

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](#)

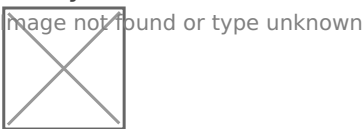
Why is my server using 100% of the CPU?

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**.

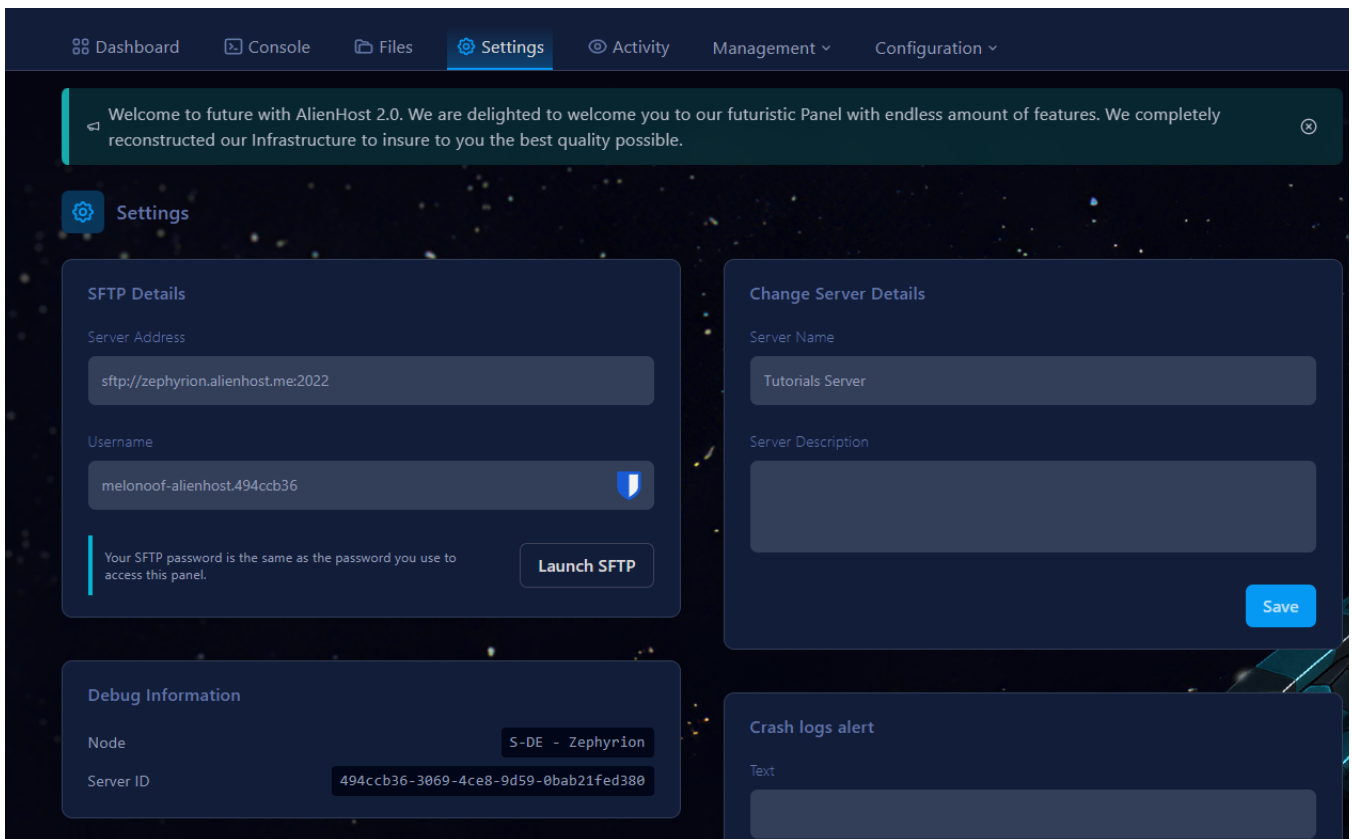
On our **Game Panel** a 100% represents a single **thread** from the node's **CPU**. Typically, most of our **CPU's** on **AlienHost** consist of 2 Threads per 1 Core. In most cases, the usage of **100%** you are experiencing on the **Game Panel** would only be a fraction of the whole **CPU** potential, 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:

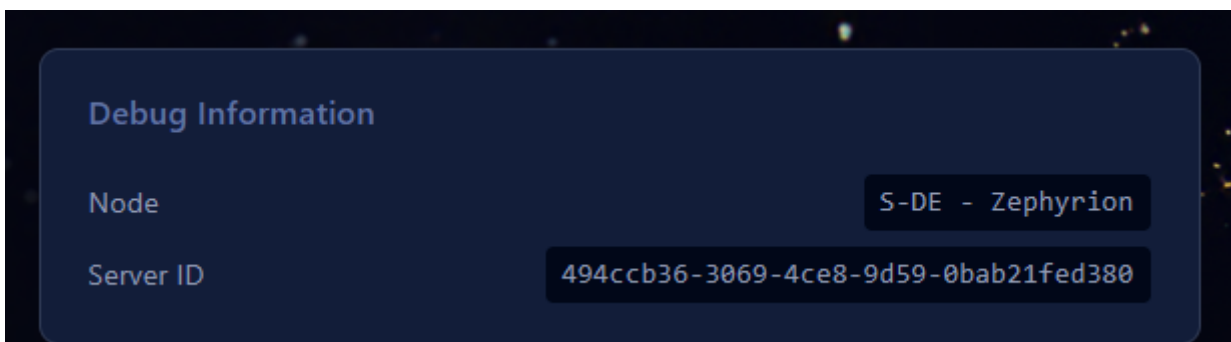
1. Navigate to your **Game Panel**
2. Find your server:



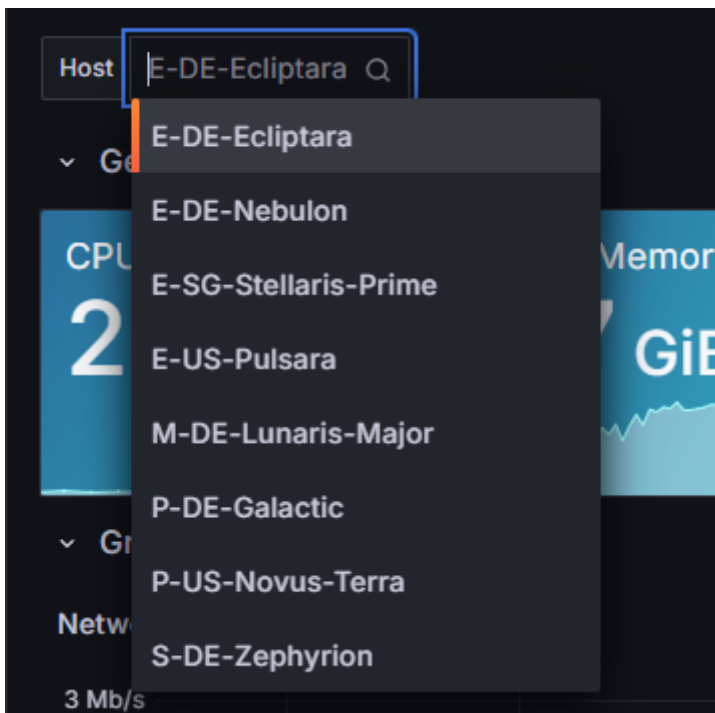
3. Click on it and navigate to **Settings** tab



