

# Windows SharePoint Services v3 Shared Hosting FAQ

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## ***How do I Convert my Trial Account to a Paid Plan ?***

To convert from your trial account to a shared hosting plan, simply visit [www.buysharepoint.com](http://www.buysharepoint.com) and purchase one of our paid plans. We will upgrade the storage quota on your evaluation site and everything that you created during the trial will remain intact, including user accounts.

## ***What is the difference between the bronze, silver, and gold plans ?***

The only difference between these plans is the amount of storage available.

## ***What are the limitations of the Basic Plan ?***

*The Basic plan must be paid annually and is limited to 100 users and 500Mb of SharePoint storage.*

## ***Site Backup/Access to Backup Files***

All sites are backed up every evening using the STSADM command line utility. We offer unlimited FTP access to these backup sets for \$29.95/month and that option is available from [www.buysharepoint.com](http://www.buysharepoint.com) under the "Plan Upgrades". Please note that in order to restore this backup set you need to be running your own instance of Windows SharePoint Services 3.0

## ***Native Domain Support***

All of our sites are hosted on the securespsite.com domain - you can redirect any high level name to that site but the native address will need to be yourname.securespsite.com. This is required by SharePoint to maintain valid SSL security and site search functionality. Your domain registrar can provide instructions on how to redirect your high level name to yourname.securespsite.com

## ***Custom Web Part Support:***

The installation of web parts requires server level access, which is only available on our dedicated server hosting plans.

## ***Search Functionality***

SharePoint search will attempt to index all of the content on your site, but for a variety of reasons the contents of every document may not be indexed. The search function can be thoroughly tested with our 30 day evaluation account to ensure it will meet your requirements. Note that search works over https/SSL connections ONLY.

## ***Can I Customize the Look and Feel of my Site***

Yes, you may use all of the application templates, all of the default, masterpages available from Microsoft, and modify individual CSS settings for lists and libraries. You cannot access the layouts folder and the application.masterpages without a dedicated server hosting plan. That said, you do not need access to the layouts folders to add customer graphics to your SharePoint site. SharePoint Designer 2007 can create other directories/folders where you can storage your image files and other components you need to customize your site. What his means is that you can customize the entire look, fell , and layout of your site except the search results page, built in drop down menus, and the site settings page.

## ***Active Directory Integration***

All of the users (internal and external) on your SharePoint site will need to authenticate with a username and password that is setup on our Active Directory. In other words, your users need to have a separate set of credentials for the SharePoint site on the shared hosting plans. Our dedicated server offering offer you the opportunity to customize the integration of the SharePoint user account with an existing Active Directory infrastructure, but this will require significantly more development resources and cost than the Shared Hosting Plans.

## ***About our Unlimited Bandwidth Policy***

We offer unmetered bandwidth to our SharePoint customers, but reserve the right to restrict your usage if it becomes service affecting for other shared hosting accounts. See our terms of service and acceptable use policy at <http://www.sharepointhosting.com/downloads/sph-tos.pdf> and <http://www.sharepointhosting.com/downloads/sph-aup.pdf> for more details.

## ***About our Data Center***

Our primary data center facility is located in Philadelphia, Pennsylvania, where we have operated our SharePoint Hosting business since 2001. More details on our facility can be found at [http://sharepointhosting.com/data\\_centers.html](http://sharepointhosting.com/data_centers.html)