

Chat started at 1:39 PM

• S

Welcome to Support. How may I help you?

Sameeksha S

1:40 PM

• S

let me check

Sameeksha S

1:41 PM

1:43 PM

• yes

• S

give me some time

Sameeksha S

1:44 PM

• is it done ?

1:47 PM

- can you check now ?
- Fro my end the site is working

1:48 PM

• S

I don't mean to rush, but there has been no response from your end for the past few minutes. I just wanted to check if we are still connected.

Sameeksha S

1:56 PM

1:59 PM

• can you check now ?

• S

Fro my end the site is working

Sameeksha S

1:59 PM

2:02 PM

• I could not find any space issue on the server

• S

did you see any full message under cpanel ?

Sameeksha S

2:03 PM

• S

Disk Usage 7.25 GB / 976.56 GB (0.74%) this is the disk usage

Sameeksha S

2:04 PM

2:05 PM

• S

Sure

Sameeksha S

- File Transfer Requested

- File Transfer Succeeded

• S

let me check

Sameeksha S

2:07 PM

- checking

2:07 PM

• S

On checking with team they informed me that its an complete server space showing under server information so they assured not to worry on that space you can check only the space shown under dashboard that is disk usage

Sameeksha S

2:15 PM

2:17 PM

- It doesnot depend on servr information storage

- let me check the exact logs

2:18 PM

- [+] Checking "/opt/hgmods/automated_monitoring/logs/autocpu.log" [+] Checking "/opt/hgmods/_kill_usage.log" [+] Checking "/var/log/mysql_queries.log" [-] deccatbw killed 12 times. [-] deccatbw killed 1 times in past 24hrs. [-] deccatbw was first killed: Fri Jun 7 17:24:02 2024 [-] deccatbw was last killed: Fri Oct 24 12:15:04 2025 [+] Checking "/opt/hgmods/automated_monitoring/logs/mysql_autosuspend.log" [-] deccatbw froze 18 times. [-] deccatbw froze 11 times in past 24hrs. [-] deccatbw was first frozen: Sat May 10 00:05:08 2025 [-] deccatbw was last frozen: Fri Oct 24 17:07:16 2025 [+] Checking "/opt/hgmods/_hg_processcount.log" [-] deccatbw hit pcount limit 177 times. [-] deccatbw hit pcount limit 10 times in past 24hrs. [-] deccatbw was first hit limit: Tue Apr 18 01:13:02 2023 [-] deccatbw was last hit limit: Fri Oct 24 23:22:02 2025 [+] Checking "/opt/hgmods/_kill_imap.log"

2:22 PM

• S

The process counts have been going above the threshold not just for one domain but for all the domains due to which your websites go down time and again However, everything has a threshold and so does the resources provided by the server to make the website run. The moment the server resources start hitting the threshold because of non optimized websites, it slows down the website's functionality and there will be a point that your website will go down too if not optimized on time. Since, I do not wish that to happen with

you again, shall I share the parameters with you that will help you fix this issue on immediate basis? May I?

Sameeksha S

- I would request you to kindly work on the below parameters so that you're able to see the website's performance matching your expectations completely 1) Please optimize the scripts, plugins and database of the domain 2) Remove unwanted scripts/ DB queries which are causing high CPU utilization. 3) Block suspicious IP addresses 4) Optimize all DB & websites for better performance. 5) Reset all passwords and keep all plugins up to date. 6) Use CDN like Cloudflare that will help you with the data being routed via it so that resources are utilized at minimum levels and your website reaches out to maximum people without compromising on the performance

2:23 PM

- From my end i will do needfulls please wait

2:23 PM

• S

I have done all needfulls and it will take time to reflect also please follow above steps from your end a well

Sameeksha S