# ReliableSite - 

ReliableSite is a dedicated service provider in three main locations, Miami, New York City Metro and Los Angeles. Sadly, their nickname has become **Un**reliableSite due to how they are, so read on to find out more... typical how their name contradicts them.

At this point, I don't really know what to say about ReliableSite. Unfortunately due to the way they operate, they outsource their ticketing department like Discord Trust & Safety, only having a handful of competent technicians on hand inside their data centers. For your own peace of mind, please don't purchase from RS. The amount of issues that stem from them puts ReliableSite as the least recommended host beyond any other.

If you have an issue, good luck getting it solved. Basically, you go in blind, you have a 50/50 chance of getting a reliable system with no issues, never needing to talk to their support. The other times is when you get a **un**reliable system (ha!) and you have to spend many days working with them.

You take the chance. We will help you if you buy it, but please take into consideration our warnings first to save on time and stress later on.

**Pros**

- The hardware that is sold is decent and works operationally well with minimal or no faults.
- Their pricing is much lower than others which can be good for networks starting out.
- You get to speak to Ram K sometimes, basically Ram *Killer*. What a fantastic guys name.

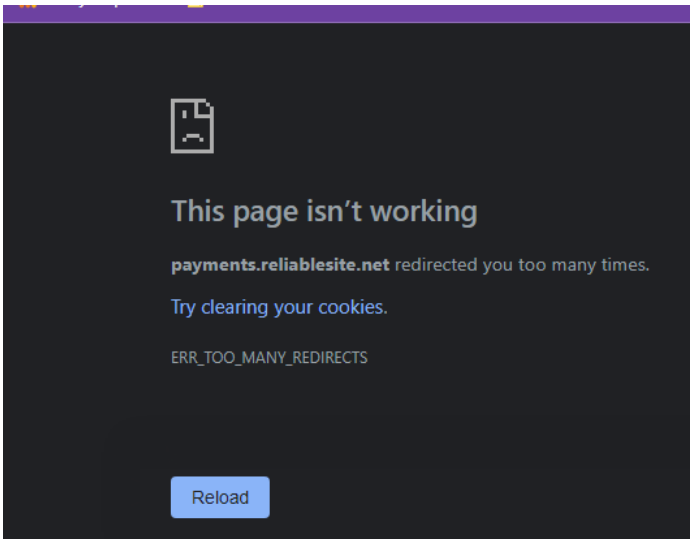
**Cons**

- You have to repeat many statements and even bring it down to the basics so that they understand what you mean when even someone with no networking knowledge will understand.

- Unfortunately due to their outsourcing of their IT team, the support team mostly don't understand your request until it gets passed onto someone more knowledgeable.
- They seem to not be able to plug in RAM properly and spend days trying to understand that it's not inserted properly, apparently unable to run *free -h* to check the RAM amount.
- RS only provide private bandwidth using hardware switches and it's on request to merge two of your systems together. Sometimes this isn't possible due to how their racking works but if you ask them nicely and repeatedly, you sometimes get a positive result, such as one of our clients chaining over 8 systems together in a private VLAN.
- There are many more cons which haven't been written as we don't have full examples of them happening or they are to expensive to explain without having context. In other words, keep away!

**Known Issues**

- If you are really unlucky, you will end up with a system where you will get to around 20 players or so and they will all be kicked off randomly, and it will repeat every 30-60 minutes. This is caused by the actual whole dedicated system loosing network connectivity for about a minute, shown by the Pterodactyl panel for instance not even loading and timing out. This is shown in MTR reports but it seems they completely ignore the diagnosis it's their network. See a picture here. Obviously there are large spikes... it's an MC network when it's SOTW...□□
- If you order a system which is of a different specification than the one you wanted, but it turns out it's a higher cost as one of your other systems which is significantly better, the support team can't do anything about it and you have to cancel the system you are on and order another one. Their automation system makes it so you can't just "upgrade" to the same specifications for a less cost. Read the ticket transcript here.
- They repeatedly break their payments site with CloudFlare... □□ Not even joking you, this happens like every week for a couple hours, it's honestly amusing at this point. Was grabbing a ticket example for the known issue above and I get this... what perfect timing!




**Clients Comments**

As an example of how much headache the team at RS have caused me and my clients, I asked three of my clients who previously used ReliableSite before switching to OVH about their experiences.

IGNGf9, one of the main owners running MineFruit, ran into an issue with their network back in July 2022 where they had to deal with 3 days downtime with data corruption on their MC worlds due to a faulty RAM installation after upgrading to 96GB of RAM from 64GB, causing segmentation faults and additional data loss. This resulted in Jasmine writing a 10 page complaint document detailing their absolute incompetence. They finally concluded their investigation and provided 1 month free services to the MineFruit management team. Have a read of their complaint document here.

HVP, owner of HoodMC, had the issue explained in the known issues section where his system had network connectivity problems, causing players to drop and loose connection. After a couple months, we brought up the discussion over ReliableSite and their systems with Steven from TCP Shield and he stated the below:

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Jack, the previous owner of PvPLab, which had a player base of over 600 concurrent, had repeated issues of their networking, billing plans not being customizable due to

their automation and their internal network configuration. They even unplugged the wrong system for 45 minutes while they were adjusting the managed private network switch and blamed it on a faulty cable, which isn't possible as network cables have clips on them so they don't fall out of the port. This all happened in May/June 2023 and nothing has changed since the incidents of MineFruit.

