



FAQ - Hosting

- What server hardware and software would our site be running on?

The server is running Windows Server 2003 Standard Edition. The processor is a dual-core AMD Opteron, and it has 2GB of memory.

- What environment is the server in? (ie- your office server room, a data center, etc)

To provide hosting, we've partnered with a managed hosting company called Rackspace. Our server has its own dedicated network, including a dedicated firewall. The only infrastructure we share with other Rackspace clients is the final connection from the datacenter to the internet. The server is located in Texas.

- What backup and disaster recovery solutions are in place? How often is the site backed up? What happens if the server should fail?

Our server is backed up nightly. The beauty of Rackspace's managed hosting is that they are constantly monitoring our hardware and software to ensure proper operation. In our experience, Rackspace's tech team has always discovered issues before even we did. We have had very few issues. All except one were actually solved before we even noticed them; the last was discovered by Rackspace before we noticed it on our end. It was a failing power supply, and they immediately stabilized the situation so that we could schedule a replacement that night at midnight.

- What connections are available to the internet for this server/server facility?

Rackspace advertises a zero downtime network, which they're able to achieve by utilizing redundant fiber internet connections from nine different providers. They purposely underutilize the load-balanced connections, meaning that they buy more capacity than they need. The result is that several networks would have to have a simultaneous outage for service quality to be impacted.

- Can multiple domain names be pointed to the website and resolve to the same site? For example, mycompany.com and mycompany.co.uk would both open the same website.

Absolutely – if you would like to have more than one domain pointing to your site on our server, just let us know. We will need to configure the server to host the site to the additional domains, and once configured, you would be able to update the DNS records for the required domains to point to our server.

- Are there any bandwidth or drive space limitations for this website? If so, can they be increased and at what cost?

The hosting limitations are dictated by your hosting agreement with FireThread.