



The Help Desk™

Services

THD Support Services.

THD has over two decades of experience in supporting servers and desktops.

Support for Web Development companies who have Linux servers hosted by other companies but need extra support for services not available from the hosting provider.

Automation of administration tasks on your local or third party hosted Linux servers.

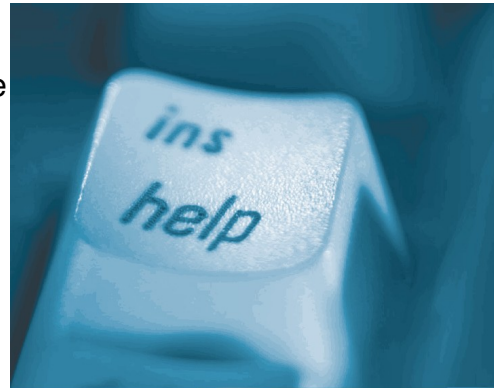
Integration of Linux and Windows servers and desktops.

Security checkups for Linux servers.

You can focus on doing your business, and let us take care of the technical issues involved with

making sure your servers and desktops stay healthy and secure. Whether it's a one time checkup of your server, or an ongoing plan to keep your system running swiftly and safely, our line of services can help keep the technical side of your business on track.

These services are available on one time, hourly, and monthly and annual rates.



Details of THD Services available for Linux based systems.

Installation

- Installation of a supported Linux from CDROM or Network
- Configuring a supported Linux distribution for use with compatible hardware.
- Configuration of compatible devices.
- Configuration of applications for using devices
-
- Removing configured hardware
- Recommendations on the packages most important in setting a system up for a specific task or tasks
- Assistance with minimizing the installed size of a specific purpose server/workstation

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Hard Drive Partitioning

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

Package Selection

- Assistance with proper package selection for a custom install
- Recommendations on the packages most important in setting a system up for a specific task or tasks
- Minimizing the size of a specific purpose server/workstation



Configuration of Supported Linux Distributions in a Multi-Boot environment

- Configuration of the boot-loader for multiple operating systems
- Removal of operating systems from the boot-loader
- Removal of the boot-loader from the Master Boot Record
- Configuration of other supported operating systems and applications.

Upgrading

- Upgrading via data save, fresh installation, reconfiguration and data restore.
- Upgrading via supported Linux distribution upgrade procedure.
- Testing to make sure applications and services are operational on new upgraded version.

Print Configuration

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

Hardware Configuration

- Configuring supported hardware devices for proper operation
- Removing unused hardware configurations and modules



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Network Upgrades

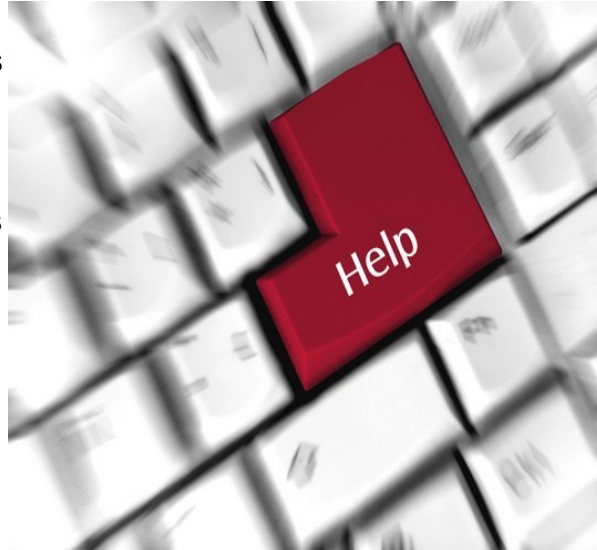
- Configuration of supported Linux distributions automatic upgrade procedures.
- Registering a system
- Updating Profiles
- Automating system errata updates

X windows

- Local X windows configuration
- Changing window manager/windowing environments
- Completely built LTSP Terminals

OS Debugging

- Initial assessment of the nature of a problem that may be a defect or bug for supported Linux distributions.
- Replicating problems which may be a defect or bug
- Informing developers of discovered bugs.
- Assistance with working around discovered bugs until a fix is available



Java Support

- Assistance with installation and configuration of the Java Runtime environment.
- Verification of proper operation through the use of an THD Java test program written in Java.
- Identifying if there is a bug in the Java application and getting third party developers to fix the bug.

Kernel Configuration and Optimization

- Configuration of dynamically tunable(sysctl) kernel parameters
- Assistance with the installation of errata kernels
- Provide commands that can be used to rebuild kernel from source.
- Assistance with changing kernel headers to modify default kernel variable values.

Third party application support

- THD will work with the customer and their application vendor to resolve customer issues.
- THD will assist the customer in tuning Linux to the customer's and application vendor's specifications



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Shell Scripting (sh, bash, csh, tcsh, ksh, zsh, perl, python)

- Advice on the creation and applicability of a shell script for a specific system administration issue
- Assistance with designing a script with the intent of automating an administration process.
- Assistance with troubleshooting a 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
- Developing scripts and administration software for repeated tasks.

Remote Terminal Access

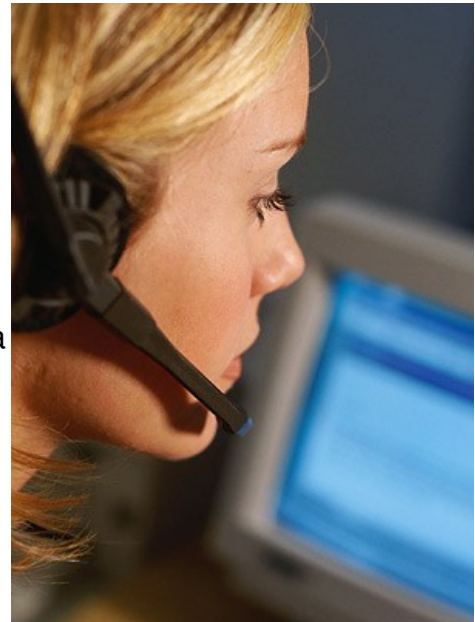
- Setting up a remote terminal server
- Configuring security for terminal services
- Running X window applications over a network via a secure shell session

FTP Server

- Setting up an FTP server
- Setting up virtual FTP sites
- Configuring the security policy for a ftp server
- Setting up FTP guest access
- Enabling Anonymous FTP access

Backup

- Installation of CD writing software.
- Support for THD CD Backup software
- Regular backups and offsite storage up of customer data.
- Restoring hardware, data, softwares and testing of complete customer system in case of any failure.
- Remote data backup in over the network.





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Network Configuration

- Configuration of LANs for clients and servers.
- Configuration and connectivity testing of supported heterogeneous clients.
- Support for THD automated dialup software.
- Customer controlled switching from DSL to Dialup.
- Working with ISPs to configure the customer Internet connection.
- Monitoring of ISP provided Internet connection
- Support for satellite connections.

