



Hosting

Server Hosting

**MWEB Business's hosting options provide the speed, security and stability that you need for your business systems, website, mail server or file server, at a fraction of the cost of creating the same hosting environment in your own premises.**

Our comprehensive HostServe package means you can outsource the management of your entire technology infrastructure, based on your unique hardware, software, maintenance, management, support and back-up requirements, and utilising the bandwidth and security that the **MWEB DATA CENTRE** provides. Traffic statistics and notifications are available to assist you with monitoring your usage.

For businesses that own their own servers but wish to host them in the MWEB Data Centre, or if you require usage-based billing, an MWEB Business sales consultant will be able to assist you with a more customised offering.

**The MWEB Data Centre offers the following:**

- **Restricted physical access:** 24x7 guard service, security alarms, restricted access cards and security cameras.
- **Network security and reliability:** Your servers are located behind an industry standard firewall and on the MWEB Business high-capacity ATM backbone with secure remote-access.
- **Uninterruptible power supply:** Multiple UPSs and back-up generators ensure your business systems won't go down as a result of power failures.
- **Temperature control and raised flooring:** These help to maintain constant airflow and consistent temperature and humidity ranges.
- **Fire protection:** Fire alarms enable early detection, and a fire suppressant system ensures your servers are constantly protected against harmful environments.



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## HOST SERVE

This package provides everything that a customer requires in order to host, manage and support their website, email, critical information and/or business systems.

### Features include:

- Physical rack space in MWEB Business high capacity server room
- A single IP address
- Traffic Billing (based on a predetermined amount)
- 1 x 100Mbps network connectivity for your server
- 24-hour reboot service
- Shared managed firewall
- Hardware support
- 24-hour emergency support
- Telephonic, email and knowledgebase support
- Rental of three different levels of configurable Dell Servers from MWEB Business (Express, Web and Commerce)

### Optional extras:

- Additional IP addresses
- Host connect and router rental options for remote management
- Software installation
- Professional management services



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## HARDWARE SERVICES

Choose one of the following three types of configurable servers to ensure cutting-edge performance for your business:

### 1. Express –Dell R200 Server

- PowerEdge R200 Dual Core Xeon E3110 (3.0GHz, 6MB, 1333MHz)
- 2GB (2x1GB Dual Rank DIMMs) 800MHz
- 160GB Serial ATA 7.2k 3.5" HD Non Hot Plug
- C1 MST No RAID Onboard SATA Controller 1 Drive
- Three-year basic warranty - next business day

### 2. Web – Dell R200 Server

- PowerEdge R200 Core 2 Duo E7300 (2.66GHz, 3MB, 1066MHz)
- PCI-E Riser Card (1xPCI-E x8 slot, 1x PCI-E x4 slot)
- 4GB (2x2GB Dual Rank DIMMs) 800MHz
- 160GB Serial ATA 7.2k 3.5" HD Non Hot Plug
- SAS 6i/R Internal Controller RAID PCIe
- Sliding Rapid Rack Rail
- One-year basic warranty - next Business Day



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### 3. Commerce – Dell R710 Server

- PowerEdge R710 Xeon E5502 Processor (1.86GHz, 4M Cache, 800MHz)
- 4GB Memory for 1 CPU (2x2GB Dual Rank UDIMMs) 1066MHz
- 3 x 146GB SAS 15k 3.5" HD Hot Plug
- PERC 6/i RAID Controller Card 256MB PCIe, 2x4 Connectors 1 S
- 16X DVD-ROM Drive SATA 1 S
- High Output Redundant Power Supply
- Sliding Ready Rack Rails with Cable Management
- Three-year basic warranty - next business day

**Note: Rental servers remain the property of MWEB Business at all times and are rented out to a single client for the duration of the contract period. All additional software installed on rental servers must be fully licensed.**



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## SOFTWARE CHOICES:

A choice of operating systems allows MWEB Business to provide an environment with which you are comfortable. Available operating systems and applications include:

1. **Microsoft**
  - a. Windows 2000 Server
  - b. Microsoft SQL 2000 database server
  
2. **OpenSource**
  - a. Red Hat Linux
  - b. MySQL database server
  - c. FreeBSD
  - d. Fedora

Please note that MWEB Business will install the OS software and run any necessary OS updates for a separate, once-off fee.

## PROFESSIONAL MANAGEMENT FEE SERVICES

### Backup services

Backup for managed hosting clients is compulsory. File system and SQL database back-ups (SQL only if present) will be conducted by the MWEB Business technical team. Backup of open files is also available. Full back-ups are conducted once a week and incremental back-ups are conducted daily.

Please note that in order to ensure that back-ups are performed optimally, specific instructions must be complied with as per details from the Operations Team.



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## Support

The MWEB Business UNIX and Microsoft technical teams will support the following operating systems, databases and hardware:

## UNIX:

### Operating Systems

- FreeBSD
- Redhat ES 3 upwards (license fee required for updates)
- Fedora

### Applications

- MySQL
- Apache
- PHP
- Perl
- Open SSH
- GCC
- Webmin
- PostgreSQLSendmail
- Bind
- Glibc
- Python

## MICROSOFT:

- Microsoft Windows Server 2000; Windows 2000 Advanced Server and Windows 2000 Datacenter Server (until MS Mainstream support ends 2010)
- Microsoft Windows Server 2003 Standard Enterprise Data Centre, Web and Web advanced Editions (Release 1 and 2)
- Microsoft SQL 2000 Standard and Enterprise
- Microsoft SQL 2005 Standard and Enterprise
- IIS
- ASP.net 1.1 2.0 3.0 and 3.5



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#### **HARDWARE SUPPORT:**

**Important:** MWEB Business will only support Dell Hardware.

#### **After-hours support**

24-hour support for business critical operational services is available for Host Serve clients with “after hours” support contracts. Operating systems, software provision, management and support services and back-up services are the responsibility of all server-hosting clients that supply their own server.

#### **24/7 Server monitoring**

SMS notifications are sent to the customer if and when their server goes down.

#### **24/7 Disaster recovery support (Limited to two restores per month)**

MWEB Business can assist customers, on written request, with disaster recovery support for catastrophic failures.



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**Shared firewall/dedicated firewall**

Costs below are in addition to the basic service fee

| OPTIONAL EXTRAS (VAT Inclusive)   |                     |
|---|---------------------|
| Operating system setup fee  | R1 000 once off fee |
| Professional management fee   | R2 365 p/m          |
| Windows web server per processor  | R140p/m             |
| Windows Server 2003 Std per processor   | R1 040p/m           |
| Windows Server 2003 Enterprise per processor  | R2 380p/m           |
| RedHat Linux  | R4 700 once off     |
| Remote access controller: Hardware that gives the customer remote administration to configure their server as if they were sitting at the local console |                     |
| Remote access controller for host server  | R 250p/m            |



**Can I work on my server at any time?**

Our server-hosting environment is housed in a high security area. For this reason co-located Hosting clients will only be allowed supervised visits on request between business hours (Monday – Friday, 8 am – 5 pm).  
Please contact our Customer Contact Centre (0860 000 158) to arrange a supervised visit.

**What are the traffic limitations**

Server hosting traffic services can be purchased in 64Kb blocks of bandwidth – similar to leased line usage. If you feel that you require more bandwidth because traffic is increasing to your site, you can purchase further blocks of bandwidth.

**How do I access my server remotely?**

Remote access must be enabled on your server. You must configure remote access software.

**Can I add website statistic software to my server?**

Yes, but web site reporting software must be purchased, installed and configured by the client.