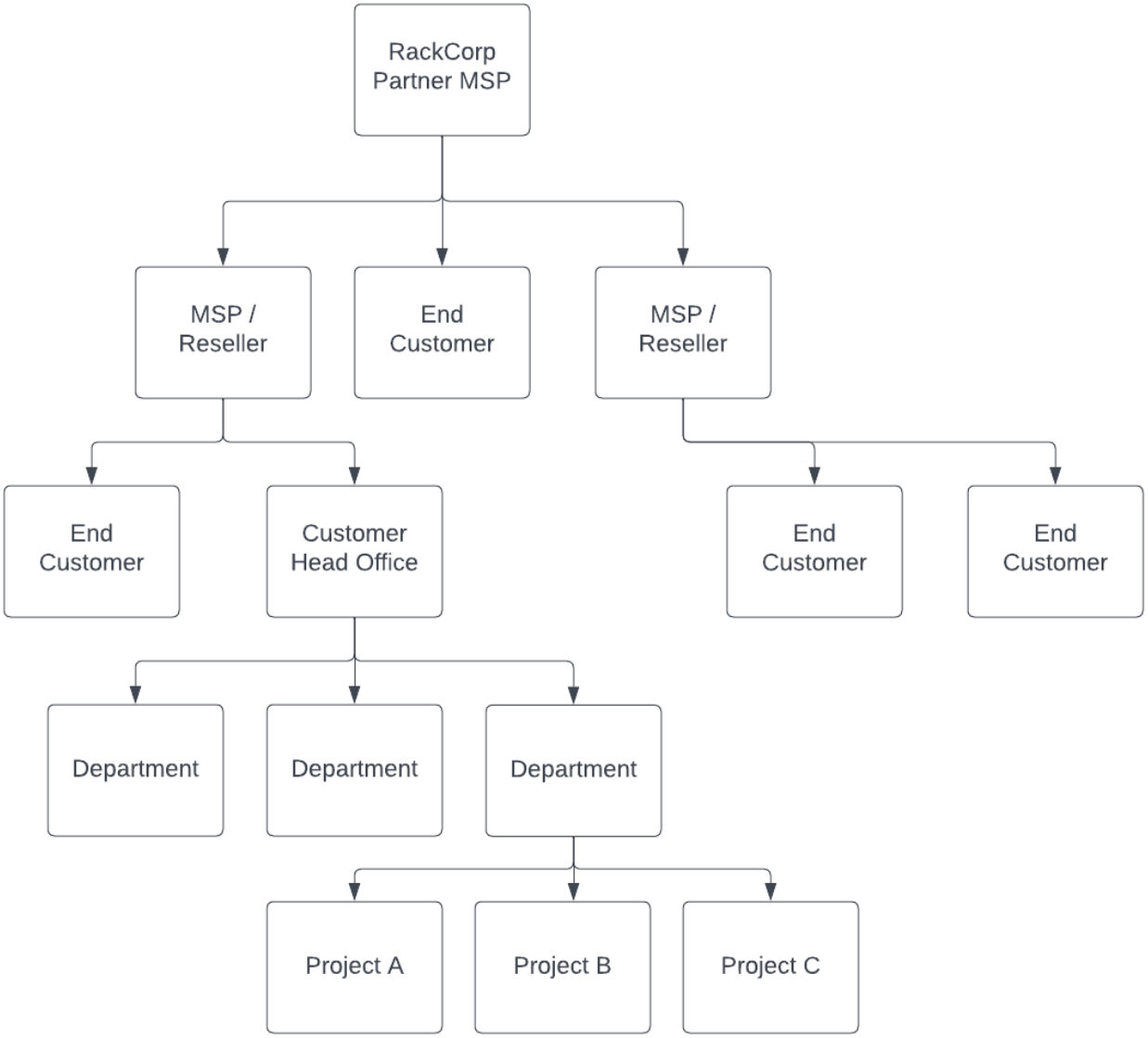
Administration

Multi-Tenancy / Multiple Domains

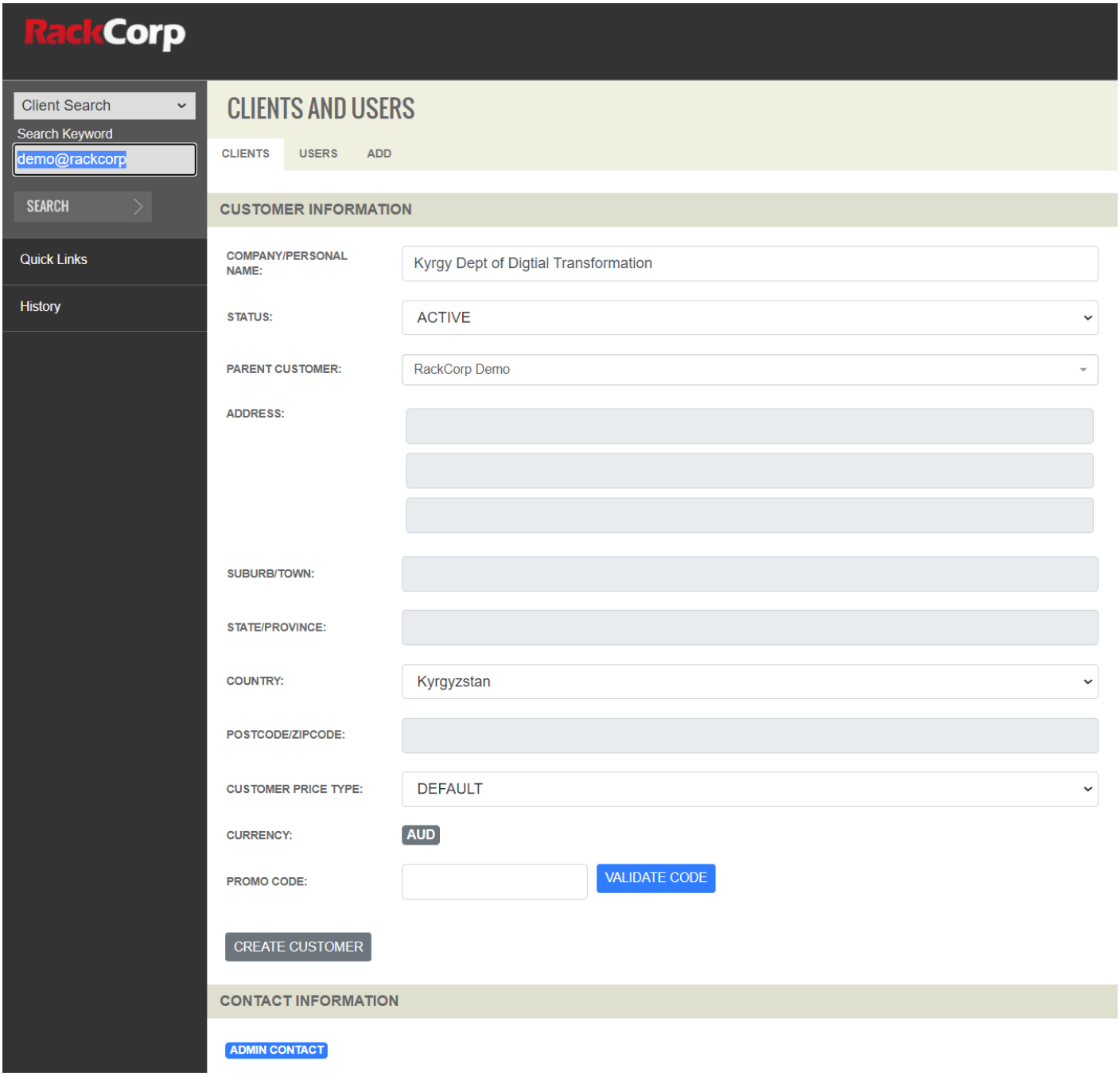
The RackCorp platform provides a powerful ability both at the portal and API layers to create “virtual customer hierarchy” in our system. This allows you to logically group services together in a hierarchy-like manner This allows access to be segmented to specific services, which can be advantageous for a permissions model, an ease-of-access model, as well as usage tracking as reports can be created at any levels throughout the hierarchy.



Virtual Customers may represent government departments, projects, regions, etc. Administrative users can then be created / assigned to be able to manage any point in the hierarchy and below.

