

SSH Troubleshooting Information

Connection Timed Out

The SSH connection will timeout after you have had multiple failed login attempts. This is a soft ban that only lasts for 10 minutes. In this case, please change your SSH password from the Control Panel and wait for 10 minutes. Then, try to log in via SSH using the newly set password. Attempting to log in even with the correct password when you are soft-banned will just get your IP banned again for 10 minutes. Therefore, it is important to wait patiently for 10 minutes.

How to check high disk IO utilization?

If your apps are slow and your slot is running sluggish, this is the most common cause.

Any file access on the disk creates IO load on the HDD, either by you or other clients on the server. This is not an issue with the NVME slots due to their incredibly high IO throughput.

Typical scenarios that cause high IO utilization:

- Torrent clients "checking" torrents
- A very active torrent
- Unpacking files
- Constant Rclone operations to and from providers
- Multiple FTP streams
- Usenet operations (Unpacking, Downloading, Repairing, etc.)
- Plex/Emby/Jellyfin library scans

To check the IO utilization of the disk your service is deployed on, execute the following command in your [shell](#) terminal and pay attention to the `%util` column.

```
iotstat -xk 2 $(findmnt -T ~ | awk 'END {print $2}')
```

If the utilization is at 100% for a prolonged time, the disk is entirely saturated, which will affect the performance. We recommend reviewing the settings in your installed applications to prevent this, e.g. limiting concurrent activities by utilizing queuing when available. See the following section to find what application or process is causing high disk IO.

Check IO utilization per individual process:

If you suspect that you are the reason for the high IO utilization rather than one of your disk neighbors, you must find out which process is the culprit. There are two ways you can investigate this. The preferred way is to use [htop](#).

- Execute `htop` from your [shell](#)
- The `DISK R/W` column will show your disk IO rate per individual process.

See which process has the highest `DISK R/W` value, paying attention to whether it is B/s, K/s or M/s which is bytes, kilobytes, or megabytes per second respectively.

If the `DISK R/W` column is not visible in htop, you can enable it by following these instructions:

- Click `F2` to open the settings of htop
- Press down arrow 4 times to `Columns`
- Press right arrow 2 times to `Available Columns`
- Press down arrow until you find `IO_RATE`
- While `IO_RATE` is highlighted, press `ENTER` to add it to `Active Columns`
- Press left arrow once to navigate to `Active Columns` and with `F7/F8` you can choose the placement of `IO_RATE`
- Press `F10` to exit settings and see the `DISK R/W` column

Besides using htop, you can also use `pidstat` to see the IO utilization per individual process. Execute the following command:

```
pidstat -dl 2
```

If the above steps do not identify any of your processes as causing high disk IO, the issue could still be your FTP activity; please check if your FTP client is downloading multiple streams and/or running without a speed limit. Failing that, another client on the same disk as you may be causing the high disk IO utilization. Please raise a support ticket if the issue continues. The support team will review all clients on the same disk as you.

How to clear up disk space or move data from my slot?

The easiest way to manage any data is by using your favorite S/FTP client. Filezilla is the most popular choice. We recommend using SFTP as your connection of choice because it is more flexible on which folders to manage. You can also drag and drop with an S/FTP client, which makes it incredibly useful as a whole. The downside of this is that it takes time for the client to process your moves. Our help guide for S/FTP is available [here](#).

However, the fastest way is by using [SSH](#), but this might be intimidating for inexperienced users. For starters, you can use Midnight Commander, which is a graphical user interface file manager in your slot. It can be started by executing `mc` in your shell. You can also read our basic Linux cheat sheet [here](#).

Why am I unable to connect with SSH, and why is there an error "Resource Temporarily Unavailable"?

In most cases, this is your total `proclimit` being saturated. We implement resource limits in each slot to ensure fair resource usage on all users. Usually, apps like rclone or synching are responsible due to hundreds of worker threads spawned by the application. In most cases, restarting your applications before logging into SSH again should fix the issue. If it does not work, you may need to submit a ticket.

Some of my files have duplicates in `~/files` or `~/downloads` directory and `~/media` directory. Are they using double disk space?

If you're using Radarr/Sonarr/Sickchill/Medusa etc., they should not be taking any additional space. By default, these applications create a *hardlink* of the file to the default root directory of your application. A hard link can be described as a single file located at two different paths but pointing at the same block of data on the disk. Think of it as two signposts from other streets that direct you to the same destination. Hardlinks do not take any extra space. You can compare the inode numbers for both files from the Terminal ([SSH Access](#)) with `ls -li` on both

files'. The inode number will be the same.

You can read more about Hard Links here: <https://en.wikipedia.org/wiki/Hardlink>.

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