

MAS 90 and MAS 200 e-Business Manager Hosting Program

Frequently Asked Questions

What is it?

The e-Business Manager hosting program (Best Hosting Services) is a service that hosts some of the components of e-Business Manager that otherwise would require the customer to maintain a Web server or to pay for hosting at an Internet hosting provider (IHP).

Why was Best Hosting Services created?

Due to the nature of e-commerce products, most IHPs will not host them on a “shared server,” thus requiring customers to rent or co-locate an entire server, or to invest in maintenance of their own server in-house. As you might expect, this can be quite expensive. Best Hosting Services was created to give customers who want to use e-Business Manager an inexpensive alternative to self-hosting or co-location, and therefore to help encourage sales of e-Business Manager.

What are the components of the service?

The service consists of hosting the Internet Server Application Program Interface (ISAPI) plug-in for e-Business Manager, and all of the customer’s e-Business Manager images, style sheets and JavaScript files. Corporate Web site hosting and Internet connectivity are not included in the service (see next two sections). As part of the service, communications between the Best Hosting Service and the client browsers (the customers placing orders via e-Business Manager) can be configured to use Secure Sockets Layer (SSL) communications. This SSL encryption is provided at no additional charge. We also recommend that you install your own SSL certificate on the Web Engine to encrypt the data traveling between the Web Engine and the Best web server. See below.

Do customers need to have their own Web server/Web site?

Customers do not need their own Web servers, but they do need a Web site from which customers may link to e-Business Manager. There are no specific requirements regarding the type of Web site, but customers must be able to place the links on a page on their sites. If customers do not have a Web site, they may obtain a free site from Best using WebSite Creator, a benefit of their Subscription Plan.

Can I host my Web site with Best Hosting Services?

No. This service is only for the hosting of e-Business Manager components, including inventory item images, style sheets and the required JavaScript files required for the operation of your e-Business Manager module. As addressed in the question above, customers will need to have a Web site as an entry point into e-Business Manager.

Does the customer still need dedicated Internet connectivity?

Yes. The Web Engine portion of e-Business Manager requires a “real-time” connection to Best Hosting Services in order for e-Business Manager to function. Customers also need some sort of firewall between their networks and the Internet. This is a necessity for networks hooked up to the Internet.

Do customers need to perform any special configurations on the Web Engine or firewall?

The Best e-Business Manager host will be configured to send and receive communications to the Web Engine on one of the following ports: 2953, 7677 or 8909. Optionally, if you install an SSL Certificate on the Web Engine, the Best e-Business Manager Host will be configured to send or receive communications on one of the following ports: 2954, 7678 or 8910. (This is not the same as the SSL Certificate on the Web server – see below.) You must specify the port numbers when you sign up for the service.

If a corporate firewall exists between the Web Engine machine and Best Hosting Services, the Web Engine must be configured as follows: The firewall must be set so that your Web Engine computer on the ports selected above can communicate with the Best e-Business Manager Hosting Web server. Open the firewall so that the Best Hosting Service can communicate bi-directionally to the Web Engine on the appropriate port(s). When setting up your firewall/router, grant inbound TCP access from either ebm.bestsoftwarehost.com or the source IP address range of 12.129.78.x (where x represents any number in the 4th octet). If using Network Address Translation (NAT), be sure to specify the exposed, external (routable) IP address of the Web Engine, not the internal IP address, when filling out the Web form to sign up for the service. Internal IP addresses typically have the format 10.x.x.x (Class A) or 192.168.0.x (Class C) or from 172.16.0.0 – 172.31.255.255 (Private Addressing).

Installing an SSL Certificate on the Web Engine

This is optional, but it is recommended to encrypt the data traveling between the Web Engine and Best e-Business Manager Hosting Web server by installing an SSL Certificate on your Web Engine computer. This SSL Certificate is different than the SSL Certificate installed on the Best e-Business Manager Hosting Web server, which provides SSL encryption for the data traveling between the shopper's browser and the Best e-Business Manager Hosting Web server. To install the SSL Certificate on the Web Engine, see the e-Business Manager Implementation Guide, which can be found in the Partner File Center.

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How much does it cost?

The cost of the service is \$500 per year, billed annually.

