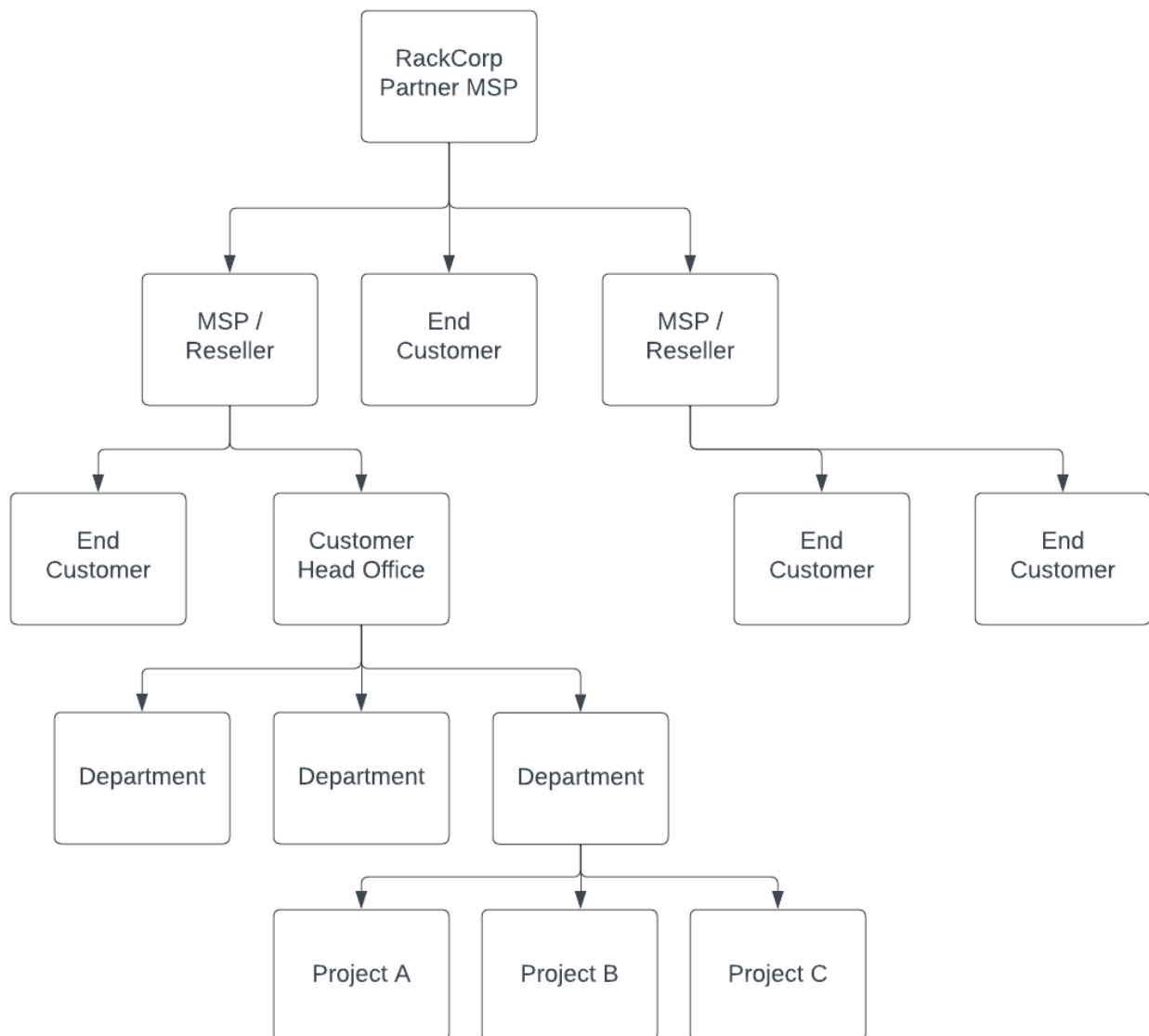


# Administration

## 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

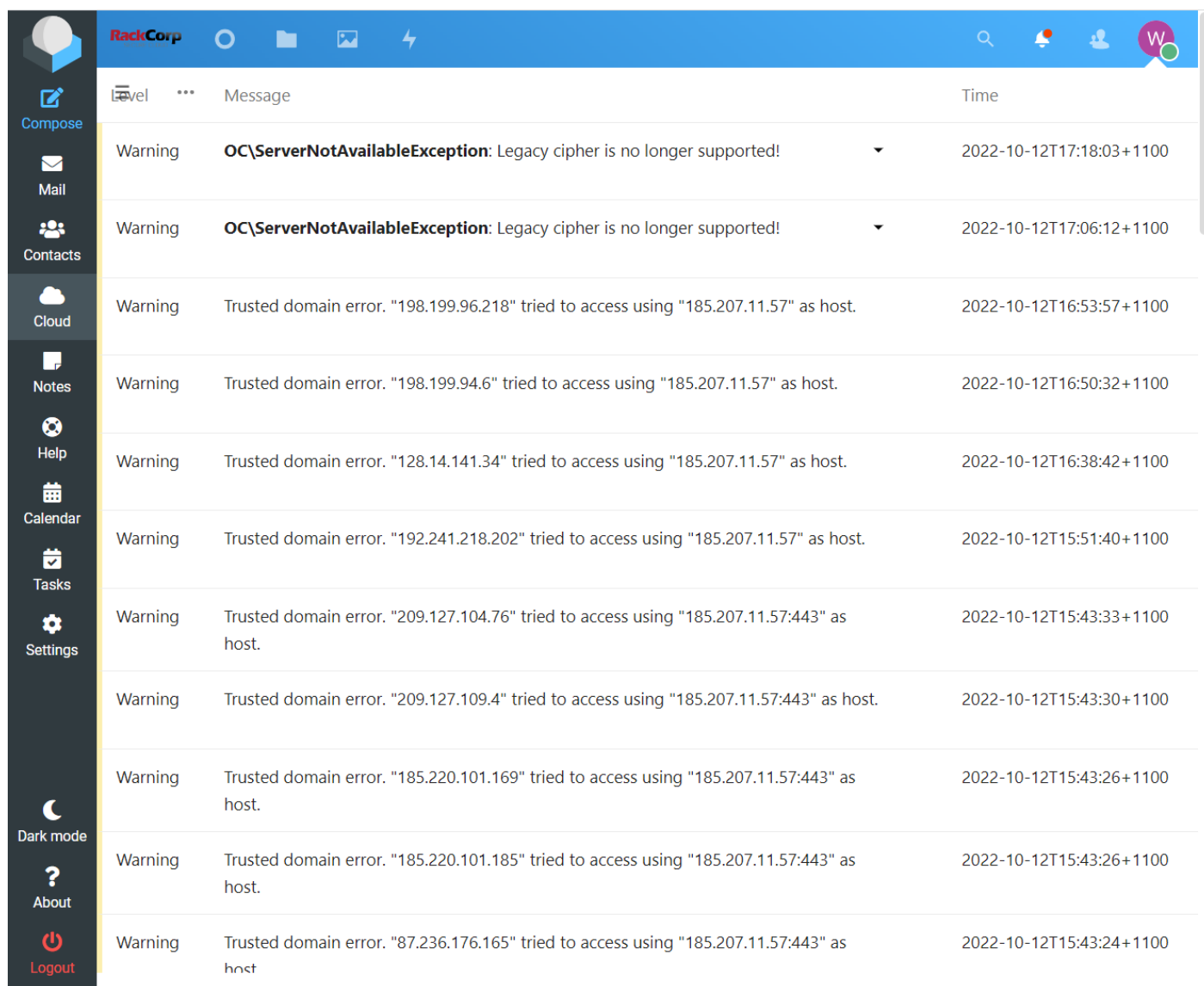
CREATE CUSTOMER

#### 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 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

<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"/> Networkvlan 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