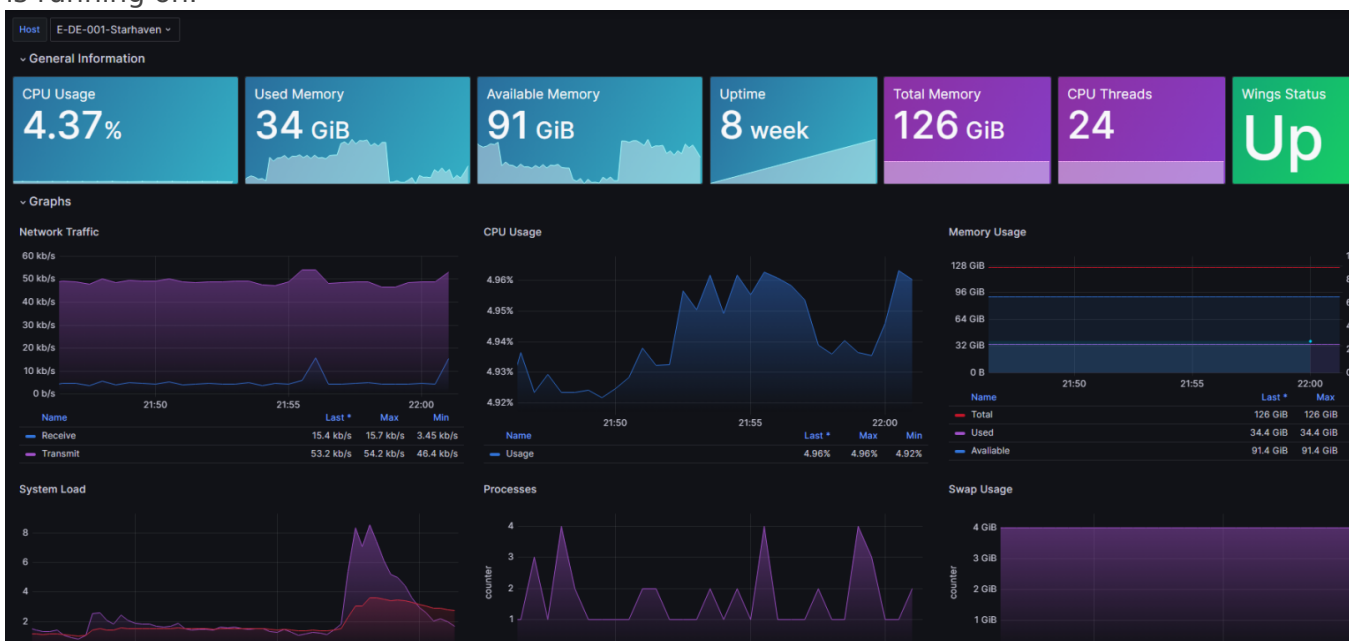
4. You will be presented with a screen and information about your server. Remember the code name of your node. In this case it's S-DE - Zephyrion.



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.

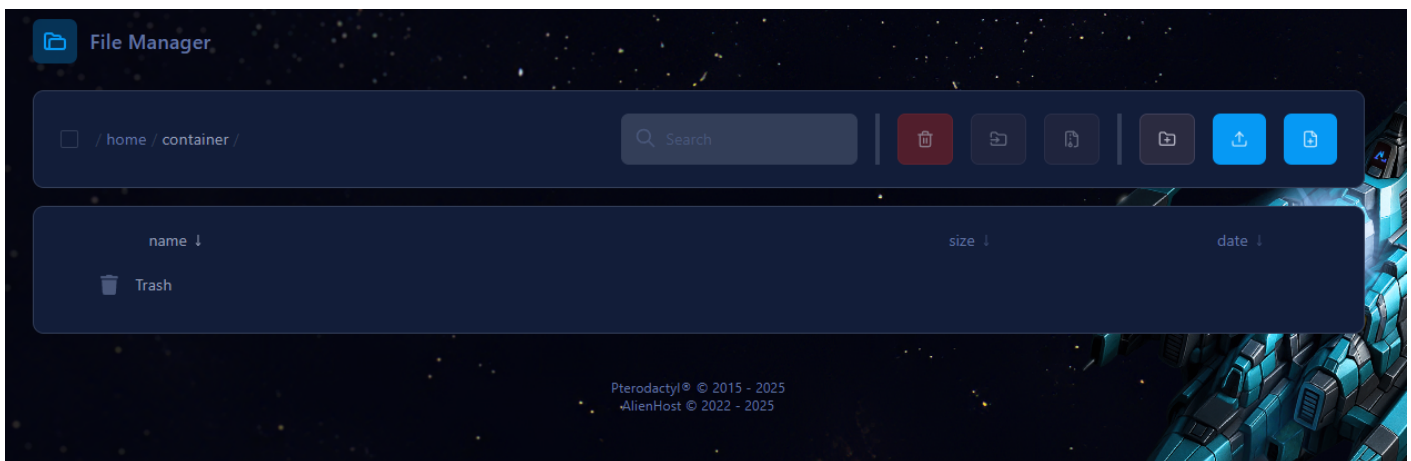


You can find a guide for optimising your server [here](#)!

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.