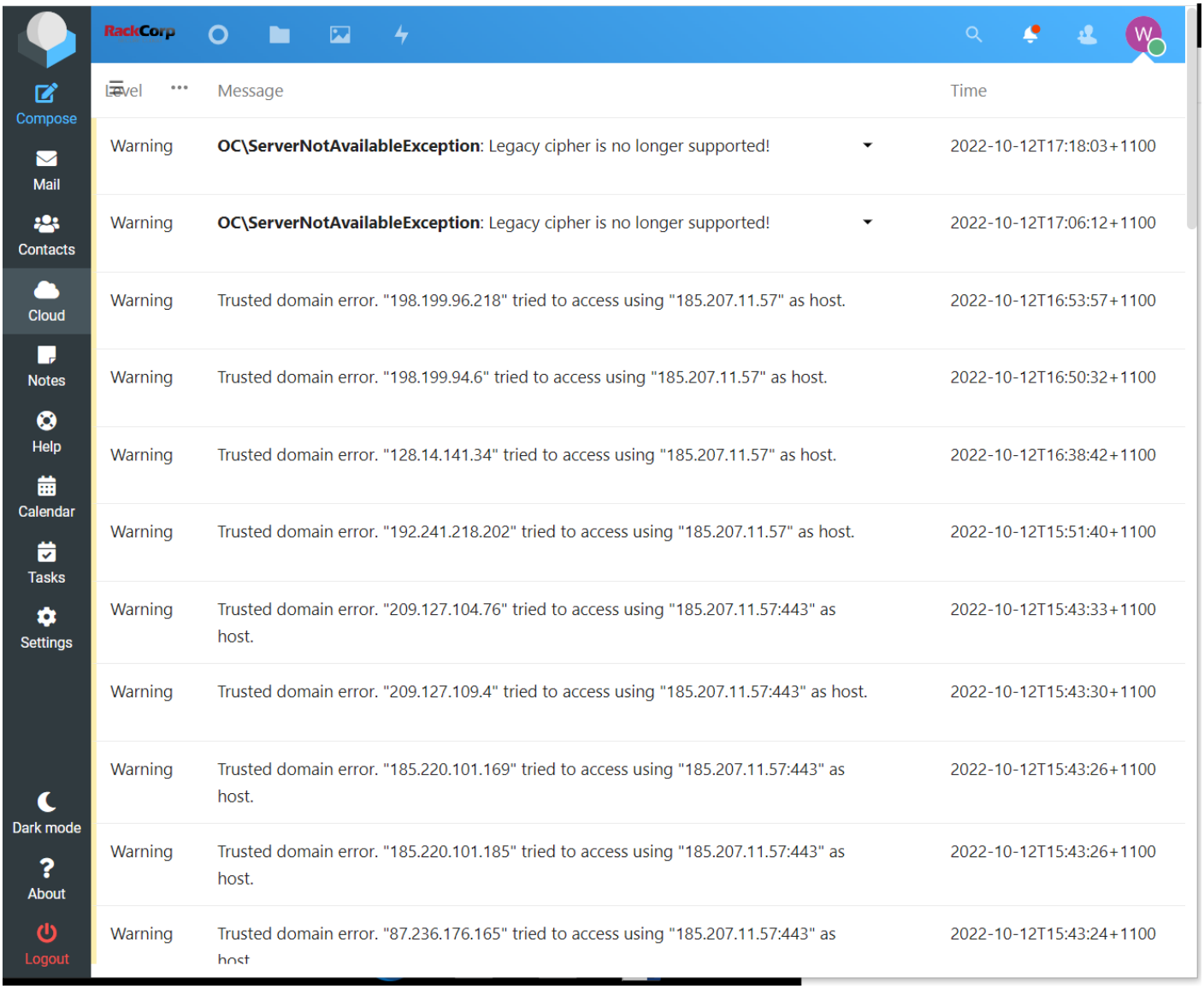
In a case where a government has multiple departments / email domains, a new virtual customer for each department/domain can be created, and that department's own IT staff assigned to that virtual customer which gives them access to all services located at that tenancy and below.

