Hetzner - □□□

Hetzner is a Dedicated Server, Cloud, Storage & Hosting provider based in Germany, Finland and have expanded their cloud systems to the USA. Many of us have used Hetzner in the past for dedicated servers (such as previously running Jasmeow.Systems operations!) or still using them for small projects, like storage boxes. These boxes are extremely cheap at around $15 for 5TB in either Germany or Finland, and can go up to 20TB. You have SFTP access, different protocol access such as SSH/SFTP, Samba and WebDav, and multi subuser management.

Jasmine has personally used Hetzner for over 5 years now with no issues whatsoever. Upgrading the RAM from 64GB to 128GB was quick and easy, their invoices are lenient with having the ability to ask for a bit of an extension if you are short on finance and their hardware just "works". If you have a fault, you give them the information such as a drive serial number, they fix/replace it, and you are good to go again. Storage boxes are awesome for quick storage solutions as well, and their cloud system is brilliant as you can literally fire up a VPS for temporary testing for a couple hours and be charged next to nothing with their pay as you go system, such as 0.15 Euro per hour/4.55 per month for their first 1vCPU, 2GB RAM and 20GB storage VPS.

Pros

- The support staff are by far fantastic, really friendly and know what they are doing. You give them an issue, and when you get the right person, it's brilliant. They take initiative and use common sense, thinking outside the box to solve your issue.
- Response times on tickets are near enough instant, being within 30 minutes to an hour, giving you peace of mind that you don't need to wait long if you are in an outage.
- The hardware is reliable, with minimal or no faults. You can either get a system from the dedicated server page or the auction which is cheaper but might be prone to more issues in the future, but this comes with a benefit of their support fixing it efficiently. They even have discounts **really** often with the AMD AX line having zero setup fees, great for a starting out network looking for a low cost, EU based, minimal issue hosting provider.

Cons

- You are not buying a managed system, so you are literally on your own when it comes to managing a Hetzner system. You will receive no support for installing OS's, managing your system or software and any faults it causes. Hardware is what they provide and nothing else, so if you are a competent system admin, you will get along just fine with Hetzner, no problems at all.

Known Issues

- Their KVM system is unfortunately really bad. You have to request for one as it's not like OVH where you can instantly get access to the system via IPMI, you have to make a ticket. Additionally, sometimes it doesn't even work as no video output displays, but after discussing in a ticket, the KVM only becomes accessible after a system restart as it attaches to the system that way. Massively unfortunate if your system is kernel hardlocking or frozen.
- We are aware of an issue with their custom firmware breaking network traffic sometimes on specific systems where your players will have high ping or get disconnected repeatedly for a long while until they are able to finally join. Been around for a good 2 years now sadly, bit of a drawback. Jasmine has a Reddit article open and people have recommended solutions since. Hetzner did initially state it's not their issue but we found it was on their end.

https://www.reddit.com/r/hetzner/comments/vwe2ou/network_issues_minecraft_network_kernel_fixes/

Revision #5
Created 11 September 2023 00:50:50 by JasmeowTheCat
Updated 28 May 2024 23:57:29 by JasmeowTheCat