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Technical support request procedure

For prompt and high-quality resolution of your issue, we ask you to fill out the request as thoroughly as possible. Providing complete information from the very beginning significantly speeds up diagnostics and problem resolution, as the specialist does not need to spend time clarifying details and waiting for responses.

Mandatory information to include in the request

Before contacting, ensure your request includes the following data:

1. DPI Version
2. DPI configuration, utilities, or providing remote access
3. Logs at the time of the problem. Paths to key log files: `/var/log/dpi/*.log`, `/var/log/messages`

Organizing remote access

To connect to your servers, it is necessary to provide remote access to them via SSH (port 22) through the internet or VPN WireGuard with the login **vasexpertsmnt**.
Set up SSH access restrictions: **45.151.108.0/23, 94.140.198.64/27, 193.218.143.187, 78.140.234.98, 93.159.236.11, 46.243.181.35, 46.243.181.242**.

Servers must have internet access. You can check the connection with the command `ping vasexperts.ru`.

Two options are available for providing access:

- Send the SSH login and password.
- Use a ready-made script to add servers to the remote access system. The script is provided upon request through your manager.