

Veesp Knowledge Base

Welcome to Veesp Knowledge Base!



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F.A.Q.

General and Support:

All of our servers, both VPS and Dedicated are hosted in St. Petersburg, Russia

Yes, you can order one of the following VPS packages for testing them out for 3 days:

Linux HDD Sandbox, Linux HDD 1, Linux HDD 2
Linux SSD Sandbox, Linux SSD 1, Linux SSD 2

Network and Technical:

You can find the test IPs (IPv4 and IPv6) and test files (100Mb and 1000Mb) [here](#)

All VPS servers are deployed with a single /64 unrouted subnet and it can not be further upgraded.

Dedicated servers can have up to 3 /56 or /48 subnets, depending on the package (/56 for Medium servers, /48 for Heavy servers)

Yes.

Billing and Payments:

You can use PayPal (either as manual or subscription payments), most common Credit/Debit cards, Bitcoin (your wallet needs to support the Bitcoin Payment Protocol), as well as Webmoney, Yandex money and Qiwi.

⚠ Due to legislative limitations, international customers need to have a signed contract with us in order to use direct bank transfers. To sign a contract, please open a [support ticket](#) and provide your company and contact details.

To do so, please create an order with one of these packages (without paying) and open a [support ticket](#) requesting a trial. Please provide the Invoice number that was issued for the server.

⚠ Windows VPS are not eligible for free trial due to licensing limitations

⚠ Only one trial server can be activated per customer

Deployment process is initialized as soon as the payment is confirmed as successful and should not take more than 5 minutes (usually much faster than that). If your VPS is not available after 10 minutes or more, please let us know via a [support ticket](#)

⚠ Please note that Bitcoin transactions take longer to process (up to 30 minutes) due to the necessity to gather blockchain confirmations.

All of our servers are unmanaged, which means that we do not provide support with any software on the server, or any software-related issues.

More information: [VPS Support Policy](#)

Currently we do not provide any managed servers or server management services.

For general questions: up to 30 minutes during our business hours (weekdays 10:00 - 18:00 GMT+2) and up to 24 hours during weekends and holidays.

For technical questions: up to 3 hours during our business hours and up to 72 hours during weekends and holidays.

We offer a 99.9% uptime guarantee.

For VPS you can do it via the [VPS panel](#). Instructions on how to do it can be found [here](#)

For dedicated servers, PTR records are managed via the [Dedicated server settings](#) page. Instructions can be found [here](#)

⚠ As per our [Terms of Service](#) sending out unsolicited e-mails are forbidden and will lead to immediate account termination.

For Linux VPS: most popular distributives are available (CentOS, Debian, Ubuntu, Fedora). Please note that due to technical limitations some versions might not be available on all VPS packages.

For Windows VPS: Windows server 2012R2 and Windows server 2016.

You can find the full list of the OS templates available for your VPS package in the order page.

Also, we provide a list of ISO's that can be mounted and installed manually via the [VPS panel](#). Instructions can be found [here](#)

Yes. Please provide a direct download link to the ISO and a request for adding it to the list of available ISO's by opening a [support ticket](#)

This, however, is valid only for Linux distributions and we will not be able to add a Windows ISO due to licensing constrains.

Currently no, but you are welcome to use a backup VPS to store your files, or use a 3rd party service, such as the highly recommended [Backblaze](#)

No, VPS termination is final and all data is irreversibly lost.

Refunds are issued on a case-to-case basis, be it full or partial and are considered only after receiving a request via a [support ticket](#)

⚠ You will not receive an automatic refund if you cancel a server

If you would like to see how our servers perform and if they suit you, we strongly encourage requesting a trial VPS before buying one in order to avoid potential refund requests.

It is not uncommon for Bitcoin payments to take over 30 minutes to process due to the nature of blockchain and the necessity to confirm the validity of the transaction by gathering blockchain confirmation from various sources. Your invoice will be automatically marked as paid the moment the blockchain confirmations have been gathered and our payment processor flags the transaction as valid.

Yes, there is a 3 day grace period for paying the invoice. After that the server will be suspended, but will be turned back on if the invoice is paid. Servers are terminated 14 days after the missed due date.

Yes, you can change your billing cycle in the server management page.

⚠ You can only change it to a longer billing cycle. If you would like to change it to a shorter billing cycle instead, please open a [support ticket](#)

⚠ All outstanding invoices for the service must be paid before changing the billing cycle.