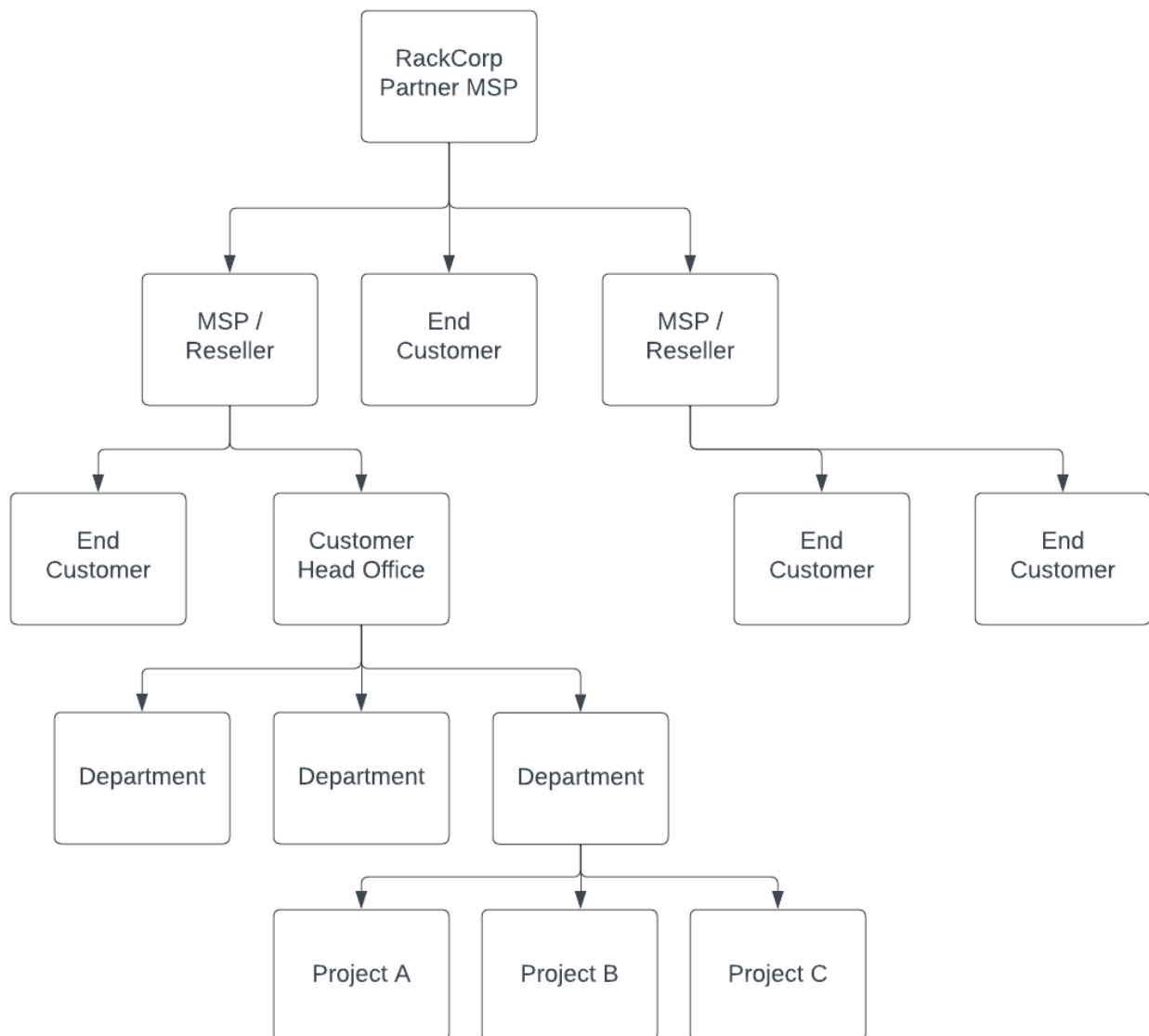


# Administration

## 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

**RackCorp**

Client Search ▾

Search Keyword

demo@rackcorp

SEARCH >

Quick Links

History

## CLIENTS AND USERS

CLIENTS   USERS   ADD

### CUSTOMER INFORMATION

COMPANY/PERSONAL NAME:

Kyrgy Dept of Digital Transformation

STATUS:

ACTIVE ▾

PARENT CUSTOMER:

RackCorp Demo ▾

ADDRESS:

SUBURB/TOWN:

STATE/PROVINCE:

COUNTRY:

Kyrgyzstan ▾

POSTCODE/ZIPCODE:

CUSTOMER PRICE TYPE:

DEFAULT ▾

CURRENCY:

AUD

PROMO CODE:

VALIDATE CODE

CREATE CUSTOMER

### CONTACT INFORMATION

ADMIN CONTACT

## 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

RackCorp			
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

RackCorp

ADMINISTRATION

SERVICES

REPORTS

SUPPORT

MY DETAILS

PRICING

CLIENT LIST

API

RESELLER CONFIGURATION

Client Search

Search Keyword

demo@rackcorp

SEARCH

Quick Links

History

CLIENTS AND USERS

CLIENTSUSERSADD

USER DETAILS

User Login:

sergy@digital.kg

CUSTOMER:

Kyrgy Dept of Digital Transformation (ID #8675)

Mobile:

type your mobile number

(e.g. +61XXXXXXXXXX)

Language:

Automatic Detect

Status:

ACTIVE

Timezone:

Asia/Ulaanbaatar

Change Password:

Type your new password; (Leave blank to N

Retype Password:

Retype your new password; (Leave blank to

PERMISSIONS

☒ Client Management

☒ Ticket Management

☒ Email Management

☒ Rackinfo Management

☒ Equipment Credentials

☒ Reseller Management

☒ Dns Management

☒ Website Management

☒ Api Management

☒ Storages3 Management

☒ Database Management

☒ Equipment Management

☐ Console Only (Cannot log in to portal)

☒ Networkvlan Management

☒ Storagesftp Management

Create User

# Setting up Email Domains

Email Domains can be added by an administrative user



RackCorp

ADMINISTRATION
SERVICES
REPORTS
SUPPORT

HTTP PERFORMANCE
SECURITY LOGS
BILLING DATA
DASHBOARD
VMHOST STATUS

Email Search

Client Name

Email Address

Domain Name

SEARCH >

Quick Links

History

EMAIL

VIEW ADD NEW

NEW EMAIL ADDRESS

EMAIL ADDRESS:

email

@a2zgroup.com.au

FIRST NAME:

type first name

LAST NAME:

type last name

ACCOUNT:

RACKCORP SALES (ID #8837)

PASSWORD:

Enter your new password; (Lea

RETYPE PASSWORD:

Enter your new password; (Lea

STORAGE SIZE:

5GB (\$1.95/mth)

STATUS:

ACTIVE

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, cann 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.

**LAST 4 HOURS**

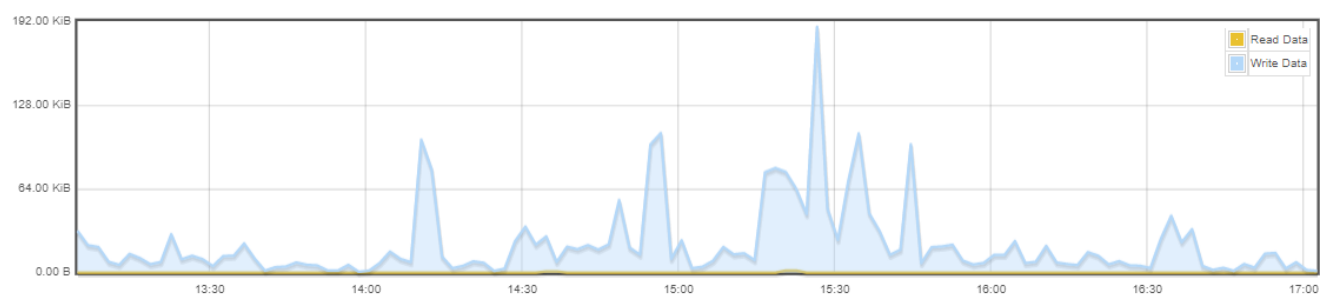
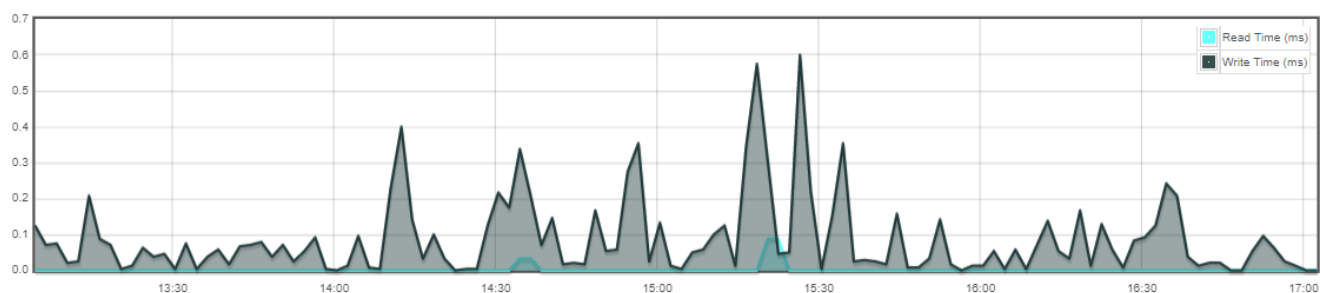
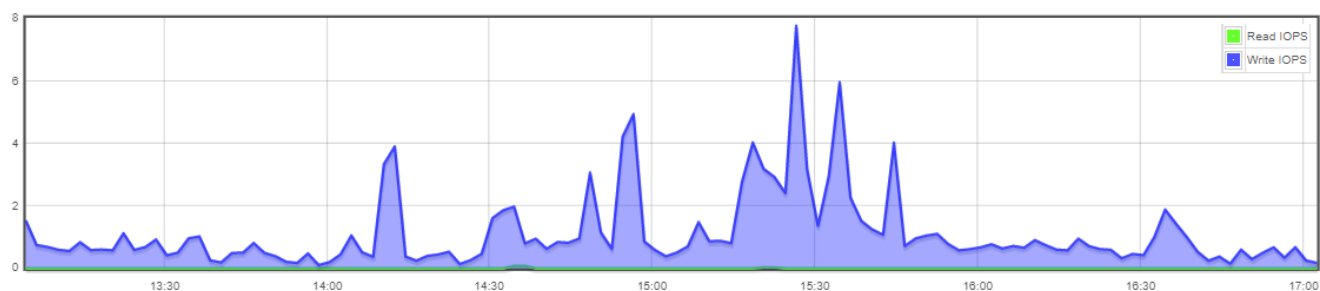
LAST 24 HOURS

LAST 7 DAYS

LAST MONTH

LAST 3 MONTHS

LAST 12 MONTHS

**[22333] main**

# Mail Cluster Administration

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





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Revision #10

Created 11 October 2022 20:33:28 by Stephen D

Updated 12 October 2022 06:21:48 by RackCorp