Files & Network

Download files shared by DanumHost and check network status for your services.

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Downloading Client Files

Access files shared by DanumHost at /account/files.

DanumHost can publish documents—contracts, reports, or backups—for you to download securely.

Files page

1. Open **Files** at `/account/files` (requires **view client files**).
2. Browse the list with upload dates and descriptions.
3. Click download next to a file or open `/account/files/{id}/download`.

Dashboard and email links

Recent files may appear on your dashboard. Some emails include signed links to `/client-files/{id}/download` that work without navigating the menu first; links expire for security.

Permissions

Team members need explicit file permission. Owners can grant it under User Management.

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Network Status Page

Check service incidents and maintenance at /account/network-status.

The **Network Status** page at `/account/network-status` shows planned maintenance and ongoing incidents affecting DanumHost infrastructure.

When to check

1. Open the page from the sidebar before opening a ticket about widespread outages.
2. Read active incidents, impact descriptions, and estimated resolution times.
3. Subscribe or refresh during events if the page offers updates.

Still need help?

Local issues (single site, wrong password) may not appear here. Open a ticket with traceroute or error details if only your service is affected.

Rate limit

The page is rate-limited to protect the server. Wait briefly if you refresh too quickly.

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Uploading Files to DanumHost

Upload documents to your account at /account/files when uploads are enabled.

The **My Files** area is two-way: DanumHost can share files with you, and you can upload files to your account when permitted.

Upload a file

1. Open `/account/files` with **view client files** permission.
2. Use the upload form on the page to select a file from your computer.
3. Submit. The file appears in your list for you and DanumHost staff to reference on tickets or orders.

Limits

Uploads are rate-limited and may have size limits. Large data exports from **Download my data** may also land here when email attachments would be too large.

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