

Service Description

This document provides the detailed picture of the services that will be rendered for each plan that we offer.

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| Description | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|------------------------------------|---|---------------|------------------|------------------|----------------|
| Linux Platform | | | | | |
| Admin Tools | | | | | |
| | Built-in Standard Unix Admin Tools | X | X | X | X |
| | Net Saint, Snort, MRTG, Webmin, Plesk | X | X | X | X |
| Daemon: Web Server (Apache) | | | | | |
| Main Server Settings: | | | | | |
| | Installing apache package (rpm , tar.gz) | X | X | X | X |
| | Permission on ServerRoot Directories | X | X | X | X |
| | Cd /usr/local/apache | X | X | X | X |
| | Chown 0 .bin conf logs | X | X | X | X |
| | Chgrp 0 . bin conf logs | X | X | X | X |
| | Chmod 755 . bin conf logs | X | X | X | X |
| Basic Advisory: | | | | | |
| | Adding / load modules on apache server | X | X | X | X |
| | Protecting Server files by default | X | X | X | X |
| | Setting Alias / script alias on apache | X | X | X | X |
| | Setting .htaccess using Directives allowed , location , files section | X | X | X | X |
| | Setting server identification: | X | X | X | X |
| | Server Name | X | X | X | X |
| | Server Admin | X | X | X | X |
| | Server Signature | X | X | X | X |
| | Server Token | X | X | X | X |
| | Server Type | X | X | X | X |
| | Port | X | X | X | X |
| | Setting File Location: | X | X | X | X |
| | Setting Document Root | X | X | X | X |
| | Setting Error log file | X | X | X | X |
| | Setting Lock File Location | X | X | X | X |
| | Setting Lockfile | X | X | X | X |
| | Setting Scoreboard file | X | X | X | X |
| | Setting Server Root | X | X | X | X |

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| Linux Platform | | | | | | | |
| Daemon: Web Server (Apache) | | | | | | | |
| Basic Advisory (cont'd): | | | | | | | |
| | | Setting Process Creation: | | X | X | X | X |
| | | | Setting Maxclients | X | X | X | X |
| | | | Setting Max Request per child | X | X | X | X |
| | | | Setting Max Spare servers | X | X | X | X |
| | | | Setting Min Spare Servers | X | X | X | X |
| | | | Setting Start Server | X | X | X | X |
| | | Setting Network Configuration | | X | X | X | X |
| | | | Setting Bind Address | X | X | X | X |
| | | | Setting KeepAlive | X | X | X | X |
| | | | Setting KeepAliveTimeout | X | X | X | X |
| | | | Setting Listen | X | X | X | X |
| | | | Setting sendbuffersize | X | X | X | X |
| | | | Setting Timeout | X | X | X | X |
| | | Setting Virtual Host | | X | X | X | X |
| | | | Configure VirtualHost name | X | X | X | X |
| | | | ServerName | X | X | X | X |
| | | | ServerAlias | X | X | X | X |
| | | | ServerPath | X | X | X | X |
| | | | Configure Name-Based Virtualhost | X | X | X | X |
| | | | Configure IP-Based VirtualHost | X | X | X | X |
| Advanced Advisory: | | | | | | | |
| | | Tuning apache performance | | | X | X | X |
| | | Securing apache server with access control | | | X | X | X |
| | | Setting Authentication on apache with user authentication or DBM Authentication | | | X | X | X |
| | | Setting SSL on apache with OpenSSL / CA | | | X | X | X |
| | | Install and Configure Dynamic Share Object (DSO) | | | X | X | X |
| | | Setting Dynamic Content with CGI | | | X | X | X |
| | | Setting CGI and SSI | | | X | X | X |
| | | Protecting system settings | | | X | X | X |

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| Linux Platform | | | | | | | |
| Daemon: Web Server (Apache) | | | | | | | |
| Advanced Advisory: | | | | | | | |
| | | | Setting Limitation: | | X | X | X |
| | | | LimitRequestBody | | X | X | X |
| | | | LimitRequestField | | X | X | X |
| | | | LimitRequestField size | | X | X | X |
| | | | RLimitCPU | | X | X | X |
| | | | RLimitMem | | X | X | X |
| | | | RLimitNPROC | | X | X | X |
| | | | ThreadStacksize | | X | X | X |
| Daemon: Mail Server (Qmail, POSTFIX, SendMail) | | | | | | | |
| Qmail Section – Basic Advisory: | | | | | | | |
| | | | Make working directory for qmail | X | X | X | X |
| | | | Make Users and group for qmail | X | X | X | X |
| | | | Install Qmail + patch | X | X | X | X |
| | | | Install and configure Daemontools | X | X | X | X |
| | | | Install and Configure TcpServer | X | X | X | X |
| | | | Setting Relay Permisson for qmail | X | X | X | X |
| | | | Setting Qmail Startup and boot scripts file | X | X | X | X |
| | | | Configure Qmail control file | X | X | X | X |
| | | | Make directory working for vpopmail | X | X | X | X |
| | | | Make users and group for vpopmail | X | X | X | X |
| | | | Create Alias and Default Directories | X | X | X | X |
| | | | Adding domain and popuser | X | X | X | X |
| Qmail Section – Advanced Advisory: | | | | | | | |
| | | | Install MYSQL for pop user database + indexing process | | X | X | X |
| | | | Install and Configure GDBM | | X | X | X |
| | | | Configure qmail antispamming script | | X | X | X |
| | | | Install AutoResponder , Ezmlm , maildrop | | X | X | X |
| | | | Setting Supervise/Svscan Startup for qmail | | X | X | X |

