Alibaba Cloud

Web App Service

FAQ

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Document conventions

Style	Description	Example
⚠ Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	⚠ **Danger:** Resetting will result in the loss of user configuration data.
🔔 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	🔔 **Warning:** Restarting will cause business interruption. About 10 minutes are required to restart an instance.
🔊 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	🔊 **Notice:** If the weight is set to 0, the server no longer receives new requests.
❓ Note	A note indicates supplemental instructions, best practices, tips, and other content.	❓ **Note:** You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click **Settings**> **Network**> **Set network type**.
Bold	Bold formatting is used for buttons , menus, page names, and other UI elements.	Click **OK**.
Courier font	Courier font is used for commands	Run the `cd /d C:/window` command to enter the Windows system folder.
Italic	Italic formatting is used for parameters and variables.	`bae log list --instanceid` *Instance_ID*
[] or [a|b]	This format is used for an optional value, where only one item can be selected.	`ipconfig [-all|-t]`
{} or {a|b}	This format is used for a required value, where only one item can be selected.	`switch {active|stand}`

Table of Contents

1.FAQ

This topic describes common issues about Web+ and solutions for these issues.

Why does the message "Your account does not have enough balance" occur in an event?

You can use Web+ free of charge. However, you will be charged for resources that you purchase in Web+. These resources include Elastic Compute Service (ECS), ApsaraDB for RDS, and Server Load Balancer (SLB) instances. The preceding message appears because the balance in your account is insufficient. You must go to Billing Management to add funds to your account.

What is the relationship between applications and environments?

The environment provides you with a set of runtime environments that provide services. An environment includes the following resources, such as an SLB instance, ECS instances, and deployment packages. You can create multiple environments that run an application based on your business requirements. For example, you can create a specific environment for daily development and testing and another environment that is only used for production. An application includes multiple environments. Environments that reside in the same application share resources with one another. These resources include deployment packages and configuration templates.

Which technology stack can I select to create a Java application, Tomcat or Java?

We recommend that you make the decision based on the following considerations.

- **Type of Java deployment packages**: If the type of a Java deployment package is a WAR package, you can select the Tomcat technology stack. If the type of a Java deployment package is a JAR package, you can select the Java technology stack.
- **Type of containers**: If you need an external container to run your Java application, you can select the Tomcat technology stack. If a built-in container exists in your application, such as Tomcat and Jetty, you can select the Java technology stack.

What is an application template? What is the difference between an application template and the Wpfile file?

An application template is a configuration template that includes a collection of settings and parameters. You can use an application template to create a new environment. An application template is specific to an application. An application template is subordinate to an application. You cannot use an application template that is owned by an application to create an environment that resides in a different application. An application template includes a complete collection of environment settings and parameters. These settings include settings about a deployment package and configuration files.

The Wpfile file is a general configuration file. The Wpfile file is a subset of an application template. It contains a subset of settings and parameters.

What is the local workspace for the CLI tool?

The local workspace is referred to as a working directory that is specified during the process of running the wpctl init command. Then, the working directory is initialized as the local workspace. All operations that are included in the workspace apply to the default application and environment that are specified during the process of running the wpctl init command. For example, when you run the **wpctl env:info** command, information about the default application and environment of the current workspace is returned.

Does Web+ support HTTPS requests?

Yes, Web+ already support HTTPS requests.

2.FAQ about managing environments

This topic lists FAQ about environments.

What are the limits for releasing an environment?

When you release an environment, Web+ will unbind or release all resources that are owned by the environment. Unbind operations aim to remove the association between an environment and associated resources. After resources are unbound from an environment, these resources are no longer used. Web+ will call related Alibaba Cloud services to release other resources that are no longer required to avoid extra charges. Web+ performs different operations on different resources. The following lists resources and corresponding operations that are performed when you release an environment.

- **VPCs and VSwitches**

  Web+ unbinds VPCs and VSwitches that are owned by the environment rather than releasing them.

- **Elastic Compute Service (ECS) instances**

  Web+ uses the recycle mode by default.

  - If the recycle mode is applied to ECS instances that reside in an environment, these ECS instances are stopped without extra charges after you release the environment. You can log on to the ECS console and manage these ECS instances after you release the environment.

