

# Instances (FAQs)

Frequently asked questions about how the instances work IRL.

- [BigBlueButton](#)
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- [Discourse](#)
- [Funkwhale](#)
- [InvoiceNinja](#)
- [Ketida \(previously Editoria\)](#)
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# BigBlueButton

## About the software

BigBlueButton is an open-source platform created by a community of dedicated developers passionate about helping improve online learning. It is constantly evolving and improving through a dedicated, growing international user and developer community. To date, there have been more than a dozen releases of the core product, and each new release has seen the development of new features, testing, and documentation as well as improved community support.

## Software update frequency

For information about the way we handle software updates, please visit

<https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

## Time for the deployment of the instance

Once we receive an instance request form for your preferred package (Starter or Medium+) we require two business days to deploy your instance and give you access to it.

During this time, we will work on allocating resources and configure your instance according to the specs mentioned on the instance page. This timeframe also allows us to thoroughly test your instance to ensure it is fully functional before handing it over to you.

We understand that time is of the essence in today's fast-paced environment. However, we prioritize the quality and reliability of our services to ensure that you receive the best possible experience.

If you have any questions or concerns regarding our cloud deployment process, please do not hesitate to contact our customer support team. We are always available to assist you and address any issues you may have.

# Things to keep in mind for the best experience

Below are some things that will make your experience of using BigBlueButton:

- Make sure to use headphones in order to avoid echo.
- When you are joining a call with low speed internet, we advise you to either use a camera with the 'low res' setting', or not using it at all.
- Please mute when you are not speaking.


In case you are a Cloud68.co Subscriber, contact our support team – we are happy to help.

## Downloading recorded videos

Once the videos become available (takes some time after you end the meeting), you can download them when visit the links of the rooms and scroll down to the recordings, you'll see a “Video” button.

### Room Recordings



NAME	THUMBNAILS	LENGTH	USERS	VISIBILITY	FORMATS
FOSSCOMM Room 1 Recorded on Nov 14, 2021 8:09am		5 h 26 min	203	Public	Presentation Video
FOSSCOMM Room 1 Recorded on Nov 13, 2021 7:35am		7 h 24 min	507	Public	Presentation Video



Note: at cloud68.co we do NOT develop BigBlueButton and all the names and trademarks of the software are owned by the entity behind the project. Learn more about it on their website [bigbluebutton.org/open-source-project/about](https://bigbluebutton.org/open-source-project/about).

# Bookstack

BookStack is the ideal platform for your knowledge base and for storing and organizing information and documentation. Details for BookStack can be found on the official website at [bookstackapp.com](https://bookstackapp.com).

It is an opinionated wiki system that provides a pleasant and simple out-of-the-box experience. New users to an instance should find the experience intuitive, and only basic word-processing skills should be required to get involved in creating content on BookStack. The platform provides advanced power features to those that desire it, but they should not interfere with the core simple user experience.

## Software update frequency

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# Discourse

Discourse is a free and open-source Internet forum software. Features include support for threading, categorization and tagging of discussions, configurable access control, live updates, expanding link previews, infinite scrolling, and real-time notifications. It allows for a high level of customizability via its plugin architecture and its theming system.

The default homepage features a list of active topics, as well as navigation buttons that help users find discussions they're interested in.

Since its release, Discourse has been undergoing active development, with over 40,000 commits as of March 2022.

## Software update frequency

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# Funkwhale

Funkwhale is a community-driven project that lets you listen and share music and audio within a decentralized, open network. It is a free libre open source software alternative to SoundCloud, which can be self-hosted. You can browse your Music by artist, album, genre, playlist, or record label, as well as by direct searches. Funkwhale gives you access to your playlists, favorite tracks, and artists everywhere, from a web interface or the wide range of compatible apps for every platform. Funkwhale music streaming is available on all Android and iOS devices via compatible applications like DSub, and on desktop computers for unlimited duration's.

## Software update frequency

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# InvoiceNinja

[InvoiceNinja](#) is an alternative to Zoho, Wave, FreshBooks and other invoicing software with a permissive license. It is a feature-rich open source software which helps you get paid easier. Through its very user-friendly interface, InvoiceNinja makes things easier, and provides a variety of apps through which you can accomplish different tasks: invoice clients, collect payments, create proposals, expenses, time tasks, and more!. It is the ideal platform featuring the tools you need to facilitate your freelance or SME business & get paid.

