

# General Troubleshooting

The General Troubleshooting section in our knowledge base is dedicated to helping you resolve common issues and challenges you may encounter when using various software. This comprehensive resource covers a wide range of topics, from operating systems to applications. With easy-to-follow step-by-step instructions, clear troubleshooting tips, and best practices, it serves as a valuable resource for you, our client, when you're looking to solve problems and optimize your system's performance.

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# Common HAProxy issues \*

Before you jump into the troubleshooting steps, make sure the services are working on the specified IP addresses and ports. You can do this by accessing them directly. For instance, you could access Apache or Nginx on Port 80 by typing the server's IP into your browser. If you find you're unable to access the service, you'll need to troubleshoot any server-side issues where the service is installed.

Once these issues are resolved, if you're still experiencing HAProxy problems, go ahead and continue with the following steps.

## 1. HAProxy Configuration

Go over your configuration again. Make sure the IP addresses, ports, and backend server definitions are correct. You can test the configuration using the command `"haproxy -c -f /path/to/haproxy.cfg"` which will help you identify any syntax errors or misconfigurations. Confirm that the HAProxy service is up and running, and if it's not, give it a restart.

## 2. Network and Firewall

Check the firewall rules on both servers or consider temporarily disabling the firewalls to test the connectivity. Make sure both servers can ping each other as this confirms proper network connectivity.

## 3. Logs and Monitoring

Go through the HAProxy logs for any errors or warnings, and analyze these to identify any possible issues. Keep an eye on the performance of your HAProxy instance using tools like HAProxy Stats. This will help you spot any bottlenecks or resource issues.

Remember, if you need more help, don't hesitate to get in touch with us. We have both free and paid support options available to help you resolve your HAProxy problems.

# Please help, I'm receiving DDoS attacks \*

If you're able to utilize your control panel to manage your service or connect via SSH, it's possible that you're not experiencing a DDoS attack.

**Standard DDoS Protection is included by default in most of our services:**

- There's no need for you to take any action to enjoy its benefits.
- It's automatically enabled at no extra cost.
- It is designed to recognize 99% of all attack patterns.

However, please note, our Standard DDoS Protection may not mitigate certain DDoS attacks due to their unique patterns, such as those simulating legitimate web traffic to ports 80 or 443.

## Are you using a managed service?

If you are, and whether you're experiencing high traffic causing load on your server or suspecting a DDoS attack, please get in touch with us.

## Not using a managed service?

If you're operating an unmanaged server, could it be that your server is simply under [high load](#)? Here are some quick tips for you to verify.

Regardless of how you're accessing your server (be it via SSH or VNC), you can run some commands to identify the IP addresses connecting to your server. If SSH access is unavailable, try rebooting it through your client area or control panel. If SSH access remains unavailable, consider using rescue mode or accessing via VNC to verify if your IP address is blocked on your firewall. You may also need to confirm whether the SSH service is properly configured and operational.

Here are some commands you can use to determine the number of connections per IP address:

To show the number of connections by state, use:

```
netstat -nat | awk '{print $6}' | sort | uniq -c | sort -n
```

To show all connected IPs, use:

```
netstat -nat | awk '{ print $5}' | cut -d: -f1 | sed -e '/^$/d' | uniq
```

To show the number of connections per IP, use:

```
netstat -atun | awk '{print $5}' | cut -d: -f1 | sed -e '/^$/d' | sort | uniq -c | sort -n
```

If you're receiving connections from many sources (IP addresses), blocking each one manually could be quite laborious. You could try blocking entire subnets all at once, but this might inadvertently block legitimate traffic,

potentially even your own IP address.

Would you rather leave DDoS worries behind? Consider opting for one of our managed servers today, or get in touch with us to create a personalized plan tailored to your needs.

# An error occurred while sending the message - Prestashop \*

A client recently reached out to us due to an error they encountered while sending a message using the form on the PrestaShop "Contact Us" page.

I'm currently utilizing PrestaShop 1.7, complete with the default theme and modules. Moreover, I haven't installed any additional plugins or tools yet.

Here's the issue: whenever I attempt to send a message using the form on the "Contact Us" page, an error message pops up against a red background, stating, "An error occurred while sending the message."

