

# FAQ

## Table of Contents

- [How is the Webvhost service branded?](#)
  - [How long does it take to deploy the Webvhost solution?](#)
  - [Do I have to support any new hardware and software requirements/specifications?](#)
  - [What technologies, processes and methods do I need to employ to ensure secure administration of all data transmitted and transactions conducted via Webvhost e-commerce technologies?](#)
  - [Can I take advantage of SSL, public key encryption technologies, public key infrastructure and digital certification, and other buyer/seller authentication procedures?](#)
  - [Does Webvhost have a relationship with any digital certificate authorities?](#)
  - [Are there any limitations regarding the number and volume of storefronts, mailboxes and domain names that Webvhost can host?](#)
  - [What process does Webvhost use to add and integrate new features and improvements, indicating whether, where and when our organization or its customers may be required to buy upgrades of equipment or software?](#)
  - [Where are Webvhost's major data centers and Internet exchange points?](#)
  - [What are Webvhost's technologies, processes and methods for ensuring complete redundancy and load balance, including redundancy for both power and air conditioning, fire protection, and seismic reinforcement?](#)
  - [What are Webvhost's existing network and systems emergency recovery solutions and procedures?](#)
  - [Do you offer and support both real-time and on-line technical support?](#)
  - [How does Webvhost administer email functions such as adding and deleting mailboxes, domains or company data.](#)
  - [How does Webvhost's Web-based email interface integrate with the POP3 email interface, including the capability to reach the same POP3 email account using both a desktop POP client \(such as Lotus cc:Mail, Eudora or MS Outlook\) and a Web browser?](#)
- 

### **Q) How is the Webvhost service branded?**

A) Our system is designed to be completely re-branded as your solution, and consequently, your customers will think that you have developed this as an in-house solution. You can also re-brand it for your customers, so that it looks like their solution. Our name does not appear within downloaded documents.

### **Q) How long does it take to deploy the Webvhost solution?**

A) For the "50/50" plan, the solution can be implemented in less than 10 days. The technology and hardware infrastructure for the Webvhost licensed solution would require approximately 45 business days to deploy.

### **Q) Do I have to support any new hardware and software requirements/specifications?**

A) Subject to further investigation by Webvhost technical staff there may be no requirement for your organization to adapt to or support software or purchase any additional hardware. This situation depends upon the financial partnership that is agreed upon by both parties.

### **Q) What technologies, processes and methods do I need to employ to ensure secure administration of all data transmitted and transactions conducted via Webvhost e-commerce technologies?**

A) All transactions are sent over the Internet using up to 128 bit SSL technology. Any sensitive information that is stored on our servers is encrypted using public/private key technologies, so that only the merchant can access it.

**Q) Can I take advantage of SSL, public key encryption technologies, public key infrastructure and digital certification, and other buyer/seller authentication procedures?**

A) Our web servers use standard SSL technology with a certificate signed by any of the common Certificate Authorities. We use public key / private key technology to ensure that data remains secure until it reaches the merchant.

**Q) Does Webvhost have a relationship with any digital certificate authorities?**

A) We have a non-exclusive "partner" arrangement with [Thawte](#), although any Certificate Authority can be used.

**Q) Are there any limitations regarding the number and volume of storefronts, mailboxes and domain names that Webvhost can host?**

A) All of our solutions have been designed to be scalable and redundant. One of our conscious design goals is to ensure that there are no arbitrary limits in our solution. Wherever possible, we design and test our solutions to handle a minimum of 4 billion users, as this is a common limitation of 32-bit hardware that is popular today. Our solutions will scale to the limitations of the server. Our system uses switching, load balancing and routing hardware.

**Q) What process does Webvhost use to add and integrate new features and improvements, indicating whether, where and when our organization or its customers may be required to buy upgrades of equipment or software?**

A) All upgrades are done on the servers. We use open, public standards in our solutions and design everything to work correctly with all modern web browsers and operating system platforms. Upgrades are done with no interruption of service to customers and customers do not have to upgrade or install any additional software. Customers may need to update their web browsers if they are using very old versions and server hardware only needs to be upgraded to handle the load imposed on them.

**Q) Where are Webvhost's major data centers and Internet exchange points?**

A) We maintain a minimum of two Internet connections with major carriers, peering with BGP4 for redundancy.

**Q) What are Webvhost's technologies, processes and methods for ensuring complete redundancy and load balance, including redundancy for both power and air conditioning, fire protection, and seismic reinforcement?**

A) Our core systems contain 2 redundant power supplies, with each power supply connected to a different Uninterruptible Power Supply, which are connected to different electrical circuits. All servers are load balanced with redundant load balancers and a minimum of two servers for every major service provided. Our servers access data from specialized file servers, which use hardware-based RAID5 and dedicated file server hardware and software. The file servers are backed up continuously to backup servers, which will automatically take over in the event of failure. The file servers are backed up daily to tape, which is stored off-site.

**Q) What are Webvhost's existing network and systems emergency recovery solutions and procedures?**

**A)** In the event of failure of any server, load balancer, or router, there are redundant ones that will seamlessly take over the load. Every system is designed so that one device can fail with no noticeable effect on the overall speed of the system. In the event of failure of more than one server or one of the major file servers, the system will continue to run in "degraded mode". Everything will still work properly, although it may run slower. In the event of a total disaster, we have off-site tape backup of the entire system, which can be recovered onto new hardware. We have also designed an off-site live backup system which can be placed into service to handle everything, under extreme emergency situations. This will allow service to continue in "degraded mode" while replacement systems are brought online.

**Q) Do you offer and support both real-time and on-line technical support?**

**A)** We offer you, the user, tier two support. Tier two support includes software training as well as isolating and correcting specific problems related to our software. Our project managers and call center technical support staff are available via telephone, fax and email.

Our tier two support hours are: Mon.-Fri. 8:30am to 7:00pm EST.

You are responsible for providing tier one support in order to maintain ownership and responsibility for your customer base. Tier one support includes end user technical support.

Webvhost staff can provide training for your personnel on-site so that your personnel would be qualified to provide frontline support. This would allow your organization to leverage existing technical support staff, maintain a higher level of accountability, and offer a more personalized response for your customer base.

**Q) How does Webvhost administer email functions such as adding and deleting mailboxes, domains or company data.**

**A)** The end user administers our mail system because it was designed for the technical neophyte, and therefore requires only rudimentary computer skill to operate. Your customers have complete control over the creation and deletion of mailboxes and mail forwarding addresses. Domains are automatically added to the system once an order has been approved. This will generally be done without the intervention of staff. Domains are deleted automatically when a customer leaves. There is an administrative over-ride so that staff can access these functions for any domain, using a web-based interface. All changes to the mail system are done in real-time, accounts and domains are available for use as soon as they are created online. Company information is stored in a different database and can be modified or deleted by staff, as desired.

**Q) How does Webvhost's Web-based email interface integrate with the POP3 email interface, including the capability to reach the same POP3 email account using both a desktop POP client (such as Lotus cc:Mail, Eudora or MS Outlook) and a Web browser?**

**A)** The web-based email service uses the same POP3 account that the user will access from a standard mail client. Generally, the email will be left on the server for web-based email access, so that the user can download it to their regular workstation. Your customers can check and send email from any web browser, through any Internet connection, then access the same email from their regular workstation.