

Linux Server Support Services

What is included in the ATRC 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

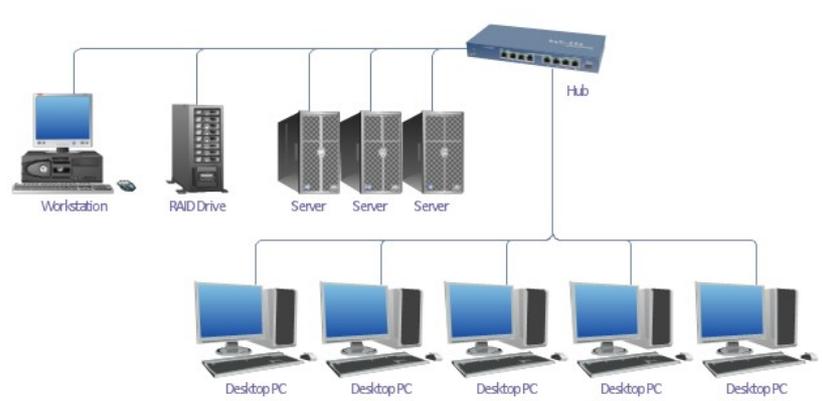
- Recommending a partition configuration based on usage Configuring hard drive partition tables
- Creation of file systems and formatting

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

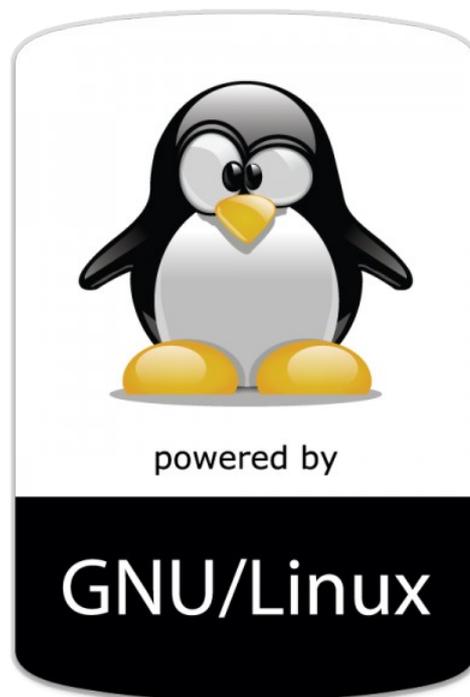


Backup

- 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

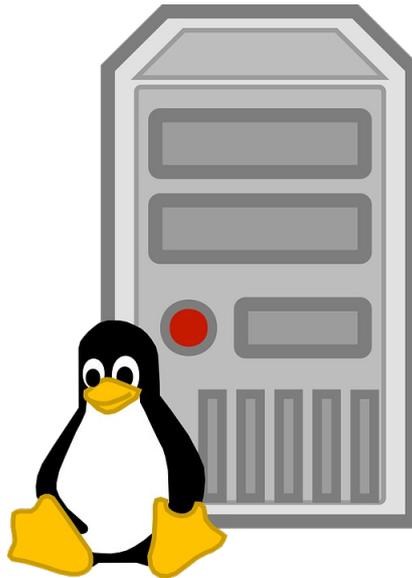


Mail Server

- 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



For queries please email server-support@atrc.net.pk

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