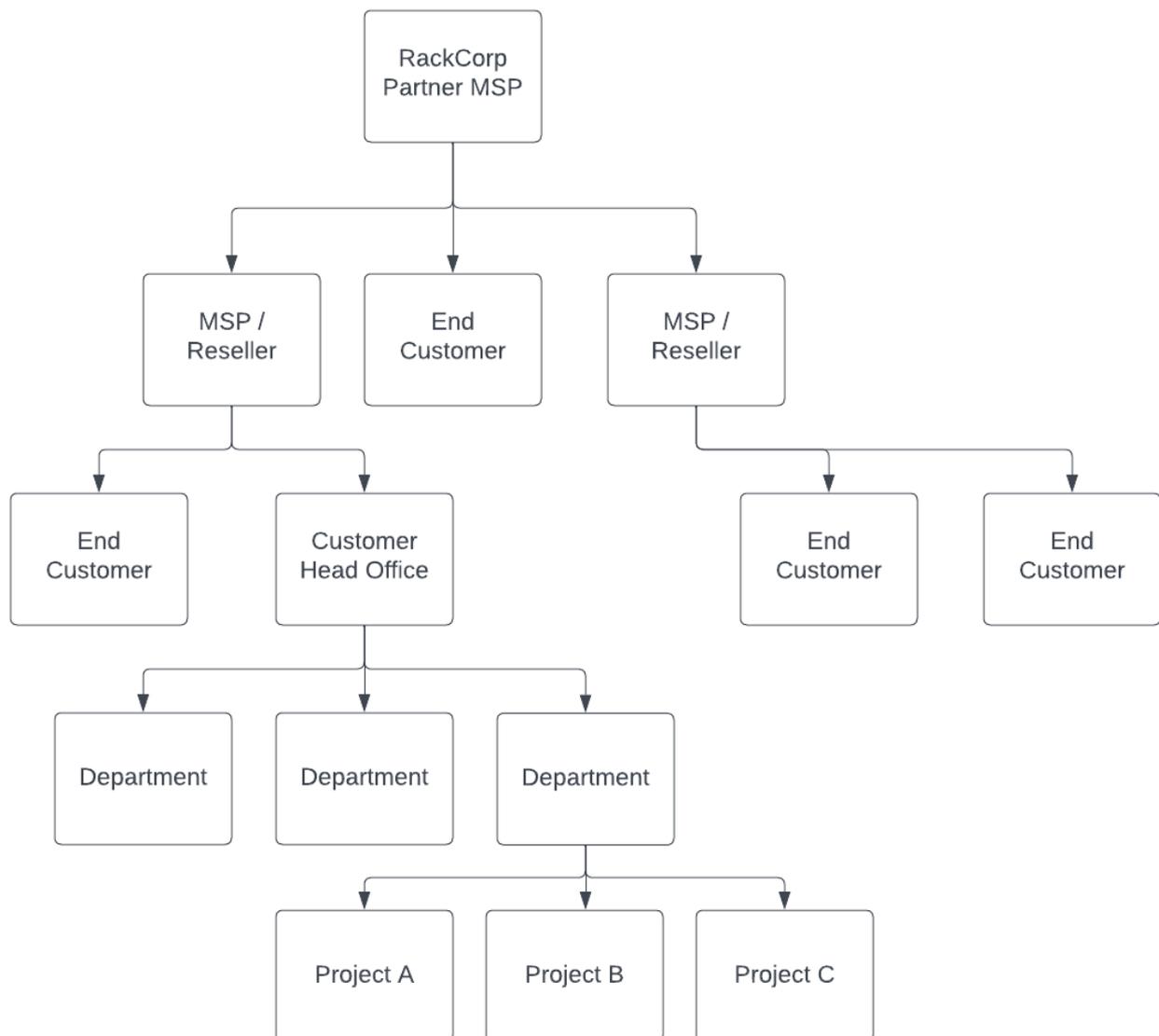


Administration

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.