## Software update frequency

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# Ketida (previously Editoria)

## About the software

Ketida is the modern open source book production platform. It is build to customize streamlined, scalable professional book production workflows using Ketida's rich web-based tools.

- Features: [ketida.community/features](https://ketida.community/features)
- the community: [ketida.community/community](https://ketida.community/community)

## Software update frequency

For information about the way we handle software updates, please visit

[docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates](https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates).

## Requesting a demo

Interested in demoing Ketida? Visit [cloud68.co/instances/ketida](https://cloud68.co/instances/ketida) and fill in the form in the bottom of the page and our team members will get back to you with the details. You will be able to test-drive [editoriademo.cloud68.co](https://editoriademo.cloud68.co). Need more details? Schedule a call with one of our team members: [cloud68.co/schedule-a-call](https://cloud68.co/schedule-a-call).

*Note: at Cloud68.co we do NOT develop Ketida and all the names and trademarks of the software are owned by the entity behind the project [coko.foundation](https://coko.foundation). Learn more about the project by visiting the official website, [ketida.community](https://ketida.community).*

# Mastodon

Mastodon is free and open-source software for running self-hosted social networking services. It has microblogging features similar to the Twitter service, which are offered by numerous independently run nodes, known as instances, each with its own code of conduct, terms of service, privacy policy, privacy options, and moderation policies. Each user is a member of a specific Mastodon instance (also called a server), which can interoperate as a federated social network, allowing users on different instances to interact with each other. This is intended to give users the flexibility to select a node whose policies they prefer, but keep access to a larger social network. Mastodon is also part of the Fediverse ensemble of server platforms, which use shared protocols allowing users to also interact with users on other compatible platforms, such as [PeerTube](#) and [Friendica](#). Mastodon is crowdfunded and does not contain ads. You can read more about it here [joinmastodon.org](https://joinmastodon.org).

## Do you offer Mastodon instances?

As of right now we do not offer Mastodon instances, but we are planning to do so in Q1 2023. This blog post has all the details: <https://cloud68.co/blog/blogposts/do-we-offer-mastodon-instances>.

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# Matomo

[Matomo](#), formerly Piwik, is the free and open source Google Analytics alternative that protects your data and your customers' privacy. It tracks online visits to one or more websites and displays reports on these visits for analysis. With Matomo, businesses and individuals can rest assured that data is 100% yours and the privacy of your users is respected. The relationship remains between the website owner (you) and the visitor, with no external sources looking in.

## Software update frequency

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# Nextcloud

Some things that might help you while using your Nextcloud instance. To learn more about our Nextcloud managed hosting service, visit: <https://cloud68.co/instances/nextcloud>.

## Manual

New Nextcloud user? Here is the user manual that will help you navigate your instance easier: [https://docs.nextcloud.com/server/latest/user\\_manual/en/](https://docs.nextcloud.com/server/latest/user_manual/en/). Also, this might be handy to check before [opening a support ticket](#) for your instance.

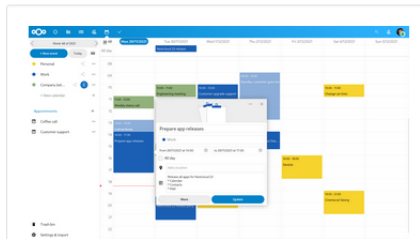
## Software update frequency

For information about the way we handle software updates, please visit <https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

## Installing Nextcloud apps

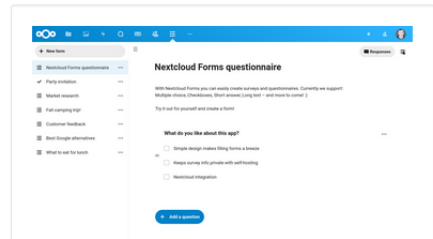
### What are Nextcloud apps?

Nextcloud apps from their name are "mini applications" that extend the functionality of Nextcloud. For example, Nextcloud does not include any email client out of the box, so you have to install snappymail (<https://apps.nextcloud.com/apps/snappymail>) to get this functionality or if you wish to make forms the app Forms (<https://apps.nextcloud.com/apps/forms>) offers this functionality.

