

## Hosted SharePoint: Frequently Asked Questions

### **Are documents on SharePoint encrypted?**

Microsoft® Windows® SharePoint® Services does not store documents in an encrypted format. The SharePoint database uses binary encoding to store SharePoint documents bits.

Documents are encrypted during transmission using Secure Socket Layer (SSL).

### **Can any user maintain e-mail whitelists or is that privilege restricted to the Exchange Service administrator account?**

In release version 1.1 of the Exchange Service (available end of November 2007), customers will be able to configure whitelists directly through their Comcast administration portal.

If a customer needs to implement changes to the whitelist (or blacklist) prior to the release of version 1.1 of the Exchange Service, they will need to contact Comcast Security and Abuse at [abuse@comcast.net](mailto:abuse@comcast.net) and request that the e-mails be unblocked.

For individual users, they can add e-mail addresses or domains to their Safe Sender list in Microsoft® Office Outlook® 2007 and Outlook Web Access to create their own whitelist and prevent authentic e-mail messages from being routed to their Junk E-mail folder.

### **Can documents be viewed by anyone with a password? Is there access from any computer or only those with Outlook clients?**

Users can access documents and other Microsoft® Windows® SharePoint® Services site content that they have permission to using most Web browsers, Microsoft Office Outlook®, or Microsoft Office Outlook Web Access (OWA). The SharePoint site administrator controls the type of access a user will have.

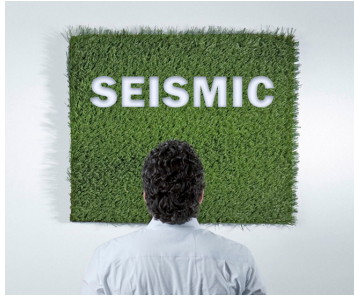
In order to access the site and site content, the user must authenticate by providing the proper user name and password. Once they have authenticated, they will be able to access or download any information to which they have been granted permissions. If the user is using Outlook or Outlook Web Access, they will be able to access or download any information contained within their mailbox.

### **Can HIPAA documents be stored on SharePoint?**

There are no Health Insurance Portability and Accountability Act (HIPAA) security standards built into the Microsoft® Windows® SharePoint® Services platform.

### **Can some documents have different access rights than others on the same SharePoint site?**

Access to documents in Microsoft® Windows® SharePoint® Services is controlled at the document library level, the highest level of folders in a SharePoint site. To provide different access permissions to documents, create separate document libraries. You can have as many document libraries per SharePoint site as you want.



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### **How does a customer have filtered e-mail whitelisted for future delivery?**

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### **How does a customer recover e-mail that has been falsely filtered or blacklisted?**

They will need to contact Comcast Security and Abuse at [abuse@comcast.net](mailto:abuse@comcast.net).

### **How does SharePoint check to see if I should be allowed access to documents and other site content?**

Access permissions are assigned by the Microsoft® Windows® SharePoint® Services site administrator. Each time a user requests access to the site, their credentials are verified and the user is provided only the level of access the site administrator assigned.

### **How is SharePoint security maintained?**

Microsoft® Windows® SharePoint® Services provides security through a series of mechanisms: Secure Socket Layer (SSL) provides encryption of data during transmission. Microsoft Active Directory® directory service provides authentication for all SharePoint users. SharePoint permissions provide granular control to restrict access to individual parts of a SharePoint Web page.

### **What is the continuity plan for maintaining customer records and e-mail if there is a power failure at our e-mail servers or a catastrophic loss of connectivity to the servers?**

Backup is performed nightly on the Exchange Service to help ensure continuity of customer records and e-mail messages.

### **What redundancies and/or diversities are built into the e-mail system?**

The Exchange Service provides multiple levels of redundancy, including physical, application, and network level redundancy.