Firewall

- Providing examples for different iptables(kernel 2.6 only) 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
- Simplified and Automatic Network Address Translation (NAT) for client server via THD Software
- Simplified and Transparent Proxy for client server via THD Software
- Simplified and Transparent DNS for client server via THD Software

Software RAID

- Advice on use of software RAID and which type of RAID to choose
- Configuration of Software RAID
- Recovering from disk failures
- Preparing for disaster recovery
- Backups and restoring RAID

Security

- Installation IPsec tools and packages shipped with the distribution
- Generation of fresh RSA key pair and testing of IPsec install
- Assist in adding firewall rules or modify existing ones to work with IPsec
- Configuration of IPsec clients for supported operating systems

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
- Tuning kernel and other system parameters to maximize performance for a specific use or load



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Web Server

- Assistance in the configuration of Apache and issues or questions related to the Apache configuration file.
- Enable Apache to load Apache specific modules such as php, cgi, and perl
- Troubleshooting problems related to the Apache web server
- Configuration assistance and advice regarding the use of the kernel HTTP accelerator to serve static web content
- Assistance with inserting third-party modules into an Apache configuration
- Testing for proper operation of third-party modules. Does not cover problems related to the third party modules themselves
- Support for PHP and Oracle OCI
- Support for running CGI, PHP and ASP, DotNet and Java Applications on Apache.

Mail Server

- Configuration of Sendmail, Postfix, and Qmail.
- 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
-
- Creation of a zone mapping database
- 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
- Assistance with configuring user provided/subscribed Black Hole Lists



Database Server

- Support for PostgreSQL MySQL and Oracle

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Automation of installation

- Support for Mandrake and Mandriva automated installations.
- Support for RedHat Kickstart

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
- Conversion of configuration or zones from earlier releases of BIND to a format suitable for BIND 9
- Configuring access controls provided by Bind

Samba

- Configuration of Samba server
- Assistance in setting up share directories
- Setting the access permissions for the Samba shares
- Sharing previously configured local printers
- Configuration of Samba to be able to authenticate using encrypted passwords
- Configuring Samba to listen to requests across multiple subnets
- Troubleshooting Samba problems
- Integration of Samba server into a heterogeneous environment
- Advice and configuration assistance with using Samba as a primary domain controller PDC and BDC
- Support for getting SAMBA to work under Active Directory.

Squid Server

- Automation of Proxy services via THD softwares.
- Advise with Squid including ACLs
- Review of the Squid configuration file
- 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)
- Support for Anti Advertisement softwares
- Support for content filtering softwares.
- Configuration of Web based interface for Squid.

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Dial-in access server

- Setting up dial-in access to the server using mgetty and associated files
- Configuring PPPd to provide PPP network connections to authenticated users over the modem
- Troubleshooting of problems related to dial-in servers and PPP
- Configuration of Direct TTY Terminal for administration.

NFS client and server

- 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
- Advice creating automounter map files for clients using either Am-utils or Autofs
- Troubleshooting issues related to the use of automounter
- Support for NFS Client and Server in Services for Unix (SFU)

DHCP Server

- Configuration of the DHCP server to dynamically assign IP addresses and other network information to client computers on a LAN
- Assigning IP addresses to computers based on MAC addresses
- Binding DHCPD to specific network adapters
- DHCP client configuration for supported operating systems.
- DHCP for LTSP.





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X terminal server through XDMCP

- Configuration of a login manager to serve X sessions to remote workstations
- Configuring Linux client machines to use a remote X server
- Troubleshooting issues with an X terminal server
- X Terminals for LTSP.

Desktop Access

- X window system
- Window managers
- Gnome
- KDE
- GUI editors, Nautilus, web browsers, X customization and KDE applications
- OpenOffice support and Training
- Training and support for user migrating from Windows to Linux.

LTSP Server and Terminals

- X window system
- Window managers
- Gnome
- KDE
- GUI editors, Nautilus, web browsers, X customization and KDE applications
- OpenOffice support and Training
- Training and support for user migrating from Windows to Linux.

Support for other file systems.

- Mounting of VFAT, NTFS, DOS for Linux
- Mounting of ext2 in Windows.

Remote Desktop Protocol for Windows Terminal services.

- Configuration of Windows Terminal Services Client for Linux

Spot Check

This service provides a quick "sanity check" of your server to ensure optimal performance and health. It includes assessment of the following:

- CPU Utilization
- Memory (RAM) Utilization
- Disk (HD) Utilization
- Network Interface health



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Spot Check & Logs

This service augments the Spot Check service to include a review of the system and application logs. This allows for a more detailed assessment of the health of various applications on the machine such as a web server, mail server, database, or other critical applications. In addition to the assessments included in the Spot Check service, log reviews address the following:

- Application errors
- Intrusion Attempts
- Undeliverable mail
- Corrupted DB tables
- More... depending on configured applications

Updates & Patches

This service helps keep your server up to date and free from critical security vulnerabilities. This is most effective if performed on a scheduled basis in combination with the Spot Check & Logs service. We will conduct a review of your system and provide the following:

- Updating outdated packages
- Addressing known security vulnerabilities
- Configuration changes per your request
- Advice about insecure configurations or usage

Offsite Backup

This service provides a secure offsite backup service to allow for recovery should your server ever experience a serious failure or natural disaster. Backups are burned to optical media on the customer's site and also remotely at THD. The backups are restored in case of system crashes.

- Scheduled backups of critical OS and application data
- On-server encryption of the backup
- Automated transfer to THD's backup servers
- Rotated burning of backups to CD/DVD/Tapes/Disks

Linux & Open Source Software Support

THD has been providing Linux and open source support service since 1994.

Upto now it has been mostly customized support for specific cases arising in the IT departments of our clients.

In response to larger customer demand and to the increasing maturity of the open source software market, we are now offering Linux support and open source software support in simpler, packaged, formats.



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Open Source Support & Linux Support Requires Real Experience

In fast developing technologies like Linux and open source, experience counts for even more than it does in older and more mature markets. Recent converts to Linux and open source, however prestigious their name and reputation, are unlikely to have the depth of knowledge and experience to efficiently address the most common requirement for Linux and open source support, mainly **serious troubleshooting skills**. This depth of experience is, however, precisely what long-term open source experts like THD and its associates can provide.

For most companies information and communications technology (IT/ICT) is simply a means to an end. Economic logic dictates that many will retain technical staff to meet routine day-to-day issues, but use external support to tackle those situations which are too occasional to justify the cost of retaining in-house experts, for example catastrophic failure, security threat, upgrade, extension/customisation, migration, or the like.

