

External Hosting

CONDITIONS

Document ID: TR-8012
Version: 2.00
2006.06.22
English



LEGAL INFORMATION

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INTRODUCTION

What this document is about

This document describes the conditions for self-hosting a Dynamicweb Solution while Dynamicweb Software is responsible for support and upgrades.

Who this document is for

This document is for project and system managers at clients hosting their own Dynamicweb solution.

Related documents

- **TR-8011 System Requirements dotNET:** Specifies the hardware and software requirements when hosting Dynamicweb.NET.
- **TM-8510 Dynamicweb Backup:** Describes how to backup, and restore, system files and data when hosting a Dynamicweb .NET solution.
- **TA-9221 Document Conventions:** Gives an overview of the typographical and writing conventions used in manuals and documentation from Dynamicweb Software.

1 CLIENT OBLIGATIONS



In the following Dynamicweb Software A/S is referred to as "the supplier".

1. The supplier must be allowed full access to the Dynamicweb solution at their own discretion, 24 hours a day.
2. The client is obliged to facilitate access to the client's Dynamicweb solution using Cisco VPN Client, Microsoft Terminal Service or Symantec pcAnywhere.
Access procedures must be provided by the client and approved by the supplier.
3. The client may not employ any obstructions or limitations that can require the supplier to use undue time or resources when accessing the client's solution for upgrades or support.
E.g. it is not permitted to limit the supplier's access to certain hours of the day or to limit the number of concurrent connections to the client's site.
Any such limitations must be agreed upon in advance as part of the access procedures.
4. The client is obliged to inform the supplier of any and all changes to access procedures (e.g. changes to login information or passwords for accounts used by the supplier).
5. If the client's Dynamicweb solution employs a Microsoft SQL server, Microsoft SQL Enterprise Manager must be installed and available on the client's server.
6. The supplier reserves the right to bill the client for any extra time used in servicing the client, as a result of the client hosting their own Dynamicweb solution.
Billing procedures must be agreed upon in advance.
7. The client is responsible for backup procedures, virus scanning and the general security in relation to the hosted Dynamicweb solution.
8. The client may under no circumstances perform reinstallation of Dynamicweb solutions on their own.
If this is disregarded, the supplier reserves the right to cancel any and all warranties and obligations.

2 SUPPLIER OBLIGATIONS



In the following Dynamicweb Software A/S is referred to as "the supplier".

9. The supplier may access the client's solution at their own discretion. In case of significant upgrades and/or upgrades during normal weekday working hours (8 AM to 5 PM), the client will be informed at least two days in advance. The period of notice may be disregarded in case of critical errors on the client solution.
10. The supplier is obliged to inform the client of the following whenever the supplier accesses the client solution:
 - a. Name and contact information for staff that has accessed the solution.
 - b. The server that has been accessed.
 - c. Date and time of access.
 - d. Reason for accessing the solution.
 - e. Description of work performed.
11. The supplier is responsible for carrying out upgrades to all software developed by the supplier.
12. In case of significant upgrades, the supplier is obliged to make a backup of all files on the client solution (including the client's file archive). If changes are made to the client databases, a backup of these databases must be made. Backups are marked with the backup date and placed on the client's server.
13. The supplier is responsible for reinstalling Dynamicweb solutions. The supplier's normal billing rates will apply.