



Command Prompt, Inc.

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### **Hosting Support Policies:**

#### **Shared Hosting:**

Command Prompt provides a shared hosting service for developers and businesses. If you are looking to host your personal site, we are not the web host for you. We specialize in providing business class services. Command Prompt shall provide telephone and email support regards to our shared hosting services at no cost to the customer. However, free support for our shared hosting services is limited to providing the information required to access our service itself.

#### **Example items that do not fall under free support:**

- How do I use program 'X'
  - Command Prompt will gladly assist you in learning any application we have knowledge of. However, beyond providing the required settings for use with Command Prompt's services, support for this will be billed.
- Can I get some help with this PostgreSQL function/query/statement?
  - Absolutely! We are PostgreSQL company after all but we will have to charge you.

#### **Example items that DO fall under free support:**

- I keep getting an invalid password when I try to SSH to my account.
  - Your password may have expired or due to the limits of the phone connection you may have heard it incorrectly when we provided it to you. Resetting or providing your password again would have no cost to you.
- What is the name of my mail server?
  - This would fall under the information required to access our service.
- I would like to add an email to my account
  - We will provide reasonable and timely response to new email accounts, aliases and forwards at no cost to the customer.

#### **Dedicated Hosting:**

Command Prompt provides a dedicated hosting environment that is one of the most cost-effective and feature rich in the industry. We have available natural gas electricity backup, redundant bandwidth and a knowledgeable support staff. Our dedicated hosting also provides a series of free support services for customers:

#### **Examples of items that do not fall under free support:**

- How do I use program 'X'
  - Command Prompt will gladly assist you in learning any application we have knowledge of. However, beyond providing the required settings for use with Command Prompt's services, support for this will be billed.
- Can I get some help with this PostgreSQL function/query/statement?
  - Absolutely! We are PostgreSQL company after all but we will have to charge you.
- Can you help me restore a file from backup?
  - As a part of our dedicated service we keep 1 week worth of backups of your machine. These backups are not full system backups but do contain the required files to restore your system should it fail.
- Our server crashed hard and our system is unrecoverable.
  - We will bill time and materials to recover any crashed system.
- Will you install mailman on my system?
  - We are happy to do so, but there will be an installation charge.

### **Example of items that DO fall under free support:**

- Routine maintenance of logs, backups, security patches.
- Routine security checks
- Routine postgresql maintenance

### **Shared Hosting General Information:**

#### **Getting into your account:**

In order to Upload/Download files you need SFTP/SCP. For Windows use, WinSCP which can be found here:

<http://winscp.vse.cz/eng/>

In order to access the shell of your site you need SSH. For Windows use putty which can be found here:

<http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>

#### **Transferring your domain:**

If you are transferring domains to Command Prompt, Inc. you must notify the company you registered with that you wish to change the name servers. The correct name servers are:

Primary Nameserver: ns1.commandprompt.com

Secondary Nameserver: UDNS1.ULTRADNS.NET

Optional Tertiary Nameserver: UDNS2.ULTRADNS.NET

#### **Sending and receiving email:**

If you are using us as a mail server, you must use IMAP.

Your incoming mail server is: yourdomain.com.

Your SMTP (outgoing) server: yourdomain.com.

You may relay through us but you must use smtp-auth. The username and password are the same as your mail account. If you are unsure of how to do this, please refer to your email-client documentation.

Until your domains have moved over, you will need to use the domain hosting.commandprompt.com to connect via scp or putty/ssh.

#### **Accessing PostgreSQL:**

If you find you can not access your database, remember that you have a special port just for you. It will not be the default so you will have to specify the port command to psql like this: psql -p 5436.

#### **Terms of Service:**

Please do not forget to review our TERMS OF SERVICE at <http://www.commandprompt.com/entry.lxp?lxpe=167>. By utilizing this service you are bound by these terms.

#### **Backups:**

Your database and files are backed up nightly and placed in your ~username/backups directory. It is **YOUR RESPONSIBILITY** to pull these backups off for storage. Once a week Command Prompt, Inc. runs a system wide backup that will also grab your files. However, backups are your responsibility and we will charge you for retrieval from a system wide backup.

#### **Getting Help:**

If you need help of any kind do not hesitate to email [support@commandprompt.com](mailto:support@commandprompt.com)