

Guidelines for Using Interland's Technical Support

Interland unleashes the power of the Internet to businesses around the world by providing superior customer support, leading-edge technologies and value-added tools and services needed to create, host and support high-quality Web sites. Interland supports a large variety of Internet tools and technology, some of which can be quite complex. A number of features are designed for advanced users and require a fair amount of technical knowledge. Excellent Web sites can be built using simpler tools that Interland provides and we encourage users to choose tools and methods that match their skill levels. Interland is primarily an Internet hosting company, dedicated to providing excellent value to our customers. Therefore, we are not able to provide application support nor can we help users with techniques that may be beyond their skill levels. Interland offers consulting and design service for those customers who may need expert assistance. To find out more about these services, please call our Sales department at 1-800-214-1460.

To assist our customers with their technical needs, Interland offers all hosting customers an extensive online support system complete with online tutorials, knowledge base articles and frequently asked questions (FAQs). Interland also has an online support ticket system as well as customer service and technical phone support 24 hours a day, 7 days a week. For a detailed description of our Standard Support Procedures and Parameters, please see below.

Interland Standard Support Procedures

For quick and efficient resolution to your issue, follow these steps:

Refer to Interland Online Support site at <http://support.interland.com>. The FAQs, tutorials and knowledge base will provide fast, effective answers to most of your questions. You may also log on to the Customer Resource Center (using your domain name and secret word) to open a support ticket from this site if you can't find the solution to your inquiry. You should expect to receive a response to your inquiry within 24 hours.

Although we recommend use of the online support ticket system for most inquiries, Interland offers hosting customers technical phone support 24 hours a day, 7 days a week. Please contact our customer support specialists at 1-800-589-5060 for assistance.

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 insuring 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 insuring 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 insuring 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 is only done on a fee basis. Interland cannot be held responsible for issues pertaining to Internet propagation.

IMail

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 assistance.

Due to the unique security requirements of a shared hosting platform, **Interland does not allow Sharepoint sites on its shared servers**. As a result, customers will not be able to use the features of FrontPage 2002 that allow integration with Sharepoint. In addition, Interland Technical Support is unable to troubleshoot or resolve issues related to Sharepoint.

Because Microsoft bCentral™ Commerce Manager is an application hosted by Microsoft, Interland does not support its use.

For support of all issues pertaining to the FrontPage software itself, please see the vendor at www.microsoft.com.

SQL Server Database

Interland offers the following SQL support:

- Verify that the administrative account can connect to the SQL account
- Verify that the administrative account can create and delete tables in their SQL database
- Verify that the database is sized in accordance with the customer's hosting plan

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

Currently Interland does not support the use of the following features of SQL 2000:

- DTS Packages
- Database Replication
- Mail Services
- XML Support
- Distributed Transactions
- Database Maintenance Plans
- Web Assistant
- Multiple Instances
- English Query

For support of all issues pertaining to the FrontPage software itself, please see the vendor at www.microsoft.com.

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 must purchase a consultation with one of our Web technicians.

Site and Data Restorations

It is the customer's responsibility, and in their best interest, to keep a backup copy of their Web site and to regularly back up their site according to their own schedule. Interland cannot restore individual customer server information. To view how to back up your information by using FTP to download your site to a local computer, visit

<http://support.interland.com/PublicResourceCenter/ReferenceCenter/tutorials/software/ftp/index.asp>.

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 Interland Online Support at <https://support.interland.com/PrivateResourceCenter/ReferenceCenter/faqs/nt/shock.htm> and click **Account Report** for an online tutorial on WebTrends reporting.

ColdFusion

ColdFusion is only supported under special plans. Please consult <http://support.interland.com/> for specifics.

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://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 on all Windows 2000 servers a standard set of components and dynamic link libraries (DLLs) for users. Customers wishing to utilize these DLLs on NT 4.0 servers must supply all DLL licensing and registration to Interland for installation. Special or unique DLLs cannot be installed on shared servers, but Interland offers dedicated server plans which allow for custom DLLs and components. Interland offers the following standard package of DLLs for customer use: AspTear - Acts like a Web client and pulls data from Web pages; performs POST, GET and SSL functions

w3JMail - Mailer component; current version in use by Interland

w3SiteTree - Site tree component used to make navigation trees

SAFileUp - Used to upload files; current version in use by Interland

SACheck - Used to validate form input

ASPMail - ASP Mailer

ASPPop3 - POP3 client for ASP

AspLib - General function library for ASP

ASPDNS - DNS Lookup and reverse lookup

AspImage - Creates or modifies images "on the fly"

email.dll - Mailer component

pricekey.dll - Cart 32 for shopping carts

cdonts.dll - Mailer component

pfppross.dll - SSL functions

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 can only provide the stated support for the following e-commerce products:

Shopping carts

In general, Interland only provides setup and installation support for shopping carts. It is suggested that customers contact the shopping cart vendor for technical support on shopping cart usage specifics. Interland cannot engage the manufacturer of the software to handle support on your behalf.