[All apps](#)
[Featured apps](#)
[Customization](#)
[Dashboard](#)
[Files](#)
[Games](#)
[Integration](#)
[Monitoring](#)
[Multimedia](#)
[Office & text](#)
[Organization](#)
[Search](#)
[Security](#)
[Social & communication](#)
[Tools](#)
[Rating](#)
[Rating \(recent\)](#)
[Latest](#)
[▾ Alphabetically](#)


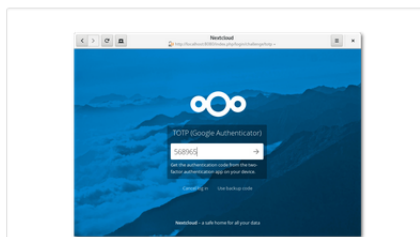
## Calendar

A Calendar app for Nextcloud



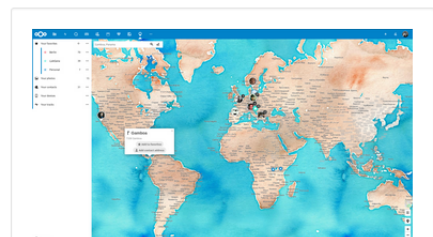
## Forms

Simple surveys and questionnaires, self-ho...



## Two-Factor TOTP Provider

TOTP two-factor provider



## Maps

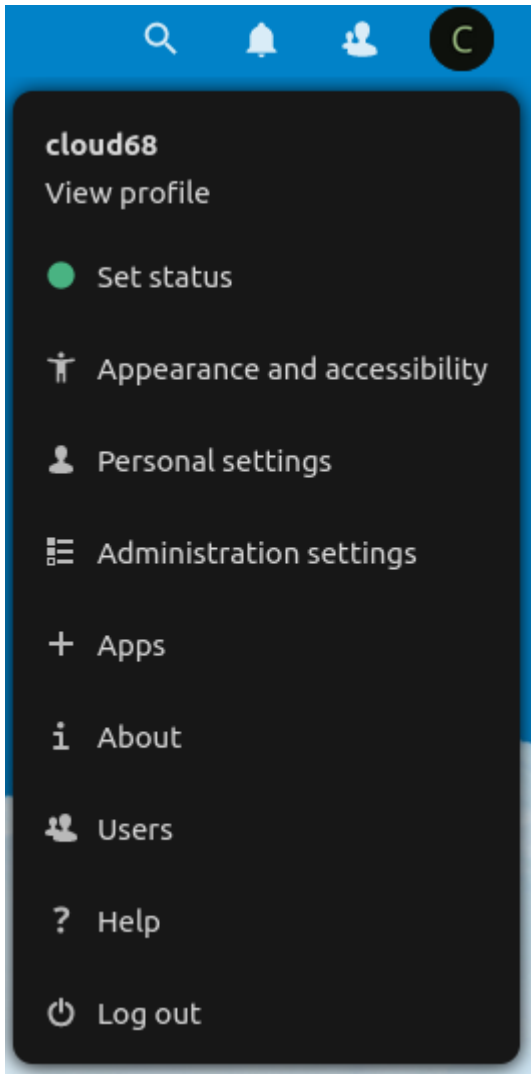
The whole world fits inside your cloud!

# How can I install an app?

To install an app, your account will need to have admin permissions. If you don't have admin permissions, you can ask your it admin or your colleague that is in contact with us to install the app you need.

