

## Web hosting technical specifications

Our servers are housed in a fully redundant datacenter located in Denver, Colorado at a carrier class, \$10 million facility.

### Connectivity

- Direct dual, redundant Gigabit fiber connections to Cable & Wireless.
- Direct connection to the Cable & Wireless national fiber network node located in an adjacent building. Cable & Wireless maintains 8 OC-192 connections in Denver.
- Gigabit connection to Internap via XO fiber, with Internap's local Point of Presence (PNAP) less than a block away from the datacenter.
- Internap peers directly to 8 Tier 1 backbones in Denver and features proprietary intelligent routing technology to route traffic over the providers with the least latency and packet loss.
- Internap peers directly with UUNET, Sprint, Global Crossing, Cable & Wireless, Level(3), Verio, XO and AT&T in Denver.
- netVmg intelligent routing hardware which constantly monitors the performance of all backbone connections and automatically routes traffic to the provider(s) with the best performance in real-time.
- Multiple Diverse Fiber Paths
- Cisco Powered Network, including dual / redundant Gigabit core routing and switching gear with HSRP failover

### Hardware

- P4 2.8 GHz/800 Mhz FSB
- HyperThreading Enabled
- SuperMicro S811i Chassis
- SuperMicro P4SCi Main Board
- 512MB DDR RAM (4GB MAX)
- 80GIG SATA 7200RPM HD
- 10/100 NIC
- 100GIG Bandwidth

### Software

- Windows 2003
- IIS6 WWW, FTP, SMTP, and NNTP Servers
- MS DNS
- FrontPage 2002 Server Extensions
- PHP 4.3.x / MySQL 4.x
- ASP 3.0 / ASP.NET
- ActiveState PERL 5.8
- MailEnable POP3 Server
- Windows Media Services
- Terminal Services
- HELM 3.1 Control Panel
- SmarterStats Enterprise Site
- Shared MS SQL2000 server

Our web servers are equipped with a completely secure version of Windows 2003. We utilize IIS for Web and FTP servers, Microsoft's DNS Server, and a Mailenable server for POP3 / IMAP4 / SMTP services. We are responsible for configuration, ongoing maintenance, and we proactively will install any vendor patches, updates and security workarounds as they are released.

**Maintenance**

- Monitor all services at 60 second intervals with immediate e-mail / pager notifications
- Technicians respond to any outages detected 24/7 and resolve the problem
- Proactively apply vendor software patches, security patches, and upgrades
- Hard drive de-fragmentation.
- Rotate log files
- MRTG graphs for bandwidth usage
- Software Installation
- Responsibility for hardware failures
- Firewall protection
- Daily backup service

**Security**

We ensure that our web server remains secure by installing any vendor security fixes as soon as they are released and by using Microsoft's URLScan to detect and reject malicious requests to IIS. Our server is placed behind a ICSA-certified hardware firewall for additional protection.

**Monitoring**

We monitor the health of our web server and the individual software components running on it every 60 seconds. When we detect a problem, technicians are emailed immediately and paged if the problem isn't resolved within 8 minutes. Upon being notified, our technicians begin working immediately to fix the problem. We provide this level of service on a 24x7 basis, 365 days a year.

**Backup**

All of your data files are backed up on a daily basis. Should you ever need us to restore a file, there's no charge! Currently all files are backed up to a server that has a 110GB mirrored array for redundancy.

**Statistics**

We offer a powerful real-time reporting tool to monitor your website usage: SmarterStats Enterprise Edition is a true enterprise level stats analysis platform. It features over 130 report items, geographic reporting and many other features. It will always be accessible online at <http://stats.yourdomain.com>.