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

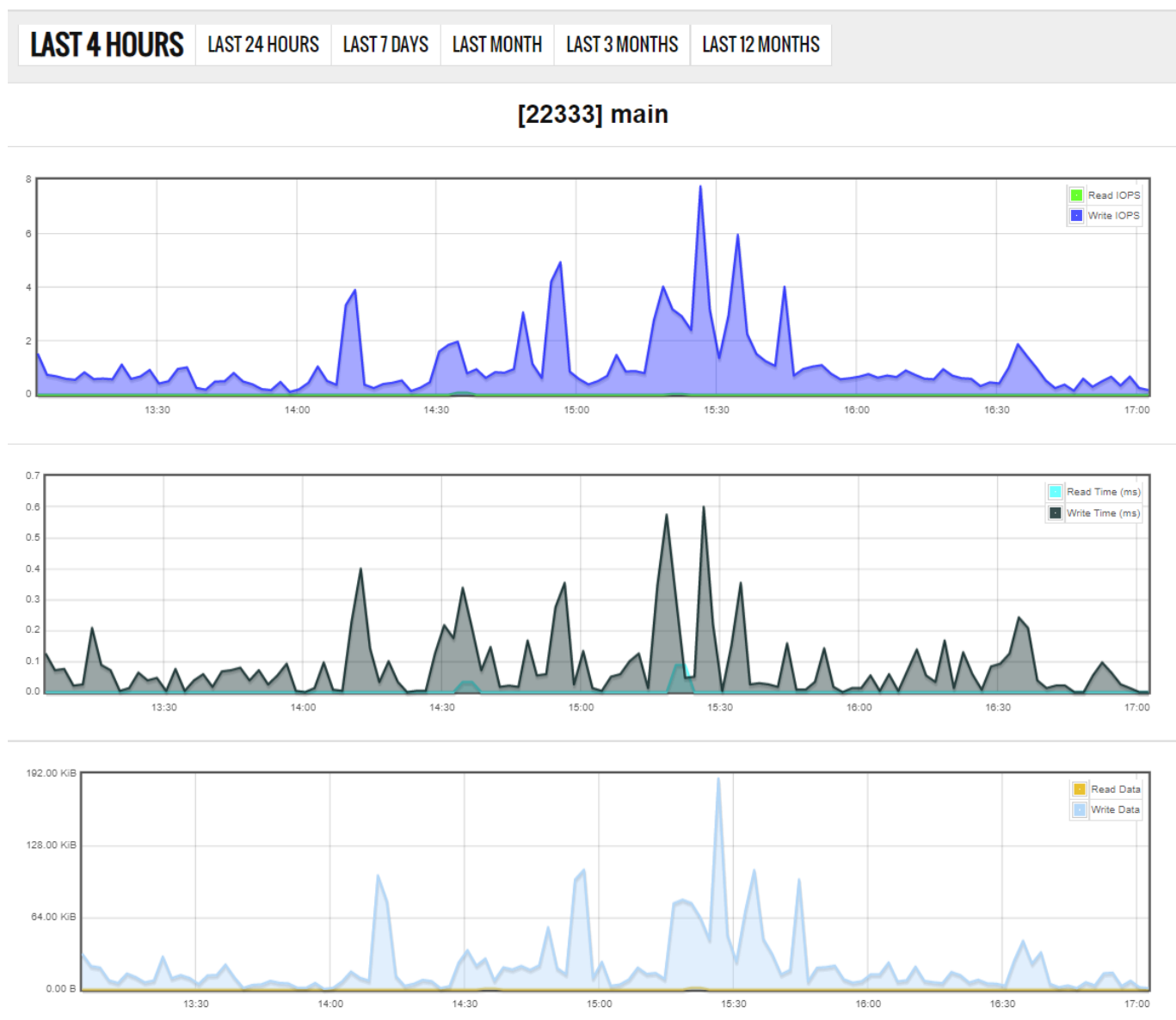
☒Automatically delete (\*\*Recommended\*\*)

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.



# 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



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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