OpenMarket ShopSite

- 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.
- Due to the inherent complexities of transferring carts from another host, Interland must refer all technical support to the product vendor.

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.

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 insure that the VeriSign Payment Services, AuthorizeNet, LinkPoint/CSI, Cybercash, 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.

CyberCash

- Interland will log on to the server and check the directory security settings and make sure the proper permissions are set to allow the DLLs and the test scripts to function correctly.
- A setup fee will be charged for installation of the Build-Merchant MCK Test Scripts.
- Due to the inherent complexity of this product, all technical support for this product and the test scripts will be referred back to the vendor of the product.

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.

PDG

- 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.
- Due to the inherent complexities of transferring carts from another host, Interland will have to refer all technical support to the product vendor.

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. As there are several complex server-side configuration changes that must be made in order 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.

StoreFront 2000

- Interland will make sure the customer is on the correct StoreFront server.
- 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 check to insure that the MSADC virtual directory exists by logging on to the server and checking the system files.
- If determined necessary, Interland will run a REPAIR on the DSN of the database that the cart is using.
- Interland does not support the use of the UPS plug-in for this cart.

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. As there are several complex server-side configuration changes that must be made in order 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.

Secure Socket Layer (SSL)

VeriSign or Thawte

- Interland will log on to the server and verify that the key and registration are on the server, in the event it is not working.
- Interland will log on to the server and verify that the proper port on the server is open to allow SSL to work.

Interland will charge a service fee for the following:

- Provisioning (enrollment and installation) of new secure certificates
- Moving of certificates from server to server
- Transfer of certificates from other hosting companies

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.

VeriSign Payment Services (formerly Signio)

- Interland will install and register the DLL at the customer's request.
- Interland will verify the DLL is registered by checking the registry on the server.

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.

With the wide array of e-commerce products available, Interland can only offer technical support and product use help for the abovementioned products.

Interland's Technical Support Expectations

In order that you may be better able to plan the implementation of your shared hosting account, listed below are examples of time frames you may expect.

Request Type	Actual Time Stipulation
Zone file changes (DNS)	<ul style="list-style-type: none">• Orders processed by Sales within 24 hours• Please allow 72 hours for propagation before changes are effective.
Domain name registration and incoming transfers	<ul style="list-style-type: none">• Order processed by Sales within 2 - 4 days• Please plan on 3-5 days for your domain name to become active on your Interland account. Before your domain transfers, you may use the numeric IP address to publish your files and set up your mail accounts.• Transfers are normally processed within 5 days
SSL certificate requests	<ul style="list-style-type: none">• Order processed by Sales within 24 hours• The customer is required to work with the certificate authority providing the SSL certificate to provide proper documentation, therefore the entire process may take up to 2 weeks.• The customer is responsible for filling out the request form which will be processed in approximately 1 business day after it is received.• The SSL Certificate will be installed within 1 business day after it is received from the SSL certificate authority

<p>Plan changes -- upgrades from TrueBasic, TrueAdvanced and TrueBusiness Plans</p>	<ul style="list-style-type: none"> • Order processed by Sales within 24 hours • Allow 24 hours for DNS update before new hosting account can be accessed via via IP address. • Customers will be required to back up all HTML code and images from their shared environment and re-upload content to the new location once the hosting account is upgraded.
<p>Linux/UNIX to NT/2000 and NT/2000 to Linux/UNIX platform changes</p>	<ul style="list-style-type: none"> • Order proceed by Sales within 24 hours. • Platform changes are not supported. In order to effect such a change, customers will be required to place a new order for the desired plan type and authorize deletion of the existing hosting account. • Customers will be required to back up any existing environment content from the original site beforehand and re-upload the content once the new hosting account is activated. • It may take up to 2 days for the domain to point to the new IP address. • There is a \$40 charge for this service.
<p>Account cancellations</p>	<ul style="list-style-type: none"> • Accounts with open billing items may require extra time.