

Troubleshooting & Glossary

“Insufficient storage” / backup won’t start

- Check sidebar **storage used** / **quota**.
- Delete old objects or purchase a **Cloud Backup Storage** add-on.
- Pro: confirm you have not exhausted the **included 5 GiB** without add-ons.
- Large jobs reserve space before upload — wait for stuck jobs to expire (up to 24h) or cancel the job.

Upload button disabled

- **Community** plan — upgrade to Pro or buy storage quota.
- Trial ended — subscribe to Pro.

Deploy / Restore target greyed out

- Target member lacks the right stack (for example cPanel backup → non-cPanel server).
- Object is redacted or not deployable/restorable.
- Refresh members by reopening the modal (panel refreshes account member list).

Discovery stuck or slow

- Member must be online with agent check-in.
- Watch the progress panel — phases are agent-reported (v219+).
- **Force fresh baseline** re-uploads everything and takes longer.

WHM S3 backup fails

- Verify endpoint, bucket, keys from **Credentials**.
- Confirm quota headroom.
- Check vault region matches what you purchased in Stripe.

Objects missing after backup “succeeded”

- Large archives may still be **assembling** — watch **Activity** until **Confirm stored**.
- Look inside the correct **member** → **Backups** folder.
- Use **Search** by filename or domain.

Glossary

Term	Meaning
Object	A named thing in a pool (site backup, config file, dump)
Version	A point-in-time revision of an object
Artefact	Internal platform type (OLS vhost, cPanel account, etc.) — you see the friendly object name
Publish	Finalize an upload into the object catalog
Send To	Copy to member inbox without production changes
Deploy	Write config to production with rollback
Restore	Replay a backup snapshot on a compatible server
Discovery	Read-only inventory of config files into the pool

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