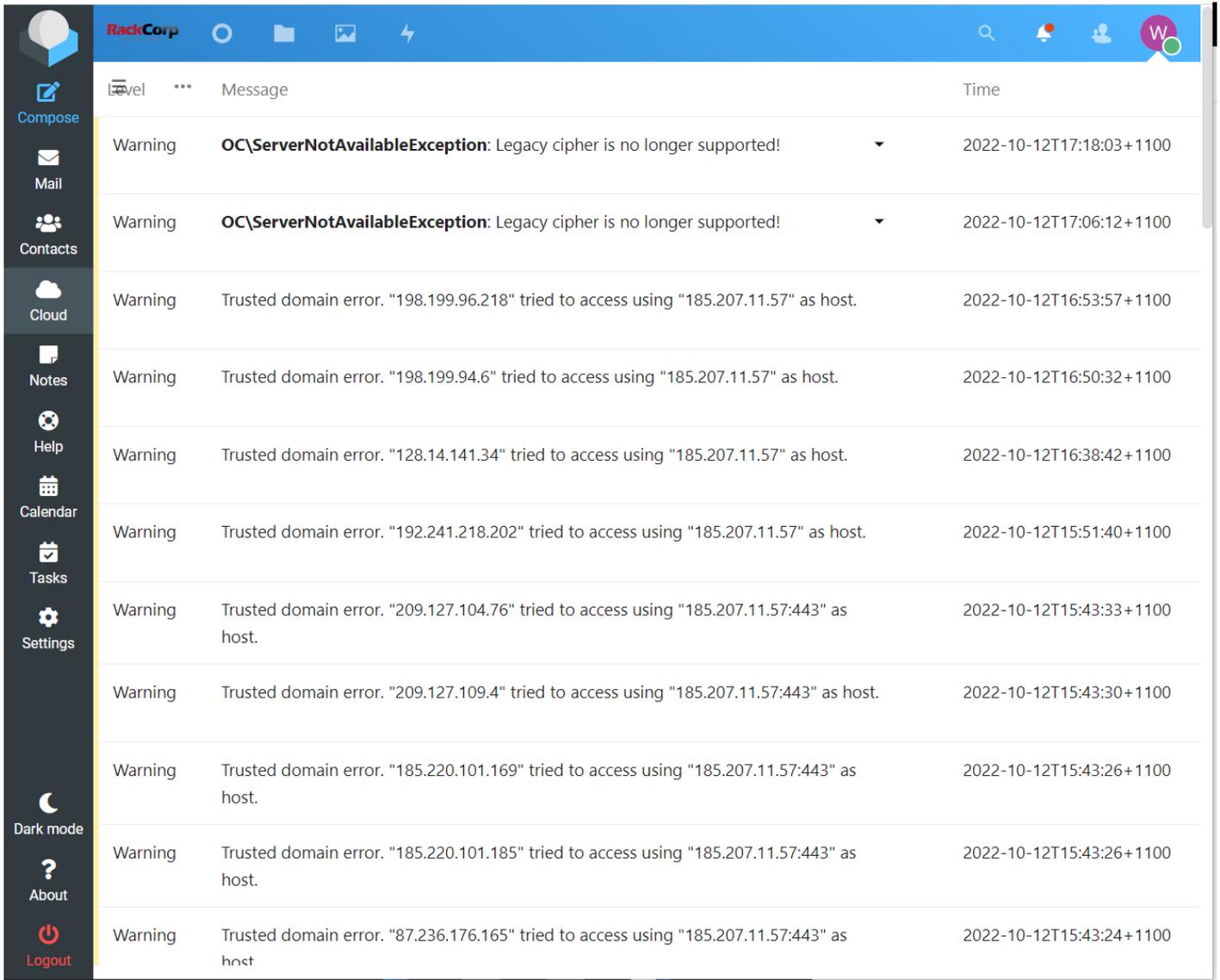
In a case where a government has multiple departments / email domains, a new virtual customer for each department/domain can be created, and that department's own IT staff assigned to that virtual customer which gives them access to all services located at that tenancy and below.

