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:

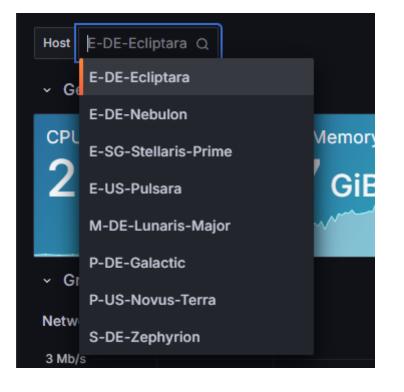
- 1. Navigate to your Game Panel
- 2. Find your server:
- 3. Click on it and navigate to Settings tab

| | 📽 Dashboard 🗈 Console 🖻 Files 🔞 Se | ettings © Activity | Management - Configuration - |
|---|--|--------------------|---|
| | Substructed our Infrastructure to insure to you to solve a | | our futuristic Panel with endless amount of features. We completely \otimes |
| | Settings | | |
| • | SFTP Details | | Change Server Details |
| | | | |
| | | | |
| | | | Server Description |
| | | | |
| | Your SFTP password is the same as the password you use to access this panel. | Launch SFTP | - Save |
| | • | | |
| | Debug Information | | · |
| | Node | S-DE - Zephyrion | Crash logs alert |
| | Server ID 494ccb36-3069-4ce8- | 9d59-0bab21fed380 | Text |
| | | | |

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.

| | . • | |
|-------------------|-------------------------------|----------|
| Debug Information | | |
| Node | S-DE - Ze | ephyrion |
| Server ID | 494ccb36-3069-4ce8-9d59-0bab2 | 21fed380 |
| | | |

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

| File Manager | | | |
|----------------------|---|------|-------|
| / home / container / | | | |
| | | • | |
| name ↓ | | | date↓ |
| | | | |
| | | | |
| | Pterodactyl® © 2015 - 2025 AlienHost © 2022 - 2025 | | |
| | • | 18 C | |

2. Check the trash bin of your server.

| Tutorials Server Online | © s | tart 🕄 Restart | O Stop |
|--|-----------------------------|------------------------|--------|
| 🛇 zephyrion.alienhost.me:25649 🛛 7.04% / 350% 📟 1.2 GiB / 5.5 GiB 🚡 248.45 MiB / 27.28 Gib | | | e stop |
| 응 Dashboard ව Console 🖻 Files @ Settings @ Activity Management ~ | Configuration ~ | | |
| ← Welcome to future with AlienHost 2.0. We are delighted to welcome you to our futuristic Pane reconstructed our Infrastructure to insure to you the best quality possible. | el with endless amount of f | eatures. We completely | |
| Tile Manager | | | |
| / home / container / | | | D |
| name↓ | | | |
| Trash | | | |
| | ₽ | Nov 10th, 2024 10:03AM | |
| Cache | | | |
| C — config | | Jul 16th, 2025 8:33PM | |
| | | | |
| | | | |
| Implugins | | Jul 16th, 2025 8:33PM | |
| versions | | | |
| world | | 4 minutes ago | |
| | | | |
| world_nether | | | |

| | File | Manager | | | | |
|---|------|------------------------|--|---|-----------|--|
| Ŧ | | me / container / Trash | | Files in here will be deleted permanently after | 24 hours. | |
| | | | | | | |
| | | name ↓ | | | | |
| | | .cache | | | | |
| | | banned-ips.json | | | | |
| | | banned-players.json | | | | |
| | | bukkit.yml | | | | |
| | | cache | | | | |
| | | commands.yml | | | | |
| | | config | | | | |
| | | eula.txt | | | | |
| | | help.yml | | | | |
| | | libraries | | | | |
| | | logs | | | | |
| | | ops.json | | | | |
| | | permissions.yml | | | | |
| | | plugins | | | | |
| | | server.jar | | | | |
| | | | | | | |

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

| vCores (Threads) 6 Memory (RAM) 4 2 3 4 5 6 1 8 16 23 30 2 3 4 5 6 1 8 16 23 30 Storage (Disk) 25 125 Extra Databases 0 0 1 2 3 25 49 73 96 120 0 1 2 3 Extra Backups 0 1 2 3 4 5 0 1 2 3 | Work | shop Stock 1 |
|---|------|--------------|
| 25 49 73 96 120 0 1 2 3 Extra Backups 0 Extra Ports 0 0 1 | , | |
| | | |
| | | Exactors |

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

| vCores (Threads) 6 Memory (RAM) 20 2 3 4 5 6 1 8 16 23 30 Storage (Disk) 120 Extra Databases 0 1 2 3 25 49 73 96 120 0 1 2 3 Extra Backups 0 Extra Ports 0 1 2 3 4 5 | ← . | Wo | rk | shop | St | ock ↓ |
|--|------------------------|---------|-----|----------------------|--------------------|-------|
| Storage (Disk) 120 Extra Databases 0 25 49 73 96 120 0 1 2 3 Extra Backups 0 Extra Ports 0 1 | vCores (Threads) | • 6 | | Memory (RAM) | 20 | |
| 25 49 73 96 120 0 1 2 3 Extra Backups 0 Extra Ports 0 | 2 3 4 | 5 | 6 | 1 8 | 16 23 _. | 30 |
| Extra Backups 0 Extra Ports 0 | Storage (Disk) | . 120 | | Extra Databases | . 0 | |
| | 25 49 7 | 3 96 | 120 | 0 1 | 2 | 3 |
| | | | | | | |
| | Extra Backups 0 1 2 | I | 5 | Extra Ports 0 1 2 | 3 4 | 5 |
| | | | | | | |

Dedicated Node:

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