FAQ

- Why is my server using 100% of the CPU?
- I deleted all the files but am still using X GB of Storage
- How to get more storage for my server

Why is my server using 100% of the CPU?

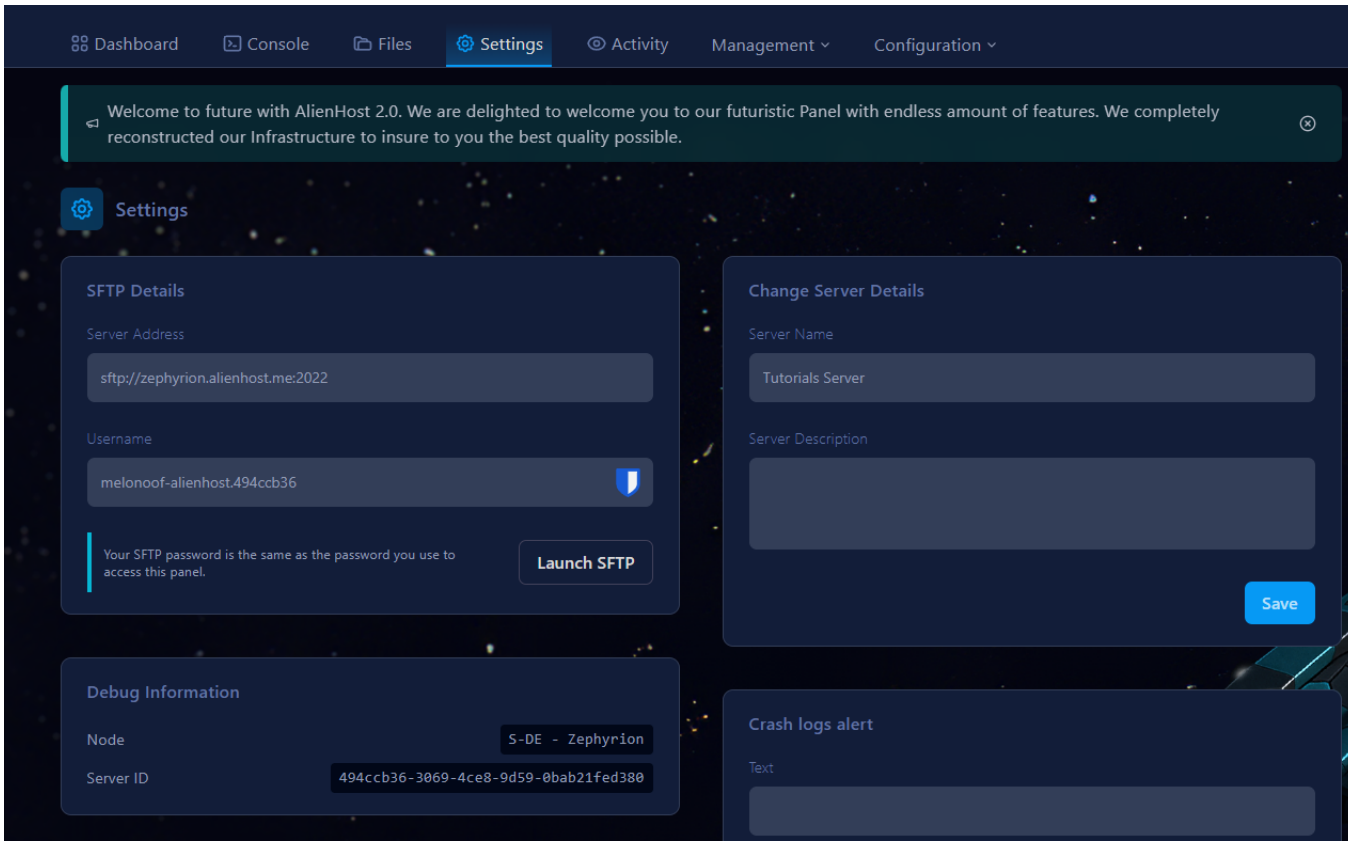
While it sounds terrifying to see **100%** usage of your **CPU.** Don't panic, while this is not perfect, your server should be running perfectly fine. You may think that **100% CPU** usage, that the whole node your server is running on is overwhelmed. **No**.