Administrative INTERFACE OF ADDING A CUSTOMER

The screenshot shows the 'RackCorp' administrative interface. On the left is a dark sidebar with a 'Client Search' dropdown, a search input field containing 'demo@rackcorp', and a 'SEARCH' button. Below the search are 'Quick Links' and 'History' sections. The main content area is titled 'CLIENTS AND USERS' and has tabs for 'CLIENTS', 'USERS', and 'ADD'. The 'ADD' tab is active, leading to the 'CUSTOMER INFORMATION' form. The form includes fields for 'COMPANY/PERSONAL NAME' (Kyrgy Dept of Digital Transformation), 'STATUS' (ACTIVE), 'PARENT CUSTOMER' (RackCorp Demo), 'ADDRESS' (three empty lines), 'SUBURB/TOWN' (empty line), 'STATE/PROVINCE' (empty line), 'COUNTRY' (Kyrgyzstan), 'POSTCODE/ZIPCODE' (empty line), 'CUSTOMER PRICE TYPE' (DEFAULT), 'CURRENCY' (AUD), and 'PROMO CODE' (empty line with a 'VALIDATE CODE' button). A 'CREATE CUSTOMER' button is at the bottom of the form. Below the form is the 'CONTACT INFORMATION' section with an 'ADMIN CONTACT' button.

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



Level	Message	Time
Warning	OC\ServerNotAvailableException: Legacy cipher is no longer supported!	2022-10-12T17:18:03+1100
Warning	OC\ServerNotAvailableException: Legacy cipher is no longer supported!	2022-10-12T17:06:12+1100
Warning	Trusted domain error. "198.199.96.218" tried to access using "185.207.11.57" as host.	2022-10-12T16:53:57+1100
Warning	Trusted domain error. "198.199.94.6" tried to access using "185.207.11.57" as host.	2022-10-12T16:50:32+1100
Warning	Trusted domain error. "128.14.141.34" tried to access using "185.207.11.57" as host.	2022-10-12T16:38:42+1100
Warning	Trusted domain error. "192.241.218.202" tried to access using "185.207.11.57" as host.	2022-10-12T15:51:40+1100
Warning	Trusted domain error. "209.127.104.76" tried to access using "185.207.11.57:443" as host.	2022-10-12T15:43:33+1100
Warning	Trusted domain error. "209.127.109.4" tried to access using "185.207.11.57:443" as host.	2022-10-12T15:43:30+1100
Warning	Trusted domain error. "185.220.101.169" tried to access using "185.207.11.57:443" as host.	2022-10-12T15:43:26+1100
Warning	Trusted domain error. "185.220.101.185" tried to access using "185.207.11.57:443" as host.	2022-10-12T15:43:26+1100
Warning	Trusted domain error. "87.236.176.165" tried to access using "185.207.11.57:443" as host.	2022-10-12T15:43:24+1100

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

Client Search

Search Keyword

demo@rackcorp

SEARCH

Quick Links

History

CLIENTS AND USERS

CLIENTS **USERS** ADD

USER DETAILS

User Login:	<input type="text" value="sergy@digital.kg"/>
CUSTOMER:	Kyrgy Dept of Digital Transformation (ID #8675)
Mobile:	<input type="text" value="type your mobile number"/> (e.g. +61XXXXXXXXXX)
Language:	Automatic Detect
Status:	ACTIVE
Timezone:	Asia/Ulaanbaatar
Change Password:	<input type="text" value="Type your new password; (Leave blank to N"/>
Retype Password:	<input type="text" value="Retype your new password; (Leave blank to"/>

PERMISSIONS

<input checked="" type="checkbox"/> Client Management	<input checked="" type="checkbox"/> Reseller Management	<input checked="" type="checkbox"/> Database Management
<input checked="" type="checkbox"/> Ticket Management	<input checked="" type="checkbox"/> Dns Management	<input checked="" type="checkbox"/> Equipment Management
<input checked="" type="checkbox"/> Email Management	<input checked="" type="checkbox"/> Website Management	<input type="checkbox"/> Console Only (Cannot log in to portal)
<input checked="" type="checkbox"/> Rackinfo Management	<input checked="" type="checkbox"/> Api Management	<input checked="" type="checkbox"/> Networklan Management
<input checked="" type="checkbox"/> Equipment Credentials	<input checked="" type="checkbox"/> Storages3 Management	<input checked="" type="checkbox"/> Storagesftp Management

Create User

Setting up Email Domains

Email Domains can be added by an administrative user

RackCorp ADMINISTRATION SERVICES REPORTS SUPPORT

MY DETAILS PRICING CLIENT LIST MY INVOICES AUTOMATIC BILLING API RESELLER CONFIGURATION LANGUAGE EDITOR

Email Search

Client Name

Email Address

Domain Name

SEARCH >

Quick Links

History

EMAIL

VIEW ADD NEW

ADD EMAIL DOMAIN

Email Domain:
(e.g. businessname.com)

Organisation Name:
(Business / Entity Name) (max 16 characters)

Mail Cluster:
(Your email data will be hosted in this country and may be subject to local laws.)

