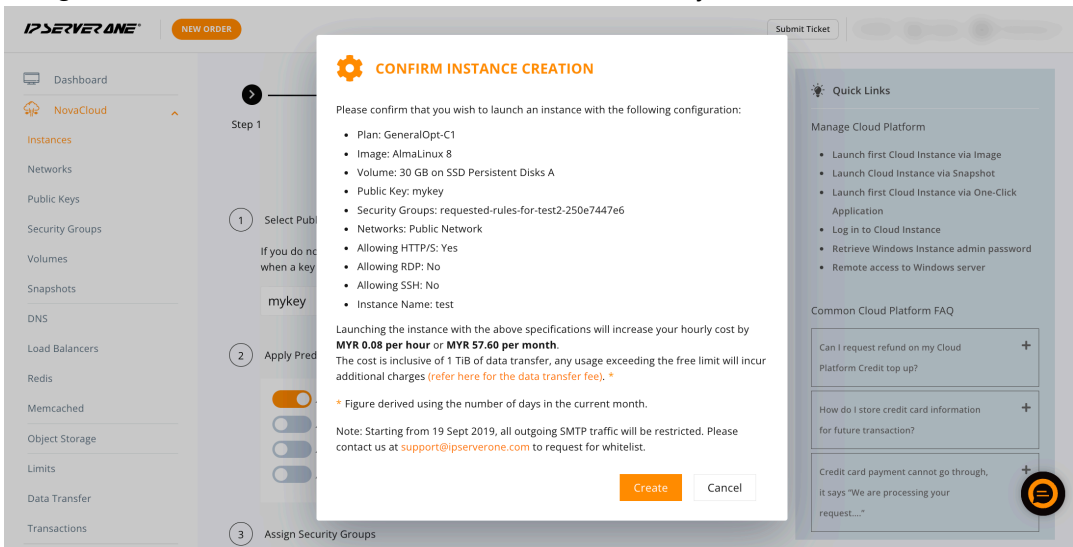
- Step 1: Select a Plan**
  - Region: Malaysia (MY15)
  - Plan Selection: A table showing various plans categorized by General Cloud, RAM Optimized, and CPU Optimized. The selected plan is 'General Cloud' with 3.75 vCPU, 15 GB RAM, and 1 TB Data Transfer, costing MYR 0.06 / hour.
  - Quick Links: Launch first Cloud Instance via Image, Launch first Cloud Instance via Snapshot, Launch first Cloud Instance via One-Click Application, Log in to Cloud Instance, Renew Windows Instance admin password, Renew access to Windows server.
- Step 2: Select an Image**
  - Image Selection: A grid of public images including AlmaLinux, CentOS, Debian, Fedora, FreeBSD, OpenSUSE, Rocky Linux, Ubuntu, and Windows. The selected image is 'AlmaLinux'.
  - Storage Configuration: Select a storage volume (SSD Persistent Disks A) and specify the volume size (GB). The selected volume is 10 GB.
  - Instance Name: Enter a name for the instance.
- Step 3: Assign Security Groups**
  - Security Rules: A list of predefined security rules for various services and protocols. The selected rule is 'Allow HTTP Traffic'.
  - Network Configuration: Select a network to attach to the instance. The selected network is 'Public Network'.

The total instance cost is displayed as MYR 0.06 / hour. The 'CREATE' button is visible at the bottom right.



## 4. Instance Creation Confirmation

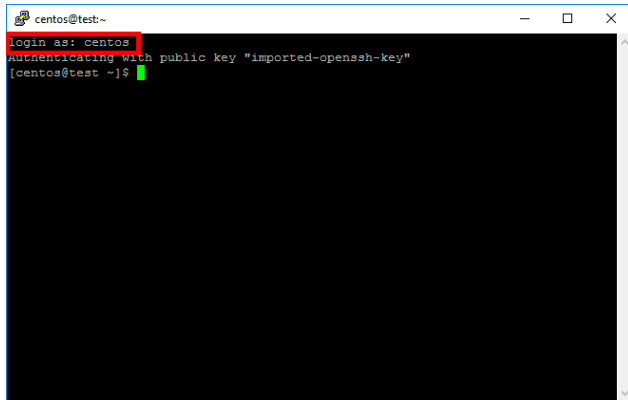
**Congratulations!** Your first instance has been successfully created.



