

# Minecraft Hosting Questions

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# Do you guys offer Tebex Trials?

We actually do offer Tebex Trials!

By clicking [here](#). You can be entitled to 30 days of Tebex Ultimate!

If you already have a Buycraft/Tebex account this will not work for you.

# How do I add another minecraft user to access my server?

So you want to add a sub-user to access your console or allow a user to access your server files. This is a severe warning from us. If you **know** the developer or the user your trying to add is a **close** friend, it is **safe** to add them. **However**, if the user you're trying to add is **unknown**, a **known scammer**, or an **untrusted** user from the internet, **do not add them** at any cost. If you do add any users from the internet. Aquatis is **not responsible** for any **damage caused** to your server.

Please select the option below that applies to you. Please send this to the sub-user so their account can be created.

## Server Owner

### Step 1

**Refer** your friend to this article and have them scroll down to the user section.

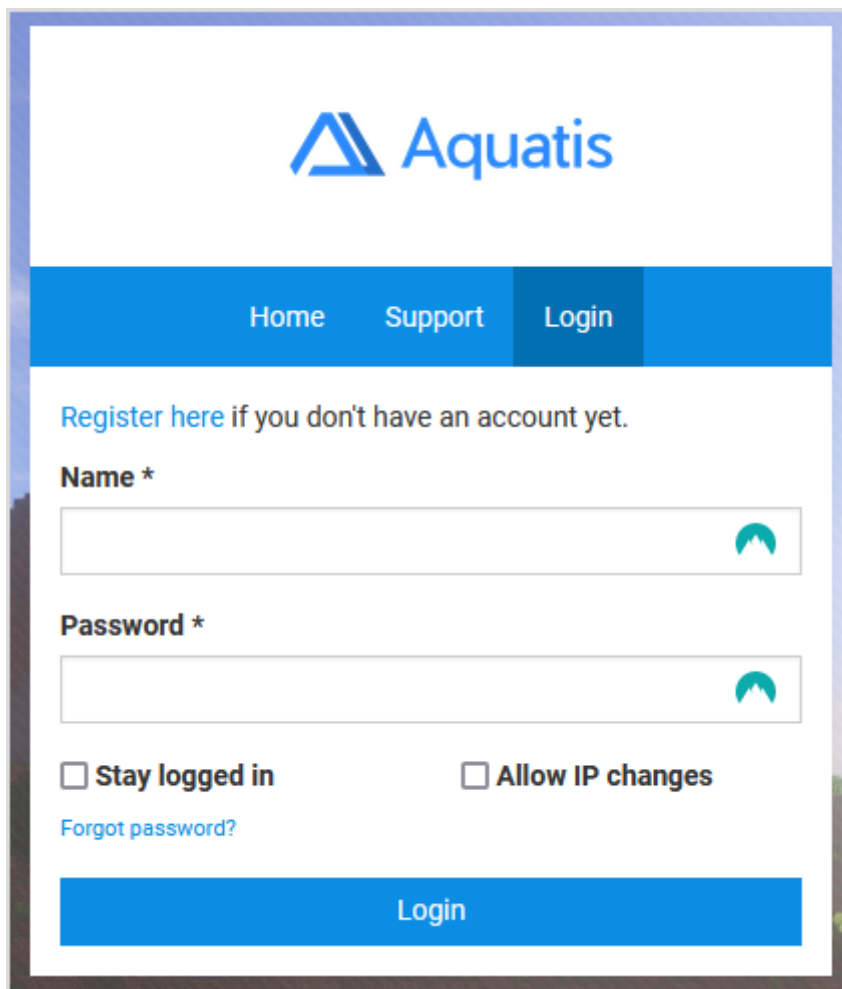
Wait for the other user to create an account, once completed, ask for the username that they used to create the account for the next step.

### Step 2

**Navigate** to the [Multicraft](#) panel.

### Step 3

**Login** to the panel with your credentials.



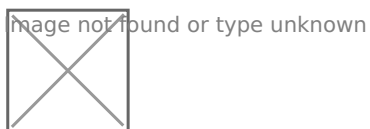
## Step 4

**Select** the server you want to grant the user permissions for.



## Step 5

**Select** "Advanced > Users", on the left-hand side.



## Step 6

**Type** in the username of the user you want to add, and their username will appear right under.

Image not found or type unknown



## Step 7

For the FTP Access/FTP Username, the details are below. **Set** it to any option you prefer.

No Access	The desired user can't make any modifications to your server files.
Read-only	The desired user can only read/view your server files.
Full access	The desired user can make any modifications to your server files. <b>(Recommended for TRUSTED Staff &amp; Friends)</b>

For the Role, the details are below. Set it to any option you prefer.

