# CyberStreet™

# Customer Support Guide

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**Part I: Introduction**

# Introduction

CyberStreet's Motto: "World Class Technology – Hometown Service"

In an ISP marketplace dominated by mega-corporations, CyberStreet prides itself on providing not only first class Internet services, but also outstanding customer support. While other companies place their customers in phone queues with long wait times, CyberStreet support personnel answer the phone promptly and take the time necessary to guide a user through solving problems. In order to ensure that customers receive accurate answers to their inquiries, support personnel must have timely information at their disposal.

This manual is designed to provide support personnel with the information necessary to assist customers with the most commonly requested issues. It is organized into sections pertaining to the following areas:

- Server information: what functions does each server provide, and what type of accounts reside on each

- Network topology: a network diagram of the CyberStreet computer network

- Account Maintenance:

    o   Customer Accounts
    o   Login Authentication
    o   Email Services

Please take the time to familiarize yourself with the information provided in this manual, and refer to it should you need to find the information necessary to assist a customer with a question or request. If you still find that you need more information in order to properly assist a customer, by all means speak with your supervisor. After all, providing our customers

with accurate information in a timely manner is our first priority. But, the information provided

in this manual should help you to resolve most issues that arise from customer inquiries or

requests.

# Part II: Network Servers & Functions

# Network Servers & Functions

**Nimue Server**

- **Location:** Main Office

- **Functions:** Primary DNS Server, Apache Web Server, Radius Server

- **Hardware & Software:** Dell PowerEdge 2500 Series Server with Linux/Slackware 11.0

- **IP Address:** 204.145.237.17

**Rhiannon Server**

- **Location:** Main Office

- **Functions:** Secondary DNS Server, Apache Web Server

- **Hardware & Software:** HP P4 Series Server with Linux/Slackware 11.0

- **IP Address:** 204.145.237.14

**Goliath Server**

- **Location:** Main Office

- **Functions:** Primary Hosting Server, Email Server and DNS Server

- **Hardware & Software:** Dell PowerEdge 2600 Series Server with Linux/Debian 4.0

- **IP Address:** 204.145.237.160

**Leviathan Server**

- **Location:** Main Office

- **Functions:** SPAM & Virus Email Filtering Server for core domains

- **Hardware & Software:** Dell PowerEdge 2600 Series Server with Linux/Slackware 11.0

- **IP Address:** 204.145.237.23

**Grael Server**

- **Location:** Main Office

- **Functions:** SPAM & Virus Email Filtering Server for customer domains

- **Hardware & Software:** Dell PowerEdge 750 Series Server with Linux/Debian 5.0

- **IP Address:** 68.68.204.16

**Pegasus Server**

- **Location:** Main Office

- **Functions:** Primary Mail Server, POP3 Server

- **Hardware & Software:** HP Netserver e800 Series Server with Windows 2000 Server

- **IP Address:** 204.145.237.7

**Alexandria Server**

- **Location:** Main Office

- **Functions:** Tomcat Server, Dspace Server

- **Hardware & Software:** Dell PowerEdge 750 Series Server with Linux/Ubuntu 9.04

- **IP Address:** 204.145.237.18

**Valhalla Server**

- **Location:** Main Office

- **Functions:** Primary DNS Server, Apache Web Server, Email Server

- **Hardware & Software:** AMD Athlon Server with FreeBSD

- **IP Address:** 68.68.204.40

**Mabon Server**

- **Location:** Main Office

- **Functions:** Bandwidth Monitoring, Control of Wireless Network

- **Hardware & Software:** Dell P4 Server with Linux/Slackware 8.1

- **IP Address:** 68.68.204.106

**Direct-Impressions Server**

- **Location:** Co-located

- **Functions:** Web Server, Email Server, File Server

- **Hardware & Software:** Dell PowerEdge 1550 Series Server with Linux/Slackware 11.0

