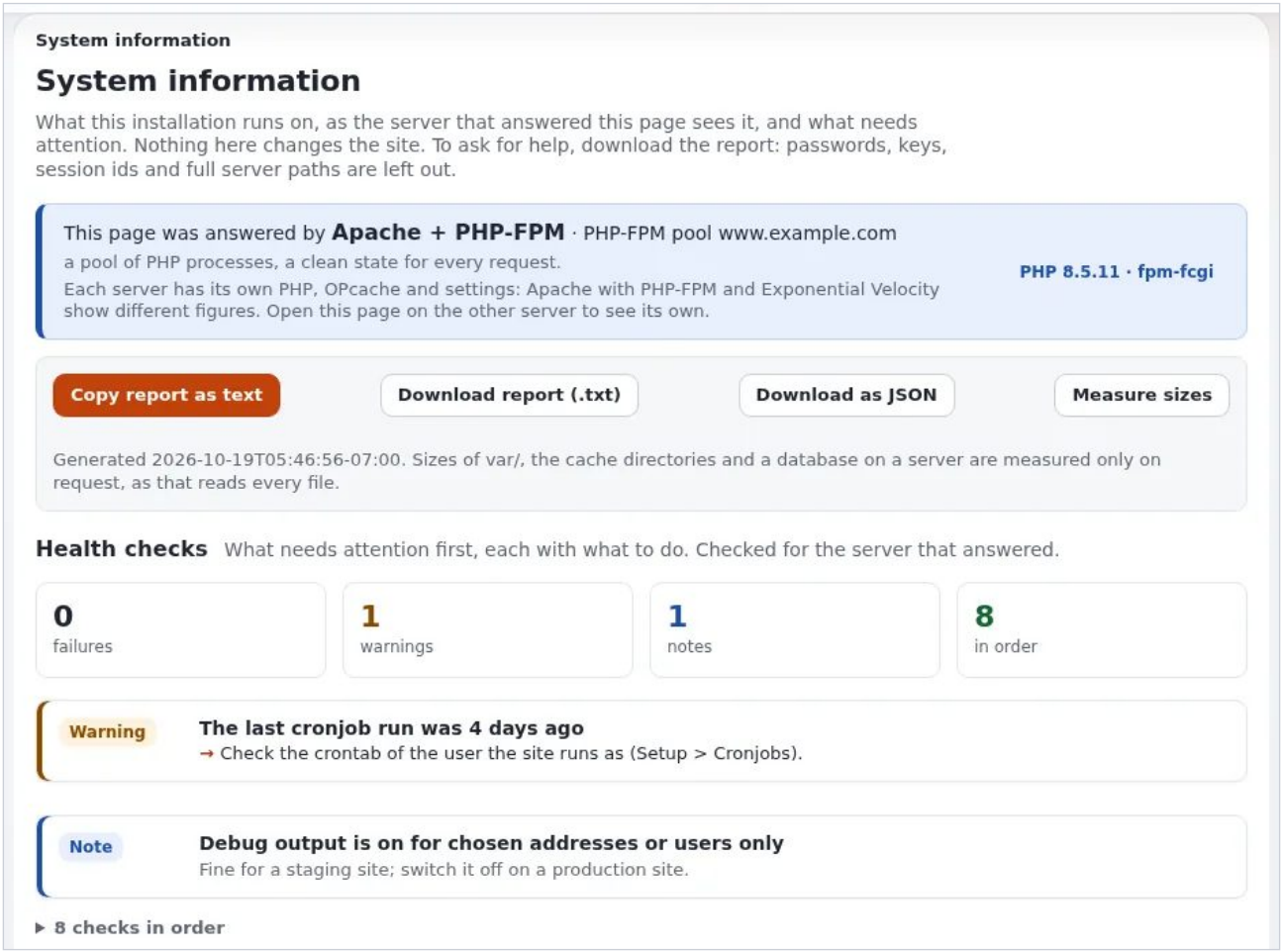
Managed hosting

What a managed Exponential hosting service can take over from the customer, with the tools the software provides for each task (updates with ezupdate, the upgrade check, backups in maintenance mode, system information...

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This page is for hosting companies that want to offer **managed** Exponential hosting, where the host does not only provide the machine but also runs the site's platform for the customer: updates, backups, monitoring, security. It answers which tasks such a service usually takes over, which tool in Exponential supports each one, how to write down who does what, and what the project's steward 7x offers itself. It names no prices or service levels: those are choices a host makes (SLA options).



