

Support ticket - server down (again)

John

2022-11-28 00:48:33

can you please infom me what is happening whit this vm?
its not the first. its not the second time this month it went down.
las time i lost two days to reconfigure it.
you have promised one month free extention and i got nothing.
now its down again.
please explain.

Tech Support

2022-11-28 01:36:23

Hello
Started a migration to another node. Please wait.

Pay for the server on time to prevent stopping or deleting the service.
Become our reseller! - <https://pq.hosting/en/reseller>

rate answer

Tech Support

2022-11-28 01:44:07

Migration finished. SSH is available <https://i.imgur.com/EXsBkge.png>

Pay for the server on time to prevent stopping or deleting the service.
Become our reseller! - <https://pq.hosting/en/reseller>

rate answer

John

2022-12-02 13:58:32

The VM is not displayed under Product/Services - > virtual Servers
and i have lost access (password not accepted)



Tech support

2022-12-02 14:55:45

For technical reasons the server was removed. In this case, you can order a new service.

We apologize for the inconvenience caused.

rate answer

John

2022-12-02 18:31:09

what about my ip ?



Tech Support

2022-12-02 18:34:27

you will get a new IP

Pay for the server on time to prevent stopping or deleting the service.

Become our reseller! - <https://pq.hosting/en/reseller>

rate answer

John

2022-12-02 23:37:32

so , lets clarify the situation:

I never stopped paying for my vm,

I lost all my data twice in one month.
now i lost and my ip.
Is that right ?

Системное сообщение

The ticket has been assigned to "Abuse departament". One of our specialists will be with you shortly



Sales Support

2022-12-03 18:03:13

We are sorry for that situation. We can offer you a free month.

Pay for the server on time to prevent stopping or deleting the service.
Become our reseller! - <https://pq.hosting/en/reseller>

rate answer

John

2022-12-04 16:47:14

i have a large number of cpes (on customer site) that are configured speak to the ip address 45.67.228.80

I have no way i could reconfigure them, since 45.67.228.80 was a TR-069 server for those CPEs.

If i could get back the ip for one week i think i can to re-configure the cpes remotely

I see the ip is active (maybe you have given the it by mistake to another clinet.

If you could describe the situation and give me back my ip ...

Can you please provide a solution?





Sales Support

2022-12-05 12:03:27

We are sorry, but we can't give you that IP

Pay for the server on time to prevent stopping or deleting the service.

Become our reseller! - <https://pq.hosting/en/reseller>

rate answer

John

2022-12-05 20:25:27

can you please share the reason with me?

You refuse me the assigned ip that was under my possession for months.

I never stopped paying for the service, so i suppose i deserve a solution.



Sales Support

2022-12-06 11:17:56

Because IP assigns randomly

Pay for the server on time to prevent stopping or deleting the service.

Become our reseller! - <https://pq.hosting/en/reseller>

rate answer

Quote

Message text

Attach a file



Choose file