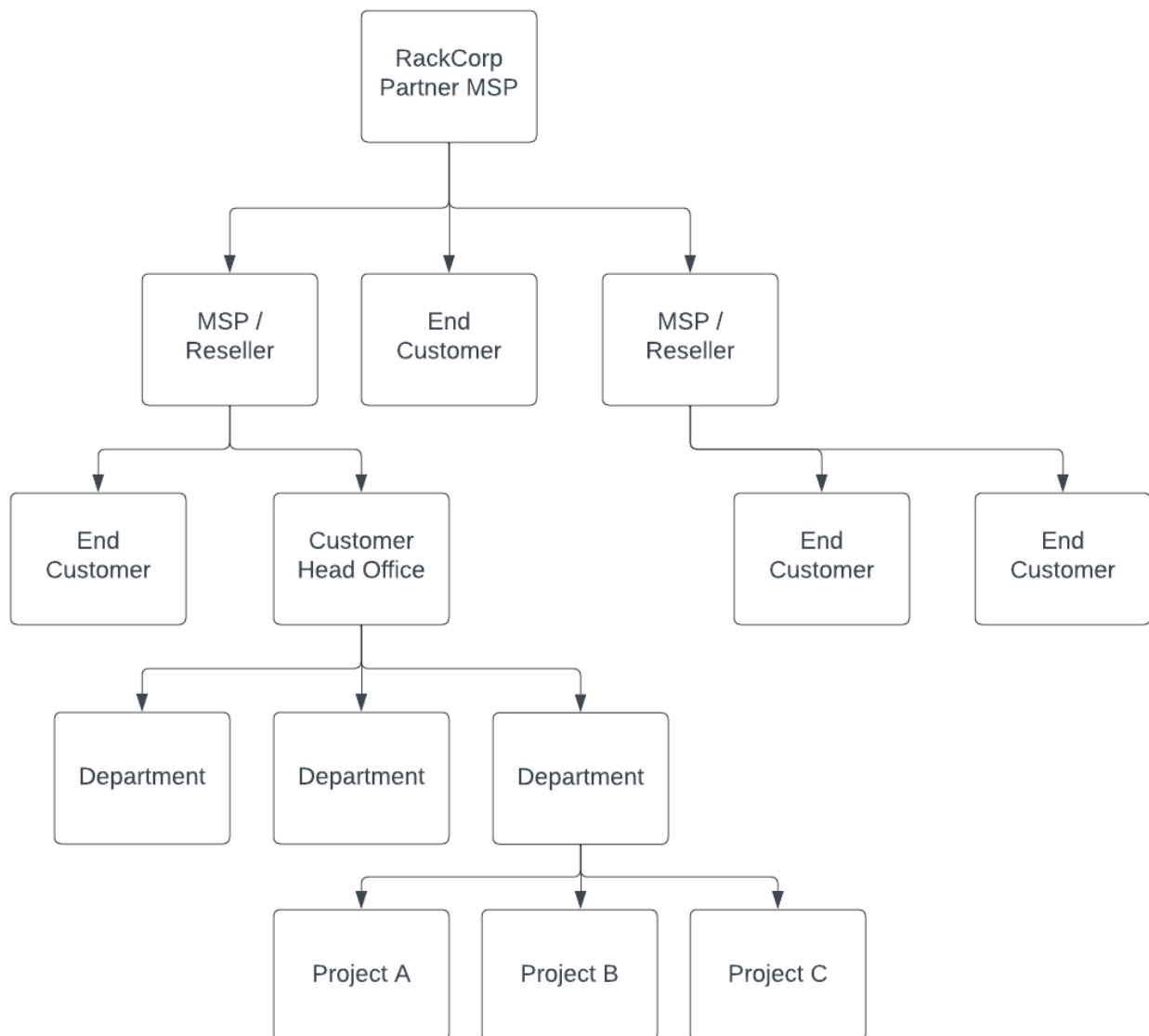


# Administration

## 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

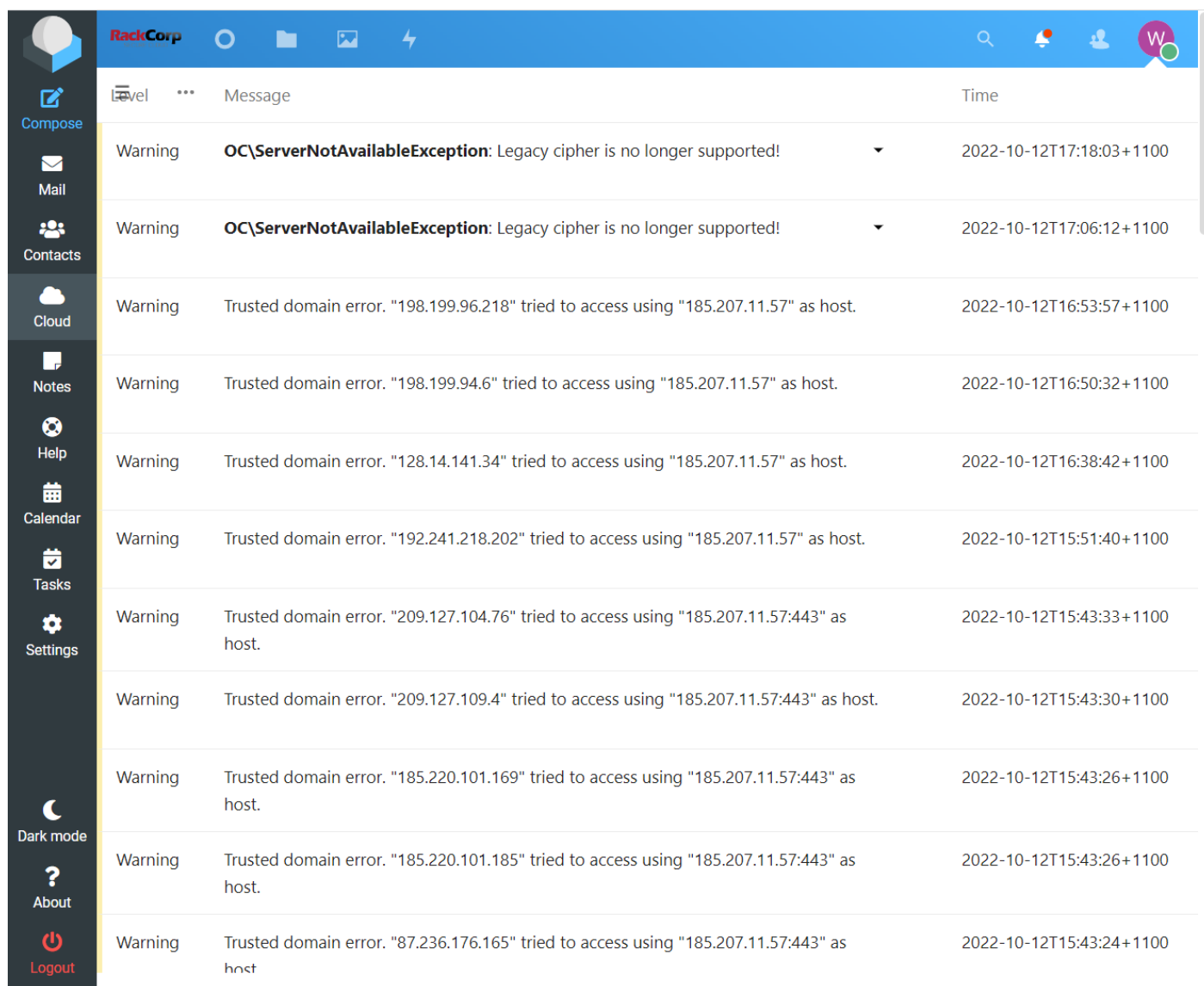
CREATE CUSTOMER

### 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



The screenshot displays the RackCorp administrative interface. On the left is a dark sidebar with navigation icons for Compose, Mail, Contacts, Cloud, Notes, Help, Calendar, Tasks, Settings, Dark mode, About, and Logout. The main area shows a table of system messages. The table has columns for Level, Message, and Time. The messages are all 'Warning' level and include details about server exceptions and trusted domain errors.

Level	Message	Time
Warning	<b>OC\ServerNotAvailableException:</b> Legacy cipher is no longer supported!	2022-10-12T17:18:03+1100
Warning	<b>OC\ServerNotAvailableException:</b> 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 DETAILSPRICINGCLIENT LISTAPIRESELLER CONFIGURATION

Client Search

Search Keyword

demo@rackcorp

SEARCH

Quick Links

History

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

Email Search

Client Name

Email Address

Domain Name

SEARCH >

Quick Links

History

ADMINISTRATION

SERVICES

REPORTS

SUPPORT

MY DETAILS

PRICING

CLIENT LIST

MY INVOICES

AUTOMATIC BILLING

API

RESELLER CONFIGURATION

LANGUAGE EDITOR

EMAIL

VIEWADD NEW

ADD EMAIL DOMAIN

Email Domain:

domain name

(e.g. businessname.com)

Organisation Name:

organization name

(Business / Entity Name) (max 16 characters)

Mail Cluster:

Australia

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

Account:

Status:

ACTIVE

Add Email Domain

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

RackCorp

ADMINISTRATION SERVICES REPORTS SUPPORT

MY DETAILSPRICINGCLIENT LISTMY INVOICESAUTOMATIC BILLINGAPIRESELLER CONFIGURATIONLANGUAGE EDITOR

Email Search

Client Name

Email Address

Domain Name


SEARCH >

Quick Links

History


EMAIL

VIEWSADD NEW




### ADD Email Account

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.



