Hosting server software and updates

This document provides an overview of the technology we use, and how we handle updates and upgrades across our Linux web hosting platform.

Hosting Platform

cPanel and WHM (Web Host Manager) is the web hosting industry's most reliable, intuitive and supported control panel.

Upgrades and updates are automatically checked for and applied **daily** as made available.

Tier	Description
LTS	Long Term Support release
STABLE	The last tier to receive changes
RELEASE	**General availability (recommended)**
CURRENT	Release Candidate
EDGE	Application development and testing only

Cultrix uses the **RELEASE** Tier.

LTS – more conservative system administrators often completely disable software updates in order to maintain control over their deployments and maintain a standardised software and application environment. The Long-Term Support (LTS) tier provides an alternative to disabling updates, allows a specific version to be chosen while allowing servers to still receive important updates and fixes for as long as the software is supported.

STABLE – this version has received considerable public exposure, testing, and verification.

RELEASE – when the software reaches this stage it is recommended for widespread production usage. It is feature-complete and well tested. It contains all intended features and functionality.

CURRENT – feature development is complete and the software passes all known tests. This becomes the next production RELEASE. This Release Candidate software may experience limited real-world testing.

EDGE – this version only has rudimentary testing. The features are subject to further modification. This version usually lacks official public documentation. Due to the dynamic nature of EDGE builds, only use EDGE to test for compatibility and functionality in a controlled environment. This tier is not recommended for production servers.

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Operating System

We use the CloudLinux Operating System which is the leading platform for multitenancy. It improves server stability, density, and security by isolating each tenant and giving them allocated server resources. This creates an environment that feels more like a virtual server than a shared hosting account. By limiting server resources like memory, CPU, and connections, a single tenant cannot jeopardise the stability or performance of the whole server; and by caging each account, it stops security breaches by preventing unstable scripts and malware from spreading to other accounts.

Upgrades and updates are automatically checked for and applied **daily** as made available. These checks also include upgrades and updates for all additional Operating System software that uses the Yum RPM package manager.

Security and Firewall

We use a Stateful Packet Inspection (SPI) firewall, and login/Intrusion detection and security application. This also provides a Login Failure Daemon (LFD) that prevents brute-force attacks by looking for repeated failed login attempts and blocking offending IP addresses.

Upgrades and updates are automatically checked for and applied **daily** as made available.

Security Software

BitNinja

BitNinja provides additional security by combining the most powerful server security software to protect against XSS, DDoS, malware, scans, script injection, enumeration, brute force and other automated attacks – on all major protocols. BitNinja servers learn from each attack and inform each other about malicious IPs resulting in a global defence network that counteracts botnet attacks with a shield of protection for all servers, while also reducing the number of false positives each server encounters.

Upgrades and updates are automatically checked for and applied **as soon as** they are made available.

OWASP ModSecurity™

We use the OWASP (Open Web Application Security Project) ModSecurity™ CRS (Core Rule Set) to protect our servers, greatly increasing the for protection for web applications.

Upgrades and updates are automatically checked for and applied **daily** as made available.

Exploit Scanner

ConfigServer eXploit Scanner (cxs) is a tool from us that performs active scanning of files as they are uploaded to the server.

Upgrades and updates are automatically checked for and applied **daily** as made available.

Antivirus

We use ClamAV®, an open-source antivirus engine for detecting trojans, viruses, malware & other malicious threats.

Upgrades and updates are automatically checked for and applied **daily** as made available.

Apache SpamAssassin™ Rules Updates

Apache SpamAssassin is the number one open-source anti-spam platform using filters to classify email and block spam (unsolicited bulk email). It uses a robust scoring framework and plug-ins to integrate a wide range of advanced heuristic and statistical analysis tests on email headers and body text including text analysis, Bayesian filtering, DNS blocklists, and collaborative filtering databases. Apache SpamAssassin is a project of the Apache Software Foundation (ASF).

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