



**Call Us:** 084 087 3141 | [info@webexpresions.co.za](mailto:info@webexpresions.co.za) | [www.webexpresions.co.za](http://www.webexpresions.co.za)

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FAQ's

# Web Hosting

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*WebExpressions Web Design*

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## Do you allow adult sites?

Unfortunately, we do not allow adult sites: <http://www.elitehost.co.za/about/terms-and-conditions>

### Content Policy

All services provided by Elitehost are to be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any South African, United Kingdom or United States Federal, State, Provincial or City law is prohibited. This includes, but is not limited to: copyrighted material, trademark, intellectual property, material we judge to be threatening or obscene, or material protected by trade secret and other statute without proper authorization. The subscriber agrees to indemnify and hold harmless Elitehost from any claims resulting from the use of the service which damages the subscriber or any other party.

Also prohibited are sites that promote any illegal activity or present content that may be damaging to Elitehost's servers or any other server on the internet. Links to such materials are also prohibited.

Examples of unacceptable content or links:

- Pirated software
- Hacker programs or archives
- Fraudulent activities
- Adult sites
- Warez sites

Any illegal activity, online gambling, spamming or hacking will result in your site being shut down. The customer is solely responsible for the content stored on and served on their hosting space.

Elitehost will be the sole arbiter as to what constitutes a violation of this provision.

## How do I Prevent my website from being hacked?

- CMS Websites are usually hacked due to out-dated scripts. You need to ensure you are running the latest version of your Content Management System (CMS).
- Do regular searches for vulnerabilities on the CMS you use. Some CMS systems also provide mailing lists that will keep you updated on vulnerabilities via email.
- Ensure that your computer (and any other computer accessing cPanel or FTP for your site) is free from viruses and malicious content. Make sure your anti-virus program is always up to date.
- Ensure that your site's files have the correct permissions. Files: 644; Folders: 755
- Be sure to use strong passwords for cPanel, email accounts and FTP accounts. Change your passwords regularly.

## What PHP version do you run?

We offer PHP Selector tool in cPanel on our shared and reseller hosting packages which allows you to choose your own PHP version for each account. The following versions are available:

PHP 5.2

PHP 5.3

PHP 5.4

PHP 5.5

## **Do you offer a website builder?**

All our hosting packages includes a free website builder which you can use to design your own website.

## **Compromised Websites**

### **What happens if my site gets hacked?**

We would remove permissions from your public\_html folder so that no further harm can be done to our servers or your sites reputation. We would also send out an email notification informing you that your site has been hacked. We would include a brief summary of the incident as well as recommended steps to follow.

### **What happens next?**

You can either restore permissions to your site and attempt to clean and secure it against further abuse. Alternatively you can contact your web developer and ask them to assist them with these steps.

### **How did this happen?**

There is a wide range of methods that hackers use to gain unauthorised access to accounts. The most common is through outdated or insecure software/plugins. This is especially true for commonly used software packages like Wordpress or Joomla. There are many known exploits that are extremely easy to take advantage of if your site is outdated.

## **How long does it take to setup my account?**

For security purposes, all orders are manually checked for fraud.

Typically:

- Shared accounts take 15mins - 6 hours minutes to set up.
- Reseller accounts might take 1 or 2 hours longer to setup than a Shared account.

Upon signing up, you'll receive an invoice. Once the invoice has been settled, your account will be set up and the setup information will be emailed to you.

## **Are your servers Unix / Linux, or Windows?**

All our Shared and Reseller servers run on CentOS Linux which is identical to Red Hat Enterprise Linux. We do not overload our servers and have a low domain to server ratio.

## How long does it take for my domain to become active?

It usually takes 24-48 hours for a domain to fully replicate changes, additions, or deletions across all name servers. For you to see the effects, however, all depends on your ISP. Updates maybe within minutes for your neighbour, but may take up to a week for you or vice-versa.

The reason for this is the name servers for your ISP update at different times. For various ISPs it is quite possible for DNS take a week or more to update, in rare cases.

## Where can I view what DNS my site is currently using?

If would like to know where you can check what DNS your site is currently using and/or to whom the domain is registered, simply do the following:

1. Go to <http://www.iptools.com/dnstools.php?tool=whois> or <http://whois.co.za/> for co.za domains
2. In the field that says "Whois Lookup", enter your domain name.
3. Click "Submit."
4. The results will show the DNS your site is using along with information about to whom your domain is registered.

**NOTE:** If you just recently made changes what is displayed might be old information.

## Update Domain Contact Information

To update the contact details for a domain, please follow the steps below:

- Login to the Client Area on our website ([my.elitehost.co.za](http://my.elitehost.co.za))
- Click on '*Domains*' -> '*My Domains*'
- Find the domain name in questions and click on '*Manage Domain*'
- Click on '*Management Tools*' -> '*Contact Information*'

Contact updates on .co.za domains take 5 days to complete.

Updates on .com and all international domains are instant. New ICANN policies that were implemented in January 2014 require the registrant details to be verified. Once you have updated your contact details please accept the email with subject "IMMEDIATE VERIFICATION" to complete the process. This does not affect any local domains (.co.za)

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[sales@webexpresions.co.za](mailto:sales@webexpresions.co.za) | [info@webexpresions.co.za](mailto:info@webexpresions.co.za) | [hosting@webexpresions.co.za](mailto:hosting@webexpresions.co.za)

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