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| Linux Platform | | | | | |
| Daemon: Mail Server cont'd (Qmail, POSTFIX, SendMail) | | | | | |
| Qmail Section – Advanced Advisory: | | | | | |
| | Install and Configure LDAP | | X | X | X |
| | Install and configure COURIER-IMAP | | X | X | X |
| | Install and Configure qmailscanner for protecting virus | | X | X | X |
| | Install and configure QMAILADMIN | | X | X | X |
| | Install WEBMAIL using SQWEBMAIL or SQUIRELLMAIL | | X | X | X |
| | Securing qmail server with ipchains , iptables and ipfw | | X | X | X |
| | Upgrade vpopmail software package + patch | | X | X | X |
| | Update patch for qmail | | X | X | X |
| POSTFIX Section – Basic Advisory: | | | | | |
| | Install Postfix Package | X | X | X | X |
| | Make directory working for postfix | X | X | X | X |
| | Create Postfix for running postfix | X | X | X | X |
| | Make user and group for postfix | X | X | X | X |
| | Setting postfix configuration on /etc/postfix/main.cfg | X | X | X | X |
| POSTFIX Section – Advanced Advisory: | | | X | X | X |
| | Upgrade postfix with latest version | | X | X | X |
| | Securing Postfix with ipchains, iptables and ipfw | | X | X | X |
| SendMail Section – Basic Advisory: | | | | | |
| | Install Sendmail Package | X | X | X | X |
| | Create users and group for sendmail | X | X | X | X |
| | Build sendmail with sh sendmail | X | X | X | X |
| | Setting standard file permission for sendmail | X | X | X | X |
| | Configure Sendmail.cf file to: | X | X | X | X |
| | Relay host | X | X | X | X |
| | Give access relay from / to server | X | X | X | X |
| | Close access to see root sendmail (/etc/mail/aliases) | X | X | X | X |
| | Creating aliases file | X | X | X | X |
| | Antispamming | X | X | X | X |

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| Linux Platform | | | | | | | |
| Daemon: Mail Server cont'd (Qmail, POSTFIX, SendMail) | | | | | | | |
| SendMail Section – Advanced Advisory: | | | | | X | X | X |
| | | | Update sendmail software with newer version | | X | X | X |
| | | | Securing sendmail with ipchains , iptables , ipfw | | X | X | X |
| | | | Install LDAP | | X | X | X |
| | | | Install third party software for anti spamming and anti virus | | X | X | X |
| Daemon: FTP Server (ProFTPD, Wu-FTP) | | | | | | | |
| Basic Advisory: | | | | | | | |
| | | | Anonymous FTP: | X | X | X | X |
| | | | Ftpaccess configuration | X | X | X | X |
| | | | Limit user access / login to terminal | X | X | X | X |
| | | | User access permission and file settings for downloading file only | X | X | X | X |
| | | | "Jail" User login only one directory with chroot | X | X | X | X |
| | | | Turn on all user logging file | X | X | X | X |
| | | | Non-Anonymous FTP: | X | X | X | X |
| | | | Ftpaccess configuration | X | X | X | X |
| | | | Limit user access / login to terminal | X | X | X | X |
| | | | "Jail" user login only to his / her directory with chroot | X | X | X | X |
| | | | User access permission and file settings to upload or download file | X | X | X | X |
| | | | User Classless | X | X | X | X |
| | | | Prevent Anonymous user to execute dangerous command /code | X | X | X | X |
| | | | Virtual FTP Settings: | X | X | X | X |
| | | | Ftpservers file | X | X | X | X |
| | | | Ftphosts file | X | X | X | X |
| | | | User classes | X | X | X | X |
| | | | Chroot user to their home directory only | X | X | X | X |
| | | | User access permission | X | X | X | X |
| | | | User file logging | X | X | X | X |
| | | | Deny system account to login over ftp | X | X | X | X |
| | | | Maximum Allowed connection | X | X | X | X |
| | | | FTP Port & Bind Socket to FTP Port | X | X | X | X |