On our **Game Panel** a 100% represents a single **thread** from the node's **CPU.** Typically, most of our **CPU's** on **AlienHost** consist of 2 Threads per 1 Core. In most cases, the usage of **100%** you are experiencing on the **Game Panel** would only be a fraction of the whole **CPU** potential, so there is nothing to worry about, although you might notice in some games like Minecraft, once your CPU starts to reach **200%** or even above it, the game performance might start to decrease, and your server might begin to lag.

For more accurate information about the load on the node your server is running on, please follow the following steps:

1. Navigate to your **Game Panel**
2. Find your server:
   loading.gif

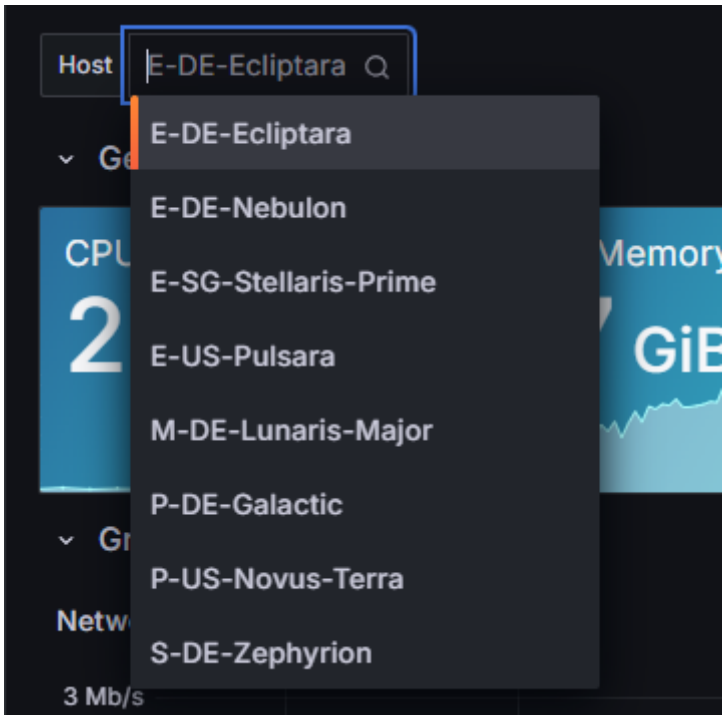
3. Click on it and navigate to **Settings** tab



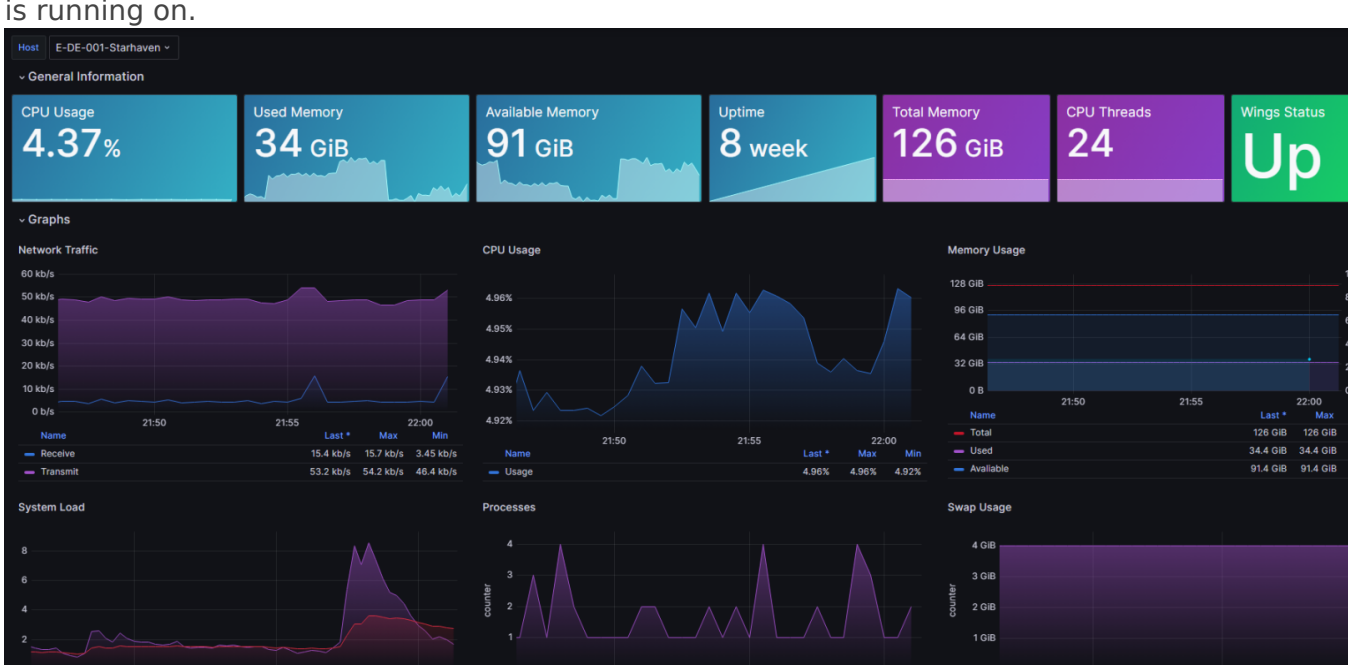
4. You will be presented with a screen and information about your server. Remember the code name of your node. In this case it's S-DE - Zephyrion.



