Interland

Interland Dedicated Accelerator Server Support Guidelines

Interland Technical Support
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I.   Introduction

This document describes how Interland provides technical support through its Customer Service and Support Department ("Customer Support") to those Customers with Interland Dedicated Accelerator hosting plans (each, a "Dedicated Accelerator Server").

A Customer with a Dedicated Accelerator Server can rely on Interland for all management, maintenance, and troubleshooting as stated in this document.

Interland's Customer Support provides assistance to Customers with Dedicated Accelerator Servers as described in this document and Interland has no liability or responsibility for Customer Support except as set forth in this document or in any applicable written contract with the Customer.

Interland's Dedicated Server Solutions (DSS, the "Dedicated Server Solutions Group") is available to Customers with Dedicated Accelerator Servers on a pay-for-service basis for services not covered by Customer Support.

II.   How to Obtain Customer Support

To obtain Customer Support, a Customer with a Dedicated Accelerator Server should do the following:

1   Refer to Interland's online support Web site at http://support.interland.com. This online support Web site contains FAQs, tutorials, and a knowledge base that will answer most questions. From the online support Web site, the Customer may also open an Online Support Ticket. To do so, a Customer must have a domain name and secret word for authentication. Interland responds to most Online Support Tickets within 24 hours.

2   If the Customer cannot resolve the question through the online support Web site, the Customer may telephone Customer Support at any time, 24 hours a day, 7 days a week, at 1-800-671-1314.

3   If the Customer requests any service that is not covered by these Dedicated Accelerator Server Support Guidelines, Interland Customer Service and Support may refer service needs to Interland's Dedicated Server Solutions Group (DSS). The DSS Group offers dedicated server solution products and services on a fee basis. The Interland DSS Group is available weekdays during business hours (9:00 a.m. to 6:00 p.m. EST). Emergency service is also available 24/7 thorough the DSS Web site. DSS can be contacted via their Web site, http://interland.com/dss, or via e-mail at: dss@interland.com.

III.   Technical Support Guidelines and Limitations

For each topic identified below, Interland may provide (i) some support at no charge as part of its Customer Support offering, (ii) additional support through the Dedicated Server Solutions Group at an additional charge; and (iii) additional service offerings through Interland's sales organization. Interland's Customer Support is subject to the limitations and restrictions indicated below.

Proactive Server Management
Interland will proactively manage your server by performing the following:

- Supported software upgrades or service patch updates for operating, and application server software
- Web Server Management (domain management, Web module installation and maintenance)
- Hosted Server Account Administration (Assigning logon ID's, groups, user ID numbers, group ID numbers, logon directories; and setting up the user's logon environments).
- FTP Server Account Administration (Assigning logon ID's, groups, user ID numbers, group ID numbers, logon directories; and setting up the user's logon environments).
- Monthly host vulnerability scanning to maintain the logical security of the user's system.
- Operating system troubleshooting (Kernel patches, debugging performance issues, and troubleshooting)
- Log file management (Windows 2000/Linux)
- DNS configuration and maintenance

Server Connectivity
Interland will be able to perform the following tests to ensure that your server is functioning properly:

- Industry standard PING test to the IP address of the site
- Industry standard traceroute to the IP address of the site
- Log on to the server to verify that proper software and system resources are available by ensuring that the resource allocation services monitor is performing up to industry-accepted standards
- Log on to the server to verify the integrity of the virtual Webs by ensuring that the virtual Web site is running and mapped in IIS in accordance with industry standards

Interland cannot be held responsible for issues that cannot be recreated by our technical support specialists; this includes non-Interland router issues, non-Interland DNS server issues, and ISP connectivity.

FTP
Interland will be able to perform the following tests to ensure your site's FTP services are functioning properly:

- Connect to the FTP site with a browser using the customer's IP address, administrative user name, and password
- Connect to the FTP site with a browser to ensure a site's files can be transferred, modified, and deleted by the administrative user

- Log on to the server to verify the integrity of the virtual FTP by ensuring that the virtual FTP site is running and mapped in IIS in accordance with industry standards

Anonymous FTP is not supported. Interland cannot provide support for issues resulting from the use of third-party FTP software such as the FTP modules in page creation software such as Dreamweaver, GoLive, FrontPage, or FTP packages such as WS_FTP, Fetch, CuteFTP, and Coffee Cup. Interland cannot be held responsible for issues that cannot be recreated by our technical support specialists; this includes non-Interland router issues, non-Interland DNS server issues and ISP connectivity. Interland's online support site can provide the customer with additional information on third-party FTP clients. Customers may find additional information at the FTP client manufacturer's Web site. Interland's Technical Support department is not in a position to offer "how-to" help in using any third-party FTP software.

