

# User Control Panel (UCP)

In this book we will detail the Ultra.cc control panel, and how you can use it to manage your slot.

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# User Control Panel Tour

The **User Control Panel (UCP)** is your one-stop, easy panel to managing your Ultra.cc service. Here, you can easily set your service access credentials, managing and accessing your apps.

This short section will walk you through the Ultra.cc Control Panel.

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## Accessing the Control Panel

- You can access the Ultra control panel by visiting the Ultra main page. Go to Control Panel in the top right-hand side of the website, This will take you directly to our Control Panel
- You may also visit (and bookmark) this link: <https://cp.ultra.cc/>

## Resetting The UCP Password

If you are logging in for the first time after you've purchased your first Ultra slot or you forgot your password, you may have to reset your password. To do that:

- Go to UCP site
- Click **Lost Password?**
- Enter the email that you used when you purchased your service and click **Reset Password**

### Password Reset

If you have forgotten your password, you can reset it here.

Instructions on how to reset your password will be sent to the email address you provide below.

**Email address**

Reset password

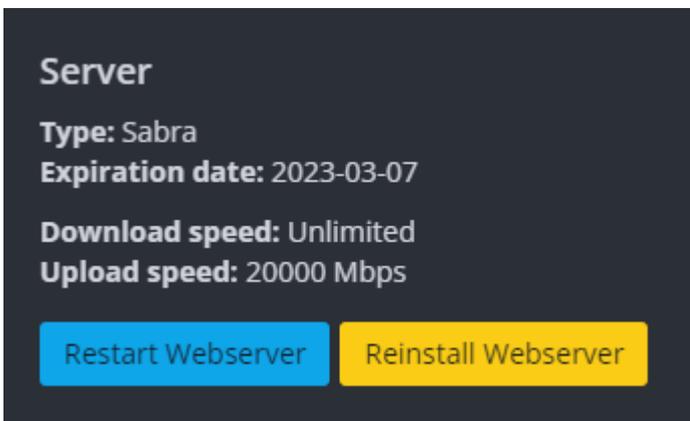
- You will receive an email with a link to reset your password.
- Enter your desired password. Once that's done, you'll be redirected to the login page. Enter your registered email address and your newly set password to continue.

## Dashboard

- Here, you can see an overview of all of your active services under your account.
- Click Connect to see more details about your service.

## Overview

- In here, you may find the following info of your slot
  - Service username and the server name
  - Service type
  - Expiration date
    - This is where you can see the day where your service will expire/bandwidth reset.
  - Download/Upload speeds
  - Disk Usage
  - Upload Bandwidth Usage
- Also in this page you will find 2 buttons for your service's webserver.
  - The webserver allows you to access your apps via HTTPS.
  - If you get an error such as Error 502: Bad Gateway upon accessing your app, you can try clicking **Restart webserver** first. Wait for the confirmation and try accessing it again.
  - If that does not work, you may also try **Reinstall webserver**. This will reset your webserver to the default settings.



The image shows a dark-themed server overview card. At the top, the word "Server" is written in white. Below it, the following information is displayed in white text: "Type: Sabra", "Expiration date: 2023-03-07", "Download speed: Unlimited", and "Upload speed: 20000 Mbps". At the bottom of the card, there are two buttons: a blue button labeled "Restart Webserver" and a yellow button labeled "Reinstall Webserver".

## Connect

- Here you can get connection details of your service. You have several ways to interact, connect and use your Ultra.cc service.
- Here it shows the access details, the ports listed and the password. You can also change the password for each access.
- For more information on these access details, you may refer to the following links
  - [Secure Shell \(SSH\)](#)
  - [File Transfer Protocol \(FTP\)](#)
  - [Virtual Private Network \(VPN\)](#)
  - [HTTP Access](#)

- [HTTP Proxy](#)

## Apps

- Here, you can view your installed applications.
- Each app may have its own details, may it be connection details, access to the web interface or public ports. You may view it by clicking **Show info**
- You may also interact with the installation of your app by clicking **Actions**. Here, you can restart, upgrade, change passwords and uninstall your app.

## Installers

- Here, you can install our supported apps easily.