5. Navigate to our **Monitor Service** and from the selector select the Node your server is located at:



6. Once you click it, you will be presented with **LIVE** information about the node your server is running on.

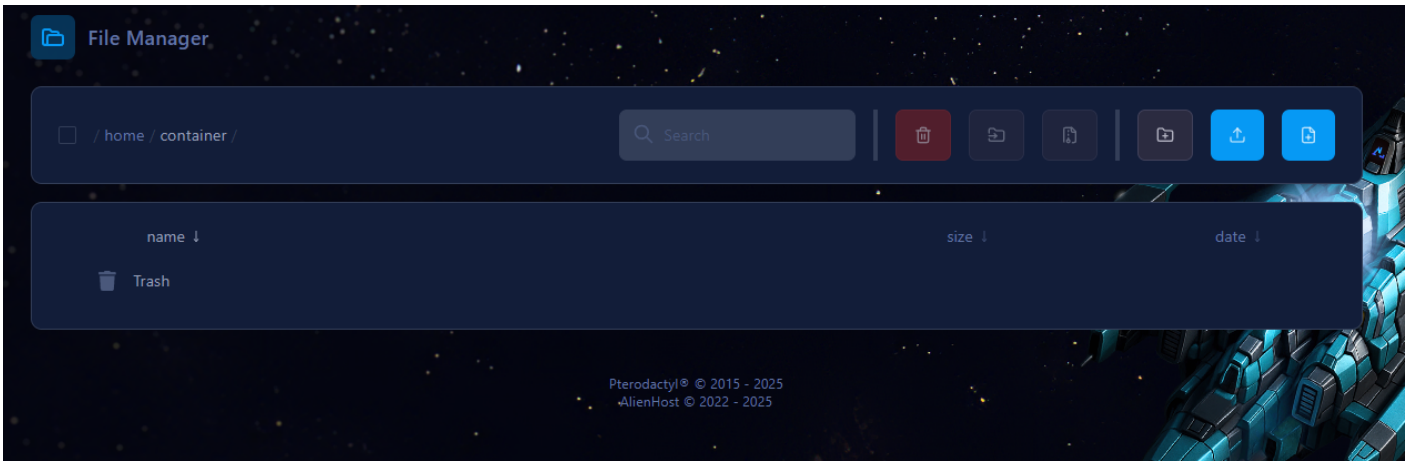


> You can find a guide for optimising your server here!

