



Website Hosting Frequently Asked Questions

How does School Webmasters ensure that they are safeguarding our school's website data?

School Webmasters provides numerous backup processes. We provide the very best services and safeguard data using industry standard solutions by using load balancing utilizing three full-featured web servers, fail-over restore with 15 minute downtime for SQL server, Juniper hardware firewall solutions, SNMP, and code based monitoring from host side and personnel based monitoring, antiviral options, patching standards, strong password settings, and password rotation. Because we are running in a virtual environment, we are able to flexibly increase any hardware parameters on the fly and downtime is even less than a dedicated solution in the event of failure.

Does School Webmasters have provisions in place to ensure that they are backing up our website and that recovery is possible in the event of a disaster?

All data for all servers are on a 7-day back-up plan using righteous recovery software. We can do a file-by-file restore, or a bare metal at request. The best tests are, in fact, by trial and we have done so from bare metal in less than 12 hours.

What sort of security features does School Webmasters provide for our website?

In addition to the features mentioned in the table above, School Webmasters is running a Juniper SSG 5 hardware firewall. All servers are running Symantec Endpoint security, have undergone windows update patching, and we have full SNMP plus website code monitoring.