

Cloud VPS Servers

Why is my website down?

When your website goes down there are a few simple steps you can do yourself to try and diagnose the cause and point you in the right direction to resolve the issue.

- 1) First check if you have kept up payment for the service you are using. You would be surprised at how many times when things go down it is due to non-payment and the consequent suspension of services.
- 2) Check if your domain registration has expired. You can check whether the domain registration is still active by going to <http://nic.uk> , or other whois servers on the Internet. If the domain registration has expired and the domain provider is not ByteHouse contact your domain provider.
- 3) Check that the DNS settings for the domain are configured properly.
- 4) Check your disk space as sites and servers go down when you run out of disk space, whilst running low on cpu and RAM slows down your site or server.
- 5) If all the above do not help you identify your problem it is helpful to check your error log. If using Plesk Control Panel the error log is located in the advanced operations section of your site in the Websites & Domains tab. This will allow you to pinpoint the cause of your problem and for you to resolve your issues.

Cloud VPS Servers



[Applications](#)

Install and manage web apps on your websites. Forums, photo galleries, collaboration tools, and many more installed in several clicks.



[FTP Access](#)

Set up access to files of your websites over FTP protocol.



[Backup Manager](#)

Back up and restore your domains, including settings and content of websites and mail accounts.



[File Manager](#)

Upload new files and work with current files and directories of your websites.



[DNS Settings](#)

Manage DNS zones for your domain names.



[Web Hosting Access](#)

IP Address: 188.191.153.234

Change settings of the system user account used for remote access to Pannel over SSH or RDP and working with files and folders in File Manager.

▼ [Hide Advanced Operations](#)



[Website Scripting and Security](#)

Specify scripting languages your default site should support, adjust PHP settings, and activate SSL protection.



[Website Maintenance Mode](#)

Switch a site off for maintenance and let the site visitors know that this is done on purpose and the site will be up soon.



[Learn How to Clone a Site to Development Environment](#)

View instructions on how to clone the whole website (files, databases and applications).



[Web Users](#)

Set up accounts for users who can host personal web pages on your websites.



[Password-protected Directories](#)

Restrict access to selected areas of your websites with password protection.



[Website Copying](#)

Copy website files to another site or external FTP storage.



[Logs](#)

View logs and configure recycling of log files.

Unique solution ID: #1016

Author: Peter Chen

Last update: 2013-02-19 17:30