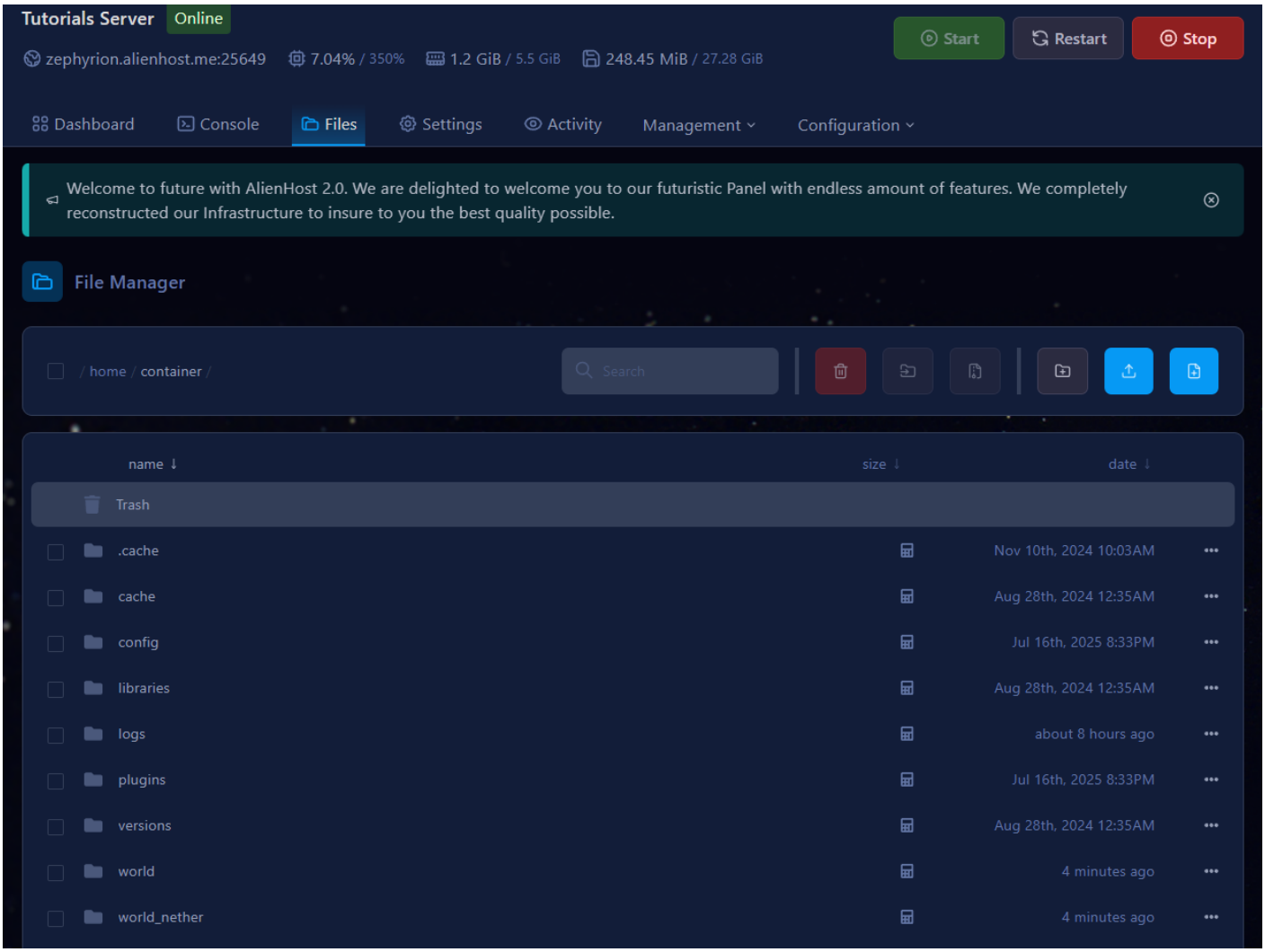
I deleted all the files but am still using X GB of Storage

