Veesp Knowledge Base



Welcome to Veesp Knowledge Base



Virtual Private Server



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Additional Services



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Troubleshooting



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Affiliate Program

General and Support

Our servers are located in Riga, Latvia, as well as St. Petersburg, Russia.
Yes, you can order one of the following VPS packages for testing them out for 3 days:
Linux VPS 1, Linux VPS 2

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.

⚠️ 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.

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 furhter upgraded.

Dedicated servers can have up to 3 /56 subnets.
Yes.

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.
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.

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

Billing and Payments

You can use PayPal (either as manual or subscription payments), most common Credit/Debit cards and cryptocurrencies.

⚠️ 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.
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.

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.

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 our Acronis backup service.

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

⚠️ 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.