Handling High Traffic on Your Managed Hosting Instances

From time to time, there may be instances where we anticipate a higher load on the infrastructure we are hosting for you. Such situations might require additional resources to ensure that your services remain accessible and perform optimally. Here are some common scenarios that might lead to increased traffic:

- Virtual event on BigBlueButton: Hosting a virtual event on BigBlueButton with a large number of participants.
- High-Traffic file transfer on Nextcloud: A file hosted on your Nextcloud instance is shared on a news portal that receives substantial traffic, leading to many downloads.
- Viral Post on Mastodon: Posting content on your Mastodon instance that you expect to go viral.
- Popular Article on Ghost or WordPress: Publishing an article on your Ghost or WordPress managed instance that is anticipated to attract a significant number of visitors.

And the list goes on.

Solution

Each of your instances comes with predefined specifications. If your instance(s) are using more resources than allocated, they might become inaccessible. To avoid any disruptions during periods of high traffic, please inform our support team through the usual tech support channels at least three (3) business days before the anticipated event. This advance notice will allow us to ensure that your instance remains accessible and performs well during high-traffic periods.

If you have any questions or need further assistance, please do not hesitate to contact our support team.

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