

Connecting to your server with SFTP

What this is about

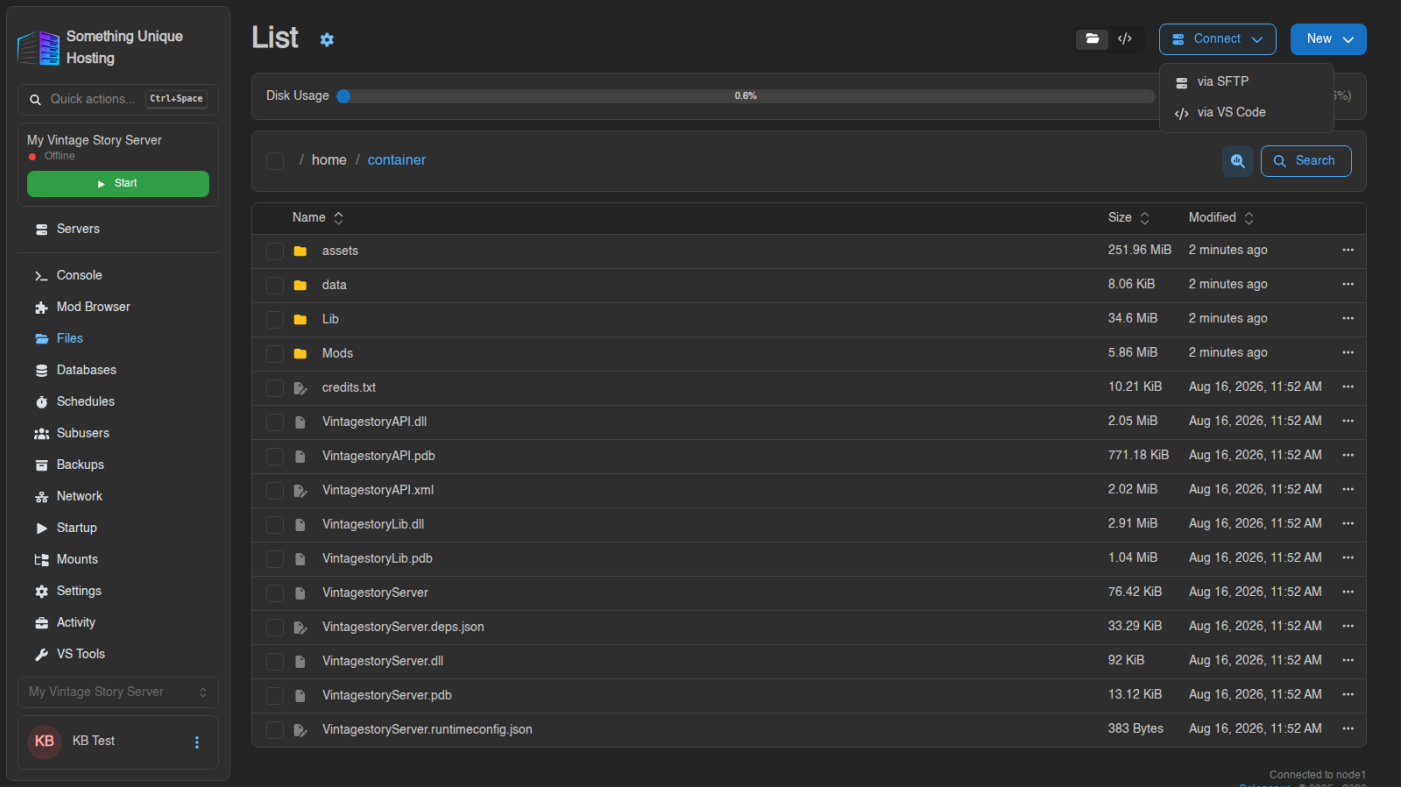
SFTP lets you manage your server's files from a program on your own computer instead of the browser. The panel's **Files** tab handles uploads of any size, so you don't *need* SFTP, but it's handy when you want to:

- move **lots of files at once**, like a whole world folder or a modpack
- keep folders on your computer and your server in sync
- make a quick local copy of your server before a big change