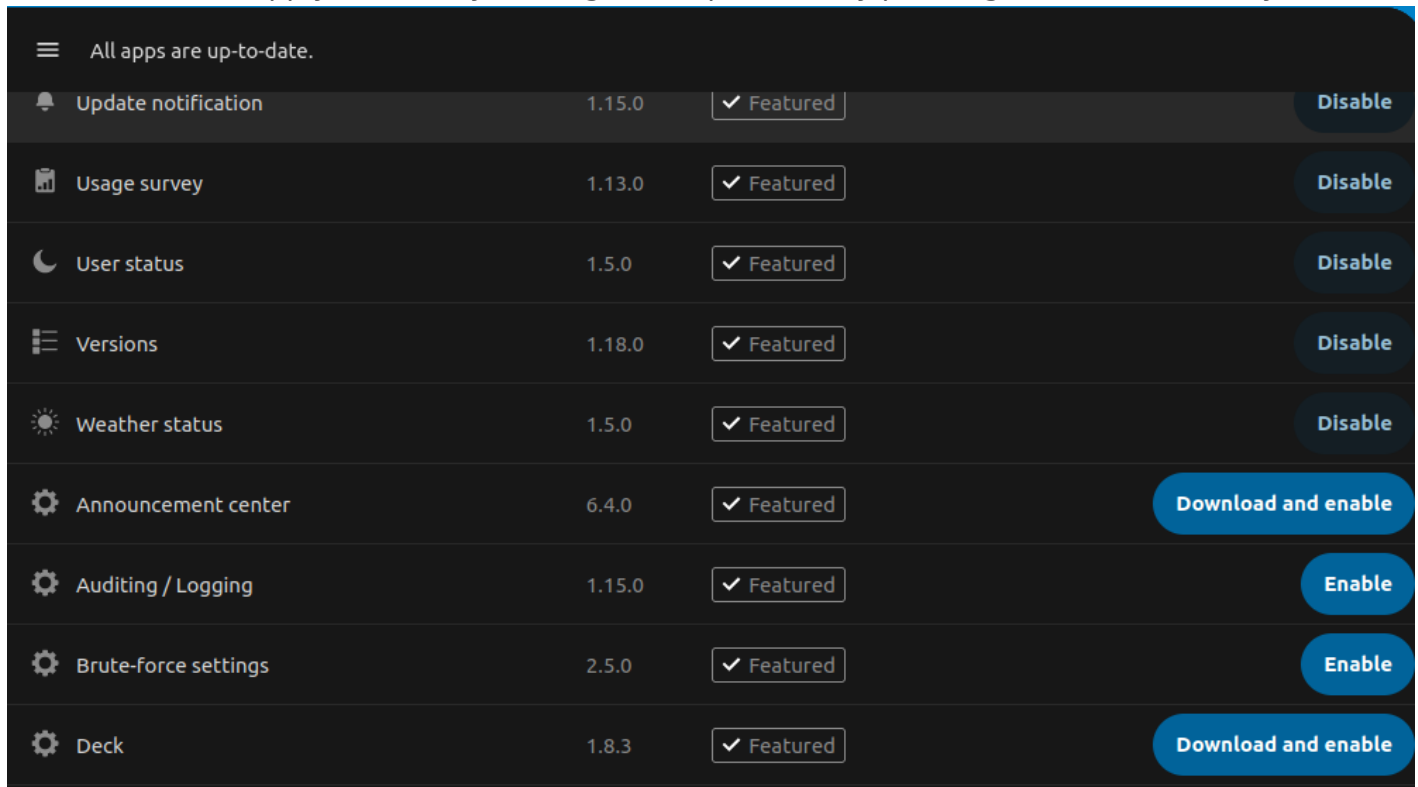
If you have an admin account, you can install the app by following the steps below:

1. Login into your account
2. click your profile



3. Click apps

4. Search for the app you need by clicking the loop icon or by pressing CTRL+F on the keyboard



The screenshot shows the Nextcloud app menu interface. At the top, it says "All apps are up-to-date." Below this is a list of apps, each with an icon, name, version number, a status box (e.g., "✓ Featured"), and an action button. The apps listed are: Update notification (version 1.15.0, Disable button), Usage survey (version 1.13.0, Disable button), User status (version 1.5.0, Disable button), Versions (version 1.18.0, Disable button), Weather status (version 1.5.0, Disable button), Announcement center (version 6.4.0, Download and enable button), Auditing / Logging (version 1.15.0, Enable button), Brute-force settings (version 2.5.0, Enable button), and Deck (version 1.8.3, Download and enable button).

All apps are up-to-date.				
	Update notification	1.15.0	✓ Featured	Disable
	Usage survey	1.13.0	✓ Featured	Disable
	User status	1.5.0	✓ Featured	Disable
	Versions	1.18.0	✓ Featured	Disable
	Weather status	1.5.0	✓ Featured	Disable
	Announcement center	6.4.0	✓ Featured	Download and enable
	Auditing / Logging	1.15.0	✓ Featured	Enable
	Brute-force settings	2.5.0	✓ Featured	Enable
	Deck	1.8.3	✓ Featured	Download and enable

5. Click install and enable

Generally speaking you should be able to install any app, some apps are marked as untested. We suggest for you to not install them, but if you really need it, please open a support ticket, so we can test it for you. We propose this because some untested apps can make your instance inaccessible, thus you are unable to remove the conflicting app.

# Nextcloud data encryption

While we of course can't (and don't want to) prevent you from enabling, we would like to caution you to take into consideration the following:

Server Side Encryption provides protection for data on 'external storage' (using external storage app) as the files are encrypted before being uploaded to external storage, and the keys never leave the Nextcloud server. When external storage is not used and a server-wide key is used (which is often the case in our configurations), server side encryption would only cause additional overhead, not just in terms of performance, but also size, as encryption adds more data to files and

therefore makes them bigger. In addition, we've also observed some pretty nasty cases of the encryption feature breaking down, and it usually isn't that pretty because in one of our experiences, it has caused a week of downtime. So, unless you're using external storage for Nextcloud, we'd recommend leaving it off.