Search application installers

Name	Description	Install	Cleanup
 Airsonic	<b>[DEPRECIATED]</b> Airsonic is a free, web-based media streamer, providing ubiquitous access to your music.	Install	Cleanup
 autodl-irssi	Automated IRC downloader	Install	Cleanup
 Bazarr	Bazarr is a companion application to Sonarr and Radarr. It manages and downloads subtitles based on your requirements. You define your preferences by TV show or movies and Bazarr takes care of everything for you.	Install	Cleanup
 CouchPotato	<b>[DEPRECIATED]</b> Awesome PVR for usenet and torrents. Just fill in what you want to see and CouchPotato will add it to your "want to watch"-list.	Install	Cleanup
 Deluge	Deluge - bittorrent client	Install	Cleanup
 Emby	Emby is a media server designed to organize, play, and stream audio and video to a variety of devices. While watching and streaming media with Emby server is free, a number of advanced features of its clients require an active Emby Premiere subscription.	Install	Cleanup
 Filebrowser	File Browser is a create-your-own-cloud-kind of software where you can install it on a server, direct it to a path and then access your files through a nice web interface. You have many available features!	Install	Cleanup
 Jackett	Jackett works as a proxy server: It translates queries from apps (Sonarr, Radarr, SickRage, CouchPotato, Mylar, etc) into tracker-site-specific http queries, parses the html response, then sends results back to the requesting software. This allows for getting recent uploads (like RSS) and performing searches.	Install	Cleanup
 JDownloader2	JDownloader is a free and open source download manager written completely in Java. It simplifies downloading files from One-Click-Hosters like Rapidshare.com or Megaupload.com, not only for users with a premium account but also for users who don't pay.	Install	Cleanup
 Jellyfin	Jellyfin is the Free Software Media System that puts you in control of managing and streaming your media. There are no strings attached, no premium licenses or features, and no hidden agendas.	Install	Cleanup
 LazyLibrarian	LazyLibrarian is a program to follow authors and grab metadata for all your digital reading needs. It uses a combination of Goodreads Librarything and optionally GoogleBooks as sources for author info and book info.	Install	Cleanup
 Lidarr	Lidarr is a music collection manager for Usenet and BitTorrent users. It can monitor multiple RSS feeds for new tracks from your favorite artists and will grab, sort and rename them.	Install	Cleanup
 Medusa	Automatic Video Library Manager for TV Shows. It watches for new episodes of your favorite shows, and when they are posted it does its magic.	Install	Cleanup
 Mylar3	An automated Comic Book downloader (cbr/cbz) for use with SABnzbd, NZBGet and torrents	Install	Cleanup
 Nextcloud	Nextcloud is open source file sync and share software for everyone	Install	Cleanup
 NZBGet	The most efficient usenet downloader.	Install	Cleanup
 NZBHydra2	NZBHydra 2 is a meta search for NZB indexers. It provides easy access to a number of raw and newznab based indexers. You can search all your indexers from one place and use it as an indexer source for tools like Sonarr, Radarr or CouchPotato.	Install	Cleanup
 Ombi	OmbiV4 is a self-hosted web application that automatically gives your shared Plex or Emby users the ability to request content by themselves! OmbiV4 can be linked to multiple TV Show and Movie DVR tools to create a seamless end-to-end experience for your users.	Install	Cleanup
 Overseerr	Overseerr is a request management and media discovery tool built to work with your existing Plex ecosystem.	Install	Cleanup
 Plex Media Server	Plex Media Server is a user-friendly way to store all your movies, shows, and other media in one place—and make it accessible from any device, whether you're at home or on-the-go. If you're looking for a no-headache way to watch your movies anywhere, this is it.	Install	Cleanup
 Prowlarr	Prowlarr is an indexer manager/proxy	Install	Cleanup
 pyLoad	<b>[DEPRECIATED]</b> pyLoad is a fast, lightweight and full featured download manager for many One-Click-Hoster, container formats like DLC, video sites or just plain http/ftp links.	Install	Cleanup
 qBittorrent	qBittorrent is a cross-platform free and open-source BitTorrent client.	Install	Cleanup
 Radarr	Radarr is an Independent fork of Sonarr reworked for automatically downloading movies via Usenet and BitTorrent. The project was inspired by other Usenet/BitTorrent movie downloaders such as CouchPotato.	Install	Cleanup
 Readarr	Readarr is an ebook and audiobook collection manager for Usenet and BitTorrent users.	Install	Cleanup
 Requestrr	<b>[DEPRECIATED]</b> Requestrr is a chatbot used to simplify using services like Sonarr/Radarr/Ombi via the use of chat	Install	Cleanup

- For more information on how to install/upgrade/uninstall apps, you may look into [this guide](#).

