# Simba Web Hosting

### Errors

It is part of our agreement that we comment on any downtime.

We have a web site setup where you can login to the virtual server and see the uptime and add comments to downtime events.

<http://216.14.207.107>

U: admin

P: s1mb@

### Maintenance

The servers are behind a firewall. Because of this the following IP addresses are allowed to access the servers:

* 202.129.80.23 (SSW Office)
* 220.233.30.16 (Daniel Hyles’ home)

The password for Administrator on your servers is 9qhB%Cda

|  |  |  |  |
| --- | --- | --- | --- |
| External IP | Internal IP | Server Name | Role |
| 202.191.51.41 | 192.168.45.41 | ICO-4645A | IIS Server |
| 202.191.51.45 | 192.168.45.45 | ICO-4645B | SQL Server |
| 216.14.207.107 | 192.168.201.107 | ICO-4645VIRT | Monitoring Server |

Tasks:

* Windows Update (After hours)
* Check OK Disk space
* Check IIS Backups - C:\DataIIS
* Check SQL Backups - C:\DataSQL

### Configuration

Extra information is stored in public folders/Web Hosting/Simba Servers

We have 2 servers that are located in a data enter that are managed by ICO. You can call ICO Support on 02 8873 8999.

If there is an emergency, call ICO on 02 8873 8999 and press 1. (24 hours)

ICO is monitoring the servers from another server in Melbourne.

Currently these people are getting notified:

* [marlonmarescia@ssw.com.au](mailto:marlonmarescia@ssw.com.au)
* [danielhyles@ssw.com.au](mailto:danielhyles@ssw.com.au)

You can call ICO to setup other email and SMS notifications.

We are also monitoring it though Whatsup in the office. <http://cow:8080> We have SMS notifications setup on this in case it goes down.

SSW has an after hours service setup so the client can call 02 9751 4440, then an SMS will be sent to the following people in the following order.

1. Lei – SMS sent

2. Jack – SMS Sent

3. Daniel – SMS sent

4. Adam – will be called

If Lei does not respond to the SMS then Jack will be sent an SMS. If Jack does not respond then Daniel will be sent an SMS. If Daniel does not respond then Adam will be called on his mobile.

There is a firewall on front of the servers. This is its configuration

Inbound Public services:

HTTP

HTTPS

PING

Inbound Administrative services:

DNS

FTP

HTTP

HTTPS

IMAP

SMTP

POP3

SQL Server (1433)

PING

TERMINAL SERVICES

Outbound Services:

DNS

FTP

HTTP

HTTPS

IMAP

SMTP

POP3

NTP

SQL Server (1433)

PING

TERMINAL SERVICES

SSH

TELNET