Mozout

Generated on 21/10/2026 15:55

KNOWLEDGE BASE · PUBLIC DOCUMENT

Your site is down: what to check first

Support & Account

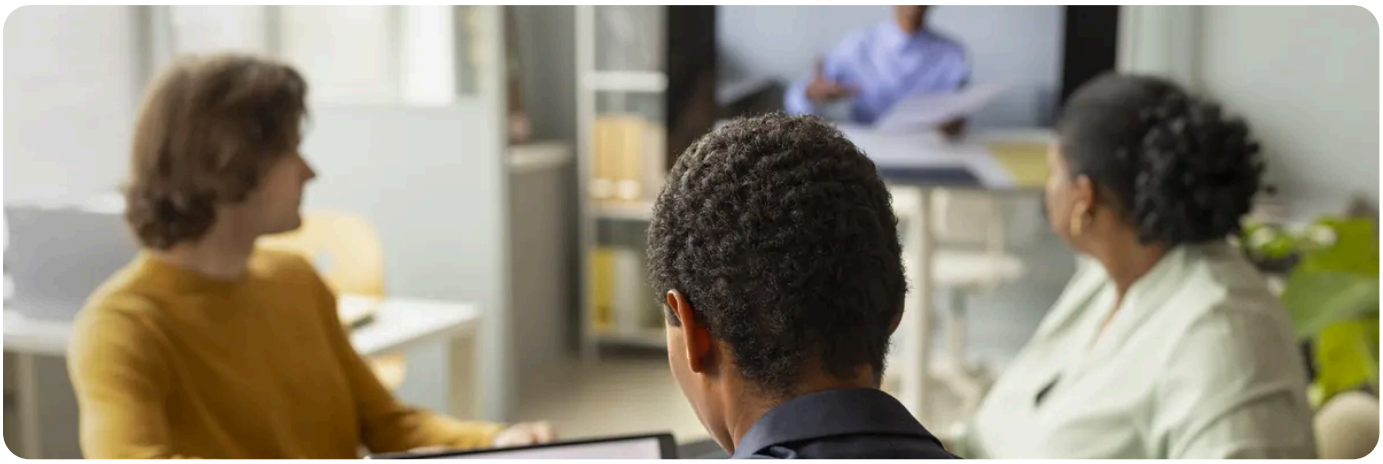
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-292	v2026.10.04	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/292

Your site is down: what to check first

Support & Account | Created on **August 16, 2026** | Updated on **October 4, 2026** | 2 min read



The site doesn't open. Before assuming the server is down, these checks tell you which of the four usual causes it is - and three of them you can fix yourself.

1. Is it only you?

1. Test on mobile data instead of Wi-Fi, or ask someone else to open it. If it works for them, the problem is your network or your DNS cache, not the site.

2. Is the service active?

1. Log in to **My MozOut** and check **My Services**. A suspended service shows there - usually an unpaid invoice. See **how to reactivate a suspended plan**.

3. Is the domain still pointing here - and still registered?

1. An expired domain stops working even though the hosting is fine and paid. Check the expiry date under **My Domains**.

2. If you changed nameservers recently, it may just be propagation - see **how long DNS changes take**.

4. Is it the site itself?

If the domain resolves and the service is active, the error is coming from the site's own code:

1. **White page or HTTP 500** - usually a plugin, theme or a PHP error. Check **Errors** in cPanel for the exact message.

2 **Database connection error** - the credentials in the site's configuration file no longer match the database.

3 **It broke right after an update or change** - the fastest route back is to restore yesterday's backup: see **how to restore your data with JetBackup**.

Worth checking too.

Our **network status page** shows any incident affecting the servers, so you can tell in seconds whether it's your site or ours.

NEED A HAND?

Went through all four and still down? Send us the error you see.

Open a support ticket →

SEE ALSO

If a code shows up instead of nothing:
Website errors explained: 500, 403, 404, 508 and what to do

To confirm the files are there:
How to check if the site files are on the hosting

WEB HOSTING

Looking for hosting that stays out of your way?

cPanel, a free SSL certificate, backups every night before dawn kept for a year, and support that answers in your language.

See hosting plans →

Free migration of your current site · no lock-in

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-292 · v2026.10.04 · Generated on 21/10/2026 15:55