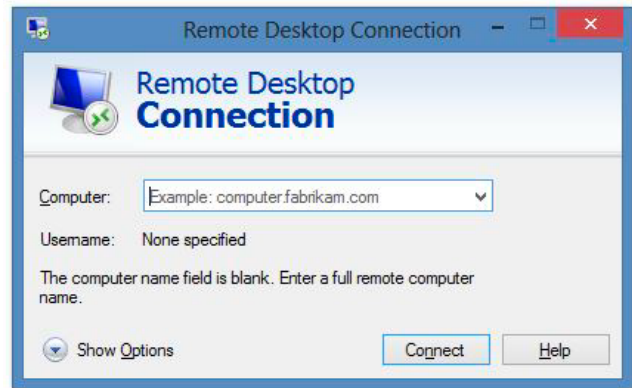
# Login to Your Instance

At NovaCloud, we provide both Linux and Windows operating systems. To access your NovaCloud server, follow our guides here.

## How to access your Linux cloud instance



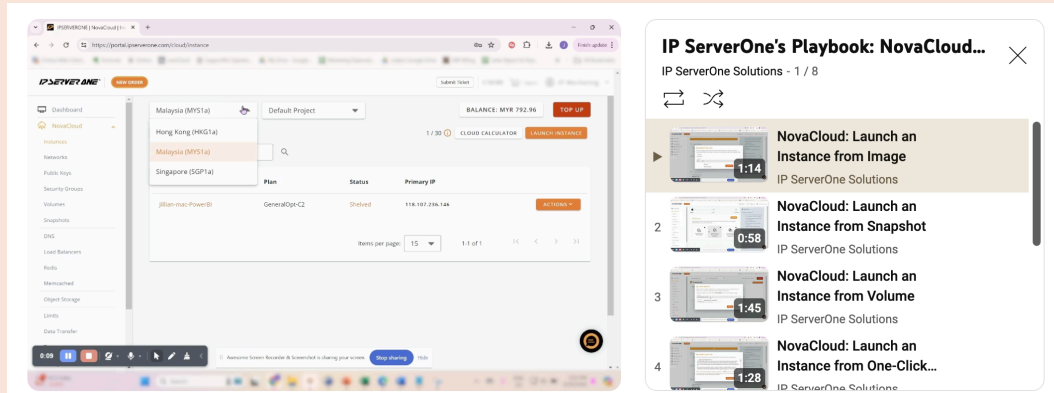
## How to access your Windows cloud instance



## Video Tutorial

Watch our NovaCloud video tutorial for a step-by-step visual guide on deploying instances using each method and accessing your cloud instances. These tutorials help make the entire process easy to follow and implement.

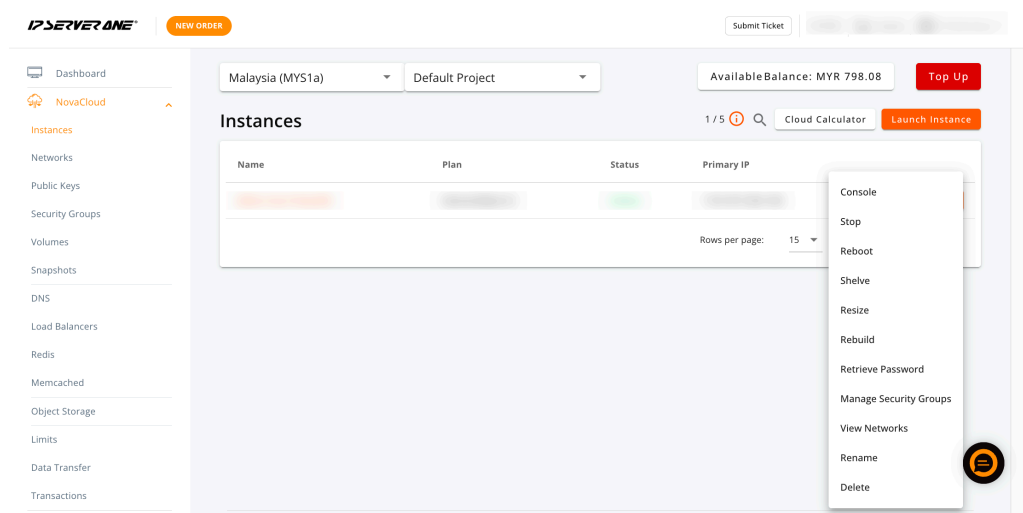
- [Watch now](#)