# Profile

- Here, you can change your password while logged into your UCP. You can also set your nickname.

The screenshot shows the ULTRA.cc user profile page. On the left is a dark sidebar with navigation options: DASHBOARD, SERVICES, PROFILE (highlighted), and LOGOUT. The main content area is divided into two sections. The top section, titled 'User ID', contains a greyed-out field for the user ID, an 'Email' field with a greyed-out address, a 'Nickname' field containing the text 'Docs', and a red 'Save changes' button. The bottom section, titled 'Password', contains a 'Password' field, a 'Confirm Password' field, and a red 'Change password' button.

# Managing your Ultra.cc Apps

In this guide, we'll be showing you ways on managing your Ultra.cc installable apps. This includes installing, uninstalling, upgrading and Cleanup of the apps.

## Installing Apps

- To install an app, go to the Installers tab and just find the app that you want on the list.
- Once you find the app that you want, click **Install**
- A confirmation window appears. For some apps, just click **Install**.
- Some apps, asks for a password before installing.
- Once installed, your set password will be shown under Info. It will be hidden by a Eye Icon click this to reveal the password.
- For some apps, you are required to put in a specific code before installation.

## Upgrading Apps

- To upgrade your app, go to the app you wish to upgrade.
- Click Actions and click Upgrade and repair
- Once clicked, press **confirm** to perform the upgrade.
- Once that's done, you'll get a confirmation that the upgrade is finished. You may now access your apps again.

## Cleanup Installation

- In some cases, your installation/upgrade may fail and you'll get an error similar to this

```
/usr/bin/docker: Error response from daemon: Conflict. The container name "{apptime}-  
{username}" is already in use by container "fdcd401e1000424eb426cdef143cc07c". You have to  
remove (or rename) that container to be able to reuse that name. See '/usr/bin/docker run --  
help'.
```

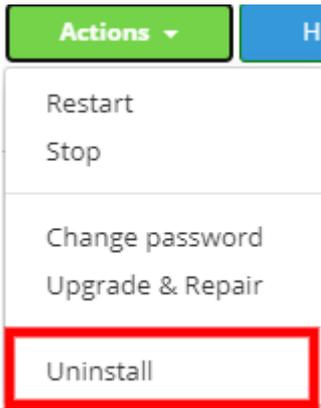
or

```
You will need to uninstall Plex in order to proceed with this installation.
```

- Go to **Installers** and click **Cleanup**
- Once clicked, press **confirm** to perform the Cleanup.
- Once that's done, you'll get a confirmation that the Cleanup is done. You may now install or upgrade your apps again.

## Uninstalling Apps

- To upgrade your app, go to the app you wish to **uninstall**.
- Click **Actions** and click **Uninstall**



- Once that's done, you'll get a confirmation that uninstallation is completed.
-

# Troubleshooting Information

## **I just signed up for a slot, and my UCP keeps saying invalid password!**

Our server infrastructure is separate from our account/payment gateways.

- Customer Portal: <https://my.ultra.cc> is for your products, invoices, and support.
- User Control Panel (UCP): <https://cp.ultra.cc> is for managing your service.

You will receive an email regarding the successful deployment of your slot. As the email advises, you need to use the password reset form with the email you signed up with at <https://cp.ultra.cc>. For more information, you can visit this guide [here](#).

## **How do I connect to my slot's shell/SSH?**

To connect to your slot's shell for executing commands, you must first set your password in your UCP's access details and use an SSH client such as PuTTY to connect to your shell.

For more information, we have a help section for SSH [here](#).

## **How to resolve stuck container errors?**

This issue happens when the container is partially installed. You can use the Clean-Up button next to the Install button of any application you're trying to install. You may also connect via [SSH](#) to your slot and remove it using the command `app-App_Name uninstall`.

## **How to upgrade the applications to their latest release?**

Under the Installed Applications -> Application, you will see the action dropdown. You need to select upgrade/repair on your desired application, and this will pull the latest version.