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| Linux Platform | | | | | | | |
| Daemon: FTP Server cont'd | | | | | | | |
| Advanced Advisory: | | | | | | | |
| | | Server Configuration Settings: | | | X | X | X |
| | | | Create ftp mirror | | X | X | X |
| | | Tight Security settings: | | | X | X | X |
| | | | Upload restriction for anonymous ftp users | | X | X | X |
| | | | Upload restrictions for guests users | | X | X | X |
| | | | Upload restrictions for real ftp users | | X | X | X |
| | | | Umask for guest and real user | | X | X | X |
| | | | Execute command restrictions | | X | X | X |
| | | | Maximum allowed user | | X | X | X |
| | | | Maximum login fail | | X | X | X |
| | | | Logging file send to email administrator | | X | X | X |
| Daemon: DNS | | | | | | | |
| Main Server Settings: | | | | | | | |
| | | Installing dns server package (rpm , tar.gz , tar.bz) | | X | X | X | X |
| | | creating zone file , database domain file , reverse database domain file | | X | X | X | X |
| | | User access owner and permission setting to main configuration file | | X | X | X | X |
| Basic Advisory: | | | | | | | |
| | | Named.conf file | | X | X | X | X |
| | | Create or edit zone file | | X | X | X | X |
| | | Create type of servers (master , slave , or cache dns only) | | X | X | X | X |
| | | Adding domains / domain parking | | X | X | X | X |
| | | Create resolve zone | | X | X | X | X |
| | | Setting location of database domain file: | | X | X | X | X |
| | | | Setting delegation domain | X | X | X | X |
| | | | Setting Mail Exchanger (MX) | X | X | X | X |
| | | | Setting Canonical Name (CNAME) | X | X | X | X |
| | | | Setting serial , refresh , retry , expire , TTL time and in NS | X | X | X | X |

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| Linux Platform | | | | | | | |
| Daemon: DNS cont'd | | | | | | | |
| Basic Advisory: | | | | | | | |
| | | | Reverse database domain file | x | x | x | x |
| | | | Create IN PTR Address | x | x | x | x |
| | | | Installed DNS service tools to start, stop or restart dns server file (NDC) | x | x | x | x |
| Advanced Advisory: | | | | | | | |
| | | | Upgrade DNS Software Version | | x | x | x |
| | | | Convert named.conf file | | x | x | x |
| | | | Backup database domain file | | x | x | x |
| | | | Backup reverse database domain file | | x | x | x |
| | | | Patch dns server software | | x | x | x |
| | | | Install dnstool to monitoring dns server performance | | x | x | x |
| | | | DNS server Security | | x | x | x |
| | | | Create dns logging configuration | | x | x | x |
| | | | Create ACL (Access Control List) configuration | | x | x | x |
| | | | Create ipchains / iptables / ipfw to filtering traffic access | | x | x | x |
| Daemon: Telnet/SSH | | | | | | | |
| Basic Advisory: | | | | | | | |
| | | | OpenSSH Package Install (rpm , tar.gz) | x | x | x | x |
| | | | Configure standard ssh_config : port , protocol , checkhost ip , identity file | x | x | x | x |
| | | | Password authentication | x | x | x | x |
| | | | Configure standard sshd_config : port , protocol , listenaddress , logging file | x | x | x | x |
| | | | authentication , s/key password | x | x | x | x |
| | | | RSAAuthentication , x11 forwarding | x | x | x | x |
| | | | Configure /etc/hosts.allow , /etc/hosts.deny , /etc/nologin , /etc/sshrc | x | x | x | x |
| | | | Create private key | x | x | x | x |
| Advanced Advisory: | | | | | | | |
| | | | Configure standard ssh_config : port , protocol , checkhost ip , identity file | | x | x | x |
| | | | RSAAuthentication | | x | x | x |
| | | | RhostAuthentication | | x | x | x |
| | | | Cipher, x11 Forwarding | | x | x | x |

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| Linux Platform | | | | | |
| Daemon: Telnet/SSH (cont'd) | | | | | |
| Advanced Advisory: | | | X | X | X |
| | Customizing all ssh_config | | X | X | X |
| | Customizing all sshd_config | | X | X | X |
| | Configure secure pop3 with ssh | | X | X | X |
| Daemon: Database Server | | | | | |
| Main Server Settings: | | | | | |
| | Installed mysql server package with optional modules support | X | X | X | X |
| | Installed mysql client package | X | X | X | X |
| | Installed mysql-devel package | X | X | X | X |
| Basic Advisory: | | | | | |
| | MySQL database administration support: | X | X | X | X |
| | Enter Query on mysql database | X | X | X | X |
| | Create standard database table | X | X | X | X |
| | Create user | X | X | X | X |
| | Standard DB Cnfiguration (Max connection , memory use , logging update file config, etc) | X | X | X | X |
| | MySQL Access privileges | X | X | X | X |
| | Backup / restore database with mysqldump | X | X | X | X |
| | Connecting mysql with Perl DBI module | X | X | X | X |
| | Connecting mysql to PHP | X | X | X | X |
| | Connecting mysql to CGI | X | X | X | X |
| | Common Error Troubleshooting : Installation error | X | X | X | X |
| | Administration related error | X | X | X | X |
| | Query related error | X | X | X | X |
| | Table definition related error | X | X | X | X |
| Advanced Advisory: | | | | | |
| | Upgrade mysql package version | | X | X | X |
| | Installing / configure PAM Support for authentication | | X | X | X |
| | Installing / configure LDAP support for authentication | | X | X | X |
| | Debug MySQL Process | | X | X | X |