If what you're looking for is more towards end-to-end encryption (meaning files are encrypted before even being uploaded to Nextcloud), while there is [https://apps.nextcloud.com/apps/end\\_to\\_end\\_encryption](https://apps.nextcloud.com/apps/end_to_end_encryption), its reviews are ... not positive. Some of our subscribers have had success using <https://cryptomator.org/> though!

## Nextcloud + OnlyOffice

OnlyOffice, stylized as ONLYOFFICE, is a free software office suite developed by Ascensio System SIA, a company headquartered in Riga, Latvia. It features online document editors, platform for document management, corporate communication, mail and project management tools.

Website: <https://www.onlyoffice.com>.

## Nextcloud and OnlyOffice packages

With every Nextcloud Medium+ package you receive also access to our OnlyOffice deployment: <https://cloud68.co/instances/nextcloud#pricing>.

## Limitations with OnlyOffice

ONLYOFFICE officially offers different versions of its online document editors packaged as ONLYOFFICE Document Server: Community, Enterprise and Developer editions. Since, the Enterprise editions are proprietary offers, we only offer OnlyOffice Community edition.

To review the details of the limitations of the OnlyOffice community edition please visit: <https://www.onlyoffice.com/en/compare-editions.aspx>



## Mobile editing limitations

Currently, it is not possible to edit documents on mobile if your instance is using OnlyOffice.

Mobile editing was possible on previous releases of OO, but it was removed and after a community backlash it was added just to be removed again and to be released as a paid feature. You can read more on this thread <https://github.com/ONLYOFFICE/DocumentServer/issues/805>

If your team was previously editing on desktop and now is moving more to editing on mobile devices. We would suggest opening a support ticket and request for your instance to be connected to our Collabora server.

If you really need to edit on mobile on OnlyOffice, you can check their prices here <https://www.onlyoffice.com/workspace-prices.aspx#workspace-on-premises>

# Nextcloud + Collabora Online

Collabora Online is an open source online office suite that can be integrated into any web application, it is developed by Collabora Productivity, a division of Collabora. Collabora Online has LibreOffice at its core, it allows collaborative real-time editing of word processing documents, spreadsheets, presentations, and vector graphics.

It is a powerful online office suite that supports all major document, spreadsheet and presentation file formats, which you can integrate in your own infrastructure. Key features are collaborative editing and excellent office file format support.

## Nextcloud and Collabora Online

Nextcloud Starter packages offered from our team include Collabora Online.

## Limitations with Collabora Online

Our Collabora Online deployment as part of the Nextcloud Starter packages has a limitation of up to 10 documents, and 20 connections - to avoid the impression that it is suitable for deployment in

large enterprises. For more info about this and user comments, visit:

<https://help.nextcloud.com/t/collabora-document-limitation-by-purpose-10docs-20connections/4425>

# Common issues

Below are some of the most common issues some of our subscribers have reported. We will update this page with more such issues as reported from our Subscribers at [support.cloud68.co](https://support.cloud68.co), our support portal.

## 1. too many failed login attempts to Nextcloud

As every other modern platform, Nextcloud is also built with security in mind. One security element is brute-force protection. When you fail to log in multiple times in a short period of time, then the brute-force protection is triggered, and you will a message similar to it below.

### Too many requests

There were too many requests from your network. Retry later or contact your administrator if this is an error.

To unlock your account, you will need to open a support ticket by emailing to [support@cloud68.co](mailto:support@cloud68.co) and provide your public IP address. In case you don't know your public IP address, you can search on one of your favorite search engine for "my IP address".

If you wish to learn more about brute-force attacks, you can check out this Wikipedia article, [https://en.wikipedia.org/wiki/Brute-force\\_attack](https://en.wikipedia.org/wiki/Brute-force_attack).

## 2. enter password prompt when using SSO

As a protective measure, Nextcloud will prompt admin to enter their password when they e.x install a new app and haven't logged in in a while. An issue arises on Nextcloud instances that are using SSO (SingleSignOn). Since the authentication is handled by the SSO users on Nextcloud do not

"really" have a password instead they have an authentication token. This means that you can't enter your SSO password on the prompt and have it confirmed.

To solve this issue two possible workarounds exist.