Administrative INTERFACE OF ADDING A CUSTOMER



Reviewing Administrator Logs

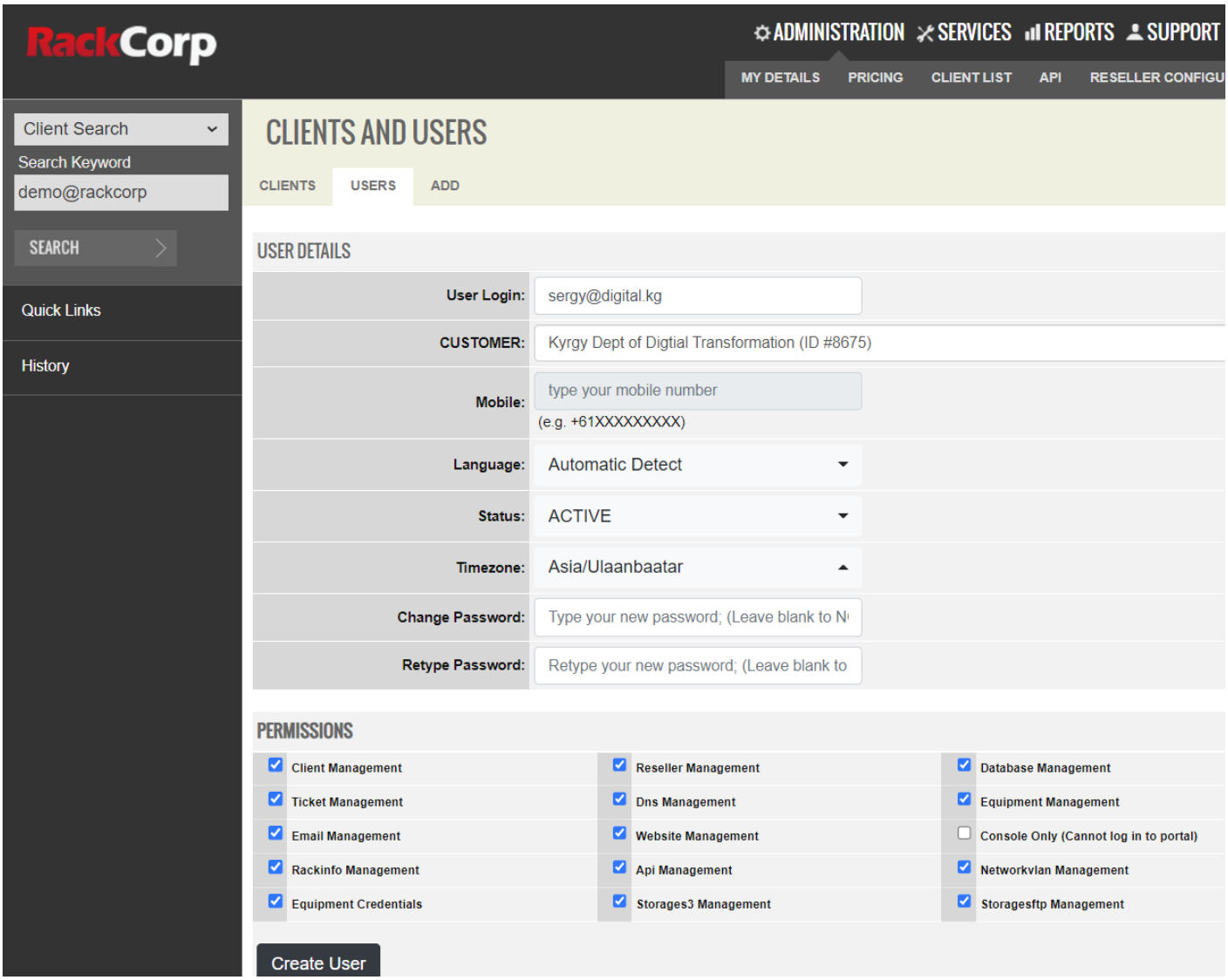
All administrative activity within the system is logged and recorded. An online reporting interface is available, allowing fast searching of administrative interactions