I've made various attempts to rectify this issue, such as disabling modsecurity, toggling between different PHP versions, and adjusting a few configurations, but nothing appears to be working. I would greatly appreciate any assistance in resolving this issue, and I'm even prepared to pay for a viable solution if the problem isn't related to the web hosting service.

We've stumbled upon a [post on Stack Overflow](#) that seems to address the same issue, specifically with the PrestaShop version the client is using.

To summarize, the solution proposed in the post is to replace the current `contactform.php` with a previous version located within `/modules/contactform`, which should effectively resolve the issue.

# Unable to Change the Domain within web control panel \*

Recently, one of our clients attempted to add an email address account.

However, when they attempted to change the domain in the form to associate it with a specific domain, the original domain remained selected in the field above. This type of behavior could occur if a browser extension is interfering with page functionality. Usually, extensions that block advertising or scripting in the browser can cause such issues.

You could attempt to add the email address with the currently selected domain. If it doesn't function as expected, we recommend disabling any extensions in your browser for that specific webpage. Alternatively, you could try using a different browser profile or another browser without any installed extensions.

# FTP Error 530: Login Authentication Failed \*\*

The error message "530 Login authentication failed" typically appears when the hostname or IP, username, or password you've entered into your FTP client is incorrect. Please ensure that your hostname or IP, username, and password are all accurate.

If you're confident that all of these details are correct, the issue may be with your keyboard layout. Sometimes, the FTP server or client may not accurately recognize certain special characters. Even if you don't believe this could be the issue, consider changing your password.

Once you've altered your password, and you're sure it's being input correctly into your FTP client, consider using the IP address of the server in place of the hostname.

# Error 403: Access to This Resource on the Server is Denied \*

We understand that encountering Error 403 can be frustrating, but don't worry, we have several solutions to help you fix this issue.

1. First and foremost, verify the path to the content you're trying to access. Even the tiniest of typos in your browser can trigger this error.
2. Next, examine the error logs for any entries related to this issue. This could provide clues as to what's causing it.
3. If your error logs come up empty, it's time to check the permissions. Set the folder permissions to 755 and related files to 644. After you've adjusted these, clear your browser's cache and try again.
4. Are you using Apache or LiteSpeed? If so, back up your .htaccess file, erase its contents, and see if this resolves the problem. Don't forget to clear your browser's cache before trying again. If this step fixes the issue, your .htaccess file might be the culprit. To identify the problematic parameter, try reapplying them to your .htaccess file one at a time.

If you've followed all these steps and still need help, don't hesitate to reach out to us. We're here to assist you.

This page requires to be updated.

# There are altered RPMs on HOST \*

Did you receive an email from your cPanel system with the same subject as this page? This usually happens when you've installed a package using a third-party repository.

This email is your system's way of alerting you about possible unauthorized changes. However, if you've recently installed a different version of a package or a third-party plugin, it's generally safe to ignore this alert, as these actions can install a modified version of a package.

We suggest fixing the RPMs unless the creator of your third-party package or plugin has explicitly instructed you to leave that version as is.

Keep in mind that developers of your third-party plugins often need time to update their repository packages. In rare instances, your third-party package or plugin might not function correctly with the default version of a package installed by cPanel.

Before you run the command to fix the altered RPMs, consider reaching out to the support team of your third-party plugin.

To fix the altered RPMs, you can execute the following command:

```
/usr/local/cpanel/scripts/check_cpanel_rpms --fix
```

Tired of worrying about altered RPMs on your server? Consider switching to one of our managed servers today!

# No Symbol Table Found \*

During the boot process of Ubuntu, you might encounter the message "No symbol table found."

This message shows up because the symbol table wasn't found. Typically, this isn't a critical error, and your operating system should boot up anyway. However, if you're keen to resolve this, you can try implementing one of the methods provided in this article.

Feel free to execute the appropriate commands based on whether you are using virtio on your system.

