Hardware

What happens if my server is no longer available?

A server failure can have various causes.

First of all, you should try to restart your server via the central customer management (ZKM). If your server cannot be reached within 30 minutes after the reset order, it can be assumed that there is a permanent problem.

Please try to boot the server into the rescue system, mount the hard disk(s) and check the logs there.

Should this not be possible or not be successful, please inform us about the ticket system so that we can take a look at the case.

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