Understand self-managed hosting and managed OS support

Your hosting plan provides resources and the controls for your service. The applications you install and any support add-ons affect who handles maintenance inside it. Check your order, active add-ons and support agreement before assuming that a task forms part of the plan.

Check the service you bought

1. Open **Services → My Services** in the billing portal.
2. Check the product name, resources, billing period and any active add-ons on the service.
3. Read the description of your add-on and any written agreement in your ticket history. A product label alone does not describe every responsibility.
4. If you are unsure who should perform a change, send support the service ID and the task before making it.

Running a self-managed VPS or dedicated server

For self-managed systems, plan to maintain the guest operating system, user accounts, access rules and applications you install. That includes web servers, databases, game software and control panels inside your machine. Review security updates, application compatibility and backups as part of your operating routine.

CloudExa provides the service and its available infrastructure controls. Contact support when you suspect a problem with provisioning, assigned networking, host infrastructure or panel access. Describe the symptoms and any guest-side checks you have made; support can then establish where the fault sits. A working power control does not prove that an application inside the machine is healthy.

What the managed OS add-on covers

The current add-on is **Managed OS Security, Monitoring & Recovery**. Its listed scope includes:

- Security updates for a supported operating system.
- Automated availability and resource monitoring after onboarding.
- Reasonable remote recovery assistance after a monitored failure.

The add-on excludes application, panel, plugin and game updates; development; backups; malware cleanup; and data reconstruction. It does not promise a guaranteed recovery time. Human response follows the applicable support terms.

Before relying on monitoring, confirm that onboarding has finished, required access works and the intended checks cover your service. An OS-level availability check does not necessarily test a website checkout, Minecraft login or every plugin. Tell support when you change ports, access credentials or services that a monitoring check depends on.

Game hosting and application changes

The game panel gives you controls for files, startup settings, backups and other features enabled on your plan. You still need to check the compatibility and effects of the plugins, mods, worlds and configuration you upload. Ask support for advice before changing a setting you do not understand.

A backup allowance describes the available backup feature or capacity. It does not mean a recent successful backup exists. Set your backup routine, confirm completion and keep an off-service copy of important data. The managed OS add-on does not add backups to its scope.

Agree the next action

When requesting work, state the desired result and what must stay intact. Mention downtime constraints and whether support may restart a service. A resize, application update and reinstall have different effects; specify the one you want. Keep a usable backup before changes that could affect data.

For a task outside the listed scope, ask whether support can offer it and what it would cost. Use the written response to agree the work. This guide explains the current add-on description; your order and applicable service terms remain the reference for your service.

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