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		
<input type="checkbox"/> .cache		Nov 10th, 2024 10:03AM
<input type="checkbox"/> cache		Aug 28th, 2024 12:35AM
<input type="checkbox"/> config		Jul 16th, 2025 8:33PM
<input type="checkbox"/> libraries		Aug 28th, 2024 12:35AM
<input type="checkbox"/> logs		about 8 hours ago
<input type="checkbox"/> plugins		Jul 16th, 2025 8:33PM
<input type="checkbox"/> versions		Aug 28th, 2024 12:35AM
<input type="checkbox"/> world		4 minutes ago
<input type="checkbox"/> world_nether		4 minutes ago

/ home / container / Trash

Search



Files in here will be deleted permanently after 24 hours.

name ↓		date ↓	
<input type="checkbox"/>	.cache	in less than a minute	...
<input type="checkbox"/>	banned-ips.json	in less than a minute	...
<input type="checkbox"/>	banned-players.json	in less than a minute	...
<input type="checkbox"/>	bukkit.yml	in less than a minute	...
<input type="checkbox"/>	cache	in less than a minute	...
<input type="checkbox"/>	commands.yml	in less than a minute	...
<input type="checkbox"/>	config	in less than a minute	...
<input type="checkbox"/>	eula.txt	in less than a minute	...
<input type="checkbox"/>	help.yml	in less than a minute	...
<input type="checkbox"/>	libraries	in less than a minute	...
<input type="checkbox"/>	logs	in less than a minute	...
<input type="checkbox"/>	ops.json	in less than a minute	...
<input type="checkbox"/>	permissions.yml	in less than a minute	...
<input type="checkbox"/>	plugins	in less than a minute	...
<input type="checkbox"/>	server.jar	in less than a minute	...