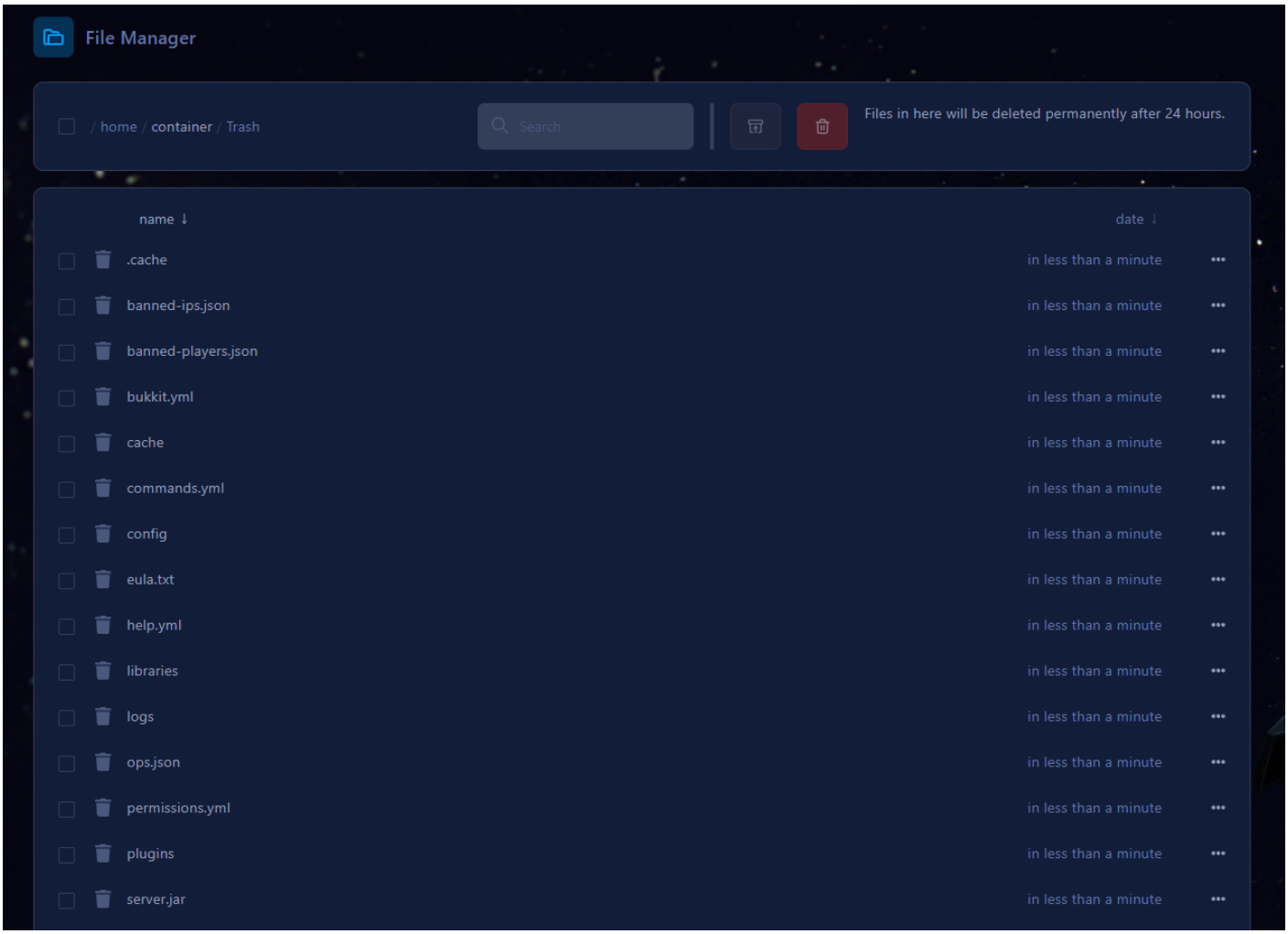
Did you delete all your server's files, but the server's storage is still being used? If the answer is yes, you can do the following things:

1. Double check that there are no files on the server



2. Check the trash bin of your server.


Tutorials Server
Online
zephyrion.alienhost.me:25649
7.04% / 350%
1.2 GiB / 5.5 GiB
248.45 MiB / 27.28 GiB
Start
Restart
Stop
Dashboard
Console
Files
Settings
Activity
Management
Configuration
Welcome to future with AlienHost 2.0. We are delighted to welcome you to our futuristic Panel with endless amount of features. We completely reconstructed our Infrastructure to insure to you the best quality possible.
File Manager
/ home / container /
Search
name
size
date
Trash
.cache
Nov 10th, 2024 10:03AM
cache
Aug 28th, 2024 12:35AM
config
Jul 16th, 2025 8:33PM
libraries
Aug 28th, 2024 12:35AM
logs
about 8 hours ago
plugins
Jul 16th, 2025 8:33PM
versions
Aug 28th, 2024 12:35AM
world
4 minutes ago
world_nether
4 minutes ago


