

# Allgemein

## Why can't I access my rootserver anymore?

1. Check the reachability of the server via Ping and SSH.

If the server is still not responding:

2. Perform a server reset with the following manual: [Perform a server reset](#).

If you still (after approx. 10 – 15 minutes) have no access to the server:

3. Start the rescue system with this manual: [Start the rescue system](#).

If the problem persists:

4. Start the vKVM rescue system, using this manual: [Using the vKVM](#).

If you have checked all points and the problem still exists, please contact our support under [support@euserv.com](mailto:support@euserv.com) and describe the problem in detail and the steps you already proceeded, so that we can initiate a hardware exchange, if neccessary.

Unique solution ID: #1587

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