**These client statements were not forced or bribed.** They've experienced the pain we went through when managing their systems. They are now on OVH with no issues whatsoever. Their statements have zero lies as we've cross checked and confirmed their legitimacy from their tickets.

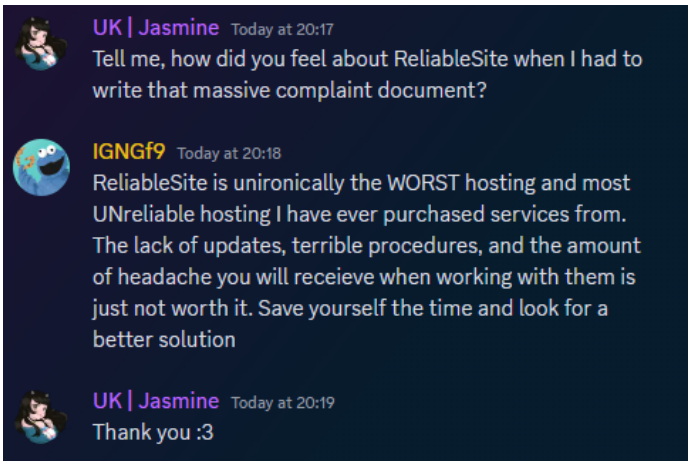
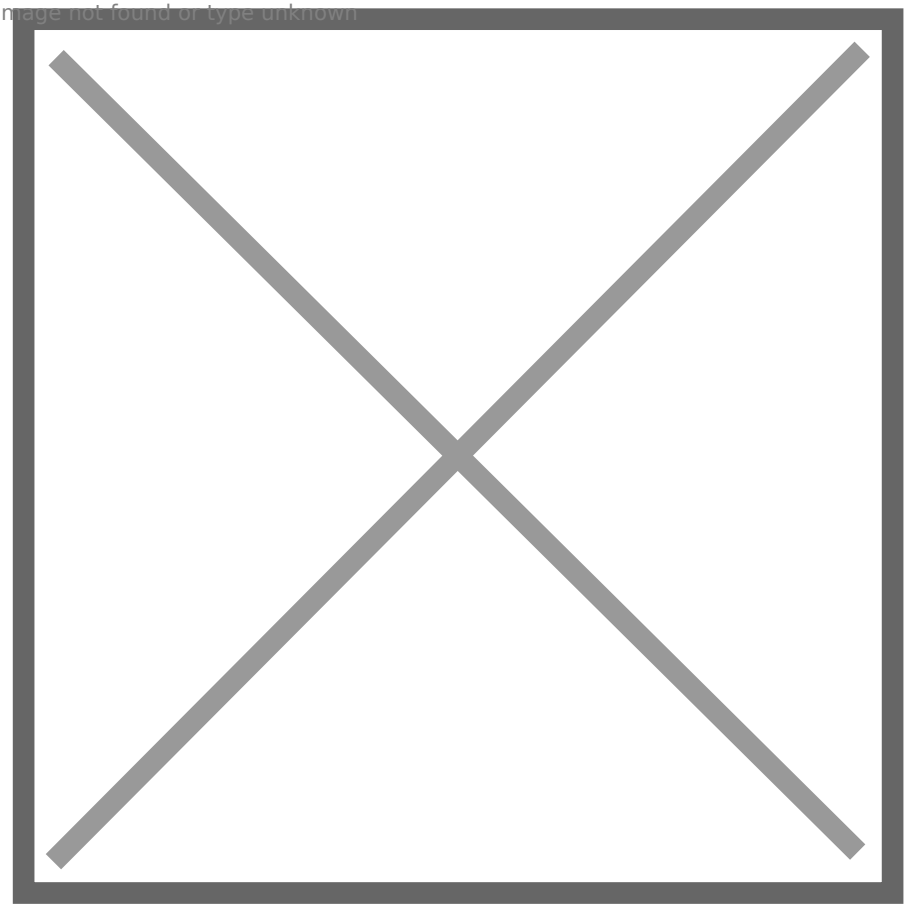
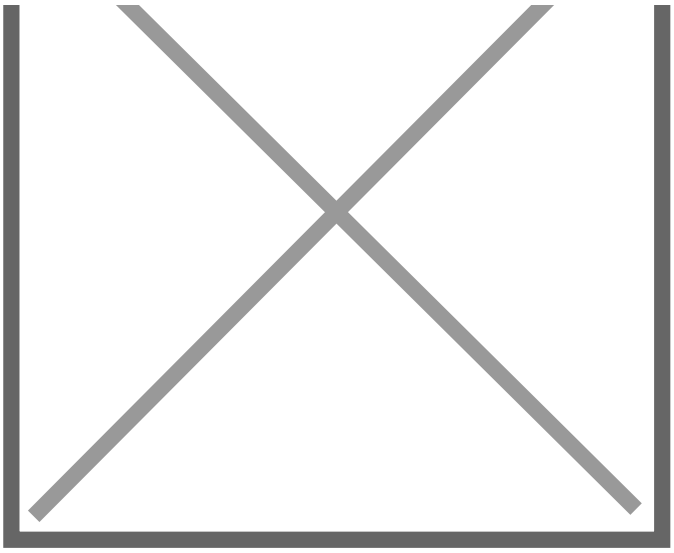



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Revision #8
Created 20 September 2023 18:59:49 by JasmeowTheCat
Updated 28 May 2024 23:56:00 by JasmeowTheCat