## If You Are Using Virtio

The following steps are applicable if you have a KVM-Linux Server using virtio with the operating system installed on the first storage device:

```
sudo grub-install /dev/vda  
sudo update-grub
```

## If You Aren't Using Virtio

The following steps are applicable if the operating system is installed on the first storage device regardless of being on a KVM-Linux Server, and you're not using virtio:

```
sudo grub-install /dev/sda  
sudo update-grub
```

After taking these steps, you shouldn't see the "No symbol table found" message in subsequent reboots.

# High Load \*

When you hit the ceiling of a given resource, be it RAM, CPU usage, or high I/O usage, your server's load average will increase, and processes will begin to queue up.

You might observe delays in accessing SSH or Virtual KVM/IP (VNC). Even the simplest commands may take a tad longer to execute, and web pages may be slower to load (or might not load at all).

For those with a Fully Managed Service, we are likely already on the case, investigating the situation. However, please don't hesitate to get in touch with us.

For those using an unmanaged service, you still have access to the best-effort support included in your package. We might be able to steer you in the right direction by offering guidelines to help you resolve the issue.

Unmanaged servers are typically suitable for system administrators, teams, or companies with their own IT departments who are proficient in managing their own systems. It's also an ideal choice for those seeking to learn, those who want to experiment, or those whose projects are purely hobby-based.

Would you rather not fret over a high server load? Opt for one of our managed servers today!

# Resource Limit Reached \*

"Resource Limit Reached" is a message that might pop up when you have Cloudlinux installed on your server.

In essence, this message indicates that your web hosting account has hit the assigned resource limit. These resources can encompass CPU usage, RAM usage, or the number of concurrent processes running simultaneously.

## Are you wondering if your web hosting account is suspended?

Rest assured, your web hosting account will never be suspended due to reaching the resource limit. When a web hosting account maxes out its resources, every fault spotted in the resource usage details represents a visitor who either couldn't open the website, experienced slower page loading, or couldn't complete an action successfully because of insufficient resources.

To put it simply, it's like a dedicated server running low on resources at a particular moment. While one visitor might struggle to access the website correctly, another visitor could browse your site without any hitch.

## How can you resolve this?

Occasional spikes in resource usage are usually no cause for concern. These spikes often result from bots crawling your website at specific times, cron jobs, automated checks, pings, updates, or anything else associated with your CMS.

However, you could look into optimizing your website. If your website is already optimized to the fullest, you might want to compare the number of visitors on your website at a given time with the resource usage to check if it's within normal ranges. If it's not, there might be something else running along with your website.

If everything seems normal, the only solution would be to increase the resources of the web hosting account.

## Additional Information

Third-party themes or plugins installed on any CMS (for example, WordPress) can cause a web hosting account to reach its resource limit.

For instance, if you operate a WordPress website and don't know which plugin is causing the issue, we recommend disabling all plugins. You can then reactivate the plugins one by one until you identify the culprit that's causing your web hosting account to max out its resources.

Certain plugins, third-party themes, or specific CMSs are inherently resource-intensive, like some shopping cart (for example, Magento) or event calendar plugins. If your website regularly sees high traffic spikes, we suggest increasing the resources of the web hosting account unless you can disable plugins or optimize the website code to lower resource usage.

In such scenarios, the more visitors your site attracts, the more likely your site will consume more resources, slow down, and hit the resource limit.

If specific pages or requested actions have speed issues, a surge in inbound traffic or concurrent page requests can push the site over its resource limits. Intensive backend operations such as imports or exports can generate a significant load, which, combined with regular traffic, can cause the web hosting account to hit the resource limit.

Web crawlers making a high number of requests per second can also contribute to your web hosting account reaching its resource limit.

# Swift\_TransportException: Connection could not be established with host \*

Please confirm that you are using the correct parameters to connect your web application with your email account.

Even if you're confident about using the correct parameters, it's worth double-checking. The necessary parameters to connect to your email account can vary from time to time, depending on the software vendor (for example, cPanel, Directadmin). Changes might occur due to technical adjustments, security updates, or other reasons.

The last time we encountered this issue, our advice was the same as what we've just suggested. Our client successfully resolved the problem by updating the required parameters to connect with their email account.

If you've confirmed that the parameters to connect with your email account are accurate and you still need help, please don't hesitate to reach out to us.