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| Linux Platform | | | | | | |
| Daemon: Database Server (cont'd) | | | | | | |
| | | PostgreSQL | | X | X | X |
| | | DB Access / Permission | | X | X | X |
| | | Connection from CGI | | X | X | X |
| | | DB Config (Max connection, memory etc) | | X | X | X |
| Networking | | | | | | |
| Basic Advisory: | | | | | | |
| | | Subnetting allocation setting | X | X | X | X |
| | | TCP / IP allocation setting | X | X | X | X |
| Advanced Advisory: | | | | | | |
| | | Kernel modification | | X | X | X |
| | | LINUX / UNIX Router configuration : using RIP, RIPv2 , OSPF | | X | X | X |
| | | Package installation / configuration configuration using ipchains , iptables , ipfw | | X | X | X |
| Application Script Engine | | | | | | |
| PHP | | | | | | |
| | | Install PHP | X | X | X | X |
| | | Integrating PHP with Apache web server | X | X | X | X |
| | | Integrating PHP with MYSQL | X | X | X | X |
| | | Configure PHP with CGI | X | X | X | X |
| | | Advanced Web Programming with PHP | X | X | X | X |
| | | Perl | X | X | X | X |
| | | ColdFusion | X | X | X | X |
| Basic Advisory: | | | | | | |
| | | Settings: | X | X | X | X |
| | | Limit simultaneous requests | X | X | X | X |
| | | Timeout request | X | X | X | X |
| | | Restart unresponsive requests | X | X | X | X |
| | | Missing Template / Site-wide Error Handler | X | X | X | X |
| | | Caching | X | X | X | X |

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| Linux Platform | | | | | | | |
| Application Script Engine | | | | | | | |
| Basic Advisory (cont'd): | | | | | | | |
| Settings: | | | | | | | |
| | | | Client Variables | X | X | X | X |
| | | | Memory Variables | X | X | X | X |
| | | | Locking | X | X | X | X |
| | | | Mappings | X | X | X | X |
| | | | Mail / Mail Logging | X | X | X | X |
| Data Sources | | | | X | X | X | X |
| | | | ODBC Data Sources | X | X | X | X |
| | | | OLE DB Data Sources | X | X | X | X |
| Debug Settings | | | | X | X | X | X |
| | | | Debug options | X | X | X | X |
| | | | Debugging IPs | X | X | X | X |
| Automated Tasks | | | | X | X | X | X |
| | | | Automation Settings | X | X | X | X |
| | | | Schedule Task | X | X | X | X |
| Extensions | | | | X | X | X | X |
| | | | CFX Tags | X | X | X | X |
| | | | Custom Tag Paths | X | X | X | X |
| Security | | | | X | X | X | X |
| | | | CF Admin Password | X | X | X | X |
| | | | Tag Restriction | X | X | X | X |
| | | | CF Studio Password | X | X | X | X |
| Logs and Statistics | | | | X | X | X | X |
| | | | Logging Settings | X | X | X | X |
| | | | Log Files | X | X | X | X |
| | | | Server Reports | X | X | X | X |
| System Monitoring | | | | X | X | X | X |
| | | | Web Servers, System Probes, Alarms | X | X | X | X |

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| Linux Platform | | | | | | | |
| Application Script Engine | | | | | | | |
| Advanced Advisory: | | | | | | | |
| | | Data Sources: | | | X | X | X |
| | | | Native Data Sources | | X | X | X |
| | | | Verity Collections | | X | X | X |
| | | | Verity Server | | X | X | X |
| | | Extensions: | | | X | X | X |
| | | | JVM and Java Settings | | X | X | X |
| | | | Java Applets | | X | X | X |
| | | | Corba CConnectors | | X | X | X |
| | | System Monitoring | | | X | X | X |
| | | | Hardware Integration | | X | X | X |
| | | Archive and Deploy | | | X | X | X |
| | | | Archive Settings | | X | X | X |
| | | | Create Archive | | X | X | X |
| | | | Deploy Archive | | X | X | X |
| | | | Archive Security | | X | X | X |
| | | Common Gateway Interface (CGI) | | | X | X | X |
| | | | Application Execution | | X | X | X |
| Monitoring | | | | | | | |
| | | Daemon / TCP Service thru TCP/IP port using NetSaint | | | X | | X |
| | | Continuous ping + latency check | | X | X | X | X |
| Security [Advanced Advisory for all items] | | | | | | | |
| | | TCP/IP Port checking / block | | | | | X |
| | | Handle Spoofed packets | | | | | X |
| | | OS / Application Patch recommendation | | | | | X |
| | | Kernel Patch | | | | | X |
| | | Directory + File access permission settings | | | | | X |
| | | Directory + File Owner and group settings | | | | | X |
| | | TCP / IP Port blocking recommendation | | | | | X |
| | | UDP Port Blocking recommendation | | | | | X |