Guest	Can see basic information about a server like online status and number of players
User	Can use chat, view available commands, and use certain cheat functionality is enabled by the server owner
Moderator	Can start servers, use the "admin say" command, see the server console, summon/kick/tp players, use the "give" command, and download backups.
Super Moderator	Can issue server commands, stop/restart the server and start backups.
Administrator	Has full control over all server functions such as managing players, editing configs, etc.
Co-Owner	Can assign FTP access to another user.
Owner	Can assign co-owner status to other users.

As soon as you click the option on the drop-down the changes are applied instantly.

## Step 8

Once you have added the user permissions. Ask the user to reload the page. Your new user should have access to your server now!

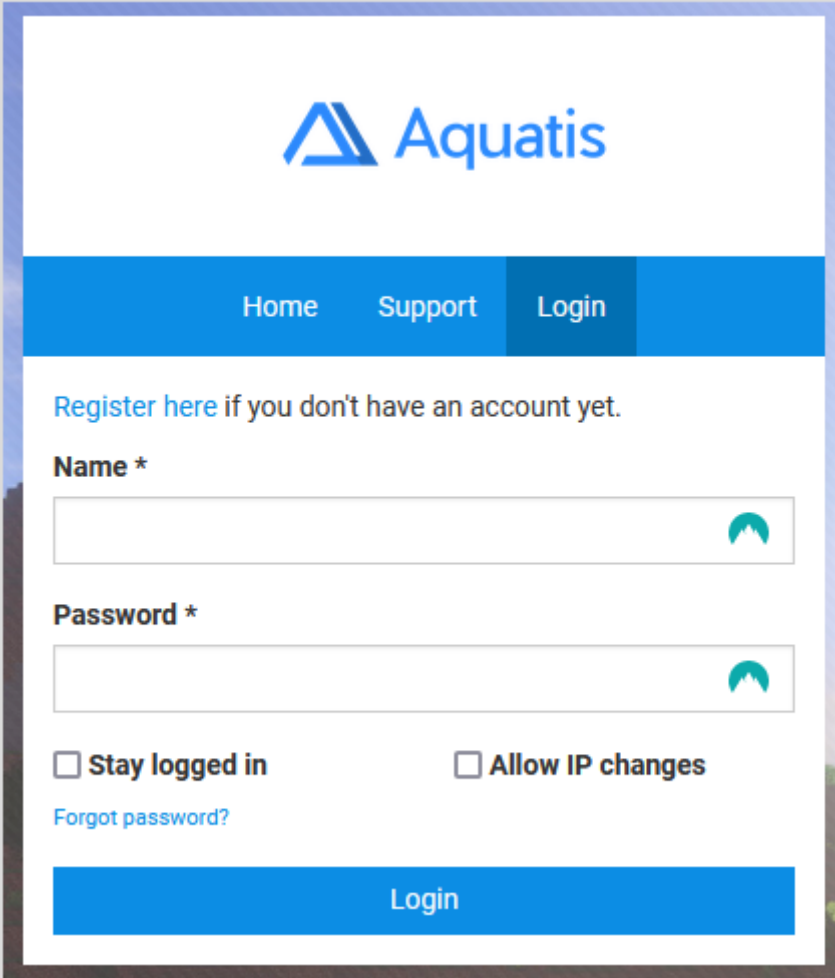
### User


## Step 1

**Navigate** to the [Multicraft](#) panel.

## Step 2

**Select** "Register here".

A screenshot of the Aquatis website's login and registration interface. At the top, the Aquatis logo is displayed. Below it is a navigation bar with three links: "Home", "Support", and "Login". The "Login" link is highlighted. Below the navigation bar, there is a text prompt: "Register here if you don't have an account yet." followed by two input fields. The first field is labeled "Name \*" and the second is labeled "Password \*". Both fields have a small green icon of a mountain peak to their right. Below the password field, there are two checkboxes: "Stay logged in" and "Allow IP changes". Below these checkboxes is a link that says "Forgot password?". At the bottom of the form is a large blue button labeled "Login".



[Home](#) [Support](#) [Login](#)

[Register here](#) if you don't have an account yet.

**Name \***

**Password \***

☐ **Stay logged in** ☐ **Allow IP changes**

[Forgot password?](#)

[Login](#)

## Step 3

**Fill** out the information requested on the form. Then select **Register**.

[Home](#)[Support](#)[Login](#)**Username \*****Password \*****Confirm Password \*****Email \*****Verification Code**[Get a new code](#)

Please enter the letters as they are shown in the image above.

Letters are not case-sensitive.

[Register](#)

Let the account owner know that you finished all the steps! Simply close the page, you're done here!

# Can I transfer my minecraft server to another machine/location?

Before we answer your question, let's explain some terms before!

