interweb

Generated on 26/11/2026 12:13

KNOWLEDGE BASE · PUBLIC DOCUMENT

Starting, restarting and reinstalling a server through the API

What You Can Automate

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2840	v2026.11.26	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/2840

Starting, restarting and reinstalling a server through the API

What You Can Automate Created on **November 26, 2026** 4 min read



In short: when a client asks you to start, restart or reinstall their server, your own system can do it through the API, without opening Meu Interweb. Each action goes into a queue and comes back with a number you follow to the end. Anything that deletes data, such as a reinstall, needs a permission of its own and the server name in the request. This covers VPS and Cloud; dedicated servers are handled with our team. See the **server reseller page**.

One key for everyday tasks, another for anything that wipes

Task	Permission
See the servers and the state of each one	`vps:read`
Start, stop and restart	`vps:write`
Reinstall the system	`vps:reinstall` (sensitive)
Restore a backup	`vps:restore` (sensitive)
Create a new root password	`vps:password` (sensitive)

The three sensitive ones are off on every key. If your system gives the client a "restart" button, that key has no business reinstalling anything. Keep the sensitive permissions on a separate key, used only when a request calls for it. More in **sensitive API permissions**.

Start, stop and restart

1. **Check the state** with `GET /v1/servers/{id}`. `power_state` says `running`, `stopped`, `restarting` or another state. The `id` is the same as the service's.

2. **Ask for the action** with `POST /v1/servers/{id}/start`, `stop` or `restart`. The answer is `202` with an `action_id`.

3. **Follow it** with `GET /v1/actions/{id}`: `running` while it runs, then `done` or `failed`. Starting usually takes about 2 minutes and stopping about 6. Only the key that asked for the action can look it up.

```
ACTION=$(curl -s -X POST https://api.interweb.co.mz/v1/servers/700/start \
-H "Authorization: Bearer $INTERWEB_API_KEY" -H "X-API-Mode: production" | jq -r '.data.action_id')
curl -s https://api.interweb.co.mz/v1/actions/$ACTION \
-H "Authorization: Bearer $INTERWEB_API_KEY" | jq -r '.data.status'
```

The `X-API-Mode: production` header makes sure the request never runs with the wrong key: if the key is a Sandbox one, the API refuses it. If the action ends `failed` with `timed_out`, check the server state before trying again. More on the `action_id` in **long-running API operations**.

Reinstalling, with a backup first

1. **Pick the system** from `GET /v1/servers/{id}/operating-systems` and keep its `id`.

2. **Ask for the reinstall** with `POST /v1/servers/{id}/reinstall`: `confirm` with the server name (the `name` from `GET /v1/servers/{id}`), `operating_system` and `backup_first`, plus the `Idempotency-Key` header.

3. **Save the root password straight away.** It appears only in that response and works once the reinstall has finished. Retrying with the same `Idempotency-Key` does not create another.

4. **Follow it with the** `action_id`. With `backup_first` set to `true`, the reinstall starts on its own once the backup appears, which can take up to an hour.

```
curl https://api.interweb.co.mz/v1/servers/700/reinstall -X POST \
-H "Authorization: Bearer $INTERWEB_API_KEY" \
-H "Content-Type: application/json" \
-H "Idempotency-Key: request-318-reinstall" \
-d '{"confirm": "web1.asuaempresa.co.mz", "operating_system": "ubuntu-24.04", "backup_first": true}'
```

A reinstall deletes everything on the server.
Confirm with your client before you ask for it. If the server already has 4 backups, a request with a backup first answers `409 backup_limit_reached` and deletes nothing. There is a limit of 3 reinstalls or restores per hour across the account. Afterwards your client can log in with an SSH key, as we explain in **how to create an SSH key**.

Your client lost the root password

`POST /v1/servers/{id}/password` creates a new one, with `vps:password` and the server name in `confirm`. The server restarts to apply it, and the password works after 1 to 2 minutes. As with a reinstall, it appears only in the response: pass it to your client over a safe channel and keep it out of your system's logs.

The answers your system should expect

Answer	When	What to do
`409 already_running` / `already_stopped`	The server is already the way you asked.	Nothing. Tell your client it already was.
`409 server_stopped`	You asked to restart a server that is off.	Use `start`.
`409 action_in_progress`	The server is busy with another action. Its `action_id` is in `details`.	Follow that one instead of asking again.
`409 service_not_active`	The service is suspended: data can be read, actions cannot run.	Check the unpaid invoices in Meu Interweb.
`429 rate_limited`	15 seconds between actions on the same server, 10 actions per minute per account, 5 new passwords per hour.	Wait the seconds in `Retry-After`.

What stays in Meu Interweb:
The console and the virtual CD. `sandbox_` keys have separate limits and touch no server, so test your system there first. The full list of actions is in **controlling a VPS through the API**, and a sample script in **scripts for your servers**.

RECOMMENDED

Want to handle your clients' requests from your own system? See the server reseller page.

See server reselling →

SEE ALSO

- **Controlling a VPS through the API: start, stop, restart, root password, reinstall and backups**
- **Scripts for your servers: restart or reinstall a VPS and keep nameservers and DNS up to date**
- **Long-running API operations: the 202 answer, the action_id and following the result**
- **Sensitive API permissions and the spending limit: paying, buying, reinstalling, cPanel access**
- **Reinstalling or changing your VPS operating system**
- **How to create an SSH key and log in to your VPS without a password**

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-2840 · v2026.11.26 · Generated on 26/11/2026 12:13