

?????Recover Data

Recovering data is possible depending on the status of your server.

Check if your server is eligible for your data to be recovered

To do this, next to your server on the [dashboard](#) will have a status, which will either be:

- Active
- Suspended
- Canceled
- Terminated

Active: Your server is fully working, all data is still on the `files` tab and can be downloaded directly over the website (not recommended) or over FTP (recommended)

Suspended: Your server data is still there, some services may not function properly, however you have very restricted access to your server, a server suspension is usually caused by a declined or unpaid invoice for your server, to fix this make sure you have paid for the server.

Canceled: Your server data is still there, however all services are unavailable on your server. To recover your data you will have to open a support ticket to temporarily open your server and for you to manually recover your data, or you can uncanceled your server and pay for the next month.

Terminated: All your server data has been deleted from our servers, and there is no way to recover your data.

Your server will go through phases after a forgotten payment:

- Phase 1: Server Suspended
 - Phase 2: Server Canceled
 - Phase 3: Server Terminated
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