

# VPS CP

# Troubleshooting

VPS Control Panel Troubleshooting focuses on addressing common issues and challenges encountered by our users in the control panel designed for managing their Virtual Private Servers (VPS). This resource offers detailed guidance on handling errors, configuration difficulties, and management tasks exclusive to this specific VPS control panel. By providing clear explanations, step-by-step instructions, and practical solutions, this guide aims to help users effectively navigate and manage their custom VPS control panel environment, ensuring optimal performance and a seamless experience.

- [Error After Enabling 2D and 3D Acceleration \\*](#)
- [I'm Connected via VNC, but All I See Is a Black Screen \\*](#)

# Error After Enabling 2D and 3D Acceleration \*

If you're experiencing an error message stating "The operation could not be completed" after enabling 2D and 3D acceleration within your VPS configuration and rebooting or restarting the server, there's an easy fix. Simply disable the acceleration option and try again.

The 2D and 3D acceleration option might still appear in the web interface due to the continued use of some older versions. If you're using a modern operating system, you generally won't need to enable this option, as acceleration is typically included by default when the VGA option is enabled.

If you have any questions or require further assistance, please feel free to contact us. We're here to help with any concerns or issues you may encounter.

# I'm Connected via VNC, but All I See Is a Black Screen \*

If you're connected to your server via VNC and only see a black screen, don't worry. First, try clicking inside the VNC window with your mouse and press any key (e.g., Space, CTRL, or ALT). This should prompt the operating system to display content.

However, if nothing appears and you're unable to access your server through other means (e.g., FTP, SSH, or by opening a webpage), it's possible that your system has frozen. In this situation, we recommend attempting to reboot your system.

If managing your server is causing you stress, why not consider one of our managed servers? This way, you can focus on your core business while our experts take care of your server needs. Feel free to contact us for more information, assistance, or any other inquiries you may have.