One of the principal reasons for the growth of open source software is its affinity with this business model. The big name open source packages (e.g. Apache, Bind and Sendmail) are typically robust, stable and infrastructural in nature. They are usually installed and configured just once, then run and run without interruption or maintenance until they are either retired or redirected towards new tasks and functions.

Most open source packages of this kind are written by and for experts, with the unfortunate side-effect that accessible documentation for new users (including the technically skilled users) can be hard to find. As a consequence, even experienced contractors can be hard-pushed to find a quick and lasting solution to open source problems if they lack deep knowledge of system internals and the familiarity to read and modify source code with confidence. The technical principles may be same as those on other systems, but the practice of maintenance can be rather different.

If you are considering an alternative supplier of Linux support or open source support, remember to ask them how much of their own business runs on open source, and how long they've depended on it for their livelihoods. Every application in our company, runs on open source software since 1994.



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Channels of Linux Support & Open Source Software Support

One notable difference from the proprietary model of software support is that very few open source applications have a single commercial provider or distribution channel. In many cases, traditional proprietary methods of escalating support simply become redundant.

When a package author has no economic or legal obligation to his/her users, no amount of channel pressure may be enough to secure end-user driven changes from him/her. On the other hand, open source licencing permits skilled third parties, like THD, to modify his/her packages in whichever way their clients see fit.

In effect, providers of open source support can completely short-circuit the escalation procedures of the traditional channel, delivering a fast one-stop shop solution. If a client needs an answer, a new feature, or a fix, we can get it straight from the author or we can simply provide it ourselves, without time consuming conditions, qualifications and referrals up the chain.

Another difference is that the modular, component-based, character of open source software multiplies the potential external dependencies in a package; requiring open source support companies to draw upon a wider range of skills and knowledge than traditional "solutions providers" typically have to hand.

This is why the support company's embeddedness in open source communities and ecosystems should matter to the end-user. Companies that have worked in this environment for decades have networks of mutual support which are both wider and deeper than you are ever likely to find in a proprietary channel. In addition to being vertically integrated with their own suppliers and resellers, open source support companies are horizontally integrated with an entire community, including direct competitors. In effect, the end-user user's support contract with a single company like THD allows that user to tap into the skills and knowledge of individuals inside dozens of other companies.

The economic paradox here is that open source support companies frequently help themselves by helping their competitors. By sharing skills, they enable one another to offer better and cheaper services than the mutually exclusive channels of the proprietary world. THD take this practice of co-operation for mutual competitive advantage to a further level. Not only do we consult experts in many companies, we also sell their expertise directly to our clients (even when we have similar in-house skills). This allows us to provide a quality, quantity, range and depth of open source software support which even some of consulting giants would be hard-pushed to match.

Moreover, we can offer high quality service at competitive prices, because neither we nor our customers carry the full burden of risk typically associated with immature, fast changing, markets. If, for whatever reason, we or our partners should be pressed to meet a support obligation at a particular moment, our other associates are committed to pick-up the slack. In

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effect, by sharing a necessary minimum of spare capacity between us, we reduce the total amount required (and, hence, the cost to each of us of maintaining it).

Practical Linux Support & Open Source Software Support

Software support can mean a great many different things, indeed there are even international standards which identify dozens of different categories and service levels. In the real world, however, distinctions between factors like maintenance, customization, integration, software development, etc. are hard to draw and none-too-relevant for the commercial goals of a business.

THD recognizes that support of one kind tends to overflow into another and organizes its services accordingly. Insofar as they are necessary at all, transitions between one level or type of THD support and another are seamless.

With the exception of initial incident reporting, help desk support is typically provided by the same experienced software developers and system administrators who provide our remote and onsite intervention services. These technical experts really are as comfortable answering end-user queries as they are editing source code.

On the rare occasions that an issue extends beyond the first individual's field of knowledge, it is automatically passed to an established expert in the domain, without the need for any formal escalation or referral. The same procedure applies whether the experts involved are THD associates or members of the company's permanent staff. Needless to say, more bureaucratically formal procedures are available to those who prefer them.

Although they can be structured in different ways, our charges simply reflect the amount of time taken by the relevant expert to address the problems covered by a support contract.

Types of Linux and Open Source Software Support

Our two broad categories of support are:

- Helpdesk advice and diagnostic research
- Direct intervention to diagnose and resolve problems

Most of our clients combine the two; relying on the helpdesk to deal with the vast majority of incidents, but retaining the option to invoke direct intervention in exceptional circumstances.

Linux & Open Source Support: Helpdesk

This form of open source software support is designed primarily for those who would expect their own technical staff to handle everyday problems. It backs-up and extends in-house resources when they are approaching their limits.

For relatively simple, or standalone applications, helpdesk support may also be used to back-up comparatively unskilled (non-technical) staff with responsibility for software maintenance in smaller businesses.

Larger clients may provide the first line of helpdesk support themselves (e.g. sourcing it from a hardware supplier), using THD's helpdesk to provide expert and guru level back-up.



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We can, however, provide direct front line support for those who require it.

Helpdesk support is normally staffed within office hours, but 24x7 support can be arranged as appropriate.

Pricing usually involves a relatively modest monthly fee based on the number, scale and type of software systems involved, plus charges for the exact amount of helpdesk time used in a given period. For accounting convenience, some customers prefer to pay a single consolidated charge for a fixed amount of monthly helpdesk time (with higher rates for any excess). While this is usually the more expensive option, we are happy to provide quotes for either form of payment.

Linux & Open Source Support: Intervention

This form of open source support essentially involves THD staff and associates directly monitoring, configuring or managing your software systems, rather than merely advising your own technical staff on the matter. Obviously, the extent of that intervention is an issue for mutual discussion and agreement. It is most commonly invoked to cover emergencies and one-off system changes.

Most clients will employ this form of support alongside a helpdesk service, rather as a complete alternative to it. Some will, however, simply opt for a fully managed service in which the helpdesk fulfills the residual function of logging incident reports.

Routine intervention is most commonly delivered through remote management software and secure shell access, but all contracts provide the option of invoking onsite support when these are impracticable or undesirable.

New customers often choose a low cost package which provides remote intervention during office hours within a single monthly fee and charges for exceptional onsite support during working hours based on our standard consulting rates.

Larger companies may employ such support as a means of evaluating our performance on edge services before purchasing it for other systems.

Intervention support (onsite or remote) can be provided out of office hours and for a single consolidated monthly fee, subject to negotiation. As with helpdesk support, the single flat rate option is essentially for those who prefer predictability over the fine-grained savings that come with payment for exact work done.

