

Title: Dedicated Hosting Support Options

Subtitle: Dedicated Windows

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Keywords: Dedicated Hosting Support

Our hosting support team is available to assist you with the management and maintenance of your dedicated server. **Basic Support (Included)**

If the source of the technical problem you are experiencing lies within systems or technology under our exclusive management, no charge will apply. Examples of supported technical problems: Your server becomes unreachable due to a network failure within our facility. Your server becomes unreachable due to a hardware failure within our facility. Any errors that occur during our provisioning of your server. Errors that occur during the resetting of a password on a virtual dedicated server.

Other Basic Services: Basic diagnostic services for all standard installed services (such as DNS, email, FTP, HTTP, SSH, Remote Desktop, and most control Panel errors). Hardware diagnostic services to determine the functionality of hardware. Provide general instructions for basic Control Panel functions (Adding a domain, email, etc.). Assistance with increasing allocated IP addresses and SMTP Relays. Installation of Secure Certificates. **Expert Hands Service (Paid Support):**

Advanced diagnostic services. Troubleshooting and repair of standard installed services. Plesk Control Panel upgrades. MySQL database imports and exports. Setup of domains and hosting within a Control Panel. **Unsupported Items:** 3rd party software installations. Any 3rd party scripts. Any backups or restores. Any server security related items. Any custom scripting. Any search engine optimization. Anything that violates the Universal Terms of Service. **Assisted Service Plan**

Custom work, including items listed as unsupported items, are available under the Assisted Server Plan. The Assisted Server Plan comes with limited access as well as some other restrictions. For more information, see [What is Assisted Service Plan?](#).