Webreset

Shutdown -h: How can I reactivate my server?

Problem:
The server is in the so-called "soft-off" status.

Possible Cause:
You

have accidentally shut down your server with a "shutdown -h" or similar command (no reboot). The server is no longer accessible.

Solution:
The servers are set up in the BIOS in such a way that they switch on again after a power-down / soft-off when the server is disconnected from the power supply via the webreset.

To start the server please use:

- Webreboot via customer center or app

or

- Activation of the rescue system via the customer center or app with the reset of the hook

The Webreset system does the following:

1. Switch off power supply.
2. Wait a few seconds until all the mainboard components are powerless.
3. Switch on power supply again.

Known problems:
In a few cases for the Webreboot not to success. This may be e.g. Due to lack of support in the server BIOS ("Status After Power Failure"). In such a case, please contact the Customer Center -> Options to request a service request with the desired response time to a technician and indicate that the technician should manually switch the server back on. Please note: The technician order is usually payable.

Unique solution ID: #1755
Author: EUserv Support
Last update: 2016-11-09 08:26

(c) 2026 EUserv Internet <support@euserv.de> | 2026-11-23 05:18
URL: https://faq2.euserv.de/content/59/422/en/shutdown-_h-how-can-i-reactivate-my-server.html