Reinstall

Why can I no longer connect to my server via SSH after a Re-installation?

Possibly the Re-installation of your server has not yet been completed. A Re-installation may take up to 3 hours. You can see the status of your Re-installation by following these steps:

1. Login into the customer panel with your customer data and your password
2. Choose the affected contract
3. Choose the menu „Server“
4. Choose the point „Serverdata“
5. You can now see the status of the installation under „Software-Data of the server“

If the Re-installation of your server has not been completed after a reasonable period of time or the server is not available despite the completion of the installation, please contact our support via E-Mail or phone.

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