- **IP Address:** 68.68.204.21

**Archive Server**

- **Location:** Co-located

- **Functions:** Offsite Backup, RAID 5 Array

- **Hardware & Software:** Four 1.5 Terabyte Hard Drives with Ubuntu 9.10

- **IP Address:** 68.68.204.55

- **DNS Name:** backup.directimpressions.com

**Enworld Server**
- **Location:** Co-located

- **Functions:** Web Server, Email Server, File Server

- **Hardware & Software:** Dual Athlon 64 Series Server with Linux/Slackware 10.0

- **IP Address:** 68.68.204.190

**Pelinet Server**
- **Location:** Co-located

- **Functions:** Web Server, Email Server, DNS Server

- **Hardware & Software:** Dell PowerEdge 2850 Series Server with Linux/Windows

- **IP Address:** 68.68.204.114
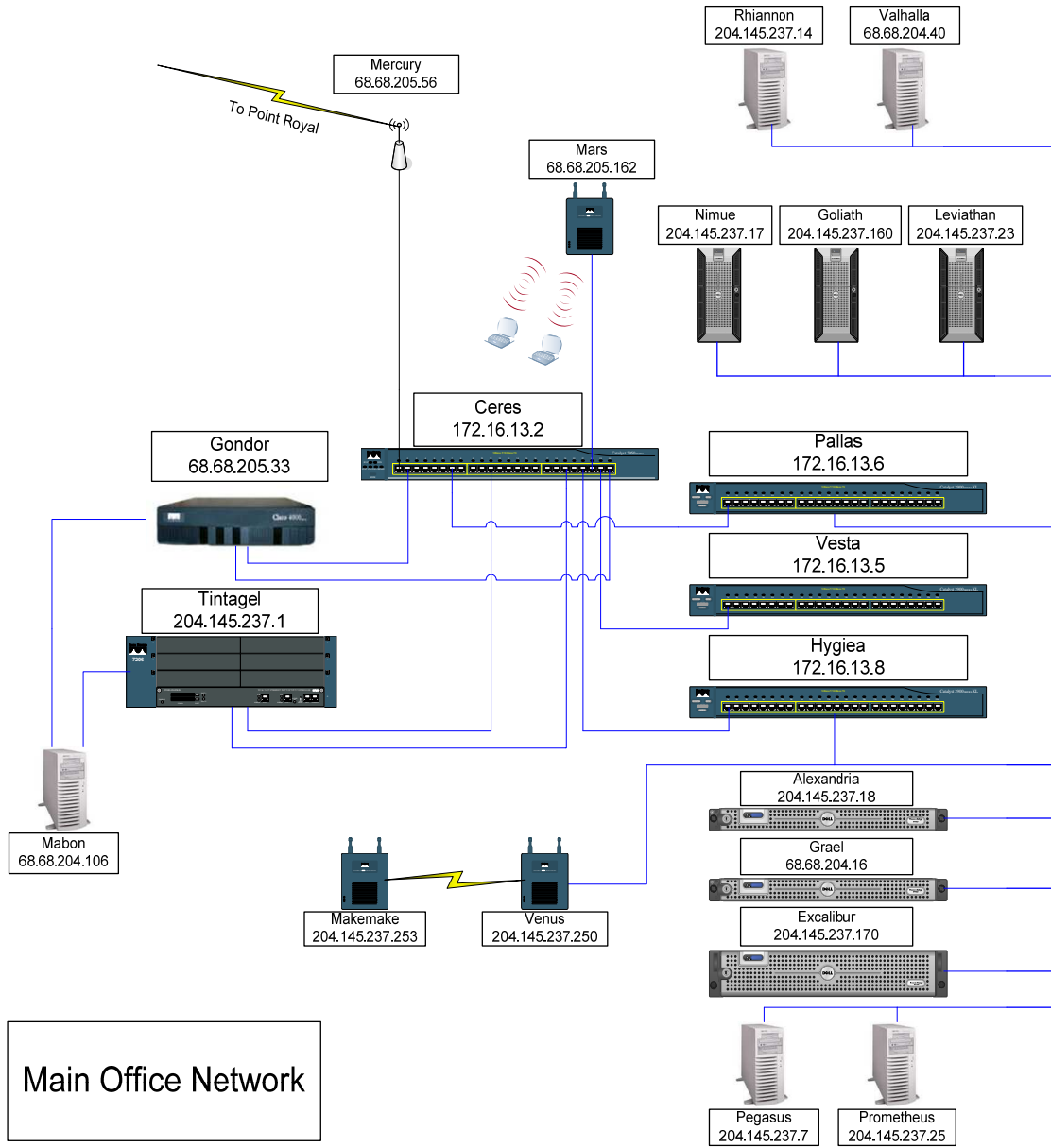
**Forgotten Lands Server**
- **Location:** Co-located