The precise charges for intervention support vary (depending on the scale and complexity of the systems concerned), but are essentially proportional to the cost of staff time we actually devote to the it. Managed services are an obvious exception, where charges also reflect the cost of holding staff available for contingencies which may not actually occur



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Applications & Services Covered by Open Source Support

The following list is far from exhaustive. It is mostly a list of the open source applications that our full-time staff have supported and maintained. There are many other OSS applications which we and our associates have some experience of maintaining, but which we have not listed.

If you have an open source application which needs support, and is not on the following list, just get in touch. If it's not something our full-time staff specialize in, there's still a very good chance that it is covered by one or more of our associates.

- Operating Systems
 - Mandrake Linux
 - Mandrake Move
 - Red Hat 3.x,4.x,5.x,6.x,7.x,8.x,9.x, Workstation 2.1, 3.0 and Enterprise AS 2.1 and 3.0
 - White Box Enterprise Linux 3.0
 - Fedora Core 2
 - Slackware
- Web servers and web applications:
 - Apache web server
 - PHP
 - Perl
 - Browsers and browser-based applications, Mozilla, Firefox, Internet Explorer, JavaScript
- Networking:
 - Bind DNS Domain Name Server
 - Samba SMB/CIFS Windows Networking
 - NFS Unix/Linux Network File System
 - Firewalls hardware and software
- Identity and authentication:
 - OpenLDAP
 - PAM
 - RADIUS
 - TACACS
 - NIS, NIS+
- RDBMS database servers:
 - MySQL
 - PostgreSQL
- Mail and Messaging:

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- Sendmail, Postfix and Qmail servers
- IMAP mailbox management and sharing
- Mail User Agents / Clients (MUAs), Thunderbird, Kmail, Evolution
- Antispamming
- Antivirus
- Groupware, Calendaring and Teamwork
 - SUSE OpenExchange Server
 - Open Groupware
 - Evolution, Mozilla Thunderbird, Mozilla Calendar clients
- Help desk request tracking
 - RT
- Desktop and office productivity
 - OpenOffice.org
 - Thin clients, xterminals, Linux Terminal Server Project (LTSP)
 - GNOME, KDE
- Visual Basic to Linux Program conversion.
- Web Based Front End for Legacy Cobol and FoxPro applications.



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Software Development Services

We're ready to work to help you meet your goals. No matter the current stage of your development process, THD works with you to efficiently complete your project initiatives. We utilize the latest and most proven development technologies to provide excellent value and timely project completion. Our clients value us as a technology partner and a seamless extension of their IT staffs.

We commonly provide development services for PHP, Perl, Javascript, SQL, and Pascal. Other languages and applications are also available. Please call for a custom quote.

THD Technical Support - 24/7/365 - By phone, email, remote login, or on-site at your location, THD's expert engineers provide advanced Tech Support for a wide range of software applications, distributions, and systems, 24/7/365.

Vendor Neutral, we provide Technical Support for many common Linux and Open Source softwares.

Example Tech Support Services:

- Advanced Configuration and Troubleshooting
- Basic Configurations and Installations
- Disaster Recovery Planning and Implementation
- Emergency Security Response Services
- Script Development and Implementation
- Security Auditing, Planning, and Implementation
- Software Integration and Porting
- System and Network Administration

Email server issues



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Solutions to problems including :

- Valid Reverse DNS entries.
- SSL encryption.
- TLS encryption.
- SMTP authentication.
- POP3, and POP3s disconnections and repeated emails.
- IMAP4 folders locations.
- Open Relays.
- Large amounts of SPAM
- Virus emails.
- Lost emails.
- Undelivered emails
- Bounced emails.
- Duplicated redundant server design and reliability.
- Domain keys.
- SSL Certificates.

All queries are answered within one hour, support can begin immediately.

THD's expert engineers are supported by a comprehensive online knowledge base of support, techniques, and past real-world experience gathered by our team since 1994. There are literally thousands of entries. Access to this unique database is only available to the public by working directly with our expert engineers!

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THD provides tech support for a wide variety of software applications!

Commonly Supported Software:

Distributions:

- CentOS
- Debian
- Devil Linux
- Fedora
- Red Hat
- SuSE
- Ubuntu

Applications:

- Apache
- BIND
- Openswan
- ipchains,
iptables
- LDAP
- MySQL
- Nagios
- Postfix
- qmail
- Samba
- Sendmail
- SpamAssassin

Operating Systems (Installation, Configuration, Security, Administration)

- Caldera OpenLinux, eServer, eDesktop
- Caldera eServer
- Caldera eDesktop
- Corel Linux
- Debian GNU/Linux
- Fedora Core
- FreeBSD, NetBSD, OpenBSD, BSDi
- Mandrake/Mandriva
- Microsoft Windows (Workstations, Server)
- Red Hat Linux, Enterprise, Advanced Server, Workstation
- SCO UNIX, UnixWare, Xenix
- Slackware Linux
- Solaris and SunOS (x386 and sparc)
- SuSE Linux, Enterprise Linux, Enterprise Desktop
- TurboLinux Server, TurboCluster
- Ubuntu, kubuntu, edubuntu, xubuntu

Network Server Configurations (all platforms)

Chat (IRC) and Netmeeting

Domain Name Services (DNS and BIND)

Dumb Terminal Applications

Email Servers (SMTP/POP3/IMAP)

FAX Servers

Firewall Servers

Internet Routers

Network File and Backup Servers

Network Monitoring Services

News Servers (NNTP)

Network Router Services

Print Services

Virtual Private Networks (3DES, IPSEC, PPTP)

Webserver and Hosting Servers

Supported Software (Linux and all UNIX)

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amavisd-new virus/spam packages
Apache Webserver
(mod_perl, mod_php, mod_ssl, etc)
(virtual host/IP configuration)
Asterisk PBX software
BDB
BIND for pri/sec DNS servers
Cinch Linux Installer
ClamAV Anti-Virus software
Courier POP/IMAP Mail Software
DansGuardian web content filter
DB2 database
djbdns DNS server
Dynamic Host Configuration Protocol
(DHCP)
EXIM mail server
GnuPG keyservers and PGP interop
HylaFAX and mgetty+sendfax
innd, trn, slrn, tin
iptables, ipchains, ipfwadm
Jabber Messaging server
LDAP authentication, servers, apps
lighttpd HTTP Server
Linux kernel config and compilation
Printing: lpd, lpr, lpq, lprm
Lucent LT WinModem configuration
Linux Router Software
mailman mailing list software
maradns DNS server
Nagios
Netscape Communicator
NOCOL and SNIPS monitoring
Openswan as VPN server
Openswan for Road Warriors
Oracle
Supported Software (Microsoft Windows)