Creating new Administrators

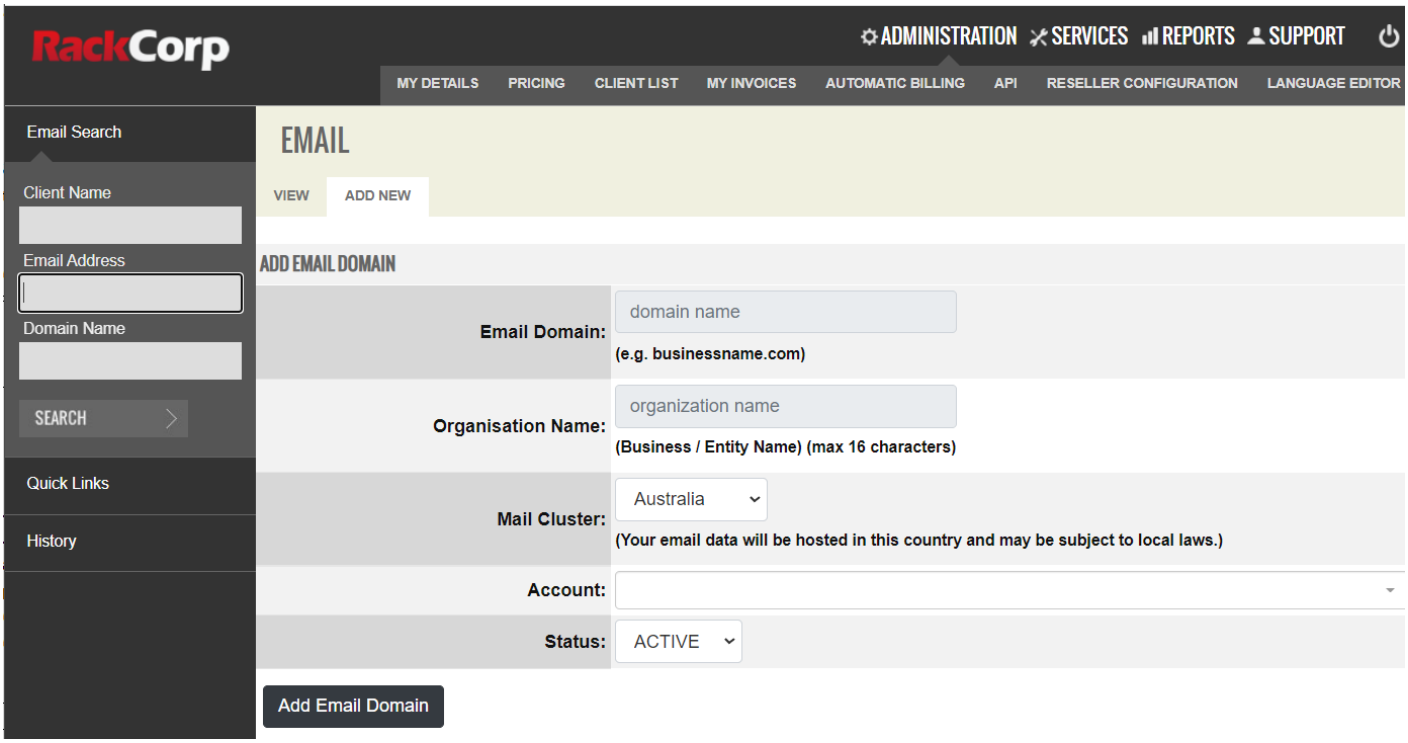
Administrators can be created and assigned to their own virtual customer in the hierarchy. This will mean they can only access their services and anything in virtual customers below them. They cannot see above themselves in the hierarchy or sideways.