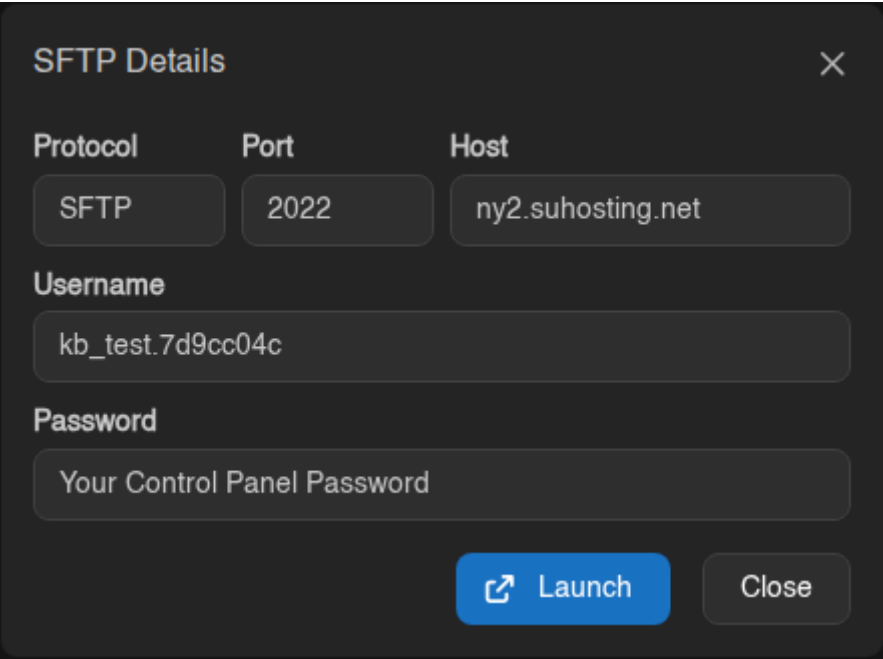
You'll need an SFTP program. We recommend [WinSCP](#) (Windows) or [FileZilla](#) (Windows, macOS, Linux).

Finding your connection details

1. Open the game panel and go to your server.
2. Click the **Files** tab.
3. Click the **Connect** button at the top of the file list, then choose **via SFTP**.



A window opens with everything you need. Click any field to copy it.



Field	What to enter in your SFTP program
Protocol	SFTP (not FTP, not FTPS)
Host	Your node's address, e.g. <code>ny2.suhosting.net</code>
Port	<code>2022</code> (not 21 or 22)
Username	Your panel username, a dot, then a short server ID, like <code>yourname.7d9cc04c</code> . The part after the dot identifies the server, so each server has its own SFTP username

Field	What to enter in your SFTP program
Password	Your game panel password

The username is different for every server on your account. If you have more than one server, make sure you copy it from the right one.

Option 1: Launch your SFTP program automatically

If WinSCP or FileZilla is installed, click **Launch** in the SFTP details window. Your browser will ask to open the program. Allow it, and the connection details are filled in for you.

The first time you connect, your program may warn that it doesn't recognise the server's host key. That's normal for a first connection, so accept it.

Enter your game panel password when asked, and you're in.

Option 2: Enter the details manually

WinSCP

1. Open WinSCP. The **Login** window appears.
2. Set **File protocol** to **SFTP**.
3. Fill in **Host name**, **Port number**, **User name** and **Password** from the details window.
4. Click **Save** if you want to keep it for next time, then **Login**.