How do you purchase the service?

Resellers can sign their customers up through Best Online Support and Services (BOSS) using a Web form created for this purpose. The Web form is located in the MAS 90 and MAS 200 section of the Partner Services page. The reseller must be an e-Business Manager certified to sell the hosting plan and receive support. There is no reseller margin for this service.

How long does it take to get set up?

Generally, it takes 2-3 days from the time you submit the form to complete the initial setup. This can be significantly delayed by incomplete or incorrect information on the submission form.

How do customers get support?

The plan includes unlimited support cases for questions concerning the hosting program. Customers can call their resellers or Best Software for support. Support from Best Software is available during our standard support hours of 6 AM to 5 PM, Monday through Friday. You may also request support by sending an e-mail to Customer Support Services via the Request Form for support by visiting: http://support.bestsoftwareinc.com/forms/mas_support_form.cfm

How does the customer update the site with current images, style sheets, etc.?

The customer uses FTP client software or their Web browser to upload their images, java scripts and style sheets to the Best Hosting Server. The Web Publishing Wizard that is provided with MAS 90 and MAS 200 should not be used with the Best Hosting Service for publishing to the Best Web server. Part of the setup process for FTP access is creating a user code and password to allow for secure uploads to the server from individual customer sites. You will select this user code and password when signing up for the service. For information on publishing via FTP, login to BOSS, select the "Search Our Knowledge Base" link, select "Infosource for MAS 90 and MAS 200" and search on the phrase "How to publish style sheets".

Note the actual .html templates used with e-Business Manager are stored where you have installed the Web Engine, not on the Web server.

How do I change the Web Engine IP address if the Web form is already submitted?

If your Web Engine IP address has changed since submitting the Web form when initially signing up for the service, do the following:

1. Send an e-mail to Customer Support Services via the Request Form for support by clicking on http://support.bestsoftwareinc.com/forms/mas_support_form.cfm. Indicate EXACTLY on which date your Web Engine will use the new IP address and which port(s) above you are using. The support team will change the ISAPI plug-in to redirect to your new Web Engine IP address on the specified port(s).
2. Configure your router/firewall to use the new IP address of the Web Engine and accept traffic flowing from the Best e-Business Manager Hosting Web server on the appropriate ports above.

Restrictions on using the Best Software e-Business Manager Hosting Service:

Keep in mind the Best Software e-Business Manager Hosting Service is a service to host the ISAPI plug-in for e-Business Manager, as well as the images, style sheets, and java scripts that are used. It cannot be used for the following purposes:

- Using it as your corporate Web site or personal Web site.
- Installing and running any type of executable code (i.e. ASP code, etc.)
- Uploading any files other than images, style sheets, and java scripts pertaining to e-Business Manager.

Will my files remain secure on the Best e-Business Manager Hosting Web Server?

Yes, your files are protected but keep in mind you are uploading files to a shared Web server so files of a personal or confidential nature should not be posted. Best cannot guarantee the security of any uploaded files due to the nature of a shared server. Recall these e-Business Manager files are the images, style sheets, and java scripts. The actual .html templates as seen in the shopper's Web browser, are not stored on the Best e-Business Manager Hosting Web server. They are stored on your Web Engine computer. Also, the actual e-Business Manager data that displays in the shopper's Web browser is also not stored on the Best e-Business Manager Hosting Web Server. It is stored wherever you have installed MAS 90 or MAS 200 on your corporate network.

As mentioned above, to protect your data, it is suggested you make access to the Web Engine as secure as possible. It is also suggested you install an SSL certificate for the Web Engine.

Note: If you are uploading the images, style sheets and java scripts pertaining to e-Business Manager in the wrong directories on your Web site, the support team will advise you to place the files in the correct location. The confirmation e-mail you will receive after signing up for the Hosting service will detail which files need to be uploaded and the locations where they should be uploaded to. If you have uploaded files other than images, style sheets, and java scripts pertaining to e-Business Manager, you may be advised by the support team to remove these files.

Special Requests:

Special requests regarding your IIS Web site configuration cannot be honored. For example, requesting the support team to add IIS restrictions to your Web site so that only certain incoming IP addresses or IP address ranges to the Best e-Business Manager Hosting Web Server.