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Usage warnings at 75%, 85% and 95%: what our e-mails mean and what to do next

cPanel & WHM

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The short answer: every plan has resource limits: disk space, number of files (inodes), CPU, memory, processes, I/O and e-mails per hour. **The limit is 100%.** When your account reaches **75%**, **85%** or **95%** of the limit on a resource, we send you an e-mail with **every resource on the account**, each with the plan's limit and the percentage you use, and the plans you can upgrade to. If several resources are close to the limit, they all come in the same e-mail. It is not an invoice and it is not a penalty: it is time to decide calmly whether to cut usage or upgrade, before the site feels anything.

The three warnings, and what to do at each

Resource usage	How often you get the e-mail	What to do
75% to 85%	Every 15 days	There is time. Look at what grew and whether it is clutter or real growth. Clear the easy things, or start thinking about an upgrade.
85% to 95%	Every 7 days	Act this week. Do the clean-up you put off and decide between optimising and upgrading.
95% or more	Every 3 days	Act today. You are very close to the limit, and above it the account may be suspended.
Above the limit	We always warn you the day before a suspension	The account may be suspended. It comes back with an upgrade, or by asking for 24 hours to sort it out, through the link in the e-mail (see below).

What the e-mail shows, and where to see each resource in cPanel

Resource	Where to see it	How to bring it down
Disk space	The **Statistics** sidebar and **Disk Usage**	**Disk space nearly full**
Number of files (inodes)	The **Statistics** sidebar, under file usage	**Too many inodes**
CPU	**Resource Usage**	**CPU usage at your plan limit**
Memory (RAM)	**Resource Usage**	**Reducing memory use**
Entry processes (EP)	**Resource Usage**	**Hitting the entry processes limit**
Number of processes (NPROC)	**Resource Usage**	**Too many processes running**
I/O and IOPS (disk reads and writes)	**Resource Usage**	**Disk I/O at the limit**
E-mails per hour	**Track Delivery**	**The hourly e-mail sending limit**
Sites (for reference only)	The **Statistics** sidebar, under addon domains	**Need more websites**

The e-mail shows **all** of these resources, each with your plan's limit and the percentage you use, not just the one that triggered the warning. **Sites** are listed so you know how many you have, but they never trigger a warning. Each plan's limits, resource by resource, are in **which hosting plan comes next**.

In **Resource Usage**, each graph shows usage over time against the limit and marks the **faults**: the moments the account actually hit the ceiling. If what each resource means is not clear, start with **CPU, RAM and disk I/O in plain words**. If the e-mail lists two resources at once, see **two limits reached at once**.

What to do when a warning arrives

1. **Make sure the e-mail is ours.** Open the link in the e-mail or, if you prefer, sign in to Meu Interweb and open the service page: the usage is the same in both places. Never type your password into a page you do not recognise: **how to tell whether an e-mail really came from us**.

2. **See which resource it is, and since when.** In cPanel, open **Resource Usage** (or **Statistics**, for space and files) and pick a period of a few weeks. A sudden jump has a cause with a date; a slow climb is growth.

3. **Look for what changed.** A new plugin, a campaign, an import, a backup left inside the account, a mailbox nobody ever clears, robots crawling the site. The cause nearly always lines up with the rise on the graph.

4. **Cut the easy things first.** Use the article for that resource, in the table above. Clearing space and files usually takes an afternoon; CPU and processes need more diagnosis.

5. **Decide: optimise or upgrade.** The table further down helps. If you have already cleaned up and the warning comes back, the account has become too small for what it does.

6	**If you upgrade,** do it in Meu Interweb, under **Services**, on the service, with **Upgrade/Downgrade**. You pay only the difference up to the renewal date, and the site, the e-mail and the files stay where they are: **how to upgrade your plan**.

If you go over the limit: suspension and how to reactivate

Above the limit, the account **may be suspended**. Never without notice: **we always warn you the day before**. There are two ways to reactivate it, both through the link in the e-mail: **upgrade**, and the account reactivates by itself right after; or **ask for 24 hours to sort it out**: the account stays active for 24 hours so you can bring usage down. If it is still over the limit when the 24 hours are up, it is suspended again straight away. You can ask for the 24 hours once every 7 days. When usage drops back below the limit, the account becomes active again by itself.

Optimise or upgrade?

Situation	Optimise or upgrade?
The warning followed a one-off: an import, a backup left in the account, a campaign	**Optimise.** Remove the cause and usage drops again.
Space or files are full of clutter: old backups, Trash, Spam, caches, logs	**Optimise.** Cleaning up fixes it and costs nothing.
CPU or processes at the limit at any hour, even with few visitors	**Optimise first.** It is almost always the site (a plugin, a slow query, robots). An upgrade would only postpone the problem: **what eats CPU on a website**.
Usage grows month after month because the business grows: more visits, more products, more mailboxes	**Upgrade.** The site really needs more.
You have already cleaned up and optimised, and the warning comes back	**Upgrade.**
You need more sites or more e-mails per hour than the plan has	**Upgrade.** Those are fixed numbers of the plan; they cannot be optimised.
You need resources of your own, or to install your own software	**A VPS or Cloud server,** rather than another shared plan.

Bigger plans

Each plan up gives more than the one before. Space: **Pro 10 GB, Plus 20 GB, Ultra 30 GB, Business Pro 50 GB, Business Plus 100 GB, Business Ultra 200 GB**, all NVMe SSD. Sites: 1 on Pro, 6 on Plus, unlimited from Ultra up. E-mails per hour: 100, 200, 300, 500, 750 and 1,000, from Pro to Business Ultra. Memory: from 1 GB on Pro to 8 GB on Business Ultra. CPU: 1 core on Pro and Plus, 2 on Ultra and Business Pro, 3 on Business Plus and 4 on Business Ultra. Processes, I/O, IOPS and inodes also grow at every step. The full table, and which step to pick for the resource in your warning, are in **which hosting plan comes next**.

Do not delete in a hurry just to make the warning go away. A site deleted without a copy, or a mailbox emptied without saving what matters, costs more than any upgrade. Before you delete, take a copy: **making a full cPanel backup**.

Read the warnings like a thermometer. A 75% warning that arrives once and never again was a spike. If it arrives every week, usage is growing and it pays to decide now, calmly, rather than wait for the 95% one. And check that the account's e-mail address is one you read: **e-mails from your hosting company are not arriving**.

Got a warning and cannot tell where the usage comes from? Open a support ticket with the service and the resource the e-mail mentions.

Open a support ticket

SEE ALSO

Disk space nearly full on your hosting plan: what to delete first, step by step

Too many inodes: cutting the number of files in your account without breaking it

Which hosting plan comes next: upgrading Pro, Plus, Ultra and Business for more room

How to upgrade or downgrade your plan

The limits nobody advertises: inodes, processes and memory

CPU, RAM and disk I/O in plain words: what each one limits on your site

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