### Note:

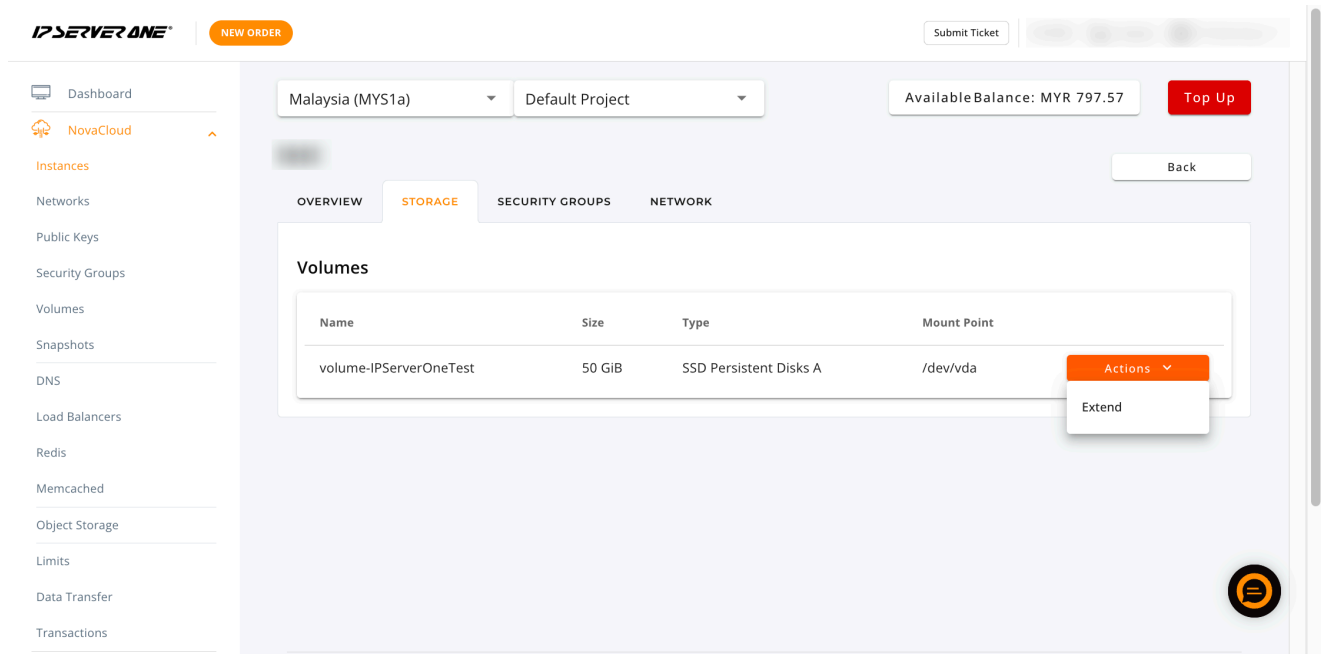
Use these guides as a general reference. To ensure compatibility and optimal configuration, we strongly recommend reviewing your service or application requirements, such as resources, firewall or security rules, and more.

# Managing Resources



|                               |  |
|-------------------------------|--|
| <b>Console</b>                | Connect to your instance just like plugging a wire from your PC to the cloud server. <a href="#">Check out our guide here.</a>   |
| <b>Stop</b>                   | Completely stop the instance, like powering off your computer.   |
| <b>Reboot</b>                 | Restart the instance, similar to clicking the restart button on your computer.   |
| <b>Shelve</b>                 | Putting your instance into storage mode. Charges are incurred only for your storage and IP address.  |
| <b>Resize</b>                 | Upgrade or downgrade your server specifications (e.g C1 to C2 or C2 to C1). Downtime is less than 5 minutes. <a href="#">Check out our guide here.</a>   |
| <b>Rebuild</b>                | Reformat the instance like it's fresh, wiping out all data but retaining the IP address and operating system (OS).   |
| <b>Retrieve Password</b>      | Retrieve admin passwords for Windows instances. <a href="#">Check out our guide here.</a>  |
| <b>Delete</b>                 | Deleting an instance removes all your data permanently. Remember, you'll still be charged for any volumes, even if they're not attached to an instance. Make sure to delete volumes accordingly. <a href="#">Check out our guide here.</a> |
| <b>Manage Security Groups</b> | This acts as the first layer of the firewall between your instances. You can restrict access to certain ports.   |

# Data Storage and Management



## Volume and Snapshot

You can create a volume or snapshot for each instance. Later on, you can use it to spin up an instance (similar to cloning an instance).

