

**** This is a guide for questions to ask a potential hosting provider or your current provider. This is purely a tool and has no warranty implied ****

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Q. What OS do you use for hosting?

A. Ideally CentOS 7 (Pronounced cent, Oh ess)

Q. What web server do you use?

A. Apache or LiteSpeed are ideal (Nginx is ok, but has some limitations)

Q. What version of PHP is supported?

A. 5.6 & 7.0/7.1 is best. Nothing below 5.6 as old version are no longer updated or patched.

Q. What Version of MySQL is used?

A. MariaDB 10.x or MySQL 5.6

Q. How many users are on the server with me?

A. Between 200 to 300 is a good ballpark, any higher you run higher risk that someone else could cause issues with your site. Fewer is better.

Q. what are the resource limits?

A. CPU, Disk usage (any caveats), disk speed access and SQL Queries are all numbers you should get info on.

CPU usage typically is 1% to 2%, but if you have a lot of plugins or a lot of visitors, this can get used a lot.

Disk Speed should be a minimum of 2mb/s I like to see 4mb/s to 5mb/s

SQL Queries is measured a bit different, but .1 to .2 is normal. This can get exceeded quickly by plugins, especially ones that log data to the database.

Q. Are there required plugins or changes to .htaccess files?

A. If there are required plugins or changes required to .htaccess, this can cause problems with some themes and/or plugins.

Q. When is support available for me?

A. Ticket support should be 24/7 and Phone coverage should be a minimum of 8 hours a day, 5 days a week.

Q. What is the typical time to resolution of a ticket or a call?

A. Typical times should be at 2 hours or less.

Q. If I need to move to a new server (for newer software) do you charge?

A. They should not charge to move a site inside their environment.

Q. How quickly can I upgrade if I need to?

A. 24 hours - acceptable, 12 hours - good, 8 or less hours - great.

Other Notes to Consider

- How do you feel when you call your host?
- How knowledgeable are the people you interact with at the hosting company?