Miscellaneous

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How Can I Manage My VPS, Virtual, or Cloud Server Through the Client Area? *

This article provides step-by-step instructions for managing your server using the client area. Please note that these instructions assume you're accessing the client area from a laptop or computer screen.

1. Start by logging in to your client area.
2. Next, navigate to the Services section, where you'll see a list of all your services. Locate the service you wish to manage, and click on the "Manage" option available on the right side of that service.
3. Once you're on the management page for your selected service, you'll find a side menu on the left. Click on the "Control Panel" option.

At this point, all available options related to the management of your server will be displayed on the right side of the screen. These options allow you to configure and maintain your server according to your needs.

Remember, if you need any additional help or if you have questions about managing your server, don't hesitate to let us know. Our support team is always here to assist you.

The Meaning Behind Our Name

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Thank you for your interest in our services. We're excited to share with you the meaning behind our name, "OpenVServers." It stands for "Open Virtual Servers."

When we say "Open," we're referring to the open-source software we use to provide our services. This means that the software we use is freely available for anyone to use, modify, and distribute, ensuring transparency and flexibility.

When we say "Virtual," we're talking about the virtualization technology we use to deliver most of our services, such as KVM-Linux. Virtualization allows us to create multiple virtual environments on a single physical server, making our service more efficient and cost-effective.

When we say "Servers," we are referring to both the virtual and physical machines that we use to provide our services. We maintain a fleet of high-performance servers that are monitored and maintained to ensure maximum uptime and performance.

It's important to note that our services go beyond the name. We also provide domain registration services, SSL certificates, server management services, and more to ensure that our clients have all their needs met in one place.

Thank you for considering our services. We strive to provide high-quality services to our clients and are always looking for ways to improve. Please don't hesitate to contact us if you have any questions or need further assistance. We look forward to the opportunity to work with you.

Where Can I Find My Backups?

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The location of your backups depends on the service you've purchased.

Reseller or Web Hosting Service with DirectAdmin (with JetBackup plugin)

If your web hosting service utilizes the JetBackup plugin, you can find your backups by following these steps:

- Log into DirectAdmin for the corresponding web hosting account.
- Locate the JetBackup section on the main dashboard or navigate to it through the menu.
- Click on "JetBackup" to access the backup management interface.
- Here, you can view, download, or restore your backups, depending on the options available with your service.

Please note that if you don't see any backups available, it's likely because your account is less than 24 hours old.

For manual backups created through DirectAdmin, you can find them in the "backups" folder located at the root of your web hosting account.

If you need any additional help or if you have questions, don't hesitate to let us know. Our support team is always here to assist you.

How to Access the File Manager in cPanel? *

Accessing the File Manager in cPanel is simple and straightforward. The File Manager allows you to manage your website's files and folders directly from your web browser. To access it, follow these steps:

1. Log in to your cPanel account.
2. Navigate to the "Files" section within the cPanel homepage.
3. Click on the "File Manager" icon.

If you don't see the "File Manager" option, it's possible that you're logging in through WHM, which is the administration section of cPanel. Don't worry, just follow these steps to access the File Manager:

1. Log in to WHM.
2. Click on List Accounts.
3. Click on the cPanel logo next to the domain name to access the cPanel of that account.

If you still can't see the File Manager option, you can use the Feature Manager to enable it. The Feature Manager allows you to enable or disable features within your cPanel account. You can find detailed instructions on how to use the Feature Manager at https://documentation.cpanel.net/display/64Docs/Feature+Manager.

We're always here to help you with any questions or concerns you may have. If you require additional instructions or support, please don't hesitate to contact us. Our support team is available to assist you via email or by submitting a support ticket through the client area on our website.

Resetting the Password of an FTP Account *

This article explains how to reset the password of an FTP account. Since resetting the FTP password depends on the service you are using, this article is divided into several sections to help you find the information you need.

Unmanaged Servers, Essential Servers, and Hybrid Servers

If you want to reset the FTP password on an unmanaged server (e.g., Essential Server) and you're not using a web control panel or any of our professional support plans, only you would know how your FTP service is set up.

In most common cases, resetting the password of a Linux system account will also change it for the main FTP account associated with it.

If you are using a web control panel, you can follow the instructions available in the corresponding web control panel's documentation to change the FTP account password. At the end of this article, we have shared some articles with instructions for some of the most popular web control panels.

Web Hosting

To reset the password of any FTP account, access your web control panel.

Follow the instructions available in the documentation of the corresponding web control panel to change the FTP account password. At the end of this article, we have shared some articles with instructions for some of the most popular web control panels.

Reseller Hosting and Managed Servers

To reset the password of any FTP account, access your web control panel.

If you want to change the password of an FTP account associated with a sub-account, you will need to log in to the respective sub-account to be able to change the password of any FTP account associated with it.

Follow the instructions available in the documentation of the corresponding web control panel to change the FTP account password. At the end of this article, we have shared some articles with instructions for some of the most popular web control panels.

Web Control Panel Articles

Regardless of the service you are using, the main FTP account is usually linked with the username used to access the web control panel. In other words, if you reset the password associated with the username used to access the web control panel, you will also reset the password of the main FTP account associated with it.

For your convenience, we have provided articles with instructions for some of the most commonly used web control panels to help you reset the password of an FTP account:

- **DirectAdmin:** https://www.site-helper.com/ftp.html
- **cPanel:** https://docs.cpanel.net/cpanel/files/ftp-accounts/

- **Plesk:** https://docs.plesk.com/en-US/obsidian/customer-guide/ftp-access-to-your-websites/

If you encounter any difficulties following a specific article, please let us know, and we will be happy to assist you.

Resetting Your Client Area Password *

To reset the password for your Client Area (dashboard), you'll need to know your username, which may not be your email address. If you don't remember your username, you can request an email with your username. Once you know your username, you can reset your password.

Not Receiving Any Email?

Depending on your email provider or spam settings, our emails might end up in your spam folder.

If your email provider is Microsoft (e.g., outlook.com or Office 365), you may need to add our domain (ovs.host) to your Safe Senders and Recipients list to receive our emails. Follow these instructions: https://support.microsoft.com/en-us/office/filter-junk-email-and-spam-in-outlook-on-the-web-db786e79-54e2-40cc-904f-d89d57b7f41d

Can Your Password Be Reset Manually or via Live Chat?

If you're unable to recover your password through your email account, we can manually reset your password after confirming your identity using various methods associated with your account. To protect your security, we can't disclose which methods are used to prevent potential social engineering attacks and other security risks.

If you're still experiencing difficulties resetting your password, don't hesitate to contact us for further assistance.

How to Get CPU Usage Alerts for MySQL/MariaDB? *

If you have a shared or reseller hosting account, or any other managed service, it is not possible to enable this functionality. In these cases, resource management is our responsibility.

If you have a managed server, it may be possible to use certain monitoring tools to receive CPU usage alerts.

Alternatively, with an unmanaged server, you'll have root access and can install and configure any tools you desire. If you require assistance with an unmanaged service, you can purchase a professional support plan, and our team will be available to help you implement solutions at both administrative and technical levels.

Alternatively, you can occasionally request a quote for a one-time service, covering software installation, configuration, training, or support hours associated with the third-party tool.

Remember, if you need any additional help or if you have questions, don't hesitate to let us know. Our support team is always here to assist you.