PAM on Linux
NSS on Linux
PoPToP as a PPTP VPN server
Postfix Email Server
PostgreSQL, MySQL, and Oracle 8i
pppd, mlppp, slip, diald
ProFTPD, vstpd, FTP, and wu-ftp
Samba, smbd, nmbd, nfs
Snort, acid
Squid proxy server
SpamAssassin
Tomcat
WINS Servers and NetBios support (nmbd)
Sendmail and qmail:
(virtual host/IP, anti-SPAM, relaying)
Sympa Mailing List Manager
ucd-snmp and other SNMP monitors
X11 windowing system AND managers:
(KDE and GNOME)
(AfterSTEP, Enlightenment, and
WindowMaker)
XOrg windowing system
Zebra
Zenoss monitoring systems

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Apache Webserver

Cygwin

GnuPG keyserver, PGP interop

Microsoft Exchange Server

Microsoft IIS - FTP, Web, etc

Microsoft Office components

Microsoft Outlook, Outlook Express

Microsoft Netmeeting

Microsoft SQL Server

Netscape Communicator

PostgreSQL, MySQL, Oracle 8i

Terminal Services, Citrix

Software Development Languages (on any supported platform)

ASP

bash

csh

ksh

sh

C/C++

Visual C++

Perl

Java

JavaScript

JSP

PHP

SQL

Tcl

Visual Basic

VbScript

Other Internet Software

Cisco IOS

Lucent and Netgear routers and switches



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Networking Devices.

- 10BASE-5, 10BASE-2, 10BASE-t, and 10BASE-f Ethernet (IEEE 802.3)
- Analog/ISDN/xDSL/DS-0/DS-1/DS-3
- ATM (ATM Forum)
- Cisco IOS (routers and switches)
- Cobalt Cube, RaQ, RaQ2, RaQ3/3i, RaQ4/4r
- Fast Ethernet (IEEE 802.3)
- FDDI (ANSI X3T9)
- Lucent & Livingston ComOS (routers and switches)
- Hayes compatible modems
- Netgear (routers and switches)
- Network Switches
- Network Hubs
- Network Interface Cards
- Token Ring (IEEE 802.5)

Although we have gone to great lengths to make this list as comprehensive as possible, it would be impossible to provide a complete list of our capabilities and familiarities. For more information regarding supported software and platforms, please contact a support representative by sending mail to thd_support@atrc.net.pk.

THD provides Technical Support services over the phone, email, and/or using remote login software (such as Telnet, SSH, VNC, etc), at your discretion. In some areas, on-site service is also available. Work is billed on a per hour basis, and discounts are available for block purchases. All work begins with a Time Estimate which you approve prior to start of any effort.



The Help Desk™

Linux / Distribution / CentOS

<http://www.centos.org/>

- Installation, and configuration of base distribution, and all packages.
- Migration to/from any version of Linux.
- Troubleshooting, problem diagnosis, and solutions.
- Configuring, and installing other THD-supported software on hardware running CentOS.
- Security configuration, and audits of security status.
- Building a LAMP (Linux/Apache/MySQL/PHP)-based web development stack on servers running CentOS.
- Building an e-mail stack on an CentOS server using an Open Source MTA. (Postfix, Exim, Qmail, Sendmail), amavisd-new content scanner, anti-virus and SpamAssassin anti-spam software.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

Linux / Distributions / Debian

- Installing, upgrading and configuring Debian GNU/Linux on compatible hardware.
- Configuring and installing other 'THD Supported' software on hardware running Debian GNU/Linux.
- Auditing security of Debian GNU/Linux systems.
- Building a LAMP (Linux/Apache/MySQL/PHP)-based web development stack on servers running Debian GNU/Linux.
- Building an e-mail stack on an Debian GNU/Linux server using an Open Source MTA (Postfix, Exim, Qmail, Sendmail). , Amavis anti-virus and SpamAssassin anti-spam software.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

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Linux / Distribution / Devil Linux

- Installing, upgrading and configuring Devil Linux on compatible hardware.
- Migration from any distribution of Linux to Devil-Linux.
- Migration from Devil-Linux to any distribution of Linux.
- Security configuration and audits of security status.
- Troubleshooting, problem diagnosis, and solutions.
- Configuring and installing other THD-supported software on hardware running Devil Linux.
- Auditing security of Devil Linux systems.
- Building a LAMP (Linux/Apache/MySQL/PHP)-based web development stack on servers running Devil Linux.
- Building a custom firewall on a Devil Linux server.
- Building an e-mail stack on an Devil Linux server using an Open Source MTA (Postfix, Exim, Qmail, and Sendmail) , Amavis anti-virus and SpamAssassin anti-spam software.
- Any other technical support.

Linux / Distribution / Fedora

- Installing, upgrading and configuring Fedora Linux on compatible hardware.
- Configuring and installing other THD-supported software on hardware running Fedora Linux.
- Auditing security of Fedora Linux systems.
- Any other technical support.



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Linux / Distribution / RedHat

- Installing, upgrading and configuring RedHat on compatible hardware.
- Configuring and installing other THD-supported software on hardware running RedHat.
- Auditing security of RedHat systems.
- Migration to or from RedHat systems.
- Building a LAMP (Linux/Apache/MySQL/PHP)-based web development stack on servers running RedHat.
- Building an e-mail stack on an RedHat server using an Open Source MTA (Postfix,Exim,Qmail,Sendmail), Amavis anti-virus and SpamAssassin anti-spam software.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

Linux / Distribution / SuSe

<http://www.novell.com/linux>

- Installing,upgrading and configuring SUSE on compatible hardware.
- Configuring and installing other THD-supported software on hardware running SUSE.
- Auditing security of SUSE systems.
- Building a LAMP (Linux/Apache/MySQL/PHP) web development stack on servers running SUSE.
- Building an e-mail stack on a SUSE server using an Open Source MTA (Postfix,Exim,Qmail,Sendmail), amavisd-new anti-virus and SpamAssassin anti-spam software.
- Any other technical support.



The Help Desk™

Linux / Distribution / Ubuntu

<http://www.ubuntu.org/>

- Installing, upgrading and configuring Ubuntu GNU/Linux on compatible hardware.
- Configuring and installing other THD-supported software on hardware running Ubuntu GNU/Linux.
- Auditing security of Ubuntu GNU/Linux systems.
- Migration to or from Ubuntu linux.
- Building a LAMP (Linux/Apache/MySQL/PHP)-based web development stack on servers running Ubuntu GNU/Linux.
- Building an e-mail stack on an Ubuntu GNU/Linux server using an Open Source MTA (Postfix, Exim, Qmail, and Sendmail), amavisd-new anti-virus and SpamAssassin anti-spam software.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

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Windows / Distribution / XP

- Installing, upgrading and configuring Windows XP on compatible hardware.
- Mapping drives
- IE issues and browser issues
- Network connectivity and Internet connectivity issues
- Resolve software and driver conflicts.

