

# What is included in the Muftasoft™ server support

## Installation

- ★ Installation of any ATRC Supported distribution
- ★ Compatibility with client hardware.

## Hardware Configuration

- ★ Recommendations for replacing hardware to meet compatibility requirements.
- ★ Supply of compatible hardware based on customer's requirements.
- ★ Buying from ATRC is an option. Not a support requirement.
- ★ Configuration of all compatible drivers.
- ★ Installation of all packages which are in the distribution.
- ★ Support for softwares not included in the distribution is charged separately.

## Hard Drive Partitioning

- ★ Recommending a partition configuration based on usage Configuring hard drive partition tables
- ★ Creation of file systems and formatting

## Configuration of Linux in a Multi-Boot environment

- ★ Configuration of the boot-loader for multiple operating systems
- ★ This support does not cover configuration of other operating systems than the linux distribution being installed by ATRC.
- ★ ATRC does not guarantee the operation of other operating systems.
- ★ Cost of installation of other operating systems is charged separately depending on the Operating systems selected.
- ★ Not all combinations are supportable.
- ★ All data needs to be backed prior to ATRC installing the multi boot system, because the modification of partition tables can cause a need to reinstall the whole harddisk.
- ★ Backing up the data is not included in this support contract.
- ★ The support contract covers this as a one time installation.
- ★ In case of a server crash, the cost of installing the Linux partitions is included but the other operating systems are charged separately.

## **Print Configuration**

- ★ Configuring a local printer
- ★ Configuring a Windows Printer
- ★ Configuring a remote unix printer
- ★ Changing print options
- ★ Troubleshooting Printer problems
- ★ Making a local printer accessible on a network
- ★ Printing to a network printer

## **ATRC Technical Support**

- ★ Backing up client configurations to ATRC
- ★ Proving updates for installed softwares

## **Xwindows Configuration**

- ★ Local X windows configuration
- ★ Gnome and KDE window managers are supported.
- ★ Customization of menus and support for other window managers is charged separately.

## **Open Source software debugging**

For all Open Source softwares installed by ATRC

- ★ Initial assessment of the nature of a problem that may be a defect or bug
- ★ Replicating problems which may be a defect or bug
- ★ Informing open source developers of discovered problems.
- ★ Assistance with working around discovered bugs until a fix is available
- ★ Installing the fixes as soon they become available.

## **Bash Scripting**

- ★ Advice on the creation and applicability of a bash script for a specific system administration issue
- ★ Assistance with designing a bash script with the intent of automating an administration process.
- ★ Assistance with troubleshooting a bash script in order to correct a specific defect
- ★ Assistance with the customization of the system initialization scripts to modify startup sequence order, add/remove services, or enable custom settings at boot time
- ★ Troubleshooting of specific customized system initialization issues
- ★ This support is designed to assist a system administrator with designing and writing a Bash script.
- ★ The Bash script needs to be written by the System Administrator.
- ★ Development of customized Bash scripts is charged separately.

## **FTP Server**

- ★ Setting up an FTP server
- ★ Configuring the security policy for a ftp server
- ★ Setting up FTP user access
- ★ Enabling Anonymous FTP access

## **Remote Terminal Access**

- ★ Setting up a remote terminal server
- ★ Configuring security for terminal services
- ★ Running X window applications over a network via a ssh shell session

## **Backup**

- ★ Advice on what backup scheme would be most appropriate for a particular situation
- ★ Sample commands for the use of the backup utilities tar, dump and cpio
- ★ Assistance with restoring previously created backups provided that the backup was created using one of the supported utilities above
- ★ Advice on creating custom backup scripts using the utilities listed above.
- ★ ATRC recommends that customers test their backups before they have a problem.

## **Network Configuration**

- ★ Configuration of up to four supported network interface card(s)
- ★ Proper configuration of the IP routing table and the default gateway
- ★ Configuration of IP aliasing (providing multiple IP addresses for one interface)
- ★ Assistance with configuring static network routes
- ★ Troubleshooting network routing issues
- ★ Assistance with NAT configuration.
- ★ Providing examples for different iptables rulesets
- ★ Assistance in troubleshooting iptables rulesets for specific issues
- ★ Assistance in setting up port forwarding
- ★ Assistance in configuring the server to masquerade for a private internal network
- ★ This support is designed to assist a network/system administrator with writing a proper firewall/masquerading ruleset, ATRC charges separately for the actual writing of the firewall script.

## Security

- ★ Advise on file and directory permissions
- ★ Assistance on installing security related updates
- ★ Controlling access to services with TCP wrappers, xinetd, or through custom configuration of the service itself
- ★ Controlling which local and network services start at boot
- ★ Assessment of whether a server has been compromised
- ★ System performance tuning, monitoring and logging
- ★ Advice on potential problems with the review of log files
- ★ System monitoring with local and network utilities included with Red Hat Linux such as webalizer or logwatch
- ★ Assistance in the configuration of Apache and issues or questions related to the Apache configuration file.
- ★ Troubleshooting problems related to the Apache web server
- ★ This support does not include web content development or debugging including scripting to connect web applications or Apache with back-end databases

## Mail Server

- ★ Configuration of Sendmail to listen on network interface(s)
- ★ Setting relay access permissions on the server
- ★ Creating aliases and virtual users and domains
- ★ Configuring forwarding of remote user mail
- ★ Setting up relay access permissions
- ★ Configuration of mail server to process mail for multiple domains
- ★ Basic customization of mail server and/or Procmail behavior
- ★ Troubleshooting specific issues related to the mail server, POP3 or IMAP
- ★ Advice and configuration assistance regarding the use of the Procmail mail delivery agent
- ★ Assistance with configuring the POP3 or IMAP mail retrieval servers
- ★ Assistance with configuring POP3 or IMAP to use TLS or SSL where appropriate
- ★ This does not cover problems related to SMTP filters on firewalls, nor does ATRC cover problems or lost mail due to filtering.

## DNS Server

- ★ Configuration of caching-only name server
- ★ Creation of one domain (Forward and Reverse)
- ★ Verification of proper DNS operation
- ★ Troubleshooting of errors in zone and configuration files
- ★ Configuration of Transparent DNS (ATRC only service)

## **Samba**

- ★ General configuration of Samba server
- ★ Assistance in setting up share directories
- ★ Setting the access permissions for the Samba shares
- ★ This support does not include problems due to Windows configuration or reconfiguring Windows to properly utilize Samba shares

## **Squid Server**

- ★ Advise with Squid including ACLs
- ★ Review of the Squid configuration file
- ★ Configuring Squid to provide access based on MAC addresses
- ★ Configuring Squid to authenticate via SMB.
- ★ Configuration of Squid to function as a web proxy server for clients
- ★ Configuration of Squid to function as a web proxy server for back end web servers
- ★ Configuring Squid to function as a transparent proxy (Not applicable to HTTPS)
- ★ Troubleshooting of problems related to Squid does not include alterations to or creation of web content.

## **DHCP Server**

- ★ Configuration of the DHCP server to dynamically assign IP addresses, gateway and DNS Servers to client computers on a LAN
- ★ Assigning IP addresses to computers based on MAC addresses
- ★ Binding DHCPD to specific network adapters
- ★ Installation of NFS, portmapper and associated utilities
- ★ Creation of exportable share directories
- ★ Configuration of shared directory permissions
- ★ Configuring and mounting parameters of only Linux clients
- ★ Using TCP wrappers to control access to the portmapper
- ★ Using the exports file to control client access to NFS server
- ★ Troubleshooting NFS client and server issues on Linux
- ★ Advice regarding customized exports file to control client access to NFS server