

# Frequently Asked Questions

On this page you will find answers to the most commonly asked questions. Browse by category or use the search function.

## General FAQs

### Compliance

- Are you GDPR compliant?
- Is your software HIPAA-compliant?
- Are you CCPA compliant?

### Evaluations

- After I purchase a license, do I need to reinstall the software?
- Can I evaluate a product for free before purchasing it?
- How do I extend my server product evaluation?

### Licensing

- How do I add a supported language?
- How is the Cloud usage calculated?
- How is WebSpellChecker Server licensed?
- What are the Terms of Service?
- What are the terms of use for the WebSpellChecker Server?
- What will happen if I end up exceeding the usage limit of my subscription plan?

### Ordering

- Do you accept purchase orders?
- How can I make changes to a quote?
- How do I request a quote/invoice?
- What is the process for ordering WebSpellChecker products?
- What solution should we choose?

### Payments and Refunds

- Can I get a refund after purchasing a server product license?
- Can I get a refund for WebSpellChecker Cloud Services?
- Can I sign up for automatic renewals of my WebSpellChecker Cloud subscription?
- How can I pay an outstanding invoice?
- Which payment methods are accepted, and what are your payment terms?

### Pricing and Discounts

- Are there any discounts for government organizations or academic institutions?
- Does WebSpellChecker offer any discounts?
- Does WebSpellChecker offer reseller discounts?
- How much do WebSpellChecker products cost?

### Software Maintenance

- How can I buy more than one year of maintenance?
- How can I get the most recent version of the application?
- How can I renew my maintenance agreement?
- What are the minimum hardware requirements?
- What benefits do I get on the maintenance agreement renewal?
- What happens when the included maintenance agreement ends?
- When does software maintenance start?

### Support

- Can I request a feature?
- What is guided installation service?
- Does support offer installation services?
- Do I have access to support?
- Do you offer custom development services?
- How do I contact support?

## Technical FAQs

### Compatibility and Support

- Can I run WebSpellChecker software on Azure App Service?
- Does WebSpellChecker provide support for CKEditor v5?

### SCAYT/WSC Dialog plugin for CKEditor 4

- What is the difference between SCAYT plugin for CKEditor 4 and WProofreader?
- How to disable the WSC plugin in CKEditor 4?
- How to remove the SCAYT plugin in CKEditor 4?

### User Dictionary

- What is custom user dictionary?
- How do custom user dictionaries work?
- How do I create a custom user dictionary?
- Is there any limitation on the number of words in the custom user dictionary?
- Are the words added to User Dictionary case-sensitive?
- Are the words added to User Dictionary language-specific?
- Where are the words added to custom user dictionary stored?
- Where can I see a full list of words added to the dictionary?
- How can I delete/edit a word from the dictionary?
- Is it possible to add a duplicated word to Personal User Dictionary?
- Can I have more than one User Dictionary?
- Can I see the list of all my User Dictionaries?
- How to remove a User Dictionary?
- Is it possible to protect User Dictionary with password or on any other way?
- Which names should I choose when naming User Dictionaries?
- What symbols are not allowed for adding words to Custom User Dictionaries via product user interface?

### Custom Dictionary

- Are the words added to custom dictionary case-sensitive?
- Do you have an API for dynamic creation of custom dictionaries?
- How many custom dictionaries can I create?
- Is there a limit on a number of words in a dictionary?
- What has changed in Custom Dictionary functionality of the Cloud version?
- What symbols are allowed for Dictionaries API?

### Caching

- Can we control the cache limit? Is it configurable?
- Can we turn off/on the cache?
- How do I enable caching different from the default 10 MB of cache on AppServer for 10000 suggestions?
- Is caching applicable for both Spelling check and Grammar check? Do you have different cache limit for these features?
- Is the cache limit size in MB specified per locale or is it an overall amount?
- Which caching strategy do you use? Are LRU or LFU strategies supported?

### WProofreader

- English grammar checkers comparison
- How to disable Cloud WProofreader plugin for CKEditor 5 while unit tests?
- How WProofreader works if the backend is unavailable?
- Is there any way to change the hover behavior to right click in WProofreader?
- Is there a way to set up and customize Autocorrect pairs?

- How soon can I expect a response to my support request?
- What are support's business hours?

- What is the mechanism of errors highlighting by WProofreader and SCAYT plugin for CKEditor 4?
- What should I do to migrate to WProofreader from SCAYT /WSC Dialog plugins for CKEditor 4?
- WProofreader autocorrect not working in CKEditor 5 v.35

## Web API

- What is minimum guaranteed SLA for Cloud API?
- What is the max limit of an API request?
- What's the average response time of a Cloud API request?

## Languages

- AI-based languages for non-existent | gibberish words in WProofreader
- Why WProofreader auto detect language doesn't work for small piece of texts?

## Security

- Are you OWASP 10 compliant?
- Does CVE-2021-44228 (Log4j 2 vulnerability) affect WebSpellChecker products?
- Do you implement any data encryption?