Take note that while your desired app may have committed to its repo in the last 10 hours, it may be a pre-release. Your application will only pull the latest stable release when its docker image is committed to the DOCKER repo. The Upgrade button is also not available to some torrent clients.

## **Why are my apps showing Error 502: Bad Gateway?**

An error 502: Bad Gateway error signifies that the webserver failed to start or got crashed. You may need to follow the instructions on the error page first and see if it fixes the issue.

If it doesn't, it might be that you ran out of your allocated disk space, which crashes all of your apps.

Please ensure that you have at least 10GB of free disk space on your slot consistently to avoid this. To manage your data, please log in to your service with our recommended FTP file manager and delete some old/redundant files to free up some space.

Once done, kindly restart your webserver and the apps from your UCP main dashboard at <https://cp.ultra.cc>.

## **Why can't I log in?**

Please double check your Email and Password; these are case sensitive for both Email and Password entries. Please keep in mind that the automated system will block any other login attempts after 5 incorrect tries. This will block you for 30 minutes

# Protect Your Applications with a Strong Password

At Ultra.cc, the security of our users is our top most priority, and we take every precaution to make sure your data is protected. However, the level of our security does not matter if you use a weak password to protect your applications. In this guide, we will show you how to properly create a strong password, and better protect your applications.

## How to Create a Strong Password

Length	Numbers only	Lowercase letters only	Mixed case letters	Numbers and mixed case	And symbols
4	Instantly	Instantly	Instantly	Instantly	Instantly
5	Instantly	Instantly	Instantly	Instantly	Instantly
6	Instantly	Instantly	Instantly	1 second	5 secs
7	Instantly	Instantly	25 seconds	1 minute	6 mins
8	Instantly	5 seconds	22 minutes	1 hour	8 hours
9	Instantly	2 minutes	19 hours	3 days	3 weeks
10	Instantly	58 minutes	1 month	7 months	5 years
11	2 seconds	1 day	5 years	41 years	400 years
12	25 seconds	3 weeks	300 years	2k years	34k years
13	4 minutes	1 year	16k years	100k years	2m years
14	41 minutes	51 years	800k years	9m years	200m years
15	6 hours	1k years	43m years	600m years	15bn years
16	2 days	34k years	2bn years	37bn years	1tn years
17	4 weeks	800k years	100bn years	2tn years	93tn years
18	9 months	23m years	6tn years	100tn years	7qd years

One of the most important aspects of creating a strong password is the length of the password. Even though complexity is needed to a certain degree, the length is the deciding factor of how strong a password is. As you can see from the above image, the time it will take to [brute-force crack](#) a password exponentially grows as the length increases.

Below you will find some guidelines for how to create a strong password:

- A password should be 12 characters or more; complexity is needed to a certain degree, but the length of a password is very important.
- A password should include a combination of letters (upper and lower-case), numbers, and symbols.
- A password should never be re-used on other sites or shared with other applications. For example, do not use the same password for SSH and your Radarr, Sonarr, etc.
- A password should not include personal information like username or anything else that can be easily discovered.
- A password should not include your username, email address, application or server name.
- A password should not include any personal information that could be extracted from your social media, e.g. your kids names, pets names, school college names, addresses, etc.

- A password should not have common words, keyboard patterns, and phrases such as `password`, `1234`, `abcd`, `qwerty` etc.
- A password should never be slightly changed for continued use.
- A password should never use a word backwards, such as `321drowssap`. Reversing a word does not improve the security of a password.

By following the above guidelines, you will be able to create a strong password and properly secure your applications.

Below you will find some general suggestions on how you can further secure your presence online.

- Use a password manager:
  - [Bitwarden](#) is an open source password manager that can be self-hosted.
  - [Keepass](#) is a light-weight password manager that is free and open source.
  - [Lesspass](#) is a stateless password manager that is free and open source.
- Use SSH keys - Connect to your Ultra.cc service with an [SSH key](#).
- Adopt the [Diceware passphrase](#) method - Create memorable passphrases instead of hard to remember passwords.
- Passwords should never be shared with another person or saved on a shared device where others might have access.
- Do not store your passwords in a non-secure location, such as post-its, plain-text document, in-built browser password managers, etc.