# 4ALLPORTAL Cloud Hosting

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# How 4ALLPORTAL Cloud instances are hosted in their data centers

The following information apply for *installations run in the 4ALLPORTAL Cloud only,* e.g.:

- 4ALLPORTAL subscriptions
- extension pack instances *(chargeable)*
- additional test system instances *(chargeable)*

We use different data centers worldwide. Our standards apply to all data centers:

## Application server

All 4ALLPORTAL data centres are designed for highly scalable cloud operation. The physical servers (cluster nodes) are always based on *a clustered infrastructure*, in which several 4ALLPORTAL systems run on different cluster nodes, protecting each other from failures. A single 4ALLPORTAL instance runs in a *completely separate instance.*

If one cluster node fails, a 4ALLPORTAL instance is automatically continued on another cluster node without manual intervention. This ensures a *high level of reliability.*

Authorizations for incoming and outgoing communication with a 4ALLPORTAL instance running on the cluster nodes are set and monitored fully automatically via scripts. All logical application servers running on the cluster nodes are created and configured by automatic scripts. This creates an automated environment where each application server is known and operated with automated properties and permissions.

## Data and file storage

Data used by the 4ALLPORTAL is stored in a *database.* Exceptions are e.g. the original files and previews from the module Files of product *Digital Asset Management (DAM).*
The database servers of the 4ALLPORTAL Cloud are clustered multiple times. This ensures protection from failure and a good load balancing.

The *file storages* of the 4ALLPORTAL Cloud are clustered multiple times using modern cloud strategies.  Original files are not only stored once but with two additional copies on each cluster server.

In case the cluster node of a file storage system fails, the file storage system automatically provides the needed number of copies from the original file on other file storage cluster nodes. This ensures a high read rate and continuous fail-safety.

## Backups

Backups of database, configuration files and the original files of product *Digital Asset Management (DAM)* are *performed daily.* The data is stored for seven days standard. This period can be extended on request and at extra cost.

## Data integrity

In order to maintain data integrity, database, configuration files and original files must be backed up at the same time as possible.

In the 4ALLPORTAL Cloud a backup of database, configuration files and original files is *performed fully automatically and at the same time.* Thus, integer and functional files are always available for restoring in case of a disaster recovery.

## Safety

All 4ALLPORTAL Cloud instances …

- are protected by *redundant firewall systems,*
- are automatically added to a central monitoring mechanism and *continuously monitored* by the 4ALLPORTAL operation and support team,
- are separated from each other and *do not communicate.* Therefore one instance will not pass defects or data loss to another instance.

*The data remains at the data center location* (also when clustered). The data does not strategically leave the data centers, not even to 4ALLPORTAL data centers, and is not distributed to other countries.

*Exceptions* are individually added functions, e.g.

- content delivery networks (CDN)
- artificial intelligence (AI)
- active pushing of data to online shop systems

*Passwords* for user logins to the 4ALLPORTAL are not stored in the cloud. Users are either authenticated via a configured single sign-on (SSO) connector or enter their username and password in the browser window on their computer when attempting to log in. The password is converted using a non-reversible cryptographic method for one-time authentication, and is then sent to the back end via SSL. The password entered at the front end is then removed and communication between the browser and the server is now via a secure session key. This session key automatically expires if the user is inactive.

## Please note (disclaimer):

Our software and our data centers are technologies that are constantly being developed. Thus the contents of this information sheet always refer only to the development status at the time of its publication. It does not represent a binding legal basis for the claims of customers or interested parties of the 4ALLPORTAL.

## Legal Notice

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## Changes

| Version | Date | Change | User |
|---------|------|--------|------|
| 1 | 11/18/2020 | original text | SST |
| 2 | 10/25/2021 | update legal notice | SST |
| 3 | 8/9/2022 | update legal notice | SST |
| 4 | 12/17/2024 | Adding scripted infrastructure and password security | DLU |