Windows / Distribution / Vista

- Installing, upgrading and configuring Windows Vista on compatible hardware.
- Mapping drives
- IE issues and browser issues
- Network connectivity and Internet connectivity issues
- Resolve software and driver conflicts.

Windows / Distribution / Windows 7

- Installing, upgrading and configuring Windows 7 on compatible hardware.
- Mapping drives
- IE issues and browser issues
- Network connectivity and Internet connectivity issues
- Resolve software and driver conflicts.

Windows / Applications / MS Office

- Installing, upgrading and configuring MS Office on compatible Windows platforms.
- Troubleshooting of software and start-up errors.
- Customization for better performance.
- Basic support

Windows / Applications / Internet Explorer

- Installing, upgrading and configuring Internet Explorer on compatible Windows platforms.
- Basic support



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Windows / Applications / Lotus Notes

- Installing, upgrading and configuring Lotus Notes on compatible Windows platforms.
- Connectivity to databases
- Basic support

Windows / Applications / Exchange Server

- Installing, upgrading and configuring Exchange server on compatible Windows platforms.
- Adding and removing of users email addresses
- Using Active Directory as tool within Exchange
- Basic support

Windows / Applications / Hyperion

- Installing, upgrading and configuring Hyperion on compatible Windows platforms.
- Basic support to make sure servers are working and online and users can access information and do their required tasks.

Windows / Applications / N-Able

- Usage of system to monitor and check servers.
- Daily reports on backups, hard disk failures, and system restarts.



The Help Desk™

Linux / Applications / Apache

<http://httpd.apache.org/>

- Installing and configuring base packages also modules (e.g. mod_ssl, mod_rewrite, mod_proxy).
- Creating SSL certificates for secure applications (e.g. E-commerce sites).
- Configuring FrontPage extensions.
- Adding and configuring modules.
- Configuring and Auditing secure configurations.
- Integrating Apache with proxy servers (e.g. Squid and DansGuardian) for applications such as traffic redirection, filtering, and shaping.
- Installing PHP, and associated modules for support of various web applications such as Content Management Systems (CMS) also web development frameworks.
- Installing and configuring CGI, Perl, and mod_perl and associated modules.
- Tuning and enhancing Apache performance.
- Applying updates, security patches, and bug fixes.
- Any other technical support

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Linux / Applications / BIND

<https://www.isc.org/downloadables/11>

- Installing, and configuration of BIND.
- Creating, and configuring DNS zone files.
- Installing BIND in a chroot jail.
- Setting up local caching DNS servers to reduce network load.
- Securing, and auditing BIND configurations.
- Configuring “Split Horizon” DNS.
- Any other technical support.

Linux / Applications / OpenSwan

<http://www.openswan.org/>

- Installation and configuration of base packages and all modules.
- VPN Tunnels and Road Warrior configuration.
- Configuration, and integration in PKI and PMI infrastructures (X.509).
- Integration with Cisco, Microsoft, Netgear, and Nortel VPNS.
- Integration with firewalls, and NAT environments.
- Security configuration, and audits of security status.
- Implementation of web-based management software.
- Any other technical support.

Linux / Applications / VMWare

- Installation and configuration of VMWare on supported distributions
- Any other technical support.

Linux / Applications / VirtualBox

- Installation and configuration of VirtualBox.
- Installation of supported operating systems as virtual machines.
- Kernel drivers and issue resolution.
- Sharing of folders between host Linux os filesystem and VirtualBox
- Installation and configuration of addons
- Any other technical support.

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Linux / Applications / netfilter, ipchains, iptables.

<http://www.netfilter.org/>

- Kernel and module-based installations and configurations.
- Packet filtering (firewall functions) and forwarding (NAT and Masquerading).
- Security configuration and audits of security status.
- Implementation of web-based management software.
- Ingres/Egres support and configurations.
- Migration from ipfwadmin to iptables.
- Migration from ipchains to iptables.
- Bridge mode stateless packet filtering.
- Any other technical support.

Linux / Applications / OpenLDAP

<http://www.openldap.org/>

- Installing and configuring OpenLDAP.
- Migration to 2.4 with cn=config.
- Integrating OpenLDAP with PAM, qmail and SAMBA.
- Integrating OpenLDAP with Microsoft Windows.
- Securing and auditing installations.
- Single sign on.
- Implementing web-based management software.
- Integrating OpenLDAP in conjunction with SAMBA, Microsoft Windows Active Directory (ADS) and Winbind to promote single sign-on services.
- Any other technical support.

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Linux / Applications / MySQL

<http://www.mysql.org/>

- Installation and configuration of base packages and all modules.
- Installing MySQL on all of its available platforms (Windows, Linux, and UNIX).
- Creating web development stacks utilizing the LAMP paradigm (Linux / Apache / MySQL / PHP – Perl - Python).
- Developing SQL for retrieval of data from MySQL databases.
- Installing PHPMyAdmin, a management interface for MySQL written in PHP.
- Installing MySQL as a data store for other applications (e.g. Postfix).
- Clustering and high-availability MySQL.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

Linux / Applications / Nagios

<http://www.nagios.org/>

- Installing and configuring base packages and all modules.
- Monitoring network services (SMTP, POP3, HTTP, NNTP, etc).
- Monitoring host resources (processor load, disk and memory usage, log files, etc).
- Defining event handlers for proactive monitoring.
- Configuring, and auditing security status.
- Any other technical support.

Linux / Applications / Postfix

<http://www.postfix.org/>

- Installation and configuration of base packages, and all modules.
- Migration of sendmail to postfix, or postfix to sendmail.
- Security configuration and audits of security status.
- Integration of spam and virus filtering software.
- Implementation of web-based management software.
- Integration and configuration of procmail recipes.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

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The Help Desk™

Linux / Applications / Qmail

<http://www.qmail.org/>

- Installation and configuration of base packages and all modules.
- Migration of sendmail to qmail, or vice versa.
- Security configuration and audits of security status.
- Integration of spam and virus filtering software.
- Implementation of web-based management software.
- Integration and configuration of procmail recipes.
- Applying updates, security patches, and bug fixes.
- Any other technical support.

Linux / Applications / SAMBA

<http://www.samba.org/>

- Installing SAMBA on all supported platforms.
- Integrating SAMBA with PAM, LDAP, and Winbind.
- Installing SAMBA and LDAP as a Primary Domain Controller in a Windows Domain.
- Configuration and troubleshooting of existing SAMBA installations.
- Integrating SAMBA with Microsoft Active Directory services.
- Any other technical support.

Linux / Applications / Sendmail

<http://www.sendmail.org/>

- Installation and configuration of base packages and all modules.
- Configuring email relaying and solving "Relaying Denied" errors.
- Configuring of email virtual hosts.
- Configuring of procmail and auto-responders.
- Migrating sendmail to qmail and vice versa.
- Migrating sendmail to postfix and vice versa.
- Auditing and configuring security for sendmail.
- Integrating spam and virus filtering software such as Amavis and SpamAssassin.
- Implementation of web-based management software.
- Any other technical support.