FileZilla

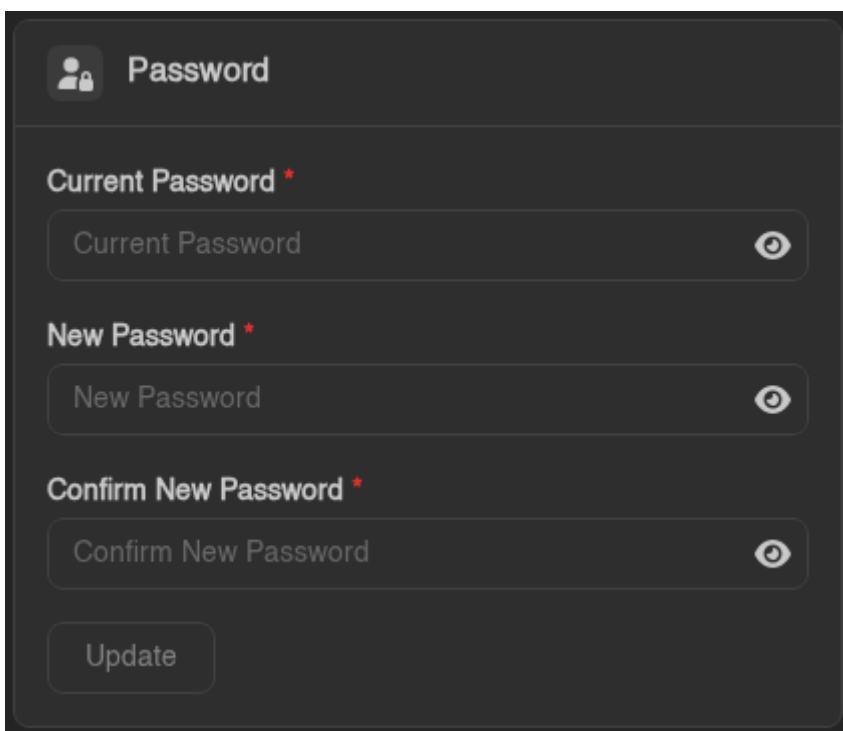
1. Open FileZilla and go to **File → Site Manager**.
2. Click **New site**.
3. Set **Protocol** to **SFTP - SSH File Transfer Protocol**.
4. Fill in **Host**, **Port**, **User** and **Password**.
5. Click **Connect**.

Don't use FileZilla's **Quickconnect** bar without typing `sftp://` in front of the host. Without it, FileZilla tries plain FTP and the connection fails.

Password not working?

Your SFTP password is the **same password you use to log in to the game panel**, the one you created when your account was set up.

- **Forgot it?** Log out, click **Forgot Password** on the login page, and follow the email.
- **Want to change it?** Click your name in the bottom-left corner of the panel to open **Account**, and use the **Password** card. The new password works for SFTP straight away.



The screenshot shows a dark-themed interface for updating a password. At the top, there's a header with a user icon and the word "Password". Below this, there are three input fields, each with a label and a red asterisk indicating it's required: "Current Password", "New Password", and "Confirm New Password". Each field has a placeholder text matching its label and a toggle icon (an eye) to the right. At the bottom left of the form is an "Update" button.

If you've turned off **Password Login** on your account (so only security keys can sign you in), your password won't work for SFTP either. Use an SSH key instead (see below).

Prefer an SSH key?

Instead of typing your password each time, you can log in with an SSH key:

1. Go to **Account** → **SSH Keys**, click **Create**, and paste your **public** key (the `.pub` file) or upload the key file.

2. Point your SFTP program at the matching **private** key:
 - WinSCP: **Advanced** → **SSH** → **Authentication** → **Private key file** (WinSCP will offer to convert an OpenSSH key to `.ppk`).
 - FileZilla: **Edit** → **Settings** → **Connection** → **SFTP** → **Add key file**.

Working with files

Once connected, the right-hand side is your server and the left-hand side is your computer. Drag files between them to upload or download.

A few tips:

- **Stop your server before replacing world or save files.** Uploading over a world while the server is running can corrupt it, or the server may overwrite your upload when it next saves.
- Large uploads can take a while. If the connection drops, just reconnect and upload again; most programs can resume or overwrite.
- If you get "**Permission denied**" on a file, check you're logged in to the right server (the username) and, if you're a subuser, that the server owner gave you the **SFTP** permission.

Bonus: Open your files in VS Code

The **Connect** button also has a **via VS Code** option. It opens your server's files as a folder in [Visual Studio Code](#) and attaches the server console, which is handy when editing lots of config files.

1. In VS Code, open **Extensions** (`Ctrl + Shift + X`), search for **Calagopus**, and install the extension published by `calagopus`. Using VSCodium or Cursor? It's on [Open VSX](#) too.
2. Back in the panel, click **Connect** → **via VS Code**.
3. The first time, your browser asks you to approve the sign-in. After that it connects straight away.

No SFTP password or key is needed for this. It signs in through the panel.

Still stuck?

If you can't connect, open a support ticket and include:

- the **Host** and **Port** you're connecting to
- the SFTP program you're using

- the exact error message (a screenshot is perfect)

Never send us your password.

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