



Welcome to Go4Hosting *Service Welcome Kit*



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Welcome to Go4hosting

Go4Hosting is a professional website hosting company and data center solutions provider, having a glorious history of over 10 years. We are catering world class services to our customers round the globe. Over the years, we have been successful in establishing ourselves as a leading data center services provider offering top solutions at the most affordable price range. Our hosting solutions come with superior technology and quality support so that you experience what effective web hosting is all about.

Our Customer Service

Our team comprises of dedicated professionals, experienced and knowledgeable in their domain. Our 24 X 7 prompt technical support will ensure uninterrupted server performance and maximum uptime for your servers. We are contactable through phone and email.

Server Performance

We only use original hardware from the best brands in the market which seals our server reliability. Our fast and reliable servers come with 99.95% uptime guarantee. For any unprecedented errors our tech experts are available 24 x 7. Our back-up system ascertains complete safety for your important website files. Our highly redundant networking ensures comprehensive reliability and consistency in your server performance.

Our Tier 3 Data Center Facilities

Get your server placed in any of our two leading Tier 3 facilities in India (Jaipur or New Delhi) and enjoy complete advantage of Fully Managed Hosting Services from India's, first ISO 9001:2008 Data Center in India with experience of over 10 years in Managed Hosting Industry. Our carrier neutral facilities offer committed uptime of 99.95% and state of services from small to big enterprises. We invite you to visit our Data Center located in highly secure Noida Special Economic Zone in Delhi NCR and witness how we're transforming it to make it as competitive as United States.

Effect Pricing

Pricing is another factor which makes us unique, our solutions are incredibly affordable. We intend to make web hosting a rewarding experience for our customers. To know more about the company please visit: [Go4Hosting](https://www.go4hosting.com)

Order Details

Order Id	6214062226
Customer name	Sipu Kumar
Customer Emaild	Sipu.kumar88@gmail.com
Client Unique Id	23362
Address	Dehmhi Dharmpur Bulandshahr
City	Noida
State	Uttar Pradesh
Status	Active
Payment:	ebs
Description	Plan 2 - Linux (25/02/2021 - 24/02/2022) Server Processor 2 Core Operating System Ubuntu 18.04 HDD Size 40 GB RAID Configuration N/A HDD Partition Scheme N/A Memory Capacity - RAM 4 GB Database My sql Control Panel N/A Required Host Name N/A Bandwidth 5 TB Application Required N/A No of Interfaces/IP 2 Firewall Configuration Default Scope Of Work (Yes/No) if Yes. attach Default Managed Services (Yes/No) No Managed Services Package Name N/A Managed Services Value N/A Purchase Order (Yes/No) if Yes attach N/A Customer Application Form (CAF) attach N/A Other Information Sale
Control Panel	NA
Cpanel Url	NA
Demo Server	No
Co- Location Server	No

1 Primary IP Address	49.50.69.57 49.50.69.58	SSH / RDP Port No	2232
Secondary Ip Address	49.50.69.57 49.50.69.58		
Server Username	root	Server Password	DF^qR&%d3^JHB
Cpanel User		Cpanel Password	
Database User	root	Database Password	
Operating System	Application Installed	Remarks	
Ubuntu 18.04			



How to Reach your Server

In windows it is very easy to access your server via RDP/RDC, To do this you will need to follow the below simple steps:

Go to **Start** > **Run** > type **mstsc**, Click **OK** then put your server IP Address and click on **connect**.

In Linux Machine you will need to install PuTTY software and take SSH session. It is open source software so you

can download it free of cost from this site: [Putty](#)

To Know More Please go through URL: [Knowledge Base Go4Hosting](#)

To know more connect to Database: [Click Here](#)

Name Servers (Dedicated/VPS/Cloud) :

Primary Nameservers: ns13.goforhosting.com

Secondary Nameserver : ns14.goforhosting.com



Help

We are happy to assist you at any time of the day. We are available 24x7x365 days for you. It is very easy to reach our Technical Experts on: **support@go4hosting.com**

If you have any related to Billing then please contact at : **billing@go4hosting.com** Contact No . 01206277788

Apart from this if he is having sales related query then please contact us at : **sales@go4hosting.com** Contact No . 01206277777

US : +1-888-795-2770

UK : +44-800-845-6515

IN : +91-120-666-7718

Escalation matrix

Response & Escalation Matrix (Data Center Ops & Network Support Services)