Administrative INTERFACE OF ADDING A USER - Administrator

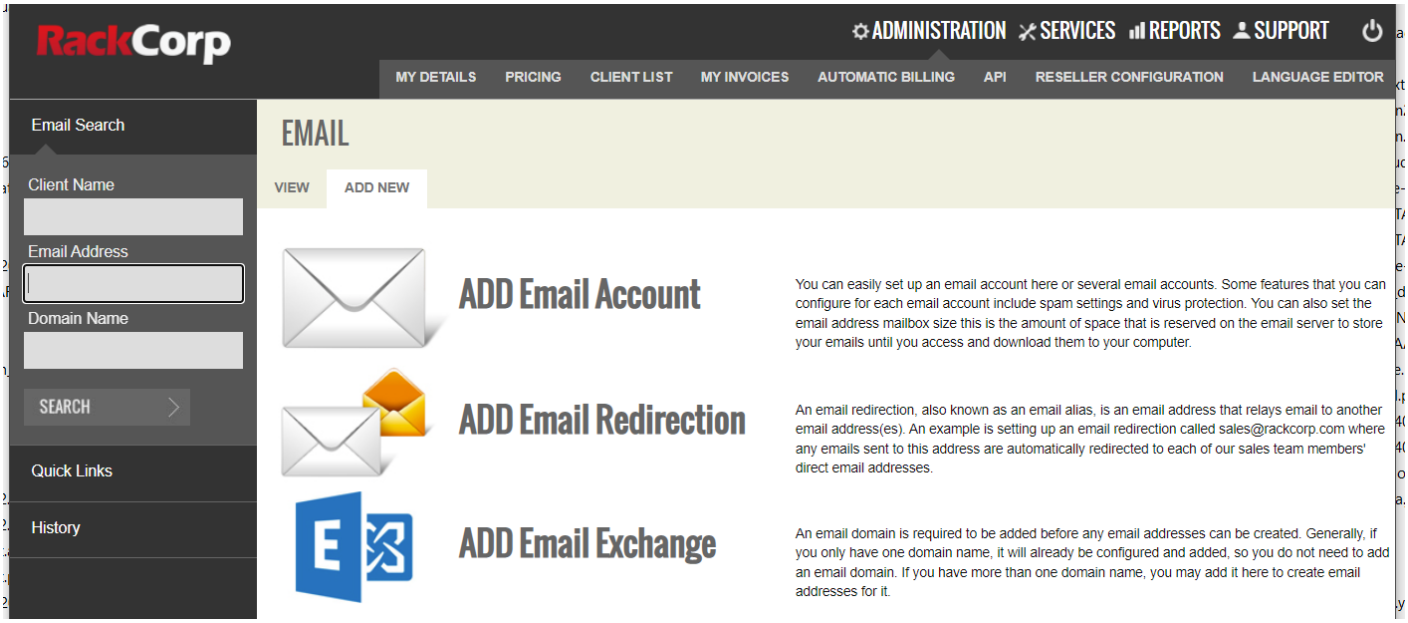


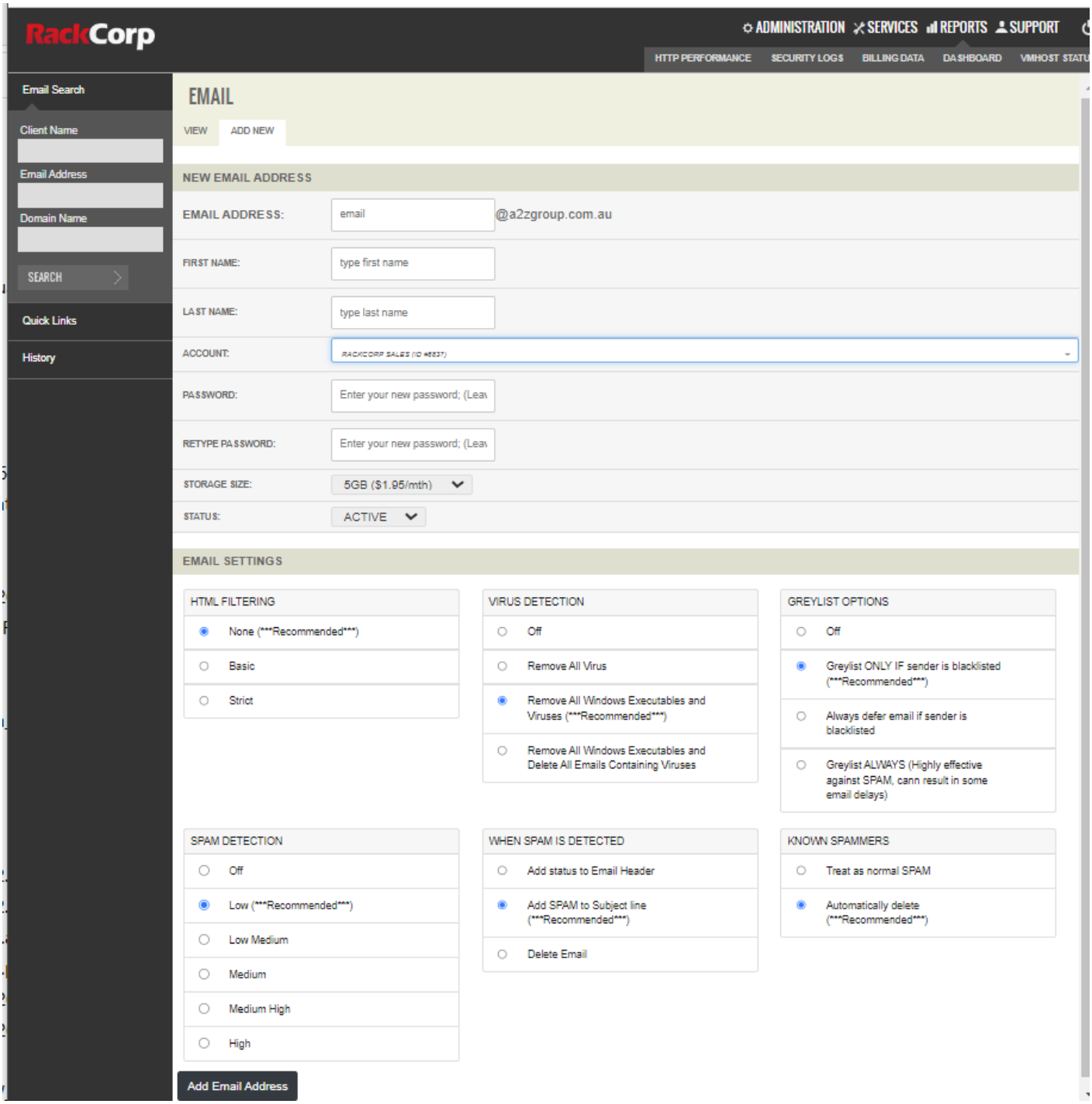
Setting up Email Domains