Account:

Status:

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

RackCorp ADMINISTRATION SERVICES REPORTS SUPPORT

MY DETAILS PRICING CLIENT LIST MY INVOICES AUTOMATIC BILLING API RESELLER CONFIGURATION LANGUAGE EDITOR

Email Search

Client Name

Email Address

Domain Name

SEARCH >

Quick Links

History

EMAIL

VIEW ADD NEW

 **ADD Email Account**

 **ADD Email Redirection**

 **ADD Email Exchange**

You can easily set up an email account here or several email accounts. Some features that you can configure for each email account include spam settings and virus protection. You can also set the email address mailbox size this is the amount of space that is reserved on the email server to store your emails until you access and download them to your computer.

An email redirection, also known as an email alias, is an email address that relays email to another email address(es). An example is setting up an email redirection called sales@rackcorp.com where any emails sent to this address are automatically redirected to each of our sales team members' direct email addresses.

An email domain is required to be added before any email addresses can be created. Generally, if you only have one domain name, it will already be configured and added, so you do not need to add an email domain. If you have more than one domain name, you may add it here to create email addresses for it.

RackCorp ADMINISTRATION SERVICES REPORTS SUPPORT

HTTP PERFORMANCE SECURITY LOGS BILLING DATA DASHBOARD VMHOST STATUS

EMAIL

VIEW ADD NEW

NEW EMAIL ADDRESS

EMAIL ADDRESS: @a2zgroup.com.au

FIRST NAME:

LAST NAME:

ACCOUNT:

PASSWORD:

RETYPE PASSWORD:

STORAGE SIZE:

STATUS:

EMAIL SETTINGS

HTML FILTERING

- None (**Recommended**)
- Basic
- Strict

VIRUS DETECTION

- Off
- Remove All Virus
- Remove All Windows Executables and Viruses (**Recommended**)
- Remove All Windows Executables and Delete All Emails Containing Viruses

GREYLIST OPTIONS

- Off
- Greylist ONLY IF sender is blacklisted (**Recommended**)
- Always defer email if sender is blacklisted
- Greylist ALWAYS (Highly effective against SPAM, can result in some email delays)

SPAM DETECTION

- Off
- Low (**Recommended**)
- Low Medium
- Medium
- Medium High
- High

WHEN SPAM IS DETECTED

- Add status to Email Header
- Add SPAM to Subject line (**Recommended**)
- Delete Email