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Linux / Applications / SpamAssassin

<http://www.spamassassin.org/>

- Installation and configuration of base packages.
- Integration with postfix, qmail, or sendmail.
- Security configuration and audits of security status.
- Implementation of web-based management software.
- Any other technical support.

Linux / Applications / PPTP

- Building a Linux-based VPN with PoPToP.
- Configuration with Samba/SMB.
- Auditing and configuring PoPToP installations.
- Evaluating whether PoPToP or OpenS/WAN.
- Any other technical support.



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Linux / Applications / Amavis

<http://www.ijs.si/software/amavisd/>

- Installation, and setup of amavisd-new also related packages.
- Troubleshooting, and correction of amavisd-new related mail issues.
- Configuration of amavisd-new to function in conjunction with Exim, Sendmail, Postfix, Courier, Qmail, or any other supported MTA.
- Performance optimization tweaking.
- Setting up Anti-Spam Gateways.
- Integration with a wide variety of virus scanners, or content checkers.
- Applying updates, security patches, and bug fixes.
- Any other technical support.



Linux / Applications / Asterisk

<http://www.asterisk.org/>

- Configuration and installation of Asterisk to support your infrastructure.
- Support for Asterisk based installs such as trixbox.
- Debugging hardware related issues.
- Tweaking settings to remove echos.
- Setup hold music from live audio streams.
- Setup dial plans, and call menus.
- Setup scheduled call routing based on the time and date.
- Setup automatic ringback based on specific criteria.
- Setup automated attendants based on predefined rules.
- Setup standard features such as forwarding, hold, conference calling, etc.
- Integration of voice mail into other systems (Such as email).
- Applying updates, security patches, and bug fixes.
- Any other technical support.



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Linux / Applications / ClamAV

<http://www.clamav.net/>

- Installation and Setup of ClamAV and Related Packages.
- Troubleshooting and correction of ClamAV related mail issues.
- Configuration of ClamAV to function in conjunction with Exim, Sendmail, Postfix, and QMail.
- Virus scanning Windows and Samba shares with ClamAV.
- Integrating ClamAV with amavisd-new.
- Any other technical support.



Linux / Applications / Courier

<http://www.courier-mta.org/>

- Installation and configuration of base packages and all modules.
- Configuring email relaying and solving "Relaying Denied" errors.
- Configuring of email virtual hosts.
- Configuring of procmail and auto-responders.
- Migrating Courier to qmail, postfix, exim, sendmail, and vice versa.
- Auditing and configuring security for Courier.
- Integrating spam and virus filtering software such as amavisd-new and SpamAssassin.
- Implementation of web-based management software.
- Any other technical support.

Linux / Applications / DansGuardian

<http://dansguardian.org/>

- Installing and configuration of base packages and all modules.
- Integrating DansGuardian with the Squid web proxy.
- Configuring of web browsers to use DansGuardian.
- Securing and auditing configurations DansGuardian.
- Configuring for use with SSL and HTTPS.
- Enhancing and tuning performance.
- Any other technical support.



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Linux / Applications / djbdns

<http://cr.yp.to/djbdns.html>

- Installing and configuration of Djbdns.
- Creating and configuring DNS zone files.
- Securing and auditing Djbdns configurations.
- Configuring "Split Horizon" DNS.
- Any other technical support.

Linux / Applications / DHCPD

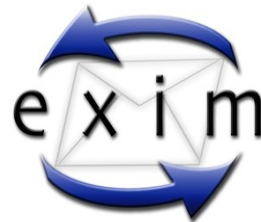
<https://www.isc.org/software/dhcp>

- Configuring DHCP in conjunction with [BIND](#) to provide IP information for network infrastructures.
- Any other technical support.

Linux / Applications / Exim

<http://www.exim.org/>

- Installation and configuration of base packages and all modules.
- Configuring email relaying and solving "Relaying Denied" errors.
- Configuring of email virtual hosts.
- Configuring of procmail and auto-responders.
- Migrating Exim to qmail, postfix, sendmail, and vice versa.
- Auditing and configuring security for Exim.
- Integrating spam and virus filtering software such as amavis-new and SpamAssassin.
- Any other technical support.



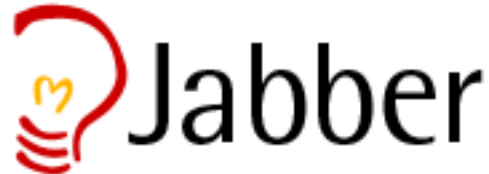


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Linux / Applications / Jabber

<http://www.jabber.org/>

- Installing, upgrading and configuring Jabber on all supported platforms.
- Configuring Jabber to use external databases for user stores such as LDAP and MySQL.
- Auditing Jabber installs for security.
- Any other technical support.



Linux / Applications / Lighttpd

<http://www.lighttpd.net/>

- Installing and configuring base packages and modules.
- Creating SSL certificates for secure applications (e.g. E-commerce sites).
- Configuring and Auditing secure configurations.
- Integrating Lighttpd with proxy servers (e.g. Squid and DansGuardian) for applications such as traffic redirection, filtering and shaping.
- Installing PHP and associated modules for support of various web applications such as Content Management Systems (CMS) and web development frameworks.
- Tuning and enhancing Lighttpd performance.
- Any other technical support.



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Linux / Applications / Zebra

<http://www.zebra.org/>

- We are experienced in linux routing software such as Zebra or Quagga that manages TCP/IP based routing protocols like BGP4, RIPv1, RIPv2, OSPFv2 and OSPFv3.
- Installation of the software.
- Setup of initial configuration.
- QoS performance enhancements.
- Debugging network issues.
- Security auditing of existing configurations.
- Performance auditing of existing rules.
- Setup device to function as secure virtual private network (VPN) end point.
- Migration from Cisco or other routing products.
- Any other technical support.



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Linux / Applications / mailman

<http://www.list.org/>

- Installation and configuration of Mailman and related modules.
- Configuration of various mail transport agents to interface with Mailman.
- Performance analysis and tuning.
- Migration from Sympa to Mailman and Vice Versa.
- Any other technical support.



Linux / Applications / maradns

<http://www.maradns.org/>

- Installing and configuration of Maradns.
- Creating and configuring DNS zone files.
- Securing and auditing Maradns configurations.
- Any other technical support.

Linux / Applications / SNIPS

<http://www.netplex-tech.com/snips/>

- Initial installation and setup for various services and devices.
- Setup of Web, X11, and Text based User Interfaces.
- Creation of custom scripts for non-standard monitoring options.
- Setup of escalation lists to assure notification during downtime.
- Configuration of alternate non-standard methods of notification.
- Generation of custom graphs based off SNIPS data.
- Any other technical support.

