

Technical

Jem Camba - 2018-12-18 - in Onboarding

From SSH keys, console access and rDNS, to the basics of our API and integrations.

Do you allow editing of rDNS/PTR records?

At provisioning the management IP address will have a rDNS/PTR record set, this will be pulled from the device hostname. Post provisioning you are welcome to rename the device & the record will adjust accordingly.

rDNS/PTR records for Elastic IPs

Aside from the aforementioned management IP rDNS/PTR, we are unfortunately unable to create custom rDNS records for any other IP.

Do you offer console access?

Yes! Remote console is provided for out-of-band "OOB" access to your infrastructure for events where in-band access such as SSH may be unavailable for some reason (i.e. firewall changes, misconfiguration, etc).

We provide a serial console session over ssh to your server(s) - [you can read about how to use it here](#).

Note: Your ssh key will be required to login via the ssh connected serial console.

Why do I need an SSH Key?

We've found that most new servers begin seeing malicious SSH login attempts within minutes of coming online, and depending on the strength of the password, most are compromised within 24 hours. No one wants that!

That's why Packet disables password based logins over SSH by default, and why we require you to upload an SSH key in order to create devices. We give you your root password so that if necessary, you can login directly using console, it is not used for connecting to your devices over SSH.

Where can I find documentation on the API?

You can find our [API documentation here](#). It is generated automatically via Swagger and should be up to date at all times, but if you notice something missing or have a question, we'd love to [hear](#) from you.

Integrations & API Clients

If you're looking for client libraries (PHP, Golang, Python, etc) you can find them in [the Integrations section](#) of our website.

What is Metadata / User Data?

Many cloud services provide what is commonly referred to as a "metadata service", which is basically a way for you to get information about a server, from that server.

Some examples of the information provided by the service include IP addresses, location, and hostname. This service is used by [Cloud-init](#) which is installed on all of our servers to do final configuration after provisioning, including things like loading ssh keys and configuring the network.

User Data is additional data that is available from the same service, but is provided by you when creating the device. It is read by Cloud-init and can be used to trigger additional commands, configure user accounts, and anything else that Cloud-init supports in User Data.

You can request the *Metadata* and *User Data* yourself by logging into one of your Packet devices and issuing the following commands:

```
curl https://metadata.packet.com/metadata
```

```
curl https://metadata.packet.com/userdata
```

Keep in mind that unless you provided User Data on device creation, that request will not return anything.

What kind of storage solutions are available?

Packet offers three kinds of storage:

- Various local disks (SSD's and NVMe Flash) on [each server config](#).
- s1.large storage focused node (24 TB of SATA w/ SSD's for cache).
- A multi-tenant elastic [block storage service](#) (currently available in AMS1, DFW2, EWR1, NRT1, SJC1).

Note: Block storage is attached via iSCSI mount directly to individual servers. We recommend you read our block storage "[how to](#)" for best practices.

Tags

metadata

rdns

storage

userdata