

Why do I get no response when I try to connect to my server?

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If your server is not responding, there are a few steps you can take. First, attempt to ping your server. Log into your Customer Area Click 'Manage Servers' Choose your server Click the link that allows you to ping your server If there is no response from the ping, you can power cycle your server to reboot it. Click the button that says 'Reboot Server' Wait at least 30 minutes Ping your server again If your server still does not respond after 30 minutes, raise a Support Ticket with the Customer Services team, who will investigate for you.

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