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Two limits reached at once: which resource to fix first and when an upgrade solves both

cPanel & WHM

CODE	VERSION	COUNTRY · LANGUAGE
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The short answer: when two resources get close to the limit at the same time, they most likely share **the same cause**: a slow site takes up entry processes and CPU, a backup made inside the account uses I/O and space, piled-up mail uses space and inodes. So the order is: first what can stop the account or lose data (**space and inodes**), then the **common cause**, and only at the end, if the use is real and keeps going, the **upgrade**, which gives you more of every resource at once. Our usage warnings show every resource on the account in the same e-mail, each with its limit and the percentage you use.

The pairs that go together

The two limits	Most likely common cause	What to fix first
CPU and entry processes (EP)	Slow uncached pages, bots, requests to the WordPress dashboard	The cache and the bots: with fast pages, each visit lets go of its process sooner. See **hitting the entry processes limit**.
Memory and entry processes	Heavy plugins, imports, requests left waiting on outside services	The plugin or the job: **reducing memory use**. Raising PHP's memory_limit does not fix it: **PHP limits**.
I/O and CPU	A backup, a compression or an import	Move the job to another time or place: **disk I/O at the limit**.
Number of processes and EP or memory	Stuck cron jobs, scripts that never finish	End the processes and fix the cron: **too many processes running**.
Space and inodes	Old mail, backups left in the account, cache folders	Delete what is not needed, with a backup: **disk space nearly full** and **too many inodes**.
Space and I/O	Backups made inside the account	Move the backups off the server: **off-site backups**.

Where to start, in order

1. **Read the warning:** the e-mail (or the service page in Meu Interweb) says which resources are close to the limit, how much you use and what the limit is. Note the ones closest to 100%.

2. **If space or inodes are among them, start there:** with a full disk, mail stops arriving and the site stops saving, and that loses data. Check the **Statistics** sidebar and **Disk Usage** in cPanel: **finding what fills your account**.

3. **For CPU, memory, EP, processes and I/O,** open **Resource Usage** for the same period and see whether the peaks happen at the same hours. If they do, there is a common cause: look for it in the table above. If visitors saw 503 or 508 errors, **website errors explained** helps tie the error to the limit. cPanel menu names change slightly with the version and the language: look for the meaning, not the exact word.

4. **Fix one thing at a time** and wait a few days of normal traffic. If both curves came down, it was the same cause.

5. **If one came down and the other did not,** deal with the other through that resource’s own article.

6	**If, after that, both still touch the limit on ordinary days,** the site has grown: it is time to upgrade.

Optimise or upgrade?

Situation	The answer
Both rise with visitors, and the site is cached and clean	**Upgrade.** A bigger plan gives more of every resource at once: it solves both.
Both spike at the same hour, with a job behind them	**Optimise.** The job uses whatever it is given, on any plan.
A bot, an attack or a loop in a script	**Optimise and protect.** A bigger plan only delays the problem.
Space and inodes, with old mail and backups	**Tidy up first;** if the real use still does not fit after the clean-up, upgrade to the plan with more space.
Always at the limit even after all that, or you need guaranteed resources	**Business,** or a VPS or Cloud server.

Bigger plans

An upgrade gives you more of every resource at once, which is why it is the right answer when both limits come from real use. **Space:** Pro 10 GB, Plus 20 GB, Ultra 30 GB, Business Pro 50 GB, Business Plus 100 GB and Business Ultra 200 GB, all NVMe SSD. Memory goes from 1 GB on Pro to 8 GB on Business Ultra, and entry processes, number of processes, I/O, IOPS and inodes grow at every step. **Watch the CPU:** it is the same on Pro and Plus (1 core) and on Ultra and Business Pro (2 cores); if CPU is one of your two limits, pick a plan with more cores. The full table is in **which hosting plan comes next**. You upgrade in Meu Interweb, under Services, on the service, at Upgrade/Downgrade; you pay only the difference until the renewal, and the site, the e-mail and the files stay where they are: **how to upgrade your plan**. When even Business Ultra is not enough, the next step is **a VPS**.

Above the limit, the account may be suspended, and we always warn you the day before. To reactivate it, upgrade (the account becomes active again by itself, straight after) or ask, through the link in the e-mail, for **24 hours to sort it out**: the account stays active for 24 hours and, if it is still over the limit at the end, it is suspended again straight away (you can ask for the 24 hours once every 7 days). Once usage is back under the limit, the account becomes active again by itself. Before deleting anything to bring usage down, take a backup.

One e-mail with several resources does not mean several problems. Start with the time: if the CPU, memory and I/O graphs rise together, look for the job or the bot that runs at that hour. What each warning says is in **usage warnings at 75%, 85% and 95%**.

Got a warning with two or more resources and not sure where to start? Send us that e-mail through a support ticket in Meu Interweb, and we will go through the usage with you.

Open a support ticket

SEE ALSO

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

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

The limits nobody advertises: inodes, processes and memory

CPU usage at your plan limit: caching, bots and cron jobs that bring it down

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

How to upgrade or downgrade your plan

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