Domain Name Issues
Interland will be able to perform the following tests and services for domain support:

- Query Interland's own domain name servers to verify correct entries for your domain records
- Use the Network Solutions WHOIS query to verify that the customer's domain name servers are pointed to Interland's DNS servers
- Verify that a domain transfer request has been sent to NSI

Changes to domain contact information with Network Solutions are only done on a fee basis. Interland cannot be held responsible for issues pertaining to Internet propagation.

IMail (For existing customers prior to 9/24/2001)
Interland will be able to perform the following tests to ensure your site's IMail services are functioning properly:

- Connect with a browser to the mail interface available at http://mail.yourdomainname.com:8383
- Use a browser to send and receive e-mail from the mail interface available at http://mail.yourdomainname.com:8383
- Connect with a browser to the mail administrative interface available at http://mail.yourdomainname.com:8181
- Use a browser to verify that the administrative account can create, delete and modify mail users through the Web interface available at http://mail.yourdomainname.com:8181

Interland will be unable to resolve issues that cannot be recreated by our technical support specialists. Interland will also be unable to resolve issues relating to domain name propagation or from the use of third-party software such as Outlook, Outlook Express, Netscape Mail, and Eudora. Interland will be unable to resolve non-Interland issues such as non-Interland router issues, ISP connectivity and SMTP mail relay blocking by ISPs. Interland is unable to configure third-party mail clients. Interland provides basic configuration information for third-party mail clients at http://support.interland.com.

InterMail
Interland will be able to perform the following tests to ensure your site's InterMail services are functioning properly:

- Connect via a browser to the mail interface available at
  http://webmail.registeredsite.com/
- Use a browser to send and receive e-mail from the Web interface available at
  http://webmail.registeredsite.com/
- Use a browser to verify that the administrative account can create, delete and
  modify mail accounts using the Web interface available at
  http://webmail.registeredsite.com/

Interland will be unable to resolve issues that cannot be recreated by our technical
support specialists. Interland will be unable to resolve issues relating to domain name
propagation. Interland will be unable to resolve issues resulting from the use of third-
party software such as Outlook, Outlook Express, Netscape Mail, and Eudora. Interland
will be unable to resolve non-Interland issues such as non-Interland router issues, ISP
connectivity and SMTP mail relay blocking by ISPs. Interland will be unable to configure
third-party mail clients. Interland provides basic configuration information for third-party
mail clients at http://support.interland.com.

FrontPage Hosting Support
Interland will be able to perform the following tests to verify FrontPage extensions are
functioning:

- Use FrontPage to connect to the Web site with the administrative user account
- Use FrontPage to verify that the default administrator can recalculate hyperlinks
  and create, delete, and modify HTML pages
- Log on to the server to verify that FrontPage and Office 2000 server-side
  extensions are installed in accordance with the customer's plan and server type
- Log on to the server to verify that the site's FrontPage Extensions permissions
  are configured in accordance with manufacturer's recommendations

Interland will be unable to resolve issues that cannot be recreated by our technical
support specialists. This includes non-Interland router issues and ISP connectivity.
Please be aware that if FrontPage Extensions become corrupt and must be reinstalled,
Shared Borders, Themes, and Child Webs may no longer function. In this case, it will be
necessary for the customer to re-upload their site. Interland will be unable to re-upload
site files due to possible corruption of components. Interland Technical Support will be
unable to provide FrontPage application support or Web page design help. Interland
offers a consulting service for those customers who may need expert assistance. For
more information on these services, please contact your account representative.

SQL Database
The provisions of this document apply to Dedicated Servers that run Microsoft SQL.

For Customers running Microsoft SQL on a shared server, as part of its Customer
Support offering, Interland will:

- Verify that the administrative account can connect to the SQL server and

- Verify that the administrative account can create and delete tables in the MS
      SQL database.

Except for the foregoing, Interland does not administer MS SQL databases for Customers
and cannot upload or upsize any database from another format into MS SQL.

Through its Dedicated Server Solutions Group, for an additional charge, Interland may
provide additional support for MS SQL and database administration issues.

Customers may purchase additional storage space and databases by contacting their account manager. Please visit Interland Online Support at http://support.interland.com to view the latest information regarding our SQL offerings. Interland is not responsible for administrating any customer SQL database. Interland will be unable to upload or upsize any Access database to SQL.

Access Database
Interland offers the following support:

- Verify proper drivers are installed and working
- Verify the connection string generator on the administration page is working properly

Interland is not responsible for administering any customer Access database. Interland cannot upload or upsize any Access database or provide application support.