1. Open a new support ticket, and we will handle the operation for you. (The admin account we have is created from the CLI so is not part of SSO)
2. Log out of your instance and log back in again.

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# Peertube

[PeerTube](#) is a free and open-source, decentralized, ActivityPub federated video platform powered by WebTorrent, that uses peer-to-peer technology to reduce load on individual servers when viewing videos.

Started in 2017 by a programmer known as Chocobozzz, development of PeerTube is now supported by the French non-profit [Framasoft](#). The aim is to provide an alternative to centralized platforms such as YouTube, Vimeo, and Dailymotion.

As an ActivityPub platform, it is part of the federated network known as the Fediverse.

## Software update frequency

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# Pixelfed

## About the software

Pixelfed is a photo sharing and blogging platform and the Fediverse's replacement for Instagram. It has many similarities with Instagram. You can post images of any aspect ratio, and attribute a caption. Your profile will display thumbnails of the images you uploaded. Some more features as mentioned by [https://joinfediverse.wiki/What\\_is\\_Pixelfed%3F](https://joinfediverse.wiki/What_is_Pixelfed%3F) are:

- you can usually upload 4-8 images in one post depending on the instance.
- captions, tags, licenses, location, and visibility settings are all modifiable per-post.
- you can like other people's images and comment on them. You can also follow people and hashtags.

Pixelfed is Free Software, free of ads, spying, and algorithms that amplify hate, and it's part of the [Fediverse](#).

Being part of the Fediverse, you can't just follow other Pixelfed users, but also users from other Fediverse platforms. Their picture posts will appear in your home timeline as though they were Pixelfed posts.

## Software update frequency

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## Pixelfed instances by Cloud68.co

With Pixelfed being a social network, moderation of the content is not easy, which brings an additional layer of complexity in management for our team. With that being said and following many internal discussions, we have decided to provide Pixelfed accounts only to people and/or teams that we have strong indications that will make sure all the content in the instance provided

by our team will respect our [Terms or Service](#).

# Interested in a Pixelfed instance?

We are planning to make Pixelfed instances available in 2023. Visit our blog section for an announcement and updates.

*Note: at cloud68.co we do NOT develop Pixelfed and all the names and trademarks of the software are owned by the entity behind the project. Learn more about the project here <https://pixelfed.org/>.*

# Vaultwarden

Vaultwarden is an open source password manager and an alternative implementation of the Bitwarden server API written in Rust and compatible with upstream Bitwarden clients\*. It is perfect for self-hosted deployment where running the official resource-heavy service might not be ideal.

More info about the project can be found here, <https://github.com/dani-garcia/vaultwarden>.

## Software update frequency

For information about the way we handle software updates, please visit <https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

## How to invite a new user to Vaultwarden

To invite a new user to your Vaultwarden organization, you will need to follow the steps below:

1. Login to your Vaultwarden instance (if you are not logged in already)
2. Navigate to your organization
3. Click Manage and then click invite user
4. Enter the user email address, type of user and the level of access.
5. Click save

This will send an email invitation which is valid for 5 days.

The new user you added needs to follow the steps below in order to create their account.

1. Login to your email account.
2. Open the email from Vaultwarden inviting you to join the organization.
3. Click the link on the email and click create new account
4. Enter your details (please be careful to remember the master password because this password can not be reset)
5. Click continue
6. Now you will get an email into your mailbox to verify. Click the link on the email.
7. Now login with your email and your master password.

After the new user has created their account, the organization owner needs to confirm the newly added user. To do this, you can follow the steps below:

1. Login into your account
2. Navigate to your organization
3. Click manage
4. Select the newly added use and click confirm

## Setting up Vaultwarden on your mobile device

1. Download the Bitwarden app from App Store or Play store



The steps below are the same for both platforms

2. On the login screen, click the gear icon
3. Type the URL of your instance.
4. Click save
5. Type your email and your master password
6. Click login

## Setting up Vaultwarden on your desktop

1. Download the desktop app for your platform:



The steps below are the similar for all desktop platforms

2. Double-click on the downloaded app and follow the instructions to install it
3. Open Bitwarden app and click the gear icon  

4. Input your organization Vaultwarden instance URL (e.x passwords.example.org)



5. Click Save
6. Enter your account details and click continue

## Setting up Vaultwarden browser plugin(s)

1. Click on of the links below to get the extension which is compatible with your browser

Chrome: <https://chrome.google.com/webstore/detail/bitwarden-free-password-m/nngceckbapebfimnlniiiahkandclblb>

