

### **Hosting**

#### **Server Dedicated or Co-located**

##### **What type of server can I co-locate with you?**

Your server must be a 19" rack mount server, with the rack-mount kit installed. The depth must not exceed 900mm. You can use any operating system you like (For example Linux, Windows, BSD, AIX etc) as we will not interfere with the running of your system at any time.

##### **Can I send you a full tower case?**

Unfortunately not, due to space restrictions we can only accept 19" rack mounted servers. We can however accommodate larger servers at a supplement. Please contact us for more information.

##### **How can we get our server to you?**

We are flexible. You can either arrange it to be sent by person to our Data centre, Fleet office or you could have it delivered by courier. Please speak to the technical support team to make them aware of your decision.

##### **What network card should be installed in my machine?**

We ask that all networks cards should be a good quality branded card, for example 3 Com / Intel. You may supply your machine with a 10,100 or Gigabit Ethernet Network card.

##### **Can I arrange an appointment to work on my server?**

Yes you can. Please email technical support with details of your request to [support@datanet.co.uk](mailto:support@datanet.co.uk)

#### **Shared Web Hosting**

##### **What type of web space do I need?**

Datanet offer Linux or Windows Hosting. Windows supports ASP and front page. Linux has PHP capabilities. Both benefit from unlimited FTP access. If you are in any doubt about which one will suit your needs please ask your web developer or send details of your application to us on [support@datanet.co.uk](mailto:support@datanet.co.uk)

##### **How soon do I receive my web space that I have ordered?**

Our lead time for web space varies with each type of service. Please refer to our terms and conditions for individual lead times or call us on 0845 130 6010.

### What do my website hit reports mean?

#### Explanation of Terminology

The yearly (index) report shows statistics for a 12-month period, and links to each month. The monthly report has detailed statistics for that month with additional links to any URL's and referrers found. The various totals shown are explained below.

#### Hits:

Any request made to the server which is logged, is considered a 'hit'. The requests can be for anything... php pages, graphic images, audio files, cgi scripts, etc. Each valid line in the server log is counted as a hit. This number represents the total number of requests that were made to the server during the specified report period.

#### Files:

Some requests made to the server, require that the server then send something back to the requesting client, such as an php page or graphic image. When this happens, it is considered a 'file' and the files total is incremented. The relationship between 'hits' and 'files' can be thought of as 'incoming requests' and 'outgoing responses'.

#### Pages:

Pages are, well, pages! Generally, any phpL document, or anything that generates a phpL document, would be considered a page. This does not include the other stuff that goes into a document, such as graphic images, audio clips, etc... This number represents the number of 'pages' requested only, and does not include the other 'stuff' that is in the page. What actually constitutes a 'page' can vary from Server to server. The default action is to treat anything with the extension '.php', '.php' or '.cgi' as a page. A lot of sites will probably define other extensions, such as '.pphp', '.php3' and '.pl' as pages as well. Some people consider this number as the number of 'pure' hits... Some other people refer to this as 'Page views'.

#### Sites:

Each request made to the server comes from a unique 'site', which can be referenced by a name or ultimately, an IP address. The 'sites' number shows how many unique IP addresses made requests to the server during the reporting time period. This DOES NOT mean the number of unique individual users (real people) that visited, which is impossible to determine using just logs and the HTTP protocol (however, this number might be about as close as you will get).

#### Visits:

Whenever a request is made to the server from a given IP address (site), the amount of time since a previous request by the address is calculated (if any). If the time difference is greater than a preconfigured 'visit timeout' value (or has never made a request before), it is considered a 'new visit', and this total is incremented (both for the site, and the IP address). The default timeout value is 30 minutes (can be changed), so if a user visits your site at 1:00 in the afternoon, and then returns at 3:00, two visits would be registered.

#### Kbytes:

The Kbytes (kilobytes) value shows the amount of data, in KB, which was sent out by the server during the specified reporting period. This value is generated directly from the log file, so it is up to the web server to produce accurate numbers in the logs (some web servers do stupid things when it comes to reporting the number of bytes). In general, this should be a fairly accurate representation of the amount of outgoing traffic the server had, regardless of the web servers reporting quirks, note: a kilobyte is 1024 bytes, not 1000.

#### Top Entry and Exit Pages:

The Top Entry and Exit Pages give a rough estimate of what URL's are used to enter your site, and what the last pages viewed are. Because of limitations in the HTTP protocol, log rotations, etc. This number should be considered a good "rough guess" of the actual numbers, however will give a good indication of the overall trend in where users come into, and exit, your site.

### **Offsite Back up**

#### **What if we already have a tape, or other media back-up system?**

Using a tape back-up system combined with a remote back-up system offers the best of both worlds. Critical files and databases can be kept on the remote back-up system, while a full back-up of the entire system can be taken less frequently and stored on tape locally. The remote back-up system can provide a quick and easy way to retrieve critical files and databases without the inconvenience of searching through tapes.

#### **How long will a remote back-up take?**

The length of time it takes to complete a back-up depends on several factors; the amount of data being backed up, the amount of compression of the data, and the Internet connection speed. After the initial upload of static data, only the data which changes will require uploading greatly reducing the amount of time your offsite back-up takes.

#### **What is the difference between onsite and offsite back-ups?**

Remote back-ups work like regular tape back-ups, with one important difference. Instead of sending back-ups to a tape drive our remote back-up encrypts the data and sends it over the Internet to our secure servers safely offsite.

#### **Why are remote back-ups better than my own tape back-ups?**

With Datanet's offsite back-up system, there is no need to remember to change tapes, no need to clean your tape drive every week or store your tapes in a fireproof safe. With Datanet your back-up data is immediately stored offsite using an automated back-up system; only an Internet connection is needed.

#### **How secure will my data be?**

Datanet utilises a back-up software client which takes full advantage of today's most up to date encryption technologies such as DES, AES, and Twofish. The client software compresses and encrypts the user's valuable data before it is sent offsite.

#### **Will Datanet be able to read my files?**

No, your files are compressed and encrypted before they even leave your computer. Only your encryption code can unlock your files. So it is important you don't forget your passphrase.

#### **What should I do if a back-up error is reported in my back-up report?**

Check if there is a configuration problem (e.g. network problem, proxy setting problem)  
Check error log and activity log which can be located in C:\Program Files\Online-back-up\log for more information.  
Try running back-up again manually to see if the same error occurs.  
Call the Datanet support line on 0845 130 6010 or email [support@datanet.co.uk](mailto:support@datanet.co.uk)

#### **Does it work if our company has a firewall?**

Absolutely. Our specialists will provide you with the required firewall port information. In most situations, firewall changes are NOT required.

### **I have mirrored/RAID hard drives. Won't that protect me from viruses or data loss?**

No. Mirrored hardware only protects you from a hardware failure.

Since 90% of data loss is due to data corruption or user error, mirrored equipment offers no protection. This is because corrupt data gets instantly written to the mirror equipment.

### **How will I know if my back-up is working?**

A back-up job summary will be sent via email to you every day (depending on your back-up schedule). The email will summarise your back-up activity with a detailed report attached for those of you wishing to examine your back-up in more detail.