

Storage

Specific information about features and operations for Flex & Vault services.

- [Getting Started](#)
- [User interface overview](#)
- [Plesk](#)
- [Server access](#)
 - [Web UI](#)
 - [SSH access](#)
 - [SFTP access](#)
 - [FTP access](#)
- [Backup & Restore](#)
 - [Backing up your Storage Server](#)
- [Security](#)
 - [Managing SSH keys](#)
 - [Changing your server password](#)

Getting Started

We appreciate that you trust Hosterra to backup your files and data.

This page is a guide to help you quickly get started with your new server. We know that the Hosterra interface is probably a bit different from the ones you are used to... So you will find here links to the most useful articles to get started.

If you can't figure out how to perform an operation on your server in this startup guide, feel free to open a support request.

Access to your server

You can [access and administer your server](#) via a web interface called [Plesk](#).

Security of your server

Hosterra implements many tools to secure your server. These tools are operated by Hosterra and you don't have the ability to configure them. However, there are some actions you can take to further secure your server:

- [Change](#) the initial password of the server.
- Set up an [account delegation](#) if needed (Hosterra account).

Send files or backups to your server

User interface overview

From the Hosterra dashboard, you can access the details of your storage service(s). These details are presented as follows:

The screenshot displays the Hosterra dashboard for a storage service. At the top, the Hosterra logo is on the left, and navigation icons for shopping cart, notifications, and user profile are on the right. The main navigation bar includes: DASHBOARD, SERVICES, DOMAINS, SSL CERTIFICATES, BILLING, and SUPPORT. The dashboard header shows the account ID: 844C1247-C1AF-4935-B586-02450B3757F7.HOSTERRA.STORAGE. A sidebar on the left contains: Overview (selected), Change Password, Server - KPIs, and Datacenter. The main content area features a 'Storage' card with a vault icon, 'VAULT-5T Active' status, and a 'Plesk Login' button. To the right is a storage usage gauge showing 0% usage (6.8 G / 5000 G). Below these are three sections: 'Technical details' (Username, Server Name: coville.hosterra.tech, IP Address: 62.210.89.18, Datacenter: PAR2 - Vitry-sur-Seine, Paris, France), 'Billing details' (Registration date: 2023-07-21, Recurring Amount: 0,00 €, Next due date: 2023-11-21, Billing Cycle: Monthly, Payment Method: Stripe), and 'Related contracts' (General Sales Terms, Special Terms of Service, All documents, each with a 'View' link).

844C1247-C1AF-4935-B586-02450B3757F7.HOSTERRA.STORAGE

Overview

Change Password

Server - KPIs

Datacenter

Storage

VAULT-5T Active

Plesk Login

Storage

0%

6.8 G / 5000 G

Technical details

Username	
Server Name	coville.hosterra.tech
IP Address	62.210.89.18
Datacenter	PAR2 - Vitry-sur-Seine, Paris, France

Billing details

Registration date	Recurring Amount	Next due date	Billing Cycle
2023-07-21	0,00 €	2023-11-21	Monthly
Payment Method			
Stripe			

Related contracts

General Sales Terms	View
Special Terms of Service	View
All documents	View

Left side menu

This menu gives you access to secondary details page to:

- change your server password;
- access environmental monitoring of the server - note values are given per stored terabytes;
- get details about the datacenter where the server is located.

Plesk access box

With the orange button, you can automatically log-in to your server, thanks to SSO.

Consumption box

Gives details about main consumption indicators.

Note these consumptions are refreshed once per hour.

Technical details

All the technical information you need to know about your server.

Billing details

A quick overview about prices and billing cycle of your server.

Related contracts

The contracts you signed when you subscribed to this offer.

Note the given link take you to the exact contracts you signed as they were at the time of signing, and therefore as they apply in your case, for this server.

Plesk

All Hosterra's storage servers are equipped with Plesk software, which allows you to make all the operational settings for these services.

The version of Plesk installed on your server is a special version, customised to take into account the characteristics of Hosterra servers and services. Please note that the screenshots in this book may differ slightly from what you will see on your server. This is because the version installed on your server is regularly updated and improved.

Official documentation

Plesk is a very popular and widely used piece of software. So you'll find plenty of documentation, tutorials and videos about it on the web.

The reference for using Plesk can therefore be found directly on the Plesk website:

- the [Quick Start Guide](#)
- the [Customer's Guide](#)

It contains everything you need to know to set up your server's standard functionalities correctly.

However, if you want to understand and use the features specific to Hosterra, we recommend that you read this present book too.