KNOWN SPAMMERS

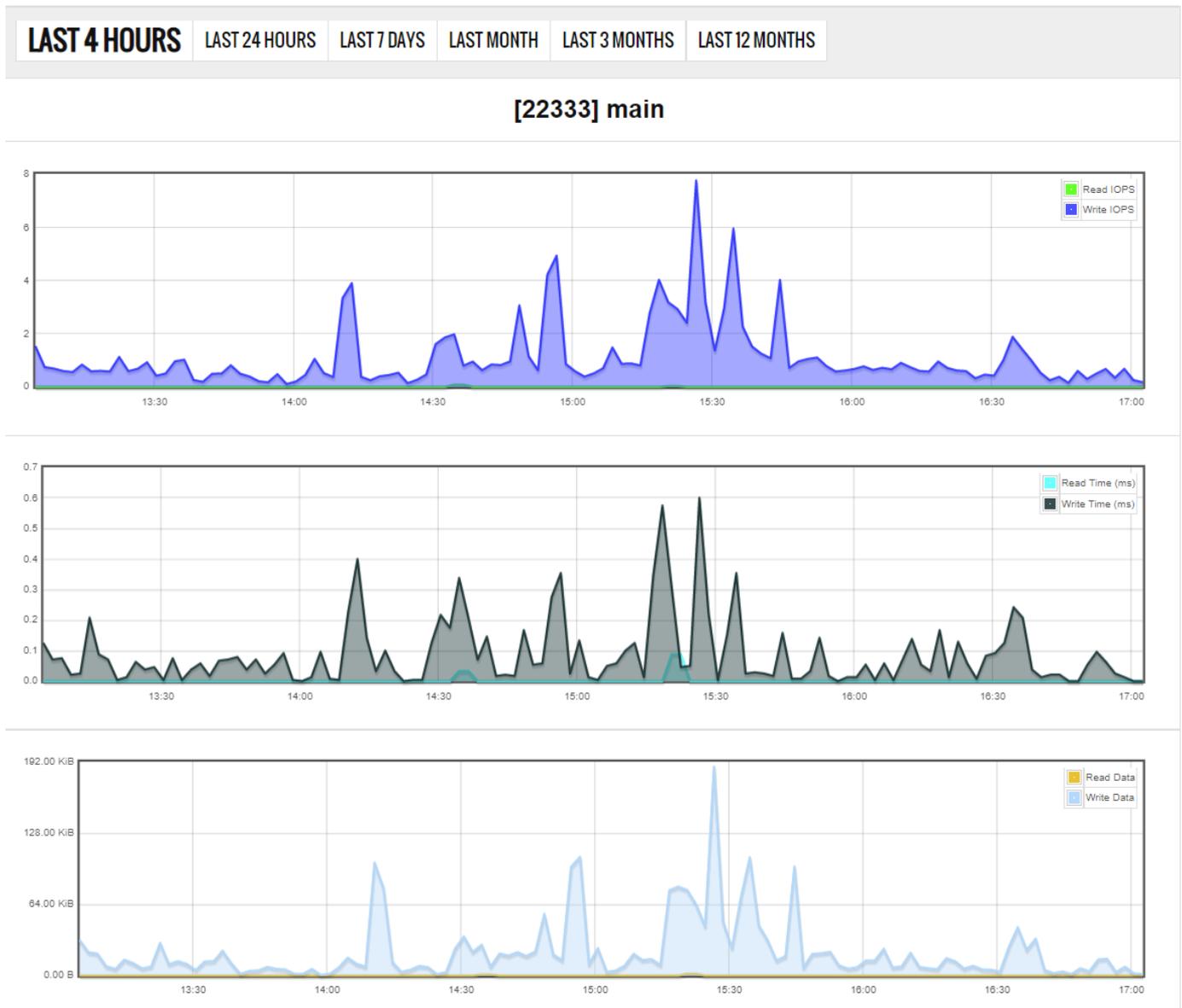
- Treat as normal SPAM
- Automatically delete (**Recommended**)

Add Email Address

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.

VMHOSTS

VMHOST STATUS

Name	Guests	CPU Usage	Memory Usage	Storage Usage	Inbound Traffic	Outbound Traffic
kg-nsp1-vmh4.vmserverhost.com	8 / 60 VMs	2% of 72 cores	105 / 754 GB	1,310 / 11,119 GB	0 / 10,000 Mbit/s	0 / 10,000 Mbit/s
kg-nsp1-vmh5.vmserverhost.com	NOT REPORTING	NOT REPORTING	NOT REPORTING	NOT REPORTING	NOT REPORTING	NOT REPORTING
kg-nsp1-vmh9.vmserverhost.com	4 / 60 VMs	3% of 56 cores	50 / 251 GB	180 / 7,394 GB	0 / 10,000 Mbit/s	0 / 10,000 Mbit/s
kg-nsp1-vmh10.vmserverhost.com	7 / 60 VMs	8% of 56 cores	94 / 251 GB	3,112 / 7,394 GB	0 / 10,000 Mbit/s	0 / 10,000 Mbit/s
kg-nsp1-vmh11.vmserverhost.com	1 / 60 VMs	7% of 56 cores	76 / 251 GB	3,112 / 7,394 GB	0 / 10,000 Mbit/s	0 / 10,000 Mbit/s
kg-nsp1-vmh12.vmserverhost.com	1 / 60 VMs	7% of 56 cores	75 / 251 GB	3,112 / 7,394 GB	0 / 10,000 Mbit/s	0 / 10,000 Mbit/s

Showing 1 to 6 of 6 entries (filtered from 151 total entries)

Previous 1 Next

Search: nsp

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