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## **General Questions:**

### **What is dotAlert?**

dotAlert sends out real-time alerts of potential hacking events as they are detected in the log files of a firewall. The alerting function is highly customizable. Users can choose to be alerted at any time, on any day for multiple high-severity attempts by a single IP address, while scheduling alerts for less critical events during business hours. dotAlert was designed by and is available from Data Security Solutions, LLC (DSS). DSS is a security software company, headquartered in Newark, Delaware, USA, that was founded to provide the dotAlert software to the information security marketplace.

### **What is dotDefender?**

Applicure's dotDefender Web Application Firewall (WAF) is the market-leading Web application security software that is bundled with dotAlert to protect and alert you to potential hacking events and threats as they are happening.

### **How does dotAlert work?**

dotAlert reads the log files of dotDefender, a third party security system, which you can purchase with dotAlert as a bundle. If a threat is detected, dotAlert alerts the user via email and/or text message as customized. The user can then click a link in the message if they wish to immediately block the IP.

### **How can alerts be customized?**

Alerts can be customized by: threat severity, type of threat, source of threat (IP address), velocity or frequency of threats, time of day, and/or day of week.

### **What types of alerts are sent out and when will I receive them?**

Threat alerts are sent via text message and/or email and can be customized to alert you during specific time intervals or 24/7.

### **Who should use dotAlert?**

Any business or organization that needs instant notification of hacking attempts should utilize dotAlert. The technology was initially designed for small- and medium-sized businesses to provide low cost yet highly accurate website and data protection, without hiring a full-time IT staff. dotAlert users benefit from affordable 24/7 website and data monitoring with real-time notification of potential hacking events.

## **Tech Questions:**

### **How flexible is dotAlert? Will it work on my system?**

dotAlert currently reads only the log files from dotDefender. Appilcure's dotDefender currently runs on Windows 2008 (32-bit or 64-bit) and 2012.

The system requirements for a server operating system for dotAlert are Windows 2008, .NET framework 4.0, SQL Server 2008 or greater. If you are operating dotAlert on a desktop operating system it must be Windows 7 or greater, .NET framework 4.0, SQL server 2008 or greater.

In order to operate dotAlert you must have administrative privileges to webserver and be able to access administrative privileges or be assigned privileges by hosting provider.

### **Now that I'm alerted to a hacking event, how do I stop it?**

dotAlert users can click a link in the alert and block the hacker's IP address instantly.

### **How do I install dotAlert?**

Upon ordering dotAlert through our website, an email will be sent to you with your unique download link. The link will take you back to the website and request for you to enter your customer account credentials. Once signed into your customer account, the executables for the software will be readily available to be downloaded and installed.

### **Will dotAlert impact a website's performance?**

No, dotAlert will not impact a server's performance. It monitors third party log files and sends alerts based on user-defined rules without impacting speed or performance.

### **Does dotAlert require access to source code, binaries, or debug information?**

No, dotAlert requires no access to application source code, binaries, or debug information. dotAlert is programmed to read the log files of dotDefender and alert you based on your specified alert customization.

**Further technical inquiries or bug issues can be addressed by our DSS Support Staff 302-283-4124 or [info@dotalert.com](mailto:info@dotalert.com)**

## **Business and Billing Questions**

### **What is Data Security Solutions?**

Data Security Solutions is a limited liability company. Our President Thomas Stevenson and CTO Allan Matyger created DSS a security software and services company headquartered in Newark, Delaware, to provide immediate alert or corrective response to security threats, disallowed access, data analytics, and more.

Its product dotAlert sends out real-time customizable alerts of potential hacking events as they are happening.

### **How can I be sure the information I give to Data Security Solutions, LLC will be secure?**

DSS is committed to protecting the security of your personal and business information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the information we collect on computer systems with very limited access that are located in tightly controlled facilities. When we transmit highly confidential information over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

### **What is the billing procedure for dotAlert?**

Following the purchase of dotAlert, the user will receive a 30 day free trial download to assure dotAlert is the solution for you. When your trial expires, you can continue using dotAlert by paying for an annual license. Our system will proactively notify users of their expiring free trial so you won't miss a day of protection. Customers may pay with credit card or a check made payable to Data Security Solutions, LLC.