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| Linux Platform | | | | | |
| Security (cont'd) | | | | | |
| | Service blocking + monitoring | | | | x |
| | /etc/inittab editing | | | | x |
| | Install + configure TCP Wrappers | | | | x |
| | Install + configure TRIPWIRE | | | | x |
| | Install + configure Portsentry , Logsentry | | | | x |
| | Server monitoring with netsaint + snort | | | | x |
| | /etc/sysctl.conf editing to blocking attack | | | | x |
| | Standard ipchains / iptables / ipfw configuration | | | | x |
| | Standard ssh server configuration | | | | x |
| | Kernel modification + kernel patch | | | | x |
| | Install / configure PAM , LDAP for authentication | | | | x |
| | NFS , SAMBA , FTP , APACHE , MAIL server configuration auditing | | | | x |
| | Packet Filtering with complex ipchains / iptables / ipfw | | | | x |
| | Install / configure LINUX / UNIX based Firewall | | | | x |
| | Install / configure GNUPGP | | | | x |
| | Shell scripting | | | | x |
| Remote Admin Utility | | | | | |
| | VNC | x | x | x | x |
| | Webmin (linux admin thru webbrowser) | x | x | x | x |
| | Telnet / Telnet (SSH) | x | x | x | x |

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| Windows Platform | | | | | | |
| Admin Tools | | | | | | |
| Built-in Standard Windows Admin Tools | | | | | | |
| | | Component Service | X | X | X | X |
| | | Computer Management | X | X | X | X |
| | | ODBC | X | X | X | X |
| Daemon: Web Server – IIS | | | | | | |
| Basic Advisory: | | | | | | |
| | | Install and configure IIS WEB Server | X | X | X | X |
| | | Create Virtual directories : Local Virtual Directories and Remote Virtual Directories | X | X | X | X |
| | | Create Web Sharing | X | X | X | X |
| | | Patch IIS with the latest version from microsoft | X | X | X | X |
| | | Create Home Directory + access restriction | X | X | X | X |
| | | Customizing Directory Security : Anonymous access and access control | X | X | X | X |
| | | Ipaddress and domain restriction | X | X | X | X |
| | | Secure communication with web server certificate | X | X | X | X |
| | | Assingn web site identification , ipaddress , tcp port , maximum connections , logging file | X | X | X | X |
| | | Tuning webserver performance : Enable content expiration , http headers , hits per day | X | X | X | X |
| | | Enable bandwidth throttling , enable process throttling | X | X | X | X |
| | | Create ISAPI filter , update server extension with the latest version | X | X | X | X |
| | | Install and configure Frontpage extension | X | X | X | X |
| Advanced Advisory: | | | | | | |
| | | Server Administration using Server-Level Administration | | X | X | X |
| | | Backup + restore server configuration | | X | X | X |
| | | Configure server properties : HTTP compression , Bandwith Throttling , MIME Map , server extensions | | X | X | X |
| | | Server Administration using Site-Level Administration | | X | X | X |
| | | Server Administration using File-Level Administration : | | X | X | X |
| | | Create website identification | | X | X | X |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|--|--|--|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: Web Server – IIS | | | | | | | |
| Advanced Advisory: | | | | | X | X | X |
| Server Administration using Directory-Level Administration: | | | | | X | X | X |
| Locate Home Directory | | | | | X | X | X |
| Access permission , anonymous access and authentication control | | | | | X | X | X |
| Application settings , default-document , content expiration , http headers, MIME type | | | | | X | X | X |
| Access permission , anonymous access and authentication control | | | | | X | X | X |
| IPaddress + domain name restriction | | | | | X | X | X |
| Create secure communication using SSL | | | | | X | X | X |
| Custom Errors and content rating | | | | | X | X | X |
| Configure multiple IPaddress / one ipaddress | | | | | X | X | X |
| Limiting connections session , enable IIS logging | | | | | X | X | X |
| Create Home Directory , Directory access permission | | | | | X | X | X |
| Application settings , redirection setting | | | | | X | X | X |
| Restriction access based on anonymous access , ipaddress , dns restriction | | | | | X | X | X |
| Combine authentication with basic authentication, digest authentication, integrated authentication | | | | | X | X | X |
| Create webserver certificate to build secure communication | | | | | X | X | X |
| Daemon: Mail Server (SMTP/POP3/IMAP with Imail or Exchange) | | | | | | | |
| Basic Advisory: | | | | | | | |
| Install active directory with new windows service pack | | | | X | X | X | X |
| Install / configure microsoft exchange 2000 server : | | | | X | X | X | X |
| Adding domain for email server | | | | X | X | X | X |
| Exchange server administrator | | | | X | X | X | X |
| Create pop3 users , mailbox for users, limit size for mailbox | | | | X | X | X | X |
| Configure smtp routing | | | | X | X | X | X |
| User access restriction , access file restriction | | | | X | X | X | X |
| Mail relay restriction , antispamming restriction | | | | X | X | X | X |
| Mail queue monitoring | | | | X | X | X | X |
| Sending & recieving mail restriction | | | | X | X | X | X |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|---|--|--|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: Mail Server (SMTP/POP3/IMAP with Imail or Exchange) cont'd | | | | | | | |
| Basic Advisory: | | | | | | | |
| | | | install / configure microsoft exchange 2000 server : (cont'd) | x | x | x | x |
| | | | Adding subdomain | x | x | x | x |
| | | | Configure exchange authentication with LDAP | x | x | x | x |
| | | | Configure exchange with IMAP | x | x | x | x |
| | | | Encrypting users mailbox file | x | x | x | x |
| | | | Install microsoft outlook webaccess for users webmail | x | x | x | x |
| | | | Securing microsoft outlook webaccess | x | x | x | x |
| | | | Access permission and access restriction | x | x | x | x |
| | | | Home directory for microsoft outlook webaccess | x | x | x | x |
| | | | Customizing microsoft outlook webaccess file | x | x | x | x |
| Advanced Advisory: (Exchange Only) | | | | | | | |
| | | | Exchange security | | x | x | x |
| | | | Administration delegation | | x | x | x |
| | | | Set advance permission | | x | x | x |
| | | | Set user authentication on virtual server + exchange http virtual server | | x | x | x |
| | | | Control connection to virtual server | | x | x | x |
| | | | Enable logging for smtp , nntp , http virtual protocols , http exchange virtual server | | x | x | x |
| | | | Use encryption configuration | | x | x | x |
| | | | Key management server setting and configuration | | x | x | x |
| | | | Preferred encryption algorithm for client | | x | x | x |
| | | | Security message format | | x | x | x |
| | | | Outlook webaccess troubleshooting | | x | x | x |
| | | | Diagnostic logging with using iis logging feature | | x | x | x |
| | | | Performance monitoring | | x | x | x |
| | | | Migrating / upgrading exchange | | x | x | x |
| | | | Coexisting exchange with previous version | | x | x | x |
| | | | Replicating exchange users mailbox databases | | x | x | x |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|---|--|--|---|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: Mail Server (SMTP/POP3/IMAP with Imail or Exchange) cont'd | | | | | | | |
| Advanced Advisory: (Exchange Only) | | | | | | | |
| | | | Managing public folder | | X | X | X |
| | | | Create public folder | | X | X | X |
| | | | Configure public folder | | X | X | X |
