

Frequently Asked Questions

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Tip

Use **Ctrl+F** to search this page for keywords like *IP, SFTP, port, backup, schedule*.

Access & Basics

Where do I manage my game server?

You manage your game server in the [Game Panel](#). This is where you start/stop the server, view the console, upload files, set schedules, and create backups.

What's the difference between the customer area and the game panel?

- [Customer Area](#): Billing, invoices, upgrades, cancellations
- [Game Panel](#): Actual server management (console, files, settings)

Console & Startup

How do I start/stop/restart the server?

1. Open your server in the Game Panel
2. Go to **Console**
3. Use **Start**, **Stop**, or **Restart buttons**

If your server is refusing to stop, you can click "Kill" in the same button that previously said "Stop"

BE WARNED - This will force stop the server and CAN lead to lost progress, or data loss with your save games.

My server won't start — what should I check first?

1. Open **Console** and check for any lines mentioning any form of error.
2. Check that you have entered all required fields in the "Startup" tab of the game panel.
3. Check disk space and memory usage. Servers that are using more resources than they have access to will not start.
4. Undo the last change (mod/plugin/config) and try again

If you get stuck you can always contact support for further assistance

Where do I change startup settings / variables?

Open your server and go to **Startup**. You'll see available variables.

Important: Changing startup values can stop the server from booting

Files & SFTP

How do I upload files (mods/plugins/configs)?

You can upload files using:

- **Files tab in the game panel:** Quick uploads (small files) can be uploaded directly in the browser, Note you can not upload entire folders this way. If you wish to upload an entire folder you **MUST** pack the folder into a .zip file. Upload that, then use the unarchive feature in the files manager.

- **SFTP:** Best for lots of files / big modpack. Gives you a program you can drag and drop files directly into the server from your computer.

We recommend the SFTP client called [WinSCP](#)

Where do I find my SFTP details?

1. Open your server in the panel
2. Go to **Settings**
3. Look for the **SFTP** section (host, port, username)

Tip: Your SFTP password is your panel password

Backups

How do I create a backup?

1. Open your server in the panel
2. Go to **Backups**
3. Click **Create Backup**

We recommend you do your backups when you have the least amount of players on your server. But your server will remain online for the duration of the backup.

How do I restore a backup?

1. Stop the server
2. Go to **Backups**
3. Select the backup and choose **Restore**
4. Start the server and test

Schedules

What are schedules used for?

Schedules let you automate tasks like:

- Daily restarts
- Automatic backups
- Running commands (e.g., announcements, saves)

My schedule didn't run — what should I check?

- Is the schedule **enabled**?
- Does the task have any actions linked to it?
- Does the task require the server to be **online**?

Important: All our servers run on the UTC time zone, all scheduled execution times will therefor also be reported in UTC time!

IP, Ports & Connection

Where do I find my server IP and port?

Open your server in the panel. Your **IP:PORT** is shown on the server's main page in the section called "Address"

Note: You can click on the address field to copy the information to your clipboard directly

Need more help?

[Contact support](#)

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