- **Functions:** Game Server

- **Hardware & Software:** Unknown Series Server with Windows XP

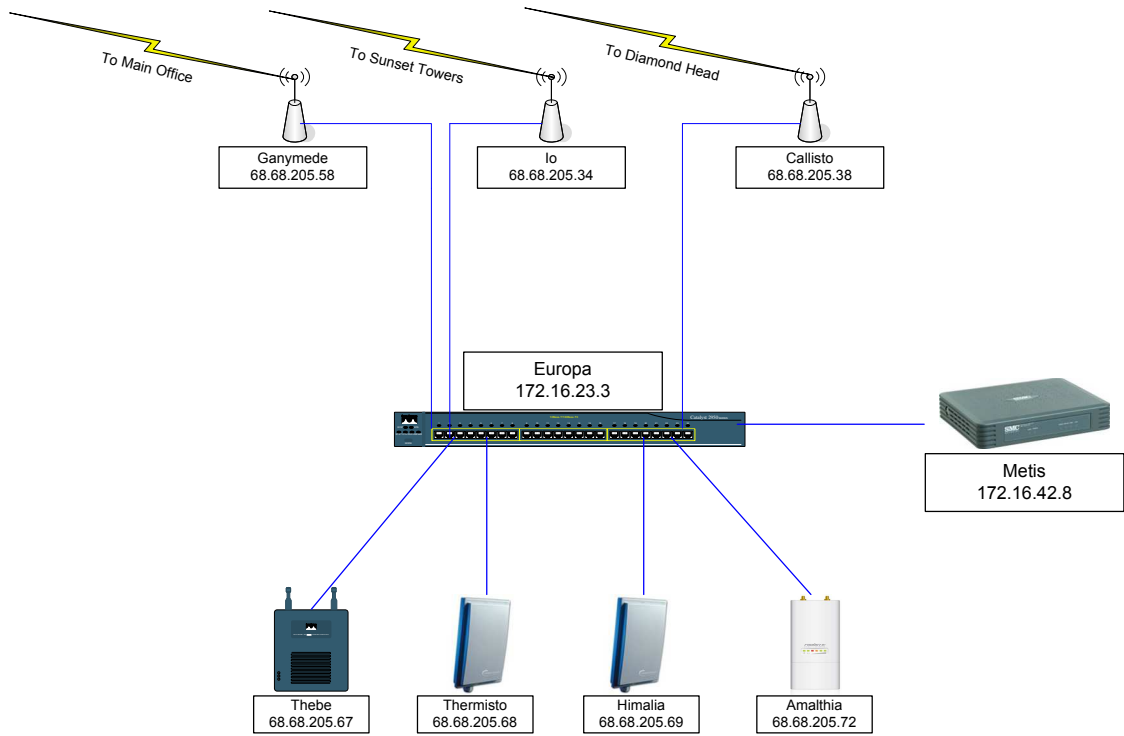- **IP Address:** 68.68.204.26

**Explorer Server**
- **Location:** Home Office

- **Functions:** Web Server, DNS Server, Workstation

- **Hardware & Software:** Dell P4 Series Server with Linux/Ubuntu 8.10

- **IP Address:** 68.68.205.33