| | | | Enable public folder to receiving mail | | X | X | X |
| | | | Maintenance public folder | | X | X | X |
| | | | Connect to other messaging server | | X | X | X |
| | | | Connect to lotus notes | | X | X | X |
| | | | Connect to lotus cc:mail | | X | X | X |
| | | | Connect to Novell Groupwise server | | X | X | X |
| Daemon: Database Server and Tools - SQL | | | | | | | |
| Basic Advisory | | | | | | | |
| | | | Installing SQL Server | X | X | X | X |
| | | | Administering SQL server | X | X | X | X |
| | | | Start , Stop ,Pause SQL server | X | X | X | X |
| | | | Importing or exporting data | X | X | X | X |
| | | | Backup and restore data | X | X | X | X |
| | | | Designing backup and recovery procedure | X | X | X | X |
| | | | Backup and restore operations | X | X | X | X |
| | | | Database backup | X | X | X | X |
| | | | Differential database backup | X | X | X | X |
| | | | Transaction database backup | X | X | X | X |
| | | | Backup restriction | X | X | X | X |
| | | | Recovering database | X | X | X | X |
| | | | Restart interrupted backup and restore operations | X | X | X | X |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|--|--|--|---|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: Database Server and Tools – SQL | | | | | | | |
| Basic Advisory: | | | | | | | |
| | | | Administering SQL server | x | x | x | x |
| | | | Managing server | x | x | x | x |
| | | | Registering servers | x | x | x | x |
| | | | Assigning an sa password | x | x | x | x |
| | | | Managing AWE memory | x | x | x | x |
| | | | Configure network connection | x | x | x | x |
| | | | Configure linked service | x | x | x | x |
| | | | Established security for linked server | x | x | x | x |
| | | | Configure OLE DB Providers for distribute query | x | x | x | x |
| | | | Configure Remote server | x | x | x | x |
| | | | Log shipping | x | x | x | x |
| | | | Configure SQL mail | x | x | x | x |
| | | | Setting configurations options | x | x | x | x |
| | | | Creating database | x | x | x | x |
| | | | Create databases , tables , indexes , views | x | x | x | x |
| | | | Setting stored procedure | x | x | x | x |
| | | | Full text indexes | x | x | x | x |
| | | | Accessing and changing relational data | x | x | x | x |
| | | | Monitoring SQL with SQL server tools | x | x | x | x |
| Advanced Advisory: | | | | | | | |
| | | | Maintaining SQL server databases | | x | x | x |
| | | | Create datawarehouse and using data warehouse tools | | x | x | x |
| | | | Setting Data transformation service | | x | x | x |
| | | | Setting Analysis services | | x | x | x |
| | | | Setting Meta Data Services | | x | x | x |
| | | | Failover Clustering database | | x | x | x |
| | | | Create failover cluster , handling failover cluster with SQL tool | | x | x | x |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|---|--|--|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: Database Server and Tools – SQL cont'd | | | | | | | |
| Advanced Advisory: | | | | | | | |
| | | | Configure XML and internet support | | X | X | X |
| | | | Configure IIS Virtual Directory management for SQL server utility | | X | X | X |
| | | | Configure IIS Virtual Directory management for SQL server object model | | X | X | X |
| | | | Configure SQL server accessing via http | | X | X | X |
| | | | Configure execute SQL statement using HTTP | | X | X | X |
| | | | Configure executing template file using HTTP | | X | X | X |
| | | | Configure executing XPath Queries using HTTP | | X | X | X |
| | | | Configure accessing database object via HTTP | | X | X | X |
| | | | Retrieving and writing XML data | | X | X | X |
| | | | Optimizing database Performance | | X | X | X |
| | | | Design Federated Database Server | | X | X | X |
| | | | Database Design with local database design and physical database design | | X | X | X |
| | | | Query tuning and analyzing | | X | X | X |
| | | | Networking and performance tuning | | X | X | X |
| | | | Optimizing application performance using efficient data retrieval | | X | X | X |
| | | | Optimizing Utility tools and performance | | X | X | X |
| | | | Optimizing server performance using memory / I/O configuration , maximize throughput ,configure server tasking ,virtual memory | | X | X | X |
| | | | Using SQL server tools | | X | X | X |
| | | | Command prompt utility | | X | X | X |
| | | | User interface reference | | X | X | X |
| | | | Troubleshooting SQL server | | X | X | X |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|---|--|--|---|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: Database Server and Tools - SQL | | | | | | | |
| Advanced Advisory: | | | | | | | |
| | | | DataBase replication | | X | X | X |
| | | | Planning database replication | | X | X | X |
| | | | Configure replication tools | | X | X | X |
| | | | Configure replication options | | X | X | X |
| | | | Filter published data | | X | X | X |
| | | | Updatable subscriptions | | X | X | X |
| | | | Optimizing synchronization | | X | X | X |
| | | | Publishing data & database object for replication over VPN, FTP, microsoft proxy server | | X | X | X |
| | | | Synchronizing data , scripting replication | | X | X | X |
| | | | Replication beetween different version of SQL server | | X | X | X |
| | | | Configure replication security | | X | X | X |
| | | | Backup and restoring replication database | | X | X | X |
| Daemon: FTP (Standard FTP / CuteFTP Server / WSFTP Server) | | | | | | | |
| Basic Advisory – Standard IIS FTP | | | | | | | |
| | | | Install IIS FTP | X | X | X | X |
| | | | Install IIS common files | X | X | X | X |
| | | | Patch IIS with latest patches release from microsoft | X | X | X | X |
| | | | Setting Standard IIS FTP server : FTP site description , ipaddress and TCP Port | X | X | X | X |
| | | | Connection limitation, logging file, home directory, | X | X | X | X |
| | | | Directory Security , users access permission | X | X | X | X |
| | | | Setting Virtual directory: virtual directory location, access permission, user access granted | X | X | X | X |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|---|--|---|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Daemon: FTP (Standard FTP / CuteFTP Server / WSFTP Server) | | | | | | | |
| Basic Advisory – WsFTP / CuteFTP Server | | | | | | | |
| | | Anonymous FTP | | x | x | x | x |
| | | Anonymous FTP directory | | x | x | x | x |
| | | Directory Access permission for download only | | x | x | x | x |
| | | Locking anonymous user when login onto ftp server | | x | x | x | x |
| | | Restrict user access permission | | x | x | x | x |
| | | Maximum connection allowed | | x | x | x | x |
| | | Turn on all user logging file | | x | x | x | x |
| | | Ftp Port Settings | | x | x | x | x |
| | | Non-anonymous FTP | | x | x | x | x |
| | | Limit User access / login to terminal | | x | x | x | x |
| | | User access permission and file settings to upload or download file | | x | x | x | x |
| | | User Classless | | x | x | x | x |
| | | Prevent Anonymous user to execute dangerous command /code | | x | x | x | x |
| | | Virtual FTP Directroy | | x | x | x | x |
| | | Common configuration problem file checking | | x | x | x | x |
| | | Ftpservers file | | x | x | x | x |
| | | Ftphosts file | | x | x | x | x |
| | | User classes | | x | x | x | x |
| | | User access permission | | x | x | x | x |
| | | User file logging | | x | x | x | x |
| | | Deny system account to login over ftp | | x | x | x | x |
| | | Maximum Allowed connection | | x | x | x | x |
| | | FTP Port & Bind Socket to FTP Port | | x | x | x | x |