File Manager
/ home / container / Trash
Search
Files in here will be deleted permanently after 24 hours.
name
date
.cache
in less than a minute
banned-ips.json
in less than a minute
banned-players.json
in less than a minute
bukkit.yml
in less than a minute
cache
in less than a minute
commands.yml
in less than a minute
config
in less than a minute
eula.txt
in less than a minute
help.yml
in less than a minute
libraries
in less than a minute
logs
in less than a minute
ops.json
in less than a minute
permissions.yml
in less than a minute
plugins
in less than a minute
server.jar
in less than a minute

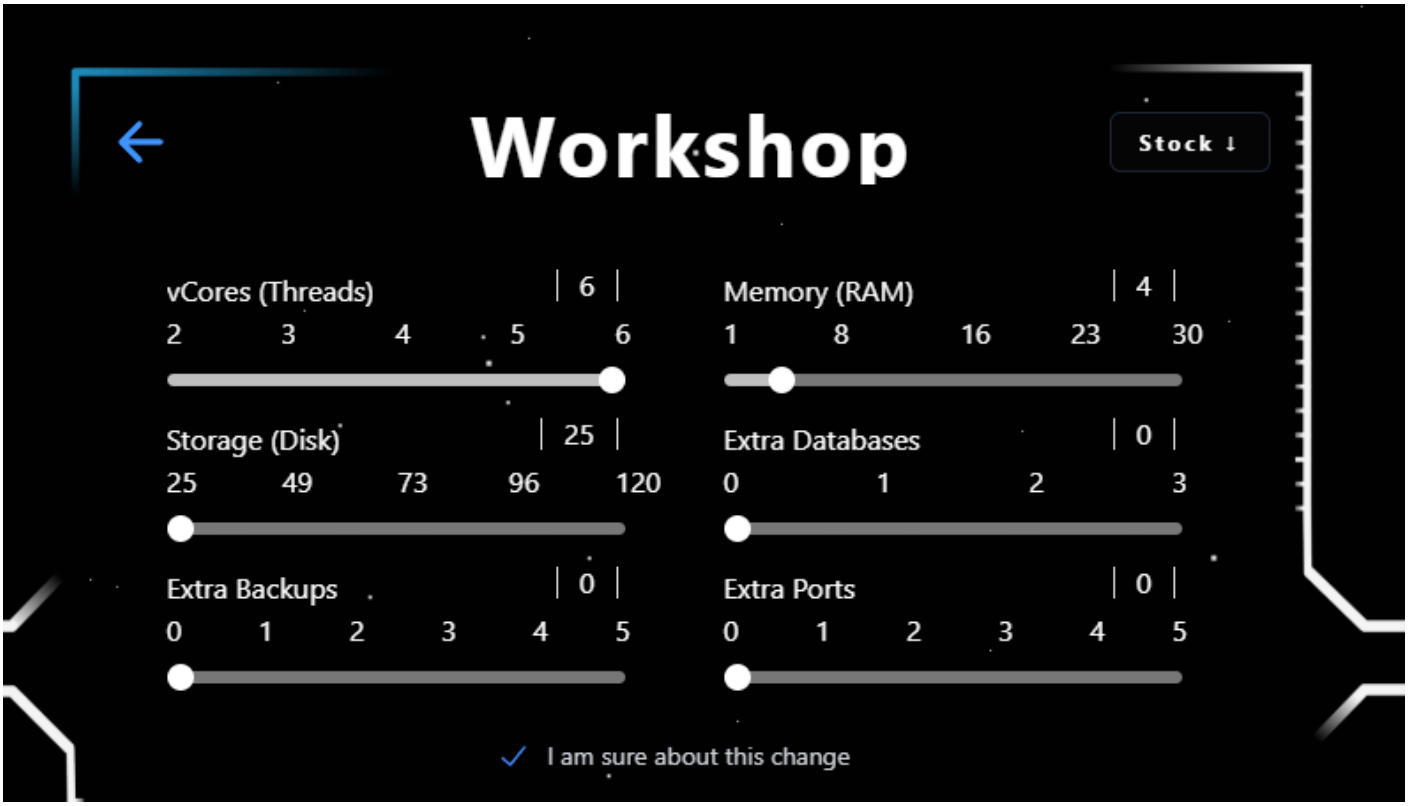
How to get more storage for my server

> Upgrade's aren't always available, please read our article

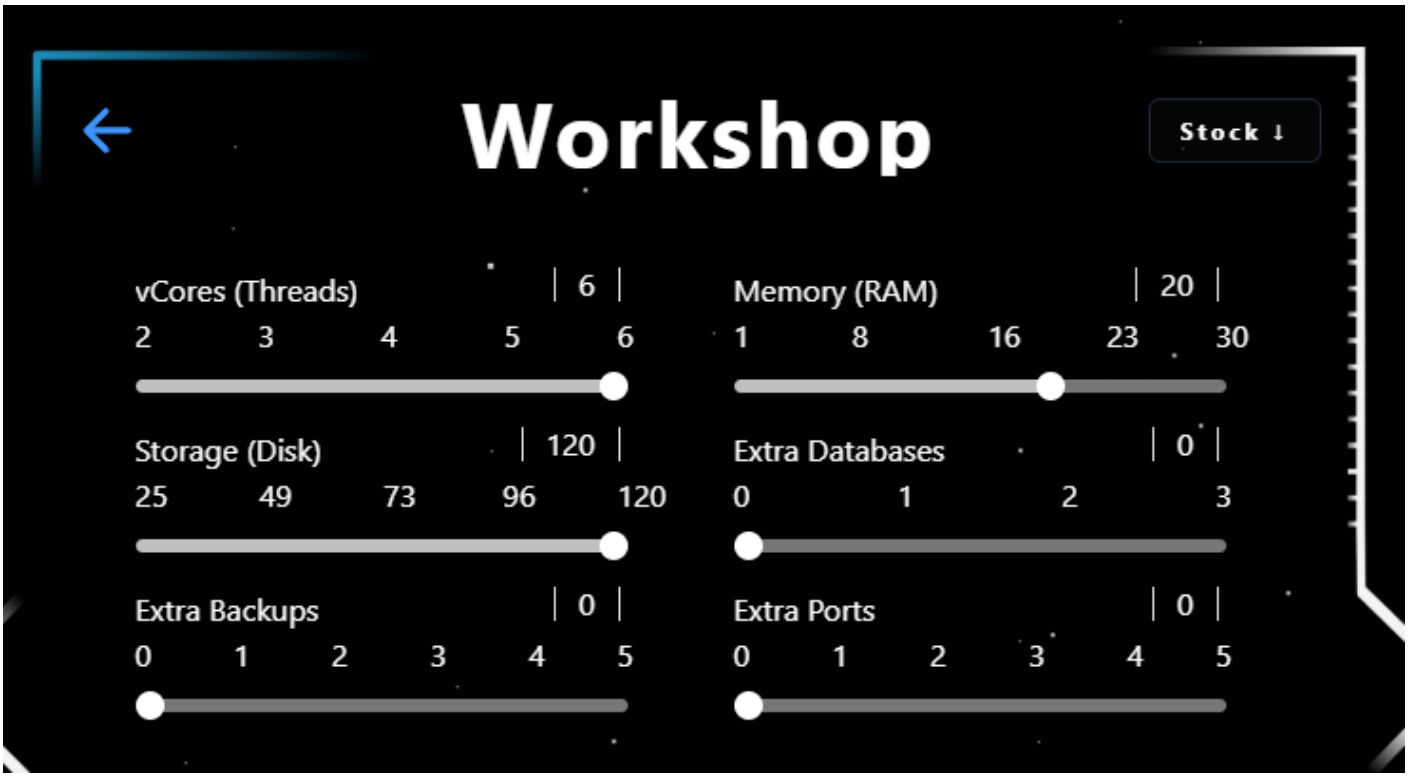
Head to our website and login, select the desired service. Click `Manage Insurance` and access the `Workshop`.

Shared node

Now you're in the workshop



You cannot change the storage directly. But, by purchasing more RAM, the Storage allocated to you will automatically Increase



Dedicated Node:

Here you just change the storage as it is not tied to the RAM amount.