



VPS.NET

Welcome to VPS.net

If you need a bit of help to get going this Welcome Pack is ideal for you. If there is anything that isn't answered in this however please feel free to contact us <http://vps.net/contact-us>. We will be happy to help out and get you on the road to enjoying your VPS.net hosting.

Which location is right for me?

VPS.NET has 18 locations spread throughout the globe. You're able to pick the best locations for you to host your VPS. For a full list of our locations please see <http://vps.net/cloud-datacenter-locations>. You can find test downloads at <http://cloudtestfiles.net/> to see which is the best choice for you.

All our clouds offer 99.9% SLA and are coupled with our 30 day money back guarantee.

Help! I'm not sure what to do?

Firstly login to <https://control.vps.net>. Once there in the bottom left there is a blue triangle saying "walk me thru". Find the item that you wish to learn about and the system will guide you through the steps to get your cloud servers up and running, raise a support ticket or give you a quick tour around the control panel.

How can I speak to you?

We love hearing from our customers. We offer twitter (@vpsnet) as well as email and ticket support. You can contact support on support@vps.net, phone us on +44 (0) 3300 882 672 or 877-829-2788. You can also contact management via email on mgmt@vps.net

What operating systems are available?

Our cloud infrastructure supports the utilization of many different operating systems. In total, we offer over 100 different templates, using many different operating systems. Most

customers choose one of the following

CentOS 5.x and 6.x

Debian 5.x and 6.x

Ubuntu 8.0.4, 12.04 and 13.04

CloudLinux 6.1

Jumpbox

Windows 2003/2008 (at extra cost)

Do you offer Wordpress Hosting?

If you are looking to setup a Wordpress blog you might be interested in our Wordpress Cloud (<http://vps.net/cloud-sites/wordpress-cloud>). Our Wordpress Cloud offers instant setup, coupled with the reliability of the cloud. We look after your blog so you can concentrate on creating content for your customers.

What freebies do you have available?

We offer many unique and helpful freebies to help you with your website. One of our most popular free services, are our free SSL Certificates. Any of our clients are able to take advantage of this offer. Just contact support@vps.net to get your SSL certs issued.

VPS.NET also offers free codebase accounts, licenses for Blesta, while also offering CloudLinux free of charge for 6 months. Also we offer extra paid add-ons such as WHMCS and cPanel if you want to do a full turnkey hosting business, or other online enterprise. All of these can be ordered from our easy to use control panel (<http://control.vps.net>).

What kind of backup options do you offer?

VPS.NET offers multiple backup options for your VPS. Our most basic backup option is our snapshot backups, which take a complete snapshot of your entire VPS. With the snapshot backups, it's only possible to restore your entire VPS, and not individual files.

We also offer an rsync backup service that backs up your VPS on a file by file basis, to an offsite location in New York City, New York. With the rsync backup service, you can individually pick and choose which file to backup and restore, allowing you ultimate flexibility.

Finally, VPS.NET offers a license for R1Soft CDP, which is a piece of software that backs up your files on an incremental file by file basis. This means that every revision of every file for your website is backed up, allowing you to revert back to specific versions if necessary. It is necessary to setup a second VPS or alternative server to backup to.

What does Server Density do for me?

Server Density is a unique piece of software installed on your VPS that allows you to take advantage of VPS.net's auto scaling features. The software will monitor your VPS for CPU, RAM and disk space usage, and will automatically add resources when the utilization reaches certain thresholds. At \$7.50 a month, Server Density can save many headaches and thousands of dollars from downtime caused by overloaded servers!

Can I use cPanel/Plesk/DirectAdmin?

VPS.net does offer all 3 control panels. cPanel can be automatically installed on your VPS, as it has a pre-created template available for CentOS. Plesk and DirectAdmin are manual installations that require a ticket to our sales staff for license creation.

What is VPS.net's anycast DNS system?

VPS.net offers it's clients the ability to use our anycast DNS system, that consists of over 30 servers in 13 different locations around the globe. The advantage to using our anycast DNS system is that that your visitors will have the fastest DNS response time due to the multiple locations, while also taking advantage of our DDOS protected hardware, decreasing your likelihood of ever going down to use a DDOS attack aimed at your nameservers. Users can take a walk thru of our control panel interface to manage the DNS system at <http://wiki.vps.net/domain-names/dns-domain-name/how-to-manage-dns-within-the-vps-net-dashboard/>.

Why should I use the Litespeed web server?

Litespeed is an alternative web server to Apache, and in most circumstances is able to handle dynamic websites with traffic without utilizing as many resources as Apache. Litespeed is a drop in replacement, require minimal configuration, while also offer minor security enhancements out of the box.

Thanks for Joining the VPS.net Family

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