### ADD Email Redirection

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.



### ADD Email Exchange

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 PERFORMANCESECURITY LOGSBILLING DATADASHBOARDVMHOST STATUS

Email Search

Client Name

Email Address

Domain Name

SEARCH >

Quick Links

History

EMAIL

VIEWADD 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

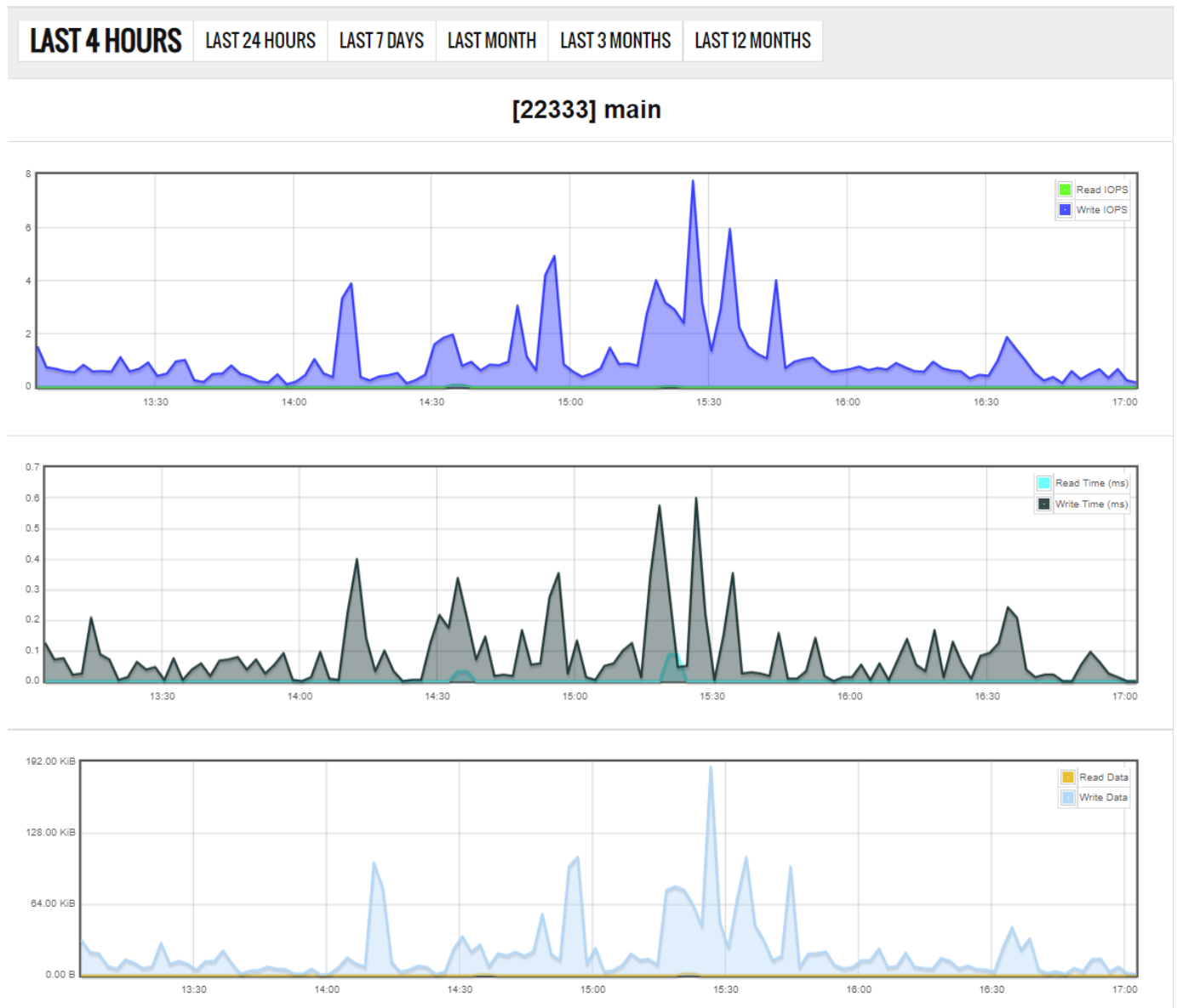
☒ Automatically delete (\*\*Recommended\*\*)

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.



# 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