Email Domains can be added by an administrative user



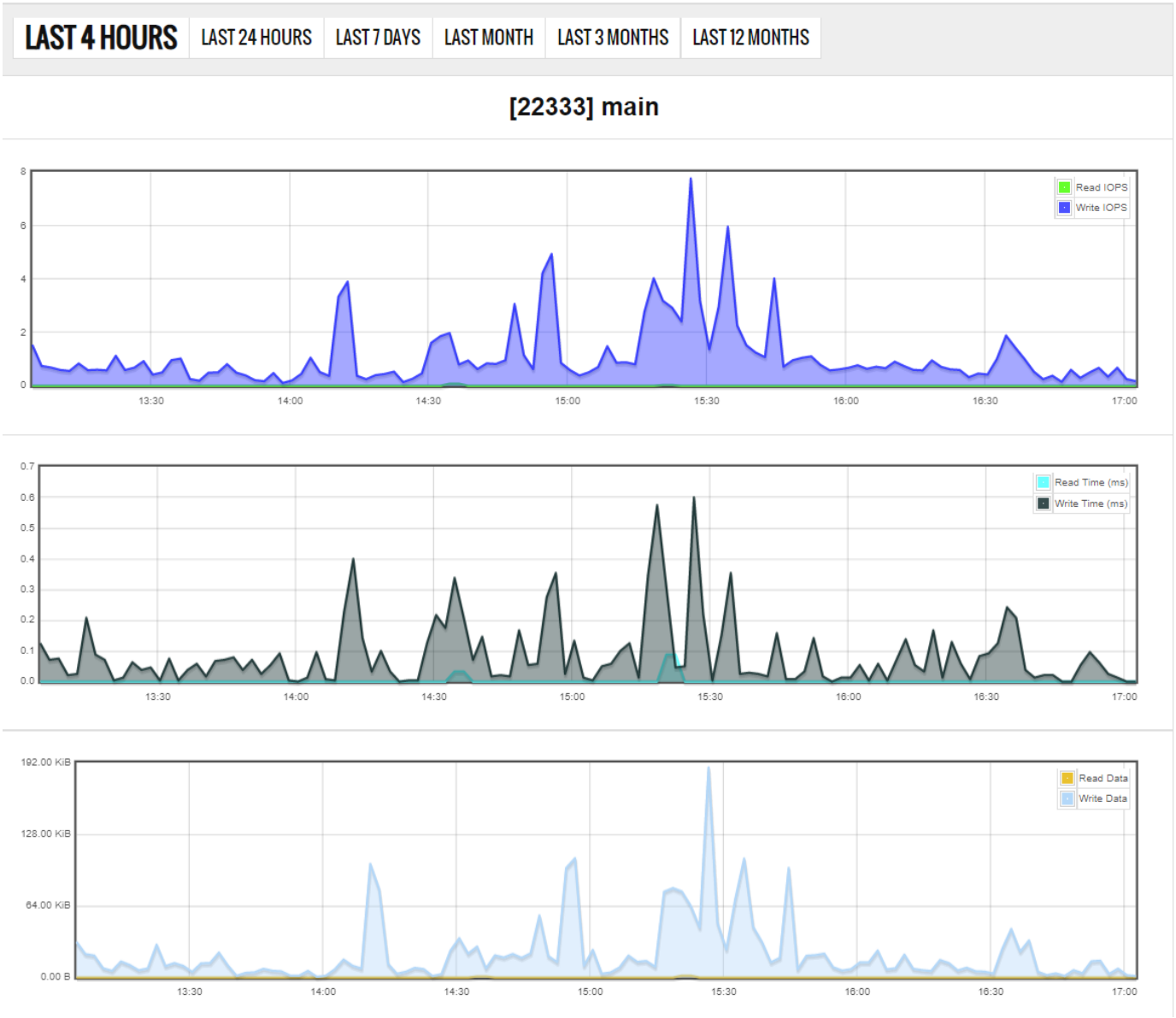
New Email Accounts can then be created under this domain, with assigned quotas