## Extend, Attach, Detach

Manage volumes by extending, attaching, or detaching.

## Automated Backups

NovaCloud offers free snapshot backups to protect your hourly, daily, and weekly data. Note that restoring data incurs SmartHand charges.

## Object Storage

Pair with our Object Storage for flexible data storage and retrieval.

## Use Cases

NovaCloud is versatile and caters to various use cases, including:

- Website hosting
  - Application hosting
  - E-commerce
  - Databases
  - Email servers
  - Mobile applications
- 

## Security Best Practices

Enhance the security of your instances with these best practices:

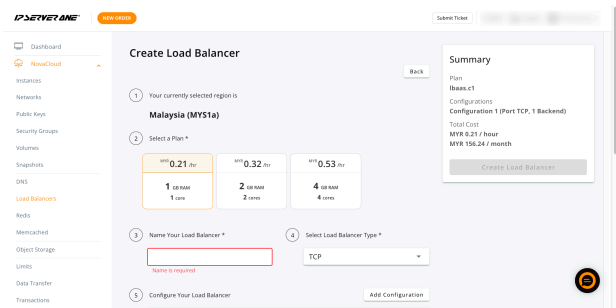
|  |  |
|--|--|
| <b>Closing Unused Ports</b><br>Prevent unauthorized access by closing unused ports through Security Rules. | <b>Firewall Configuration</b><br>Configure firewalls by SSH into your instance to control incoming and outgoing traffic. |
| <b>Private Network</b><br>Switch to a private network for additional security, restricting public access.  | <b>Regular Audits</b><br>Perform regular security audits to identify and address vulnerabilities.                        |

# Advanced Features

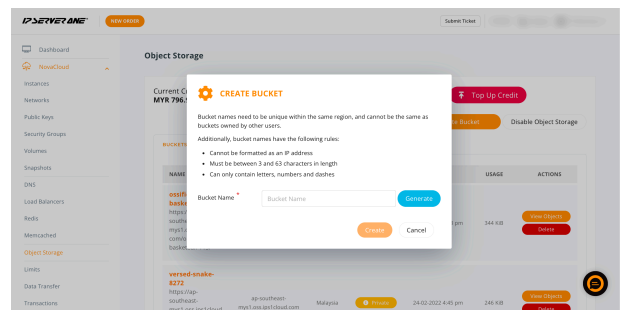
Explore additional NovaCloud offerings, such as:

## Load Balancer as a Service (LBaaS):

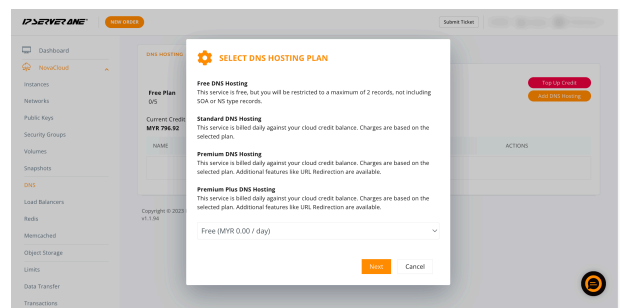
Distribute incoming traffic across multiple instances to ensure high availability and reliability. Ideal for handling varying workloads and increasing application performance. [See guide here.](#)



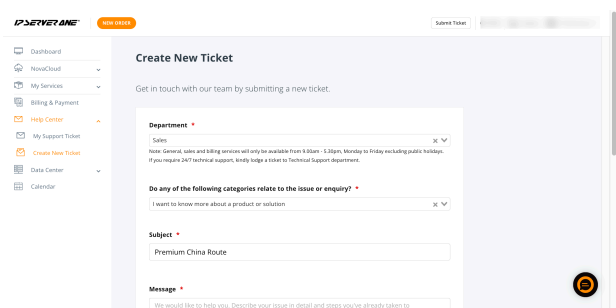
**Object Storage:** A scalable and secure solution for storing and retrieving large amounts of unstructured data. Ideal for backups, archives, and content distribution.