Scripting
Interland offers the following scripting support:

- Verify correct server-side mapping to interpreters, services, and DLLs within IIS
- Verify that our sample e-mail forms located on the Interland administration page and confirmation forms are functioning properly on your server

Scripting is an advanced function and is only recommended for technically skilled individuals. Customers desiring technical assistance (other than the aforementioned) with customer-installed scripts should contact Dedicated Server Solutions (DSS) at interland.com/dss.

Administration Page
Interland provides customers with their own administration page. The administration page is designed so that customers will be able to self-administer their sites. Interland will be able to perform the following tests to determine that the administration page is functioning properly:

- Connect to administration page via a browser
- Verify the administrative user can create, delete, and modify sub-users
- Verify the administrative user can create, modify, and display DSN and DSN-less connection strings
- Verify the administrative user can run all account reports
- Verify the administrative user can set server-side application settings
- Verify the administrative user can enable server-side directory listings
- Verify the administrative user can remove and reinstall FrontPage extensions
- Verify the administrative user can install ASP and FormMail samples

Interland recommends that customers visit http://support.interland.com/ for an online tutorial that will instruct on how to get the most out of the administration page features Interland offers. Interland will be able to verify the functionality of the administration page. It will be the customer's responsibility to administer their site. The customer will be responsible for creating any additional users and assigning permissions to their site. If at any time you are unable to set permissions and need the site permissions returned to their default setting, Interland will be happy to assist you. Please be aware that if the customer requests Interland to resolve an issue, the solution may require that the site permissions be reset to their default setting. If this happens, it will be necessary for the customer to reset any non-standard permissions.

WebTrends

Interland will perform the following tests to verify that WebTrends functions are working properly:

- Submit a report request to the WebTrends server to verify that the server is processing the request
- Log on to the customer's server and verify that log files are present in the correct site directory
- Log on to the customer's server to verify that log file from the last 30 days are present

Interland cannot guarantee the accuracy of WebTrends results and Interland does not recommend billing or similar functions based on WebTrends data. While generally accurate, WebTrends is only designed to give an indication of site activity. Interland's WebTrends server is configured to report only on the previous 30 days of site traffic. Interland servers will maintain log files for the previous 60 days. Customers will be able to use a browser or FTP client to download a site's old log files. Customers will be able to find additional information at http://www.webtrends.com/. Interland will be unable to resolve issues concerning browser-dependent formatting of WebTrends information. Please visit http://support.interland.com for an online tutorial on WebTrends reporting.

Media Servers

Interland will offer the following Media support:

- Verify that your default user can connect to your Media Server
- Verify that the default user can upload, download and delete files
- Verify that media will stream
- Verify that the allocated storage space is configured in accordance with the customer's plan

Contact your account manager to purchase additional storage space. Please visit our Web site at http://www.interland.com/ to view the latest information on our Media Server offerings. Interland will be unable to create files and links to media files on the Media Server.

Components and DLLs

Interland provides a standard set of components and dynamic link libraries (DLLs) for users. This library is installed on all servers. Special or unique DLLs cannot be installed. Interland offers dedicated server plans which allow for custom DLLs and components. Interland offers the following standard package of DLLs for customer use:

VeriSign (pfpro) DLL: SSL
AspTear: Acts like a Web client and pulls data from Web pages; performs POST, GET and SSL functions
crypt.dll: Provides encryption for strings using CryptoAPI
cdonts.dll: Mailer component
cybercash.dll: Payment processing
SAFileUp: Used to upload files
aspupload.dll: Used to upload files
w3jmail: Mailer component
ASPPop3:   POP3 client for ASP
AspLib: General function library for ASP
AspImage   Creates or modifies images "on-the-fly"

w3SiteTree	Site tree component used to make navigation trees
SACheck	Used to validate form input
ASPDNS:	DNS Lookup and reverse lookup

Interland will support the above DLLs by doing the following:

- Verify that the DLL is installed by checking the registry on the server
- Verify that the permissions for the DLL are correct for global uses

Due to the complexity of using DLLs, Interland can only offer product use help for all "how-to" questions via the FAQs, knowledge base, and select tutorials on our online support site, as well as the product vendor's FAQ or help section. The VeriSign DLL is part of a standard build and only usable if you have the licensing for the use of the DLL on the server.