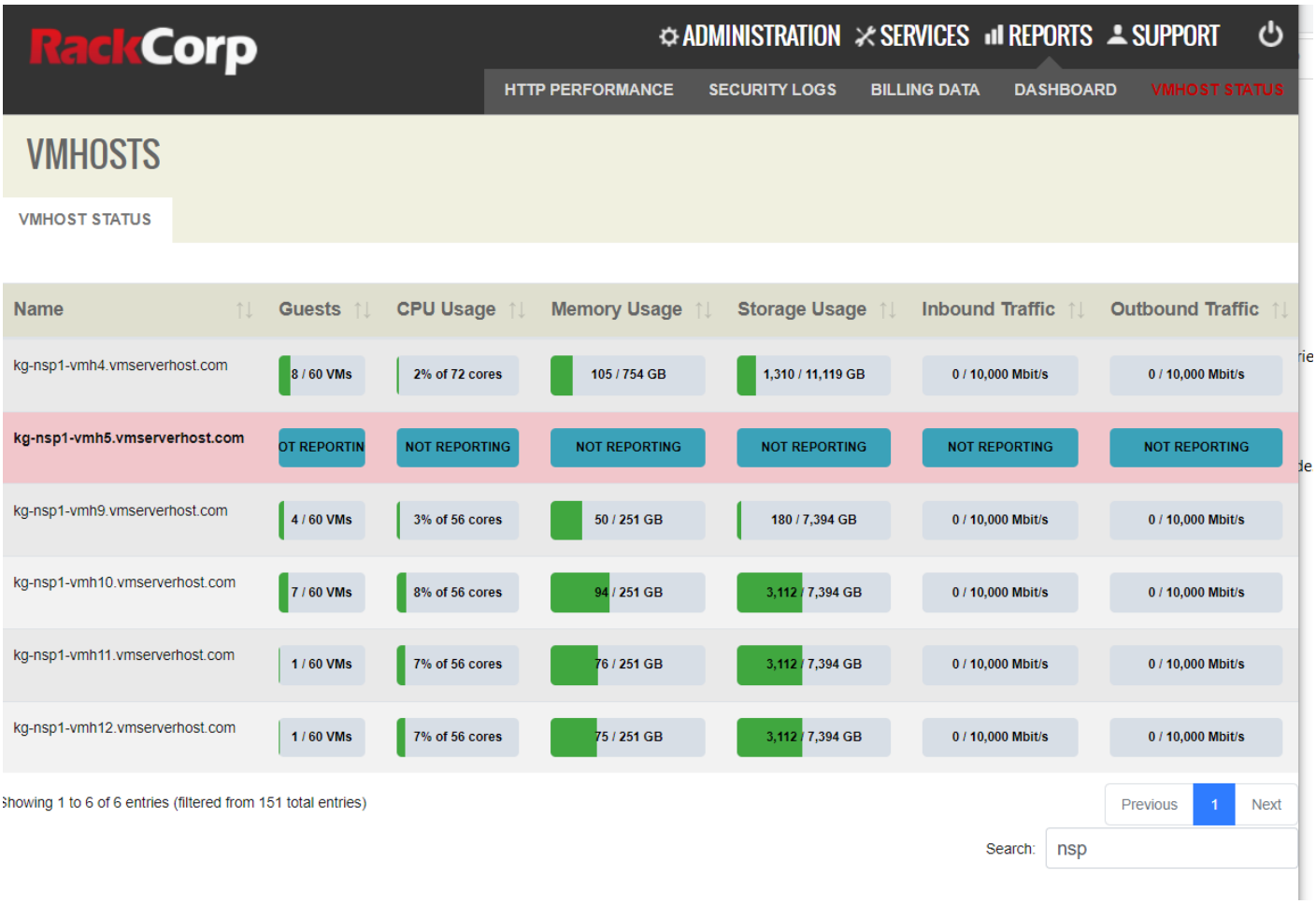
Administering Servers

All servers used by the solution show up in the RackCorp UMS Portal, providing valuable information around CPU, memory, and Disk consumption. Administrative functionality including restarting servers, startup/shutdown of storage volume servers is included and interoperates. via the UMS Portal.



Mail Cluster Administration

Some options around compression, backups. and offloading to tertiary storage such as S3 are configurable per mail-store.



Cluster Storage Features

Feature	Availability
Compression	YES (Mail store compression)
Deduplication	YES (Mail store compression if over 256GB RAM available)
Export Functionality	Maildir exports available for interoperability
Snapshots / Backup Exports	Snapshot per-domain or per mailbox
Snapshots / Restore Backups	Restore per-domain or per mailbox snaps
Restore / Backup Exclusion Policies	YES
Permanent, non-recoverable deletion	YES with command-line

Revision #10
Created 11 October 2022 20:33:28 by Stephen D
Updated 12 October 2022 06:21:48 by RackCorp