Server access

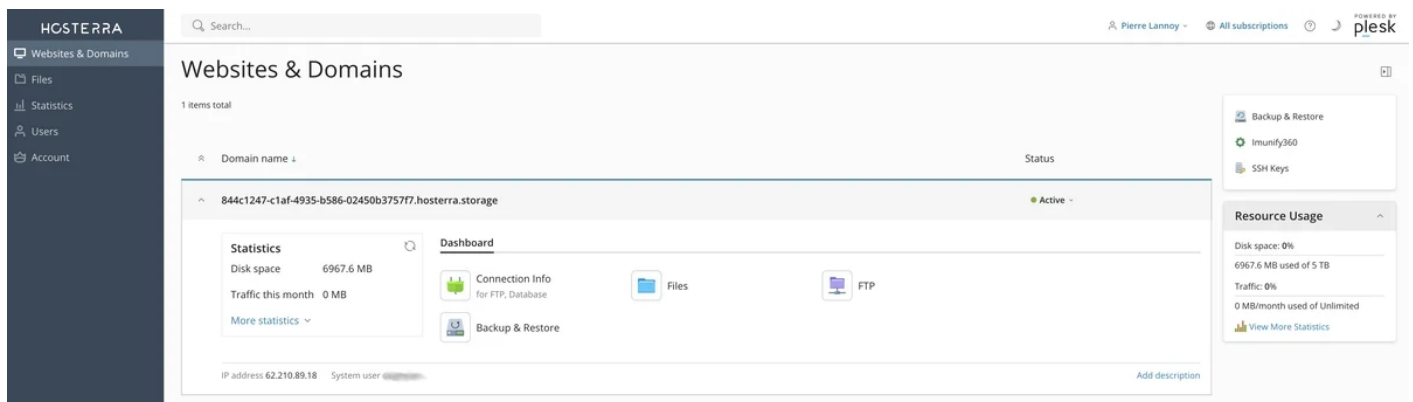
You can access your server via a number of methods and tools.

Server access

Web UI

The easiest way to access your server is from your [Hosterra account](#). To do this, click on the service you want to manage and then in [the service details page](#), click on the **Plesk Login** button to access the Plesk interface of your server.

You can also connect directly to your server Plesk interface with the credentials and url we sent you by email after your purchase...



The screenshot displays the Hosterra Plesk interface. On the left is a dark sidebar with navigation options: 'Websites & Domains' (selected), 'Files', 'Statistics', 'Users', and 'Account'. The main content area is titled 'Websites & Domains' and shows '1 items total'. A table lists one item with the domain name '844c1247-c1af-4935-b586-02450b3757f7.hosterra.storage' and a status of 'Active'. Below the table is a dashboard for this item, featuring a 'Statistics' widget (Disk space: 6967.6 MB, Traffic this month: 0 MB), a 'Dashboard' with 'Connection Info', 'Files', and 'FTP' links, and a 'Backup & Restore' link. The bottom of the dashboard shows the IP address '62.210.89.18' and system user information. On the right side, there are two panels: 'Backup & Restore' with links for 'Backup & Restore', 'Imunify360', and 'SSH Keys'; and 'Resource Usage' showing 'Disk space: 0%' (6967.6 MB used of 5 TB), 'Traffic: 0%' (0 MB/month used of Unlimited), and a 'View More Statistics' link. The top right corner includes user information 'Pierre Lannoy', subscription status 'All subscriptions', and the Plesk logo.

SFTP access

For security reasons, the Storage servers are only reachable via SFTP with keys (and not with a password). To access to your server you have to start by [adding the key\(s\)](#) you want to use.

Once a key added to your server, you can access it with any software that supports SFTP (Filezilla, Forklift, etc.). Make sure you use the following settings:

- Server: the full name of your server, for example `tabarly.hosterra.tech`
- Port: `22`
- Username: the username we sent you by email after your purchase
- Password: none

Server access

FTP access

For minimal security reasons, the Storage servers are only reachable via **FTPs** (also called FTP TLS).

So, you must set your favorite software (Filezilla, Forklift, etc.) with the following parameters:

- Protocol: FTP TLS
- Server: the full name of your server, for example `tabarly.hosterra.tech`
- Port: `21`
- Username: the username we sent you by email after your purchase
- Password: the password for this user (initially sent to you by email, and that you have certainly already modified)

Backup & Restore

Backing up your Storage Server

With the tools bundled with [Plesk](#), you can choose to backup your entire server account without any external software or plugin. It allows you to "chain" backups from one server to another one.