Problem Type (Priority & Severity)	Level I	Level II	Level III	Level IV	Level V
DC & Network Support - Normal	< 1 Hr	After 1 Hrs	After 4 Hrs	After 6 Hrs	After 8 Hrs
DC & Network Support - Major	< 30 Mins	After 1 Hrs	After 3 Hrs	After 4 Hrs	After 5 Hrs
DC & Network Support - Critical	< 15 Mins	After 30 Mins	After 2 Hrs	After 3 Hrs	After 4 Hrs
Data Center Support Services	DC Helpdesk Team support@go4hosting.com +91-120-6277777	Shift Incharge - Windows Email: 2ndlevel@cyfuture.com Direct No : +91-120-6667721	Arvind Kr. Pratap/Devindar Kumar - IDC Email: 3rdlevel@cyfuture.com Direct No: +91-120-6277726	Abdus Salam Email: abdus.salam@cyfuture.com Direct No: +91-120-6277721 Mob: +91-9980529648	Arun Kumar Senior Manager-IDC Email: arun.kumar1@cyfuture.com Direct No: +91-120-6277714 Mob: +91-9643004904
Data Center Support Services	DC Helpdesk Team support@go4hosting.com +91-120-6277777	Shift Incharge - Linux Email: 2ndlevel@cyfuture.com Direct No : +91-120-6667719	Pradeep Kumar Email: 3rdlevel@cyfuture.com Direct No: +91-120-6277719 Mob: +91-9711534025	Neel Kamal Assistant Manager-IDC Email: neel.kamal@cyfuture.com Direct No: +91-120-6277724 Mob: +91-9582223497	Arun Kumar Senior Manager-IDC Email: arun.kumar1@cyfuture.com Direct No: +91-120-6277714 Mob: +91-9643004904
Network Support Services	DC Helpdesk Team support@go4hosting.com +91-120-6277777	Shift Incharge - Network Email: nsd@cyfuture.com Direct No : +91-120-6277723	Sumit Kumar / Puneet Yadav - Network Email: 3rdlevel@cyfuture.com Direct No: +91-120-6277727 Mob: +91-9643004904	Amrit Pal Singh Assistant Manager-IDC Email: amrit.singh@cyfuture.com Direct No: +91-120-6277727 Mob: +91-9643108642	Arun Kumar Senior Manager-IDC Email: arun.kumar1@cyfuture.com Direct No: +91-120-6277714 Mob: +91-9643004904
DATA Center Sales Support	Billing Helpdesk Team Email: billing@go4hosting.com +91-120-6277734	Pooja Mehta Email: pooja.mehta@cyfuture.com Direct No:	Shruti Mishra Email: shruti.mishra@cyfuture.com Direct No:	Md Salim Senior Manager-IDC Email: md.salim@cyfuture.com	Vijay Gupta Asst. Vice President-IDC Email: vijay.gupta@cyfuture.com

/ Billing		+91-120-6277734	+91-120-6277788	Direct No: +91-120-6277786 Mob: +91- 9810308920	yfuture.com Direct No: +91-120-6277740 Mob: +91-9810113694
Critical	Production server or other mission critical system(s) are down and no workaround is immediately available. Direct No : +91-120-6277714				
Major	Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A major milestone is at risk. Ongoing and incremental installations are affected. A temporary workaround is available.				
Normal	Partial, non-critical loss of functionality of the software. Impaired operations of some components, but allows the user to continue using the software. Initial installation milestones are at minimal risk.				

Our Managed Services

Every second matters when a hosted application is mission-critical. Lost revenue, damaged reputation and halted productivity are just some of the nightmares that companies face when their hosting service in India goes down. Our team is dedicated to every client, 24/7, to keep things running smoothly. A decade of managing complex, transaction-intensive applications has given Go4Hosting the experience to be pro-active in heading off disasters, knowing immediately if anything goes wrong and acting quickly to resolve any issues. With the hunt for a competitive edge in today's marketplace; no two companies are exactly alike in issues faced, needs or even wants Go4Hosting works with each client to design a customized managed hosting solution not only for their current hosting requirements, but also with the ability to rapidly scale when needed. Go4Hosting's expert sales and administration team will help develop a solution that has all the hosting components that are needed, including load balancing, security controls, and bandwidth and backup solutions unique to each company.

Benefits:

- Customization.
- Proactive verses reactive.
- Higher performance, reliability and security.
- Faster time to market.
- Ease of scalability.
- Assistance with Security Audits.
- Increased bandwidth to handle spikes in visitor traffic.

Any company with sites that have a high number of visitors, confidential information and/or complex web applications, knows what these benefits can mean to the bottom line, but at what cost? Other managed hosting companies might have surprise charges; Go4Hosting includes all hardware, software and management in a simple monthly fee.

Managed Hosting Features

Network infrastructure: The Go4Hosting team fully manages all aspects needed to utilize Go4Hosting's robust and scalable network architecture which includes intrusion detection, routers, switches, redundant power systems and redundant bandwidth providers.

