Recover access to a Linux VPS using SSH and the browser console

Use this guide when your Linux VPS will not accept SSH connections or your application has stopped responding. You can inspect the machine through the browser console without reinstalling it. Keep any working SSH or console session open while you investigate.

Check the right service first

1. Open the billing portal service list. Match the service IP and location to the VPS you need.
2. Open the VPS panel using your panel account. Your panel password and the Linux login password can differ.
3. Select the matching machine and check its state. If it is stopped and you intend it to run, choose **Start** once. Allow the operating system time to boot.

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   The VPS Overview shows power state, resource limits and networking. All server details and readings shown here are examples. Select the image to view it full size.

A pending installation, suspended service or panel connection error needs a different response from an SSH login failure. Contact support if the displayed state looks wrong. Do not request a reinstall to clear a loading screen.

Test SSH from your computer

Use the username and port from your welcome email. Replace the example address below with your own VPS IP. This documentation address does not connect to a CloudExa server.

```
ssh root@203.0.113.10
# If you configured a different SSH port:
ssh -p 2222 root@203.0.113.10
```

- **Permission denied:** the server answered, but rejected the username, password or key.

  Check which login method you configured. Follow the Linux password recovery guide if needed.
- **Connection refused:** check the port and SSH service through the browser console.
- **Connection timed out:** inspect the network and firewall. A failed ping alone does not prove the VPS is offline.
- **Host key changed:** stop and check the expected fingerprint with support. Do not remove the warning just to connect.

Open the browser console

On the machine overview, find the terminal controls. Choose **Launch** under **noVNC** for a screen console. You can also try **xTerm.js** when the guest supports a serial console. Allow the panel popup if your browser blocks it. A blank serial console alone does not prove a boot failure.

> Use Launch beside noVNC or xTerm.js in Terminal. Opening the console does not reinstall your
> Use Launch beside noVNC or xTerm.js in Terminal. Opening the console does not reinstall your VPS. Select the image to view it full size.

Log in with your Linux credentials. Run these read-only checks; use `sudo` where your account requires it:

```
uptime
free -h
df -h /
ip -br address
ip route
systemctl status ssh --no-pager
ss -lnt
journalctl -u ssh -n 50 --no-pager
```

Confirm that the guest has its assigned address, a default route and an SSH listener on the expected port. Do not paste replacement network settings from another machine or disable the firewall across the server. A full root filesystem can also prevent normal application behaviour.

Check recovery and get help

Once you correct the cause, open a second SSH connection before closing your working console. Check your application from outside the VPS. Use a graceful **Shutdown** only when you intend downtime; a forced power action can interrupt writes.

If access still fails, send support the service ID, IP, exact error, time with timezone and a cropped console screenshot. Include whether noVNC and SSH both fail. Hide passwords, keys and tokens. Support can check the host connection without you erasing the guest.

Reference: OpenSSH client options.

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