**DNS Hosting:** Manage your domain's DNS records efficiently, ensuring seamless connectivity to your cloud resources.



**Premium China Route:** Improve performance and reduce latency by directing your traffic directly to China. Manual configuration and subscription required. Contact IP ServerOne to learn more.



# Support Assistance

## Contact Information

Our support assistance is available round-the-clock at 03-2026 1688, or you can [submit tickets](#) through the customer portal.

IP SERVER ONE

NEW ORDER

Submit Ticket

Dashboard

NovaCloud

My Services

Billing & Payment

Help Center

My Support Ticket

Create New Ticket

Data Center

Calendar

### Create New Ticket

Get in touch with our team by submitting a new ticket.

Department \*

Select or search the relevant department

Note: General, sales and billing services will only be available from 9.00am - 5.30pm, Monday to Friday excluding public holidays. If you require 24/7 technical support, kindly lodge a ticket to Technical Support department.

How can we assist you? \*

I need help with...

Do any of the following categories relate to the issue or enquiry? \*

Select or search the issue category that relates most

Subject \*

Brief summary of the issue

Subject should not be empty and not more than 100 characters.

Message \*

We would like to help you. Describe your issue in detail and steps you've already taken to troubleshoot.

Please provide necessary information pertaining to the issue/request as detailed as possible to expedite the process.

Attachment ( 0 / 5 )

Only the following file types are allowed: .gif, .png, .jpg, .jpeg, .doc, .docx, .txt, .pdf. Each file must be a maximum of 5 MB in size.

Choose file... Browse

Select the affected service

Select the affected service type

Select the service ID

CC Emails

+

Submit

Copyright © 2023 IP ServerOne Solutions Sdn. Bhd. All rights reserved. [Terms & Conditions](#)  
v1.1.94

Copyright © IP ServerOne Solutions Sdn. Bhd. All rights reserved.

For extensive support, consider subscribing to our **NovaCloud Care** - a managed service by IP ServerOne.

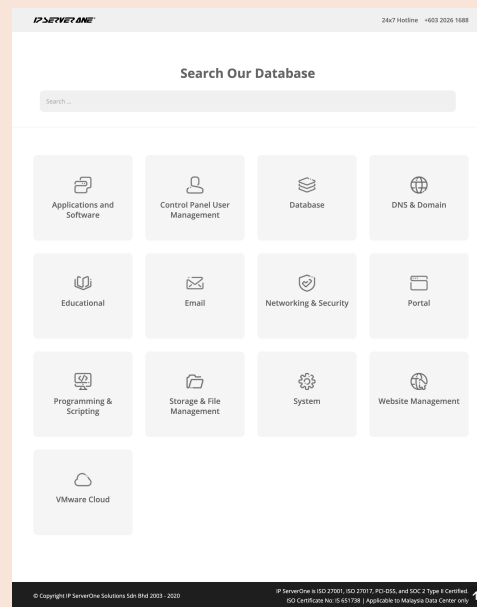
NovaCloud Care by IP ServerOne is a managed service that optimizes your NovaCloud environment, allowing you to focus on your business. Our experts handle infrastructure management for optimal performance, security, and reliability, reducing downtime and ensuring data security. Perfect for businesses that want to leverage the cloud without the hassle of managing it.

| Category                    | Scope Description  |
|-----------------------------|--|
| Operating System Management | Regular kernel updates for Linux and Windows environments  |
|                             | *Migration fee is incurred for Windows version upgrade   |
| Control Panel Support       | Software uptime and basic configuration support (excludes user account configuration)  |
| Configuration Assistance    | Assistance with basic load balancing for applications and websites (if applicable)   |
|                             | Basic configuration assistance for firewalls, VPNs, and secured networks (if applicable)   |
| Vulnerability Management    | Proactive vulnerability scans conducted twice a year upon request  |
| SSL Certificate Management  | Professional installation of SSL certificates for servers hosted with IP ServerOne   |
| Data Protection             | Snapshot backup technology: <ul style="list-style-type: none"><li>• Hourly Backup: Last 15 hours</li><li>• Daily Backup: Last 7 days</li><li>• Weekly Backup: Last 4 weeks</li></ul> |
| Service Monitoring          | 24×7 monitoring powered by Zabbix Monitoring System  |
| Support Services            | 24×7 support ticketing services  |



## Additional Resources

Access our Knowledge Base for more tutorials at [ipserverone.info](https://ipserverone.info).