Firefox: <https://addons.mozilla.org/firefox/addon/bitwarden-password-manager/>

Safari: <https://itunes.apple.com/app/bitwarden/id1352778147>

Brave: <https://chrome.google.com/webstore/detail/bitwarden-free-password-m/nngceckbapebfimnlniiiahkandclblb>

2. Click add to "your browser name" and then click add extension
3. click the extension icon (on the top right of your screen) and pin it
4. Click on the Bitwarden extension and click the gear icon
5. Enter your organization's Vaultwarden URL (e.x passwords.example.com) and click save.
6. Enter your account details and click continue

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# WordPress

## About the software

WordPress is a free and open-source content management system (CMS) written in PHP and paired. Features include a plugin architecture and a template system, referred to within WordPress as "Themes". WordPress was originally created as a blog-publishing system but has evolved to support other web content types including more traditional mailing lists and Internet forum, media galleries, membership sites, learning management systems (LMS) and online stores. One of the most popular content management system solutions in use, WordPress is used by 42.8% of the top 10 million websites.

## Software update frequency

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## WordPress development services

Through our years of experience, we have learned that by honing in on our core competencies and maintaining a laser focus on one field, we are better equipped to provide exceptional service to our subscribers. Although this may mean that we generate less revenue by not expanding into other areas, our primary goal is to ensure our subscribers receive the highest quality service possible. That's why we have decided to not offer website development services. Instead, we focus our expertise solely on managed hosting for WordPress and leave the development of your Wordpress powered website to other teams with more expertise on this field..

## Plugin maintenance

As a managed WordPress hosting provider, we take care of all aspects of your WordPress installation including WordPress software updates, hosting, backups, and support. However, please note that we do not update the plugins on the WordPress instances we provide. This is because certain WordPress themes require specific versions of plugins, and with the vast number of available plugins, it is impossible to have expertise in all of the plugins out there.

It's important to note that updating a plugin without ensuring it is compatible with your theme could lead to your site becoming inaccessible or some parts of your site not working as intended. We recommend contacting a specialist with the necessary expertise to assist you in updating your plugins and ensuring compatibility with your theme.

Please note that while we do not offer WordPress site development, we are happy to assist you with any other issues related to our managed WordPress hosting service. Don't hesitate to reach out to our customer support team if you have any questions or concerns.

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# WriteFreely

[WriteFreely](#) is an open source platform designed to simplify your writing experience. This software is built around helping you focus on your writing, and you will experience that as soon as you start using WriteFreely for the first time. It is the ideal solution to build a minimal blog, which is not focused around news feeds, notifications, likes and claps, but entirely on the content, on what you create. You can reach outside your own site with federation via ActivityPub. WriteFreely lets anyone on [Mastodon](#), Pleroma, or any ActivityPub-enabled service follow your blog, bookmark your posts, and share them with their followers.

## Software update frequency

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# GitLab

GitLab is an open source code repository and collaborative software development platform for large DevOps and DevSecOps projects. GitLab offers a location for online code storage and capabilities for issue tracking and CI/CD. The repository enables hosting different development chains and versions, and allows users to inspect previous code and roll back to it in the event of unforeseen problems.

More info about the project can be found here, <https://about.gitlab.com/>

## Manual

New GitLab user? Here is the GitLab handbook that will help you learn more about the mission and how the company is run: <https://about.gitlab.com/handbook/>. Also, this might be handy to check before [opening a support ticket](#) for your instance.

## GitLab Runners

GitLab Runners are software agents that are used to execute continuous integration (CI) and continuous delivery (CD) pipelines in GitLab. They are responsible for running the jobs defined in GitLab's configuration files, which can include tasks such as building and testing code, deploying applications, and running other automated processes.

At Cloud68.co we also provides GitLab runners because they are an essential part of the GitLab CI/CD process. By providing runners as part of our service, we make it easier for you (our Subscriber) to set up and execute you CI/CD pipelines within your GitLab instance.

Additionally, GitLab runners can be configured to run jobs on a variety of platforms, including Linux, Windows, and macOS. By offering you team with runners as part of our GitLab offering, our team ensures that our Subscribers have access to a variety of runner options that can be tailored to your specific needs.

# Software update frequency

For information about the way we handle software updates, please visit

<https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

# Mautic

Some things that might help you while using your Mautic instance.

## Software update frequency

For information about the way we handle software updates, please visit

<https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

## Mautic + SMTP service

The Simple Mail Transfer Protocol (SMTP) is an Internet standard communication protocol for electronic mail transmission. Mail servers and other message transfer agents use SMTP to send and receive mail messages.

