



Effortless Nodes, Limitless Blockchain

Frequently Asked Questions

Q. What information is available in the dashboard?

A. The dashboard provides real-time insights of node performance, including sync status, node status, uptime, rewards, and more.

Q. What are the prerequisites to become a validator and access Ciphernode?

A. Validators are required to complete protocol specific onboarding processes and adhere to ciphernode terms which ensures compatibility and optimal performance of the validator node.

Q. Whom do I contact in case of downtime? How do I reach out to Ciphernode?

A. For downtime issues, you can reach out to our dedicated support team via email on support@ciphernode.ai or through our integrated support channel whatsapp.

Q. Will I receive alerts in case of downtime?

A. You will receive a weekly report detailing the uptime and downtime of your nodes, as well as the corresponding rewards earned during that period.

Q. What rewards can I expect for maintaining uptime on my Node?

A. The amount of rewards you can expect for maintaining uptime of your node is determined by the specific blockchain protocol you are validating for. Ciphernode does not influence or control the amount of rewards, it is entirely up to the protocol's decision.

Q. Can I become a validator for multiple protocols with Ciphernode?

A. Certainly! Ciphernode facilitates the management of validator nodes across diverse blockchain protocols, allowing you to engage in multiple networks concurrently. If you wish to add nodes to a different protocol not currently available on our website, please contact our business team at operations@ciphernode.ai for assistance.

Q. Will I be updated on recent information and updates?

A. Yes, you will receive regular updates and notifications regarding node upgrades, protocol changes, and other relevant information.

Q. How long does it typically take to resolve downtime issues?

A. Downtime resolution time may vary depending on the nature and complexity of the issue, with our support team working diligently to minimise downtime.

Q. What are the service hours of the helpdesk?

A. Our helpdesk operates during standard business hours, with support available to address your queries and concerns promptly.

Q. What firewall and intrusion detection/prevention systems are in place?

A. Ciphernode employs robust firewall and intrusion detection/prevention mechanisms to safeguard network security and protect against unauthorised access.

Q. Which blockchain protocols does Ciphernode currently support?

A. Ciphernode currently supports the MOI protocol, with plans to integrate additional blockchain protocols in the near future.

Q. Does Ciphernode have access to my wallet?

A. Ciphernode does not have access to any of your wallet or private keys, ensuring the security and confidentiality of your digital assets.

Q. What payment modes are available?

A. We currently accept fiat payments exclusively through credit/debit cards and do not support cryptocurrency options at this time.

Q. Can I add or remove nodes from my existing account?

A. Yes, you can easily add or remove nodes from your account based on your requirements and preferences.

Q. How many days do I have to host nodes?

A. Hosting duration may vary depending on your agreement or subscription plan, with options available to meet your specific needs and preferences.

Q. How can I convert my rewards into traditional fiat currency or other cryptocurrencies?

A. Tokens/cryptocurrencies can be exchanged via cryptocurrency exchanges or peer-to-peer platforms. This allows validators to convert them into fiat currency or other digital assets. Exchange is possible only when the token is listed on such platforms.