## Tips and Tricks

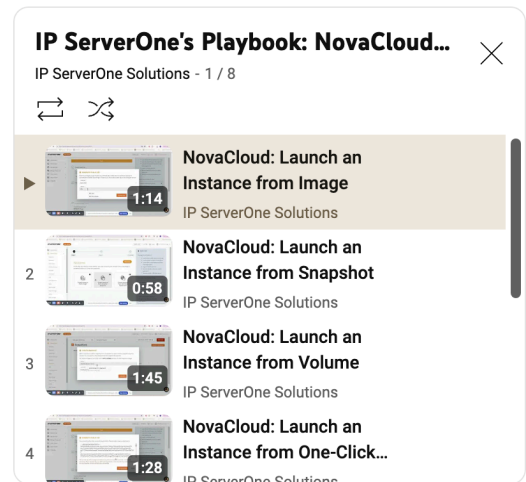
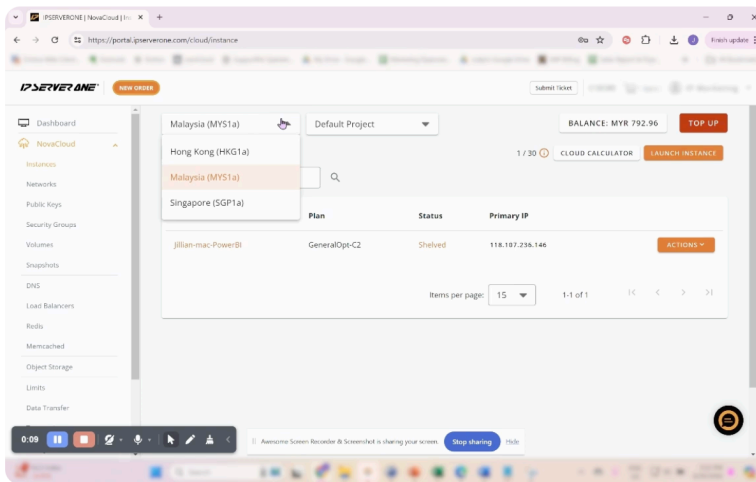
### Key differences between Image, Snapshot, Volume, and One-Click Application

| Aspect       | Image  | Snapshot   | Volume  | Pre-installed App                                   |
|--------------|--|--|---|---|
| Definition   | To launch a fresh new server with a choice of OS   | A server is the state of a system at a particular point in time. | A server uses an existing disk and easily undoes any changes. | A server image with pre-installed apps and settings |
| Prerequisite | None   | Have an existing snapshot in NovaCloud.                          | Have an existing volume in NovaCloud.                         | None  |
| Limitation   | Limited to the template's pre-configured settings. | Only captures disk state, not entire server settings.            | May not be suitable for booting or OS.                        | Limited to the pre-installed apps.                  |
| Use Cases    | Quick VM deployment with granular customization    | Data backup and recovery   | Data growth, cost control, and high-performance databases     | Rapid deployment of app environments.               |

## NovaCloud Video Tutorial

Watch our NovaCloud video tutorial for a step-by-step visual guide on deploying instances using each method and accessing your cloud instances. These tutorials help make the entire process easy to follow and implement.

- [Watch Now](#)



### Note:

Use these guides as a general reference. To ensure compatibility and optimal configuration, we strongly recommend reviewing your service or application requirements, such as resources, firewall or security rules, and more.

## Stay Connected

Follow us on social media and subscribe to our newsletter for updates.



Facebook



Instagram



LinkedIn



News

## Feedback

Your feedback is essential for improving your cloud journey. Share your concerns or suggestions at [marketing@ipserverone.com](mailto:marketing@ipserverone.com).



**IPServerOne Solutions Sdn. Bhd.** (200701042108)

Unit 21-03, Level 21, IMAZIUM, No. 8, Jalan SS21/37,  
Damansara Uptown, 47400 Petaling Jaya,  
Selangor Darul Ehsan.

T. +603 2026 1688

E. [sales@ipserverone.com](mailto:sales@ipserverone.com)

<https://www.ipserverone.com/>