Setup, System information: the PHP, database and web server a managed host keeps up to date

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What "managed" can cover

Area	Unmanaged	Managed (options)
Machine, operating system, PHP	host or customer	host
Web server or Velocity, certificates	customer	host
Exponential and extension updates	customer	host, on an agreed schedule and with a test step
Database and file backups, restore tests	customer	host
Monitoring and log review	customer	host
Security hardening and incident response	customer	host, with the customer for content and users
Content, users, roles	customer	customer
Custom code (extensions, designs)	customer or their agency	customer or their agency; the host deploys it

The tools for each task

Task	Tool in Exponential	Where it is described
Updates and new packages	**ezupdate**: **Setup > Updates and packages** (`/update/dashboard`); "a check that changes nothing, a dry run, a backup confirmation, and Composer's own output as it runs"; also on the command line (`php extension/ezupdate/bin/php/ezupdate.php`)	ezupdate, Automated updates with ezupdate
Before an upgrade	**Setup > Upgrade check** (`/setup/systemupgrade`): file and database consistency, read-only	The upgrade check
Upgrading	the update files and upgrade steps of the release	Chapter 11, Upgrading customer sites
Backups	maintenance mode, the database tool of the engine, `tar` of the files	10.9 Backups and restore
Taking the site offline	**Setup > Maintenance**, or `php bin/php/maintenance.php on ... / off / status`	Maintenance mode
Health	**Setup > System information** (`/setup/info`) and `exp:system:info`	System information
Logs	**Setup > Log files** (`setup/logs`), with permalinks; rotation	Log viewer, Log viewer and rotation
Scheduled jobs	**Setup > Cronjobs**, which runs parts and proposes crontab lines	Cronjobs

Task	Tool in Exponential	Where it is described
Who did what	the audit trail	The audit trail, Audit trail for hosts
Deploying code changes	`exp:velocity deploy` (autoloads, caches, PHP-FPM reload, Velocity restart in order)	8.3.14
Performance checks	`exp:benchmark`	Benchmark

> **Note**
>
> A managed backup is the database **and** `var/storage`, `settings/override` and `settings/siteaccess`, taken at the same moment, stored off the server, and restored once on another machine to prove it works. The first-week checklist of the installation book asks for exactly that (10.15).

A responsibility matrix

Write one per customer and keep it with the contract. A starting point:

```
Customer: <customer>     Site: <domain>     Plan: <plan name>     Reviewed: <date>

Task                                  Host   Customer   Agency   Notes
Operating system and PHP updates       R                         window: <when>
Exponential and extension updates      R      A                  test on staging first
Custom extensions and designs                 A          R       host deploys
Backups (database + files)             R                         kept: <generations>
Restore test                           R      I                  last: <date>
Certificates                           R
Monitoring and alerts                  R      I
Security incidents                     R      I          C
Content, users and roles                      R

R = does it, A = approves, C = consulted, I = informed
```

Keeping the customer's changes and yours apart

On a managed installation, settings changed in the administration and settings deployed by you can contradict each other. Without precautions, "the INI editor, the toolbar and menu editors and the template editor write `*.ini.append.php` and `.tpl` files into the release directory, where version control does not see them and the next deployment drops them" (Configuration managed by the deployment).

Two options:

- `ManagedByDeployment=enabled` per siteaccess (`[ConfigurationSettings]`): the configuration comes from the deployment only; the writing views answer as if switched off, and `eZINI::save()` refuses. Read-only views, the logs and the command line stay open. This suits a host that deploys every configuration change.
- **Leave it off** and agree that configuration changes in the browser are the customer's; back up `settings/` and compare before every deployment.

Access for your staff

- Give each member of your staff their own administrator account, never a shared one, so the audit trail names the person (Restricting the administration).
- Use two-factor sign-in for those accounts (Two-factor sign-in).
- Shell access as the site's user, not as root, so files your staff create stay writable for the site (8.7.2).

7x as a managed host

7x, the steward of the project, "sells services around the open source software; the software itself stays free". Its offer includes "managed hosting: 'Exponential Website Hosting' and 'Exponential Platform SSD Hosting'", support and maintenance contracts and upgrades from older versions. "Prices and terms are on the 7x website, not here." (Who is 7x?)

Exponential is free software: any host may offer managed Exponential hosting, and a customer may move between hosts. See Working with the project and 7x and Licensing for hosts.

Checklist

- ☐ The tasks the service takes over are written down per plan.
- ☐ A responsibility matrix exists for every customer.
- ☐ Updates: ezupdate installed, check and dry run before every update, a staging step.
- ☐ Backups with maintenance mode, off-site, restore tested.
- ☐ Monitoring: system information, logs and cron output reviewed on a schedule.
- ☐ `ManagedByDeployment` decided per siteaccess.
- ☐ Personal staff accounts with two-factor sign-in.

Related pages

- Choosing a hosting model
- Support tiers, SLA options
- Checklist: monthly operations
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

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