## What is a Daemon?

A daemon is a process that runs in the background. Our panel software often runs in the background of physical servers, this is the software that runs your Minecraft server. At times, we have multiple daemons/physical servers at the same location.

We can understand that you may not like your Minecraft servers allocated to different physical servers. Below are some questions that some of our users have.

## Would you be able to transfer your server to another physical server?

Absolutely, we can transfer all your files and settings over. The only thing that would change is the IP and port.

## Would you be able to transfer your server to another location?

Absolutely, we can transfer all your files and settings over. The only thing that would change is the IP and port, your ping to the server may change as well.

Simply open a ticket in our billing area [here](#) and let us know what server you want to move.



# Am I able to upgrade my server to another plan?

Before we answer your question, let's explain some terms before!

## How does my server work?

When you first purchase your Minecraft server you purchase a specific amount of ram. You may have seen it online, the start command when you launch the Minecraft server via command line. You will see the Java command, the ram allocation "-Xmx1G" and the jar to boot. Our internal system kind of works similarly.

```
java -Xmx1G -jar minecraft_server.jar
```

## If I upgrade/downgrade my server, do I keep my files?

Absolutely, the only thing that is changed is the amount of ram your server is allocated with.

## If I upgrade/downgrade my server, do I keep my IP?

Absolutely, the only thing that is changed is the amount of ram your server is allocated with.

Simply open a ticket in our billing area [here](#) and let us know what server you want to upgrade.

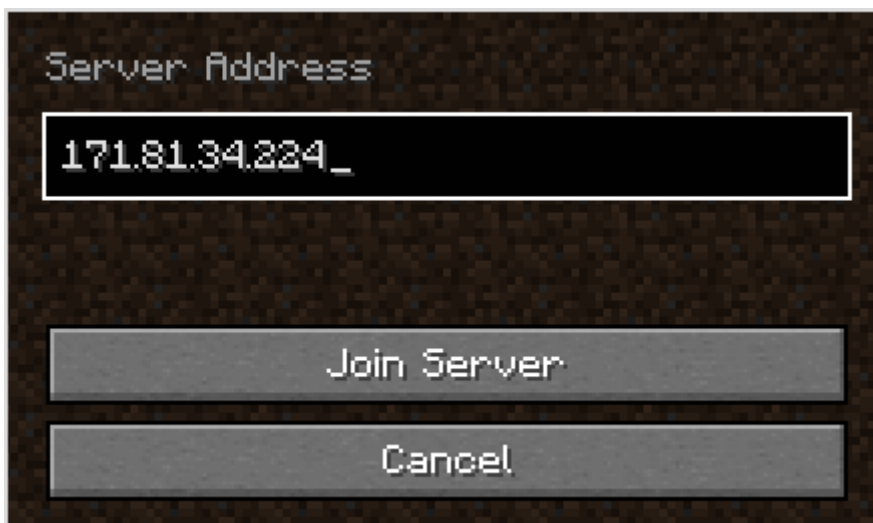
Once you paid the invoice to upgrade the server, the system will automatically allocate you the new ram amount. However, you must restart the server to take effect.

# What's the difference between a Dedicated IP, Domain & Sub-Domain?

All the items listed above are methods for connections to connect to your Minecraft server.

## Dedicated IP

A Dedicated IP is an IPv4 address assigned to your server. Since you are reserved your **own** IP, which is not shared with other customers. The Minecraft server will default to running on port 25565, when joining the Minecraft server on a Minecraft client, if you don't put a port at the end of the server address as shown below in the image, it will join the default port of 25565.



It changes your server IP from (192.168.65.34:25582) to (171.81.34.224:25565) an IPv4 address with the default port, you can also join the IP with 171.81.34.224. You can rent a dedicated IPv4 address for **\$3/mo**.

A Dedicated IPv4 address is not a domain. However, it is used for servers starting out that don't want a port. It is also used for connecting domains & subdomains to the Minecraft server.

## Domain

A domain is a record like (myserver.net) or (coolminecraftserver.org). You can buy a domain from aquatis, please note domains do cost money. Around \$12 a year at a base cost. We recommend if you start a network you do get a domain.

## Sub-Domain

A sub-domain is a sub-record of your actual domain. If you own the domain (xylemnetwork.net). You can make a subdomain as (play.xylemnetwork.net) & (mc.xylemnetwork.net). You can make as many DNS records as you want for free. However, the end of the domain needs to be the same as the original domain. (\*.xylemnetwork.net)

\* The star represents anything you can place as the subdomain.

A sub-domain is generally used for servers for players to join. You could use (mc.xylemnetwork.net) for players to join your server if you own the domain, you can forums.xylemnetwork.net for your website.