When you are [logged in Plesk](#), you can access the *backups manager* by opening the Plesk right-hand menu, then click on **Backup & Restore**:[backup-restore-en.webp](#)

Remote storage settings

Unless you want to make a local backup (on the same server), it is best to set up remote storage. By defining a remote storage as the target for your backups, you can be sure that your backups will be stored elsewhere than on the server itself. This is a simple precautionary measure to protect against data loss.

To define this remote storage, click on the upper **Remote Storage Settings** button.

In the opened screen you can select the type of remote storage you want to use as backup destination:

FTP and SFTP

It is a very professional solution. It allows you to use your own backup server (like a NAS), a professional file storage service (like the [Flex or Vault services](#) provided by Hosterra), etc. as backup destination. If you have choice, we recommend that you give priority to SFTP, which is a much more secure protocol than FTP.

Cloud drives (Dropbox, Google, OneDrive, etc.)

That's a simple solution, and sometimes free for small backup sizes, but it has a huge privacy implication. Choose this if you fully understand all the implications it has for you, your customers and the users of your sites.

Object storage (S3 Amazon, DigitalOcean and S3-compatible)

It's a professional solution. But it can be expensive, depending on the S3 provider. You have to understand what you are technically doing to use this type of remote storage.

If you don't see the remote storage type you want to use, it is because it is not yet activated on your server. You can ask us to activate it just by asking us in a ticket, it's free!

Instant backup

To perform an instant backup, click on the upper **Back Up** button in the *backups manager*.

In the opened screen just choose what you want to backup and the destination. The backup will start as soon you click on the "OK" button.

Note: if you choose to make local instant backups, the size of the backups will count towards your server disk quota.

Scheduled backup

You can ask Plesk to back up your account on a periodic basis. To do so, click on the upper **Schedule** button in the *backups manager*.

In the screen that opens, choose the backup frequency by selecting it (daily, weekly or monthly), then set the parameters of the backup it self.

If you want to save on storage size and bandwidth, you can choose incremental backup. If so, Plesk will backup only data that has been modified since the previous backup.

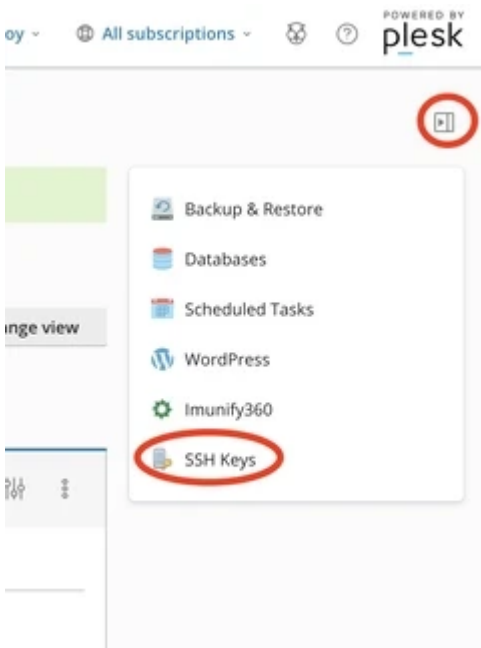
Note: if you choose to make local scheduled backups, the size of the backups will count towards your server disk quota.

Security

Managing SSH keys

Plesk allows you to manage SSH keys. These keys are needed when you want to access your server via SSH command-line, use a software (like FileZilla or Forklift) to upload files via SFTP, or set the backup system bundled with your account.

When you are logged in Plesk with the right user, you can access the *keys manager* by opening the Plesk right-hand menu, then click on **SSH Key**:



Adding a SSH key to your server

To enable other computer or service to connect to your server via SSH (SFTP, rSync, SSHFS, etc.), you need to add a SSH key relating to this computer or service. In most cases, a key is provided by the service you wish to connect from.

To import this key into your server, in the *keys manager*, just choose to add a key and paste the key content.

Note this key **MUST** contain a name, which is not always provided. If it's missing, you have to add it at the end of the key, after a space character (the name of the key itself must not contain spaces).

The format of the key to paste in Plesk should be something like that: `ssh-ed25519 ACR5fG...PK0e8M0 my_key_name`

Removing key(s) from your server

You can delete one or more SSH keys at any time by selecting it/them in the *keys manager* and clicking on the **Remove** button.

After the deletion of a key, the external computer or service that was using it to connect will no longer be able to connect to your server.

Changing your server password

The easiest way to change your server password is to do it from your Hosterra account: click on the service you want to manage and then in the window that opened, click in [the left side menu](#) on **Change Password** and follow the procedure.

It is imperative that you change your password after creating your server. The initial password was sent to you by email.