When you use Mautic for marketing automation, it is important to have a qualitative SMTP service that will not be flagging the emails you sent as spam. The integration of an SMTP package is done by our team once you request your instance to make it easier for you to focus on getting more leads and less on technical maintenance of your Mautic instance.

## Common issues

At the moment, we don't have any significant issue reported from our Subscribers using our [support.cloud68.co](https://support.cloud68.co) portal.

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# Matrix

Matrix Chat is an open standard for real-time communication. It provides interoperable, decentralized, and secure communication across various platforms. Our hosting service ensures that users can easily utilize Matrix Chat without the technical complexities. By understanding Matrix Chat's features and common issues, our hosting service ensures an optimal and secure communication experience for users across different platforms.

This page is work in progress and is expected to be improved further.

## Manual

For comprehensive user guidance, please refer to the [official user guide from Matrix](#).

## Software update frequency

For information about the way we handle software updates, please visit [our page on scheduled maintenance and software updates](#).

## Integration with other platforms

Matrix Chat can seamlessly integrate with numerous platforms and services. Our hosting offers integrations with popular tools such as Slack, Telegram, IRC, and more, providing a unified communication experience.

## Data encryption

Matrix Chat is committed to user privacy and data security. End-to-end encryption ensures that conversations are kept private and secure. Our managed hosting ensures that the latest encryption methods are employed to maintain the integrity and confidentiality of data.

# Common issues

- **Connectivity Problems:** Sometimes users might experience connection difficulties, often solved by checking the network configuration.
- **Integration Failures:** Misconfiguration can lead to issues in integrating with other platforms.
- **Update Delays:** Unexpected delays in software updates might occur; please refer to the software update frequency section for our schedule.
- **Encryption Errors:** Misconfiguration in encryption settings might cause message delivery failures. Our support team is always available to assist with such concerns.

For more details or assistance with any of these issues, please contact our support team.

# Mastodon

Mastodon is an open-source, decentralized social networking platform designed to give users more control over their online experience. Unlike traditional social media platforms controlled by a single entity, Mastodon operates on a federated system. This means anyone can run their own server, known as an "instance," and connect with the broader Mastodon network. Each instance has its own rules and administration, allowing users to choose a community that aligns with their values. Despite these separate instances, users can interact across the entire network, fostering diverse conversations and content sharing. Mastodon's structure emphasizes user freedom, data privacy, and a decentralized approach to social media.

## Software update frequency

For information about the way we handle software updates, please visit

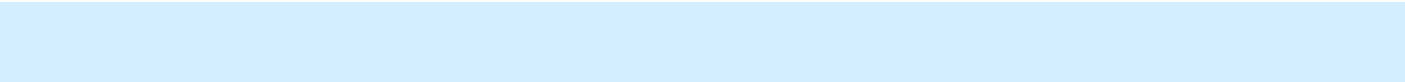
<https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates>.

## Is it possible to modify the domain name for my Mastodon server?

Regrettably, you cannot. The domain name of your Mastodon instance plays a crucial role in its operation within the network. Altering it would disrupt its federation.

## Common issues

At the moment, we don't have any significant issue reported from our Subscribers using our [support.cloud68.co](https://support.cloud68.co) portal.



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# Kotahi

## About the software

Kotahi is the next generation of open source scholarly publishing platforms. it is a flexible, customizable platform for journals, preprint servers, review communities and micropublications.

- Features: [kotahi.community/features](https://kotahi.community/features)

## Software update frequency

For information about the way we handle software updates, please visit

[docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates](https://docs.cloud68.co/books/faqs-tech-support/page/scheduled-maintenance-software-updates).

New software versions are tested internally before we update the software we manage for our Subscribers. All software updates take at least two weeks to be updated, unless there is a security patch involved.

## Requesting a demo

Interested in demoing Kotahi? Visit [cloud68.co/managed-hosting/kotahi](https://cloud68.co/managed-hosting/kotahi) and fill in the form in the bottom of the page and our team members will get back to you with the details. Schedule a call with one of our team members: [cloud68.co/schedule-a-call](https://cloud68.co/schedule-a-call).

*Note: at Cloud68.co we do NOT develop Kotahi and all the names and trademarks of the software are owned by the entity behind the project [coko.foundation](https://coko.foundation). Learn more about the project by visiting the official website, [kotahi.community](https://kotahi.community) .*