

Hosting FAQ

fHosting FAQ's

Here are some of the questions client's should ask any hosting provider.

How much hosting experience does your company have?

AceSoft has been offering a hosting service since 1998.

Do you own your own servers or are you reselling space from other hosting providers?

AceSoft owns and manages our own servers and has access to them at all times.

How much space do I get?

The standard amount is 100mb. Additional space is available for an additional charge.

Are there bandwidth charges?

Bandwidth usage is monitored and high traffic sites will be charged accordingly.

Can I transfer my existing domain name and / or content?

Absolutely. AceSoft can assist in making the transition as smooth as possible.

If I don't have my own domain, how will my site be setup?

AceSoft will create a subdomain for your site, i.e. yoursite.AceSoft.com. This ensures that your website is separate from any other that we host to maximize security of content, and to allow us to perform maintenance on individual sites.

How secure is my data?

The Peer1 data center is manned 24 hours a day and admittance to the co-location facilities is through a highly secure man trap, featuring both key card and keypad access, monitored continuously by personnel and security cameras. Check out this informative article on co-location facilities and Peer1 in particular.

Can I run applications apart from Inmagic DB/Text WebPublisher or WebPublisher PRO?

Only applications that have undergone testing first on a development server can be loaded to avoid conflicts. In general AceSoft will not run Perl or CGI programs, but will allow SQL databases.

Do you provide assistance with designing the search interface?

Hosting contracts generally include the design of search and results pages plus additional functionality such as shopping or requesting carts if required.

Can I use server side includes?

These are usually permitted.

Do you offer FTP access?

Ofcourse!

Do you provide usage statistics?

AceSoft runs LiveSTATS from DeepMetrix. As well as offering real time viewing of usage, summary reports are emailed to clients monthly and data can be downloaded for further analysis.

Do you have the Microsoft .NET framework installed?

Absolutely. AceSoft is utilizing the capabilities of .NET for several client applications.