| Description | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|-------------------------|---------------------------|---|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | |
| | Daemon: DNS | | | | | |
| | Basic Advisory: | | | | | |
| | | Install DNS Server from windows package | x | x | x | x |
| | | Configure DNS Server type (Primary , secondary , cache only dns) | x | x | x | x |
| | | Enable DNS server forwarders | x | x | x | x |
| | | DNS server management : | x | x | x | x |
| | | Adding / Delete DNS server | x | x | x | x |
| | | Modify DNS boot sequence | x | x | x | x |
| | | Create DNS zone file , zone delegation ,notify list for a zone | x | x | x | x |
| | | Configure Authoritative servers for a zone | x | x | x | x |
| | | Adding forward lookup zone | x | x | x | x |
| | | Adding reverse lookup zone | x | x | x | x |
| | | Zone transfer at secondary dns server | x | x | x | x |
| | | Configure Dynamic update , refresh interval , retry interval , ttl | x | x | x | x |
| | | Adding Domain / host record , Adding CNAME record , Adding MX record , PTR record | x | x | x | x |
| | | Modifying record | x | x | x | x |
| | Networking | | | | | |
| | Basic Advisory: | | | | | |
| | | TCP / IP allocation setting | x | x | x | x |
| | | Subnetting allocation setting | x | x | x | x |
| | | NAT configuration Windows Routing Service | x | x | x | x |
| | Advanced Advisory: | | | | | |
| | | Package installation / configuration | x | x | x | x |
| | | Windows Router configuration : using RIP, RIPv2 , OSPF | | x | x | x |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|--|--|--|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Application Script Engine (ASP, ColdFusion) | | | | | | | |
| Basic Advisory: | | | | | | | |
| Server Settings | | | | X | X | X | X |
| Limit simultaneous requests | | | | X | X | X | X |
| Timeout request | | | | X | X | X | X |
| Restart unresponsive requests | | | | X | X | X | X |
| Missing Template / Site-wide Error Handler | | | | X | X | X | X |
| Caching | | | | X | X | X | X |
| Client Variables | | | | X | X | X | X |
| Memory Variables | | | | X | X | X | X |
| Locking | | | | X | X | X | X |
| Mappings | | | | X | X | X | X |
| Mail / Mail Logging | | | | X | X | X | X |
| Data Sources | | | | X | X | X | X |
| ODBC Data Sources | | | | X | X | X | X |
| OLE DB Data Sources | | | | X | X | X | X |
| Debug Settings | | | | X | X | X | X |
| Debug options | | | | X | X | X | X |
| Debugging IPs | | | | X | X | X | X |
| Automated Tasks | | | | X | X | X | X |
| Automation Settings | | | | X | X | X | X |
| Schedule Task | | | | X | X | X | X |
| Extensions | | | | X | X | X | X |
| CFX Tags | | | | X | X | X | X |
| Custom Tag Paths | | | | X | X | X | X |
| Security | | | | X | X | X | X |
| CF Admin Password | | | | X | X | X | X |
| Tag Restriction | | | | X | X | X | X |
| CF Studio Password | | | | X | X | X | X |

