WEEBLY CLOUD FAQs

Weebly Product Features

What languages does Weebly support?

Weebly is available in 17 languages. English, French, Portuguese, Italian, Spanish, Russian, Japanese, Chinese Traditional, Chinese Simplified, Turkish, Dutch, German, Swedish, Norwegian, Danish, Polish, Korean. This includes the web editor as well. Your customers can set the language from the editor by clicking "Settings" and then change the Editor Language.

Are your sites SEO friendly?

Short answer, yes, of course. Here are a few articles that explain exactly how it works: You can verify your site with Google Webmaster explained how to do so here. We also let your customers add keywords and descriptions to each page, shown here. Clean code and light sites, plus the ability to optimize pages means that most of the important SEO related functionality is available. Our sites are also responsive which matters in this day and age. In addition:

a) There is a great article from Weebly on how we can help with SEO (check it out). At Weebly we cover the basics, letting you add Description and Keywords both for your entire site and the individual pages that make up your site. Then, we support the easy ability to add Add alt-text to an image so you can optimize images. Adding links (to have internal links), easily create optimized blog posts is all part of the core experience.

b) We do support the ability to enter meta-tags and set keywords for each page. We do not allow you to do this via the API because we don't want people abusing the system. Ultimately Google will read the content on the page and that counts for more than anything else over time. By adding relevant and targeted, high quality content and then manually setting keywords, this is what we support.

d) Weebly also auto-creates a site XML map for all sites. In addition, all Weebly themes are fully responsive and very lightweight (they load super-fast). Google and other search engines place huge emphasis on fast loading sites that are fully responsive, so you get this out of the box with Weebly.

Does Weebly Have Responsive Themes?

All of our sites are responsive, which means they'll automatically adapt to the best fit for any screen size, so you can be sure your sites will look great on mobile devices, tablets and desktop computers.

Tech & Integration

What is the API server URL:

https://api.weeblycloud.com

What IP should I point our sites to (if the domains are managed elsewhere)?

Our IPs are 199.34.228.55, 199.34.228.56, 199.34.228.57, 199.34.228.58, 199.34.228.59, 199.34.228.100.

How Does Integration Work?

Weebly Cloud has a RESTful API that talks JSON which allows for a simple and flexible integration with your existing system. The API automates all low level tasks like User/Site Provisioning, Upgrades/Downgrades, Site maintenance and theme manipulation. All requests are validated using a public key and private HMAC Hash. Weebly Cloud for Hosts API documentation is available at https://cloud-developer.weebly.com/.

Is There A Developer Portal And/Or API Documentation?

Yes. You can find it at https://cloud-developer.weebly.com/ or http://developer.weebly.com.

Can You Describe Your Technology Stack?

Weebly has rock solid infrastructure, we consider it a core competency. We operate our own geographically redundant datacenters. We are PCI Saq C compliant - monthly, 3rd party security scans against entire network. We have near-real time replication of user data between Primary and DR datacenter. We also have full control over entire network including Switching, Routing (AS27647), IP space etc. We have extensive in-house DDoS mitigation capabilities (as well as external mitigation options). LAMP stack. CentOS, Apache, Nginx, MySQL, PHP, etc

What uptime of the service is guaranteed?
- Editor uptime 99.9% per month
- Site uptime 99.9% per month

Is Weebly Fast to Load and Use?
- Speed: On page speed we score an 89/100
- Average network latency is <99m

What Is the Historical Track Record For Uptime?

Yes. The Editor uptime has 99.99% per month for over two years. Site uptime 99.999% per month for the last 19 months.

What is the disaster recovery/business continuity plan? What is their redundancy level?

We operate our own geographically redundant datacenters. PCI Saq C compliant - monthly, 3rd party security scans against entire network. Near-real time replication of user data between Primary and DR

datacenter. Full control over entire network. Switching, Routing (AS27647), IP space etc. Extensive in-house DDoS mitigation capabilities LAMP stack. CentOS, Apache, Nginx, MySQL, PHP, etc.

Can the expected load and sites we plan to create be handled by Weebly?

Yes. Weebly powers 50 million users (about 3% of the internet in terms of sites). We're the 25th largest worldwide network in traffic (according to netcraft) and serve >350 million visits & >850 million page views each month to Weebly powered sites. We can handle just about anything and we're constantly improving our infrastructure as our base grows.

Is Weebly accessible for all our customers' different types of browsers?

Yes, Weebly supports all modern browsers (both desktop and mobile).

How Do We Automatically Set Our Local Language for Our Users?

Reseller sets a default at your level and can update it for an individual user. User should also be able to save their own default language. Value is read upon every logon including single sign on.

Data Protection & Security

Is this SaaS service storing sensitive data? how are data leaks prevented?

All passwords are hashed before stored in the database.

How is data protected in transit? how is data encrypted during API or HTTP connections?

Our API is accessed over HTTPS. All authentications are also done over HTTPS. All traffic between our datacenters is encrypted with IPSEC.

Where is data stored physically?

In our databases which are hosted in our datacenters.

How is the data protected physically? how are the servers protected?

All physical access to our data centers is guarded by multi-factor keycard and biometric security devices.

How are your employees authenticated?

LDAP and VPN.

How is unauthorized access prevented do the API? (how are systems authenticated)

Every API request is signed and authenticated. You have complete control of your API keys and secrets via Cloud Admin. [Learn more here](#).

How do you prevent application security issues? (OWASP etc.)

We routinely conduct internal and third-party security penetration testing.

How do you monitor and detect intrusions?

We monitor all of our systems in real-time and rely on internal tools, processes, and historical data to detect and alert on any suspicious activity.

Do you execute periodical external security pentests and code reviews?

We conduct third-party penetration testing and network PCI scanning on a quarterly basis. Because these tests are often source-code-assisted, we cannot make these reports available to our partners.

Terms

Does Weebly Have A Privacy Policy

Yes, Weebly's Privacy Policy can be found here http://www.weebly.com/privacy/

SLAs

- Editor uptime 99.9% per month
- Site uptime 99.9% per month

Do you offer Help Guides for our customers?

Yes. You can point your customers to help.editmysite.com for answers to our most common questions at Weebly.