Allgemein

Why can't I access my rootserver anymore?

1. Check the reachability of the server via Ping and SSH.

If the server is still not responding:

2. Perform a server reset with the following manual: Perform a server reset.

If you still (after approx. 10 – 15 minutes) have no access to the server:

3. Start the rescue system with this manual: Start the rescue system.

If the problem persists:

4. Start the vKVM rescue system, using this manual: Using the vKVM.

If you have checked all points and the problem still exists, please contact our support under support@euserv.com and describe the problem in detail and the steps you already proceeded, so that we can initiate a hardware exchange, if neccessary.

Unique solution ID: #1587

Author: EUserv Kundensupport

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URL: https://faq.euserv.com/content/8/329/en/why-can_t-i-access-my-rootserver-anymore.html