E-commerce
Due to the complexity and variety of e-commerce software, Interland provides the stated support for the following e-commerce product:

Miva

- Interland will be able to make sure the cart is installed and operating properly on the server by logging on as the cart administrator and performing a simple task.
- Interland will be able to check that proper permissions are set to allow the cart to function by logging on to the server and checking the directory security settings that the cart utilizes.
- Interland will ensure that the VeriSign Payment Services, AuthorizeNet, LinkPoint/CSI, and UPS Commerce libraries are installed, but will not guarantee or support the functionality of any payment method offered.
- All Miva customers are granted FTP access to their Data directory. You may upload/download and install third-party Miva Modules. Be advised that you do this at your own risk and Interland does not guarantee or support the functionality of these third-party modules.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base, and select tutorials on our online support site, as well as the product vendor's FAQ or help section. Due to the complexity of reinstalling the shopping cart, an additional setup fee will be charged to the account for this service. As there are several complex server-side configuration changes that must be made to ensure a successful switch from an IP address to a domain name, customers will be billed an additional setup fee for the changes. Interland can return the cart to its default settings; however, due to the complexity of the task, there will be a setup fee charged for performing this task.

Standard Supported Windows 2000-Based Software

	Software	Rules	Support
Base	Windows 2000	No more than one per server	Install, configure, monitor, update, and patch
Primary	IIS Web Server MS SQL 2000 Windows Media Server Real Server G2	No more than one per server	Install, configure, monitor, update, and patch
Secondary	Allaire ColdFusion	No more than one primary and one secondary	Install, configure, and patch
App Library	Refer to Components and DLLs section of support guidelines	Refer to Components and DLLs section of support guidelines	Install, and configure

Supported Microsoft Windows Software

Web Server
IIS 5.0

FTP Server
IIS 5.0

Mail Servers
InterMail

Remote Access
PC Anywhere

Application Software
ColdFusion Application Server
ASP
Index Server

Data Management Software
VERITAS Net Backup

Database Software
MS SQL 7.0
MS SQL 2000

Monitoring and Reporting
WebTrends (Site Analysis)
Network Health - Concord

E-commerce
MIVA

Standard Supported Red Hat Linux-Based Software

	Software	Rules	Support
Base	RedHat Linux 7.1	No more than one per server	Install, configure, monitor, update, and patch
Primary	Apache Web Server mySQL Real Server G2	No more than one per server	Install, configure, monitor, update, and patch
Secondary	None	No more than one primary and one secondary	Install, configure, and patch
App Library	Refer to Components and DLLs section of support guidelines	Refer to Components and DLLs section of support guidelines	Install and configure

Supported Red Hat Linux Software
Web Server
Apache 1.3.x

FTP Server
Standard Red Hat FTP Server

Mail Servers
Sendmail
Procmail
Qmail

Remote Access Software and Services
SSH
OpenSSH
OpenSSL

Application Software, Scripting Utilities and Libraries
Perl engine 5.05 (Installation and module installs) (no script writing)
CGI scripts from Interland script archive
PHP3 and PHP4 (installation and module installs) (no script writing)

Data Management Software
VERITAS Net Backup

Database Software
mySQL

Monitoring and Reporting
WebTrends (Site Analysis)
Network Health – Concord (Server Monitoring)
SNMP UCD 4.2 (Systems Monitoring)

Basic Security Services
TCP Wrappers – Configuration
Host Deny Services – Configuration
Standard Security Patches at OS and Standard Application Levels

E-commerce
MIVA

Billing

If you have questions about your bill, you may access the online billing center at http://support.interland.com or by phone at 1-888-438-1752, option #3. Billing representatives are available for phone support from 9:00 a.m. until 6:00 p.m. EST, Monday through Friday, excluding Interland standard holidays. For after-hours requests and weekends, any billing inquiries will be logged and handled by a billing specialist the next business day. A billing representative will respond to a billing inquiry made by telephone within 24 hours, and to a written billing inquiry within 48 hours after receiving it.

Your account will be activated once payment through a credit card, check, or wire transfer is received.

Customer Contact Information

It is your responsibility to ensure that the contact information supplied to Interland for all customer contacts are accurate and kept up-to-date at all times. Contact information is defined as name, phone number, e-mail address, and mailing address. This information will be used to notify you of any service-related issue. Inaccurate contact information may result in delay or failure of notification. Any issues arising from such delay or failure of notification will be the responsibility of the customer. Changes to your contact information can be made at http://support.interland.com.

When reporting an issue to Interland, the customer will supply Interland:
- Domain name
- Secret word
- Organization name
- Contact information including name, telephone number, and access hours
- Description of issue
- Impact of the issue
- History of the issue (if issue has occurred before)
- Suggestions as to the resolution of the issue (if known)
- Contact information for any third-party provider(s) including name(s), telephone number(s), and access hours if their assistance is necessary in issue resolution