

Use the Recovery Console for my Dedicated Server

Article Number: 914 | Rating: Unrated | Last Updated: Wed, Sep 9, 2020 at 8:17 PM

Use the Recovery Console to regain access (via SSH) to your Dedicated Server - for example, if you've been inadvertently locked out by a new firewall or iptables rule. You need to know your server username and password to connect to your server **via SSH**. **Note:** The Recovery Console is not available for Dedicated Servers running Windows. Log in to your account. ([Need help logging in?](#)) Under **Manage Products** select **Manage Dedicated Servers**, select the Dedicated Server you wish to use, and select **Manage**. In the top-right corner of the page, click **Server Actions** and select **Recovery Console**. After a moment the Recovery Console launches in a new browser tab. Use your SSH credentials to log into your server to make changes if necessary. **Guides: Share SPICE sessions** The SPICE Console allows for both you and the customer to "take over" each other's session. Once the customer is logged into the SPICE Console, you can click to launch the **Recovery Console** and the session will start right where the customer left off. The customer can perform the same action to take over your session as needed. Passing the session back and forth is useful for navigating the server together.

Posted - Tue, Sep 1, 2020 at 2:28 PM.

Online URL:

<https://www.heartinternet.uk/support/article/use-the-recovery-console-for-my-dedicated-server.html>