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Linux / Applications / PAM

http://en.wikipedia.org/wiki/Pluggable_Authentication_Modules

- Setup and configuration of authentication via LDAP, Database, RADIUS, Active Directory.
- Setup of unified logins for a wide variety of applications, and daemons.
- Configuration of programs to authenticate against PAM.
- Any other technical support.

Linux / Applications / NSS

http://http://en.wikipedia.org/wiki/Name_Service_Switch

- Setup and configuration of authentication via LDAP, Database, RADIUS, and Active Directory.
- Setup of unified logins for a wide variety of applications and daemons.
- Configuration of programs to authenticate against NSS.
- Any other technical support.

Linux / Applications / PostgreSQL

<http://www.postgresql.org/>

- Installing PostgreSQL on all of its available platforms (Windows, Linux, and UNIX).
- Creating web development stacks supplanting MySQL with PostgreSQL.
- Developing SQL for retrieval of data from PostgreSQL databases.
- Installing PHPPgAdmin, a management interface for PostgreSQL written in PHP.
- Configuring and auditing of security status.
- Installing PostgreSQL as a data store for other applications (e.g. Postfix).
- Applying updates, security patches, and bug fixes.
- Any other technical support.





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Linux / Applications / ProFTPD

<http://www.proftpd.org/>

- Installing and configuring ProFTPD.
- Installing ProFTPD to provide anonymous FTP service for file hosting and distribution.
- Any other technical support.

Linux / Applications / snort

<http://www.snort.org/>

- Installation and configuration of base packages and all modules.
- Creation of Snort rulesets for maximum protection.
- Security configuration and audits of security status.
- Integration with existing security systems.
- Customising alarm response systems.
- 24 hour emergency response in case of a detected intrusion.
- Any other technical support.

Linux / Applications / Squid

<http://www.squid-cache.org/>

- Installing and configuring of base packages and all modules.
- Integrating Squid with Apache.
- Squid as a reverse proxy
- Squid as a httpd accelerator
- Proxy server authentication.
- Extreme speed proxy
- Configuring web browsers to use Squid.
- Auditing and configuring security of Squid installations.
- Integrating Squid with DHCP.
- Installing and configuration of DISKD extension.
- Configuring Squid for secure web sites using HTTPS and SSL.
- Tuning and enhancing performance of Squid.
- Any other technical support.



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Linux / Applications / Tomcat

<http://www.apache.org/>

- Installing and configuring base packages and modules (e.g. mod_ssl, mod_rewrite, mod_proxy).
- Creating SSL certificates for secure applications (e.g. E-commerce sites).
- Configuring Tomcat extensions.
- Configuring and Auditing secure configurations.
- Integrating Tomcat with proxy servers (e.g. Squid and DansGuardian) for applications such as traffic redirection, filtering and shaping.
- Installing and configuring CGI, Perl and mod_perl and associated modules.
- Tuning and enhancing Tomcat performance.
- Applying updates, security patches, and bug fixes.
- Any other technical support.



Linux / Applications / SNMP

http://en.wikipedia.org/wiki/Simple_Network_Management_Protocol

- Installation and configuration of SNMP daemons on a wide variety of systems.
- Design of custom modules for reporting non-standard information via SNMP.
- SNMPTraps setup to provide immediate notification on failed services.
- Securing SNMP servers against outside probes.
- Automatic configuration of network devices via SNMP.
- Any other technical support.



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Linux / Applications / Xwindows

<http://www.x.org/>

- Initial installation and configuration of X for a wide variety of Unix types.
- Xfont server issues
- Resolution and video memory issues.
- 3D acceleration support
- ATI and Nvidia driver installation.
- Monitor/LCD and vga card refresh rates matching.
- Setup of an X server to securely export its display to a remote host.
- Configuration of various window managers under X.
- Any other technical support.



Linux / Applications / Zenoss

<http://www.zenoss.org/>

- Installing and configuring base packages and all modules.
- Monitoring network services (SMTP, POP3, HTTP, NNTP, etc).
- Monitoring host resources (processor load, disk and memory usage, log files, etc).
- Defining event handlers for proactive monitoring.
- Configuring and auditing security status.
- Applying updates, security patches, and bug fixes.
- Any other technical support.



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Windows / Applications / SQL Server

<http://www.microsoft.com/sql/>

- Installation and configuration of SQL Server.
- Integration with all programming languages.
- SQL query creation, development, debugging.
- Security configuration and audits of security status.
- Implementation of web-based management software.
- Any other technical support.

Software Development / Languages / Perl

<http://www.perl.org/>

- Installation and configuration of base packages.
- Configuration of CGI and DBI modules.
- Custom web development.
- Custom database development.
- Other application development.
- Any other technical support.



Software Development / Languages / Java

<http://java.sun.com/>

- Installation and configuration of base packages.
- Configuration of development environments.
- Network development using socket or RMI connectivity.
- Custom web development.
- Custom database development.
- Other application development.
- Any other technical support.



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Software Development / Languages / PHP

<http://www.php.net/>

- Installation and configuration of base packages.
- Integration with existing webservers.
- Integration with existing databases.
- Custom web development.
- Custom database development.
- Other application development.
- Any other technical support.



Network Devices / Cisco

<http://www.cisco.com/>

- Installation and configuration of software releases.
- Configuration of Cisco routers.
- Multihomed configuration.
- Security configuration and audits of security status.
- Any other technical support.



Network Devices / Cobalt

<http://www.raqlinks.com/>

- Installation and configuration of base packages and all modules.
- Boot failure recovery.
- Installation and configuration of third party packages.
- Configuration and optimization of web server software.
- Security configuration and audits of security status.
- Integration of spam and virus filtering software.
- Modifications to web-based management software.
- Troubleshooting and problem diagnosis.
- Any other technical support.



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Mobile Devices / PDA / Blackberry

- Connection of blackberry to user's server.
- MS Outlook integration issues.
- Any other technical support.

Mobile Devices / PDA / Palm

- Connection of Palm to user's server.
- MS Outlook integration issues.
- Any other technical support.

Mobile Devices / PDA / Axim

- Connection of Axim to user's server.
- MS Outlook integration issues.
- Any other technical support.



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Help Desk Technical Support - 24/7/365

We will do a quick interview, getting the paperwork out of the way and briefly summarizing the issues you are experiencing. We will then provide you with an estimate of the hours/services involved. Once you have paid for those hours, work can begin immediately.

If you wish, THD engineers can access your system directly through SSH, explore the problem, and fix it directly. We are also able to talk you through the exploration and fix processes so you can do it yourself.

THD.

C-55 Block A KDA Officers

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