

SERVER MANAGEMENT SERVICES

Atlantic.Net can help manage your hosted server infrastructure. You can take advantage of our server management services and bring focus to your core business. Coupled with Server Management Services and your choice of hosted infrastructure, Atlantic.Net can help you achieve your business goals and stay focused on your core business. We provide the following services:



AVAILABLE OPERATING SYSTEMS:

- ✓ Windows Server: 2016, 2019, 2022
- ✓ CentOS: 7, 8
- ✓ Debian: 9, 10
- ✓ Ubuntu: 18.04 LTS, 20.04 LTS



ATLANTIC.NET ONE-CLICK APPS:

- ✓ cPanel / WHM
- ✓ LAMP
- ✓ LEMP
- ✓ MySQL
- ✓ NextCloud
- ✓ WordPress



GENERAL FEATURES:

- ✓ Server deployment while following industry best practices, including server hardening
- ✓ General baseline performance metrics completed and provided upon initial release
- ✓ 20% discount on Atlantic.Net Professional Service Agreements
- ✓ **Dedicated Account Representative**
- ✓ Upon request, troubleshoot issues relating to server network connectivity, host load, and server operating systems
- ✓ Reinstall server operating system as needed



DATABASE SERVICE SUPPORT:

- ✓ Supported platforms: MSSQL 2017, 2019; MySQL 5.7+, 8.x Recommended, Percona 5.7+, MariaDB 10.4+
- ✓ Installation and secure configuration of database software
- ✓ Assist with setting up new database and database users
- ✓ Assist with setting up local database backups
- ✓ Assist with import of remote databases
- ✓ Assist with basic security changes

Note: This does not include support for query analysis

SERVER MANAGEMENT SERVICES



CONTROL PANEL SUPPORT:

- ✓ cPanel / WHM
- ✓ Plesk
- ✓ Webmin

Note: Support is always current LTS version



DNS SUPPORT:

- ✓ Web portal available to allow for client to make their own changes
- ✓ Assist with importing customer provided DNS information to Atlantic.Net DNS servers
- ✓ Implement DNS changes on Atlantic.Net DNS servers and help facilitate migrations to Atlantic.Net services
- ✓ Assist with advanced DNS configurations, such as setting up domain keys and SPF records
- ✓ Assist with troubleshooting DNS resolution problems



EMAIL SERVER SUPPORT:

- ✓ Install and configure Mail Server on Windows or Linux server, including Mail Transfer Agent (MTA) and Webmail portals
- ✓ Enable anti-spam and anti-malware settings by configuring e-mail virus and spam scanners, rate-limits, and Realtime Blackhole List checks
- ✓ Assist with setting up mail-related DNS records
- ✓ Assist with setting up new domains
- ✓ Assist with setting up new users
- ✓ Assist with troubleshooting mail delivery and mail queue issues
- ✓ Provide customer with settings needed to set up e-mail client for receiving e-mail



FILE SHARING:

- ✓ Includes support for Windows and Linux file shares
- ✓ Assist with setup and mapping of NFS shared folder
- ✓ Assist with setup and mapping of Samba/SMB shared folder
- ✓ Assist with setup and mapping of SSHFS shared folder
- ✓ Assist with setup and mapping of Windows shared drive



FTP, FTPS, SFTP:

- ✓ Includes support for Linux and Windows systems
- ✓ Assist with setup and configuration FTP, FTPS, and SFTP
- ✓ Assist with setup of new users

SERVER MANAGEMENT SERVICES



LOAD BALANCING (optional add-on):

- ✓ Configure load balancing to distribute incoming application traffic across multiple servers
- ✓ Configure load balancing service type - Round Robin, Static Round Robin, Least Connections, IP Source
- ✓ Configure load balancing features - sticky sessions, health checks, SSL termination, multi-port, connection throttling

Note: *GeoIP Load Balancing also available via Edge Protection service*



ONWATCH PLATINUM MONITORING PLATFORM (as requested):

- ✓ ICMP monitoring
- ✓ SNMP-based CPU usage
- ✓ SNMP-based RAM usage
- ✓ SNMP-based Disk I/O
- ✓ SNMP-based NIC throughput
- ✓ Hardware RAID status (if applicable)
- ✓ Website, E-Mail, MySQL port status



SERVER MIGRATIONS:

- ✓ Assist with migrating client data from another hosting provider and with getting started on Atlantic.Net's Managed Platform server



SERVER PATCHING AND UPDATES:

- ✓ Upon request, install requested updates and patches
- ✓ Automated patching service available
- ✓ Critical patches installed daily
- ✓ General patches installed monthly
- ✓ Schedule times for server reboots after patching, if needed
- ✓ Upon request, pre-patch report on the current status of pending updates
- ✓ Upon request, post-patch report on the application of the latest updates



VULNERABILITY SCANNERS:

- ✓ Biweekly vulnerability scans for host servers or configured websites that will report any known vulnerabilities
- ✓ Upon request, assist with evaluating scan results and implement requested firewall rules to mitigate potential issues.

Note: *This does not include support for site code or query analysis*

SERVER MANAGEMENT SERVICES



WEB SERVER SUPPORT:

- ✓ Includes support for Windows IIS, Apache, Nginx
- ✓ Install and configure requested common web extensions, such as PHP
- ✓ Apply general security tweaks and performance optimizations
- ✓ Assist with setting up new websites
- ✓ Assist with setting up domain redirects and rewrites
- ✓ Assist with setting up custom logging
- ✓ Assist with enabling web authentication
- ✓ Assist with server generated outbound e-mail issues
- ✓ Assist with troubleshooting connectivity to an SQL server
- ✓ Assist with troubleshooting permissions and file issues
- ✓ Assist with evaluating customer logs



WEB SERVER SUPPORT - SSL:

- ✓ Assist with order and setup of SSL for hosted domains



VPN SUPPORT (Atlantic.Net Firewall Required):

- ✓ Assist with configuration of Client-based VPN (user authentication)
- ✓ Assist with configuration of Site-to-Site tunnels
- ✓ Assist with setup of access lists to ensure VPN is restricted to specific servers and accounts
- ✓ Upon request, modify VPN configuration settings

Notes:

- Atlantic.Net is unable to assist with any website or database content generation, scripting or programming
- Atlantic.Net may request removal of any installed third-party application prior to troubleshooting server issues if there is reason to believe the application may impact server performance or reliability



Find Out More?

Atlantic.Net stands ready to help you attain fast compliance with a range of certifications, such as SOC 2 and SOC 3, HIPAA, and HITECH, all with 24x7x365 support, monitoring, and world-class data center infrastructure. For faster application deployment, free IT architecture design, and assessment, visit us at www.atlantic.net, call **888-618-DATA (3282)**, or email us at sales@atlantic.net.