NAVISITE

Navisite on AWS Marketplace
Frequently Asked Questions (FAQs)

GETTING STARTED

What is the benefit of using Navisite's AWS Marketplace?
Navisite's AWS Marketplace provides a robust selection of Navisite's pre-configured Amazon Machine Images (AMIs) that are ready to run on AWS, so you can save time and reduce costs when migrating your on-premises Oracle databases to the AWS Cloud.

How do I sign up and begin using AWS Marketplace products?
Navisite currently offer 200+ publicly available images on the AWS Marketplace. The subscription process for an example offering can be found below.

On the product offering page, select '**Continue to Subscribe**.'

NAVISITE Oracle Enterprise Linux 7.6 supported by Navisite

Continue to Configuration

You must first review and accept terms.

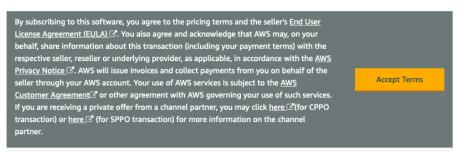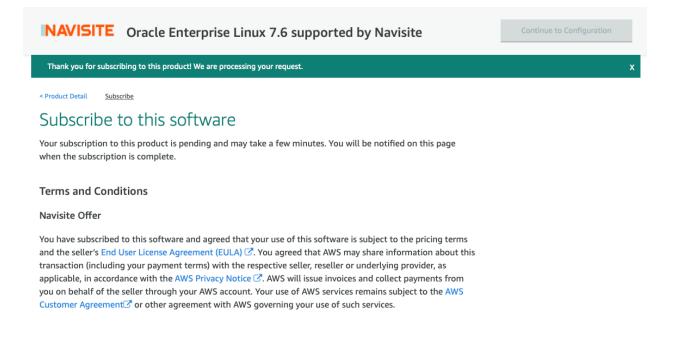< Product Detail   Subscribe

Subscribe to this software

To create a subscription, review the pricing information, and accept the terms for this software. You can also create a long term contract on this page.

Terms and Conditions

Navisite Offer

By subscribing to this software, you agree to the pricing terms and the seller's End User License Agreement (EULA) ⧉. You also agree and acknowledge that AWS may, on your behalf, share information about this transaction (including your payment terms) with the respective seller, reseller or underlying provider, as applicable, in accordance with the AWS Privacy Notice ⧉. AWS will issue invoices and collect payments from you on behalf of the seller through your AWS account. Your use of AWS services is subject to the AWS Customer Agreement⧉ or other agreement with AWS governing your use of such services. If you are receiving a private offer from a channel partner, you may click here ⧉(for CPPO transaction) or here ⧉ (for SPPO transaction) for more information on the channel partner.

Accept Terms

Read through the '**Terms and Conditions**' and then click to accept the terms.

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Continue to Configuration

Thank you for subscribing to this product! We are processing your request.   X

< Product Detail   Subscribe

Subscribe to this software

Your subscription to this product is pending and may take a few minutes. You will be notified on this page when the subscription is complete.

Terms and Conditions

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You have subscribed to this software and agreed that your use of this software is subject to the pricing terms and the seller's End User License Agreement (EULA) ⧉. You agreed that AWS may share information about this transaction (including your payment terms) with the respective seller, reseller or underlying provider, as applicable, in accordance with the AWS Privacy Notice ⧉. AWS will issue invoices and collect payments from you on behalf of the seller through your AWS account. Your use of AWS services remains subject to the AWS Customer Agreement⧉ or other agreement with AWS governing your use of such services.

You have now successfully subscribed to our AWS Marketplace offering product. Repeat this process for each product you would like to use.

After approximately two minutes, refresh your screen, and you'll see a **'Continue to Configuration'** tab on the top right hand of the screen.

Click the '**Continue to Configuration**' tab.

From this screen, you can select variables that are specific to your current setup (i.e., which region you would like the instance deployed into).

Click '**Continue to Launch**' once you are happy with the setup.

From this screen, you can select the target instance type, destination VPC, subnets and security groups.

Once again, if you are happy with the setup, click '**Launch**.'

You have now successfully launched an EC2 server using one of our AWS Marketplace offerings.

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BREAKING DOWN BILLING

How does the billing cycle work?
Charges for using images from the AWS Marketplace are added to your monthly AWS bill – it's as simple as that!

Is there a monthly subscription cost?
Charges for using AWS Marketplace images are on a Pay As You Go (PAYG) basis, so you will be charged for only as much as you use – similar to how you are charged with AWS PAYG services. We do offer discounts for longer subscription periods. If this is of interest, get in touch with us and ask for a 'Private Offer.' You can email us at aws@navisite.com.

How do I cancel my subscription?
Because the AWS Marketplace is Pay As You Go, you can simply stop using the services at any time. Any charges up to that point will be added to your regular AWS monthly bill.

How does Oracle Licensing work?
All the AWS Marketplace offerings are Bring Your Own License (BYOL). Licenses will need to be procured through Oracle or a certified third party. Detailed information on Oracle Licensing for AWS can be found here: https://docs.aws.amazon.com/whitepapers/latest/oracle-database-aws-best-practices/oracle-licensing-considerations.html.

GETTING TECHNICAL

How do I connect to my newly launched Amazon Machine Image (AMI)?
To connect to a newly launched AMI, use an SSH client to connect to your instance (putty). The username will be either 'ec2-user' or 'clckwrk' – you can determine which one by viewing the instructions tab of your chosen product. You will then be able to change the user to root using the following command: sudo su –

For more information on accessing instances using an SSH client, please refer to the following AWS documentation:
https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/AccessingInstances.html.

How do I update the system kernel of my EC2 server?
To update the system kernel on an EC2 server, use an SSH client to connect to your instance (putty). Once connected, switch to the root user by issuing the following command: sudo su –

To install the latest kernel available, issue the following command: yum -y upgrade kernel

You can reboot the server using the following command: reboot -n

Finally, log back into the server to validate the latest kernel is being used.

How do I add Oracle to the wheel group, so that I can sudo to the root user from the Oracle OS user?
You can add Oracle to the wheel group by running the following command as the root user:
usermod –aG wheel oracle

You can then switch to the root user using the following command: sudo su –

REQUESTING ADDITIONAL SUPPORT

Can Navisite offer a guaranteed Service Level Agreement (SLA)?
Yes. We offer a private service level that is customized based on the customer's migration and SLA requirements through the AWS 'Private Offer' scheme. This enables us to tailor our services to accommodate exactly what you need. To learn more, email us at aws@navisite.com.

Can I augment my AWS Marketplace usage with additional services?
Absolutely. Navisite's team of skilled consultants have the expertise and experience to help you complete your Oracle-to-AWS migrations quickly, efficiently and cost-effectively. We can provide any level of service—enabling you to offload any part of your project or your entire project to our team. Contact us at aws@navisite.com to learn about our professional services offerings.

CONNECTING WITH NAVISITE

How can I ask a question not listed on this FAQ?
If you're seeking an answer to a question not listed within this FAQ, please contact aws@navisite.com and we will get back to you as soon as we can.

The image I'm looking for isn't here, can you add it?
We add images based on how many requests we get for them. Please reach out to aws@navisite.com and we'll let you know when new images are coming up.

How can I request additional support from Navisite?
To request additional support or services from Navisite, please email us at aws@navisite.com.