    > 🔊 **Notice**   After an ECS instance is stopped, no charge is incurred for the vCPU, memory, and Internet IP address in the recycle mode. However, you will still be charged for disks.

  - If the release mode is applied to ECS instances that reside in an environment, Web+ releases these ECS instances after you release the environment.

- **Default security group**
  - If the recycle mode is applied to ECS instances that reside in an environment, Web+ cannot release the default security group after you release the environment. This occurs because these ECS instances still exist and are linked with the default security group. You can log on to the ECS console and manage the default security group.

  - If the release mode is applied to ECS instances that reside in an environment, Web+ will release the default security group after you release the environment.

- **Server Load Balancer**
  - If an SLB instance is not created by using Web+, Web+ only unbinds the SLB instance rather than releasing the SLB instance when you release an environment.

  - If an SLB instance is created by using Web+, Web+ only releases the SLB instance when the following condition is met: No listener, forwarding rule, VServer group, or attached ECS instance that is configured by other services or environments exists on the SLB instance. Otherwise, Web+ only unbinds the SLB instance.

What are the scenarios when the number of ECS instances is scaled down to zero?

These scenarios are listed as follows:

- In an environment, both an SLB instance and multiple ECS instances exist. However, you only want to retain the SLB instance and its public IP address rather than the ECS instances.
- For example, if the operating systems on the existing ECS instances fail to work properly due to malicious operations, you will need to reset these ECS instances. To reset the ECS instances, you can scale down the number of ECS instances to zero and then scale up ECS instances.

An SLB instance is automatically added when a scale-up event occurs. Why is an SLB instance not automatically released when a scale-down event occurs?

If an SLB instance is not created by using Web+, Web+ only unbinds the SLB instance rather than releasing the SLB instance when you release an environment.

If an SLB instance is created by using Web+, Web+ only releases the SLB instance when the following condition is met: No listener, forwarding rule, or session that is configured by other services or environments exists on the SLB instance. Otherwise, Web+ only unbinds the SLB instance.

How can I troubleshoot a health check failure?

1. Check whether the deployment package is valid.
2. Check whether the service port of the application is included in the health check URL.

3.Compare Web+ with other services

The following table describes the differences between Web+ and other Alibaba Cloud web hosting services.

Differences between Web+ and other Alibaba Cloud services

Web+ is an integrated platform-based service that provides you with orchestration for infrastructure resources, deployment for runtime environments of multiple languages, and Web hosting.

Feature	Web+	Serverless App Engine	Enterprise Distributed Application Service	Simple Application Server
Elastic Compute Service	Supported	Not supported	Supported	Supported
Container	Planning	Supported	Supported	Supported
Application hosting	Supported	Supported	Supported	Supported
Multi-language	Supported	Not supported	Supported	Supported
Distributed applications	Supported	Supported	Supported	Not supported
Resource orchestration	Supported	Not supported	Not supported	Not supported
Microservices	Not supported	Supported	Supported	Not supported
Resource manageability	High	Medium	High	Medium
Capacity limits	Not limited	Not limited	Not limited	Limited

Feature

- **ECS**: indicates whether ECS resources are supported.
- **Container**: indicates whether container services are supported or adopted, such as Container Service and Elastic Container Instance (ECI).
- **Web hosting**: indicates whether web hosting is supported. This feature is mainly referred to as the capability of deploying applications and managing the lifecycle of applications.
- **Multi-language**: indicates whether you can use multiple programming languages to build applications.
- **Distributed applications**: indicates whether you can deploy an application across multiple nodes.
- **Resource orchestration**: indicates whether managed infrastructure resources can be automatically orchestrated.
- **Microservices**: indicates whether microservices are supported, such as service registration and detection, configuration and management, and elastic scalability.

- **Resource manageability**: indicates whether you can manage hosted infrastructure resources.
- **Capacity limits**: indicates whether a service sets limits on capacity of available infrastructure resources.

4.Contact us

If you have any further questions or requirements about using Web App Service, we recommend that you join the DingTalk customer service group by using one of the following methods.

Enter the group number 23388337 in DingTalk or scan the following QR code to join the customer service group for Web App Service.