| Description | | | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|--|--|--|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | | | |
| Application Script Engine (ASP, ColdFusion) | | | | | | | |
| Basic Advisory: cont'd | | | | | | | |
| | | | Logs and Statistics | x | x | x | x |
| | | | Logging Settings | x | x | x | x |
| | | | Log Files | x | x | x | x |
| | | | Server Reports | x | x | x | x |
| | | | System Monitoring | x | x | x | x |
| | | | Web Servers, System Probes, Alarms | x | x | x | x |
| Advanced Advisory: | | | | | | | |
| | | | Data Sources: | | x | x | x |
| | | | Native Data Sources | | x | x | x |
| | | | Verity Collections | | x | x | x |
| | | | Verity Server | | x | x | x |
| | | | Extensions: | | x | x | x |
| | | | JVM and Java Settings | | x | x | x |
| | | | Java Applets | | x | x | x |
| | | | System Monitoring | | x | x | x |
| | | | Hardware Integration | | x | x | x |
| | | | Archive and Deploy | | x | x | x |
| | | | Archive Settings | | x | x | x |
| | | | Create Archive | | x | x | x |
| | | | Deploy Archive | | x | x | x |
| | | | Archive Security | | x | x | x |
| Application Script Engine (PHP) | | | | | | | |
| Basic Advisory: | | | | | | | |
| | | | Install php, phpadmin & phpcoder for windows | | x | x | x |
| | | | Integrating PHP with Apache web server and MySQL | | x | x | x |
| | | | Configure PHP with CGI | | x | x | x |
| | | | Advance Web Programming with PHP | | x | x | x |

| Description | | Shared Server | Dedicated Server | Corporate Silver | Corporate Gold |
|-----------------------------|--|---------------|------------------|------------------|----------------|
| Windows Platform | | | | | |
| Monitoring | | | | | |
| | Daemon / TCP Service thru TCP/IP port using NetSaint | | X | | X |
| | Continous ping + latency check | X | X | X | X |
| Security | | | | | |
| | TCP/IP Port checking / block recommendation | X | X | X | X |
| | Port Blocking | X | X | X | X |
| | OS / Application Patch | X | X | X | X |
| | Service Pack | X | X | X | X |
| Remote Admin Utility | | | | | S |
| | Terminal Server | X | X | X | X |
| | Timbuktu | X | X | X | X |
| | VNC | X | X | X | X |