

# I think my server is down / Unable to access it on plex.tv

Head over to your Dashboard

1. Is the server showing as online? If not, restart it
2. Does it say "plex service running"? If not, restart it
3. Does it say "Unclaimed server"? If so, claim it.

All above looks fine?

1. Click "Unclaim Plex Server" and re-claim it again
2. Click "Reset plex config" and re-claim the server

Still not working?

1. Restart the server AFTER claiming it
2. Check the following guide [HERE](#)

Still not coming back up? Please get in touch by creating a ticket

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