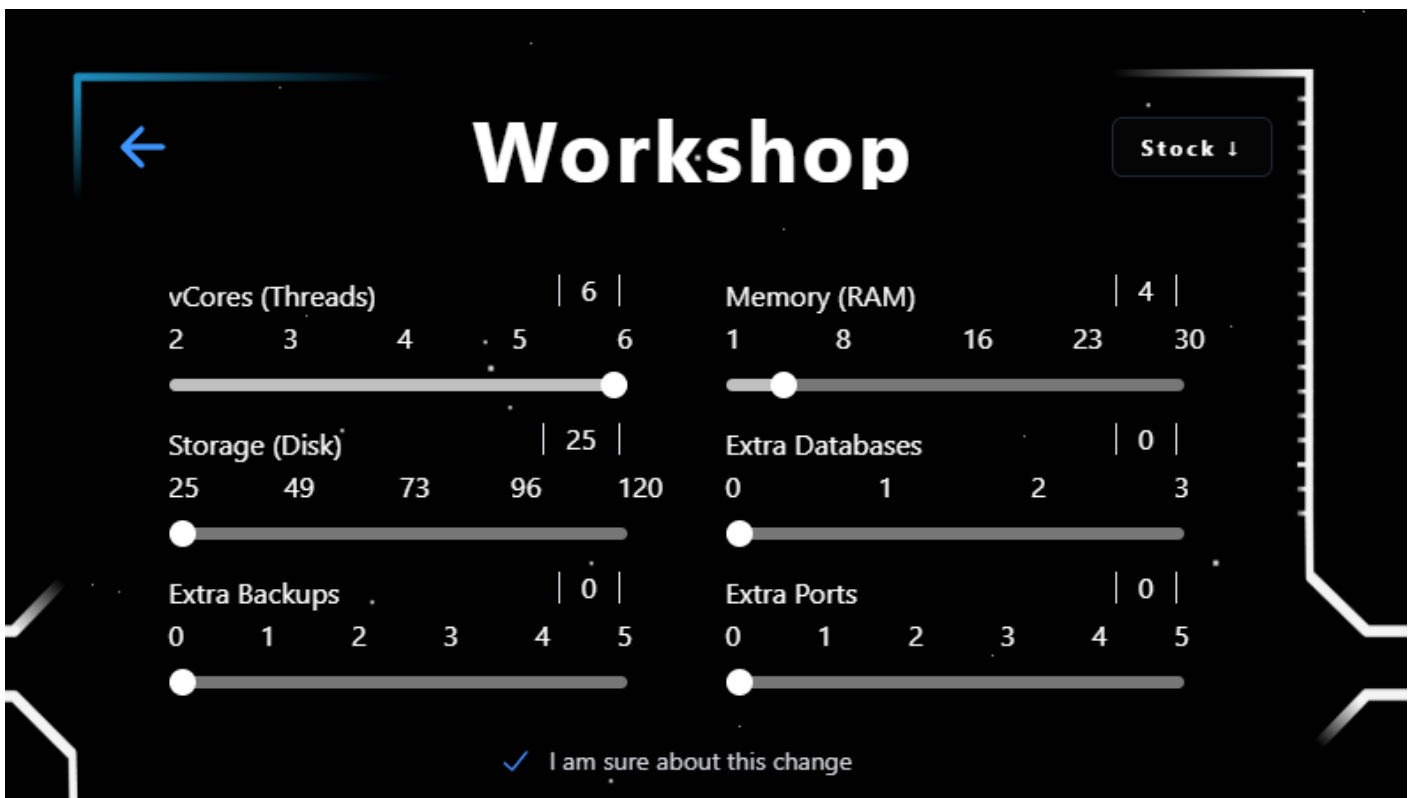
How to get more storage for my server

Upgrade's aren't always available, please read [our article](#)

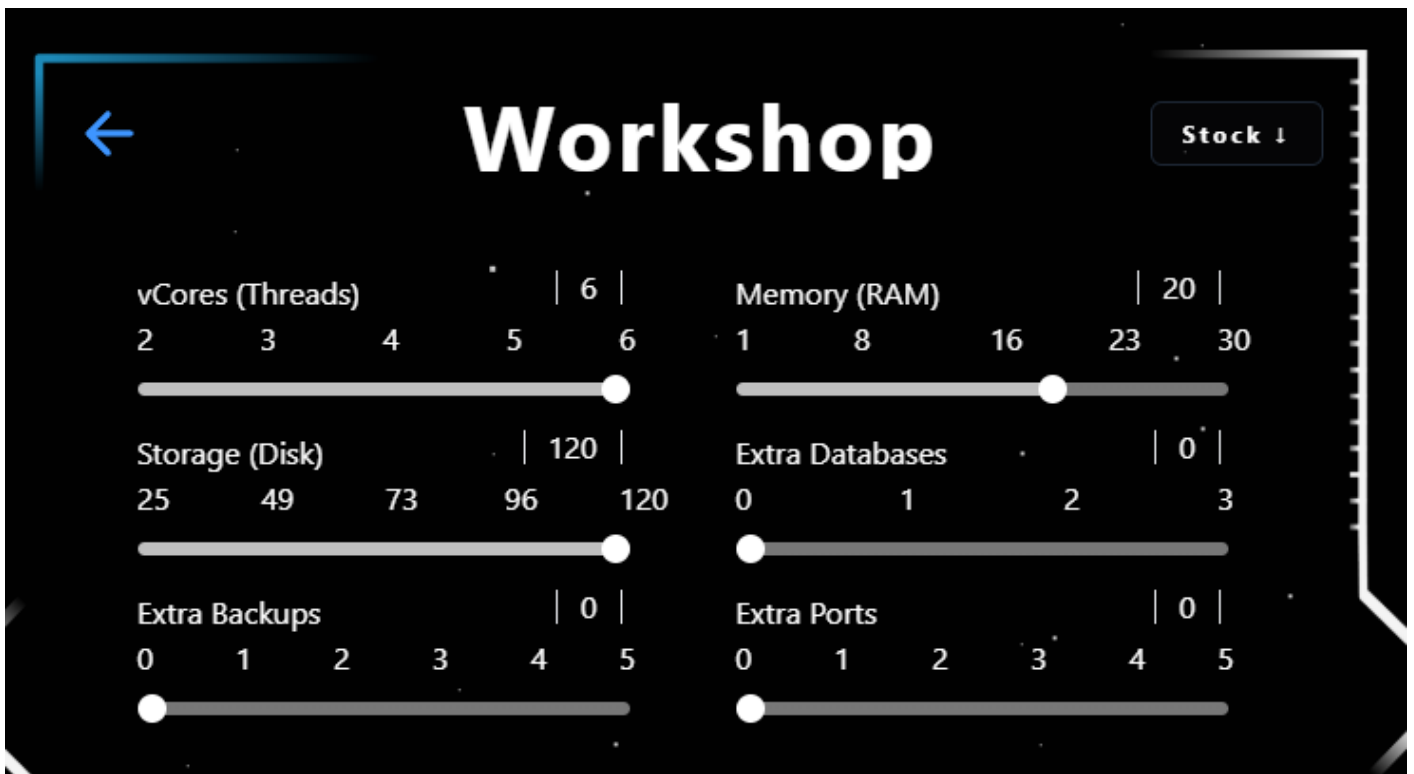
Head to our [website](#) and login, select the desired service. Click [Manage Insurance](#) and access the [Workshop](#).

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.