Hardware Procurement and Deployment: Go4Hosting guarantees every server. A team of Go4Hosting administrators will order the necessary hardware components and build the exact server(s) to specifications, with spare parts and extra servers are kept on site in the event repair or replacement of a server is needed. The team will then deploy the server into the Tata's network at Go4Hosting'

OS Installation and Configuration: A team of Go4Hosting administrators will manage the installation and configuration of the operating system.

24/7 Customized Monitoring: Monitoring is done 24/7/365 by Go4Hosting's Network Operations Center administrators who use a web-based monitoring tool known as Web Sense. The key to success is urgency in responding to alerts and executing clients' requests. Go4Hosting is dedicated to cross-training its team so calls can often be resolved without having to always escalate to a specialist.

Administration Support: Go4Hosting provides 24/7/365 full hardware maintenance, onsite and technical support.

Security: Go4Hosting expert consultants develop customized security methods that will ensure data integrity.

Rapid Response and Recovery: A failing hard disk or an accidental erasure of a vital file, accidents happen. With Go4Hosting there are no worries, the engineers can rapidly restore data, servers and functionality. Recovery is enhanced when coupled with redundant systems, managed database services and high-availability architectures.

Server Management

Specifications	Basic	Silver	Gold	Platinum	Titanium
Type	Unmanaged	Self -Managed	Semi-Managed	Managed	Fully Managed
Network Security					
Server Port Monitoring (Number of Ports)	✖	✖	3	6	8
Server Resources Monitoring	✖	✖	✓	✓	✓
24x7 Monitoring, Notification, and Response	✖	✖	✓	✓	✓
Remote Reboot	✓	✓	✓	✓	✓
OS Reload	✖	✖	✓	✓	✓
System and Logs Monitoring with Alerts	✖	✓	✖	✖	✓
Security and Threat Alerts	✖	✓	✓	✓	✓
Dedicated Account Manager	✖	✖	✖	✓	✓
Software					
Software Firewall Management	✖	✖	✖	✓	✓
Server Anti Virus Protection	✖	✖	✖	✓	✓
Control Panel Installation Support	✖		✓	✓	✓
Software Installtion and Configuration	✖	✖	✓	✓	✓
Patch Updates	✖	✖	✓	✓	✓
Database Installation and Support	✖	✖	✖	✓	✓
Website/FTP Services Set Up	✖	✓	✓	✓	✓
Trojan , Anti-Spyware and Other Protection	✖	✖	✓	✓	✓
Others					
24/7/365 Telephone Support/Ticket Based Support	✓	✓	✓	✓	✓
System Administrative Services(Monthly)	✖	30 minute	2 hour	5 hour	Unlimited
On Demand Server Security Health & Assessment	✖	✖	✖	✓	✓
Clustering Service Management	✖	✖	✖	✖	✓
Load Balancer Management	✖	✖	✖	✓	✓
Online Bandwidth Monitoring Tool	✖	✖	✖	✓	✓
Hardware Replacement TAT	12 hours	8 hours	6Hours	4 Hours	Instantly
Response Time	✖	12 -24 hours	8 Hours	4 Hours	Instant
Monthly Cost for VM/Server	Free	Rs. 3995	Rs.6995	Rs. 9995	Rs. 11995



Do's & Don'ts

Do's:

- Maintaining privacy and security by keeping all passwords confidential.
- Always use complex password, Use upper, lower, numeric and special character in your password.
- Use hard-to-guess passwords.
- Take back-up of your necessary data on regular basis.
- If you feel your Server is virus infected immediately report to IT Security team on: support@go4hosting.com.
- Protect your user ID and password.
- Validate the website you are accessing to reduce virus infection.
- Clean up cache and history files after use.
- Ensure your PC/Server is updated with all Security patches.
- Use the latest version of Internet Explorer.

Don'ts:

- Create a password using your user name in any form (reversed, capitalized or doubled).
- Don't use your name, Social Security number or any other personal information that could identify you. This means pet names, girlfriend/boyfriend names, birth dates, phone numbers, license plates, car models or addresses.
- Don't share your password with others if share change is immediately.
- Don't enable the "Save Password" option if prompted to do so. Pre-saved passwords will make it easy for anyone else using your computer to access your accounts.
- Don't visit untrustworthy sites out of curiosity, or access the URLs provided in those websites.
- Don't use illegal software and programs.
- Don't download programs without permission of the copyright owner or license or ITSecurity department.
- Don't send mass e-mails.
- Don't click on links embedded in spam mails.
- Don't use a computer without having an anti-virus or anti-malware software running on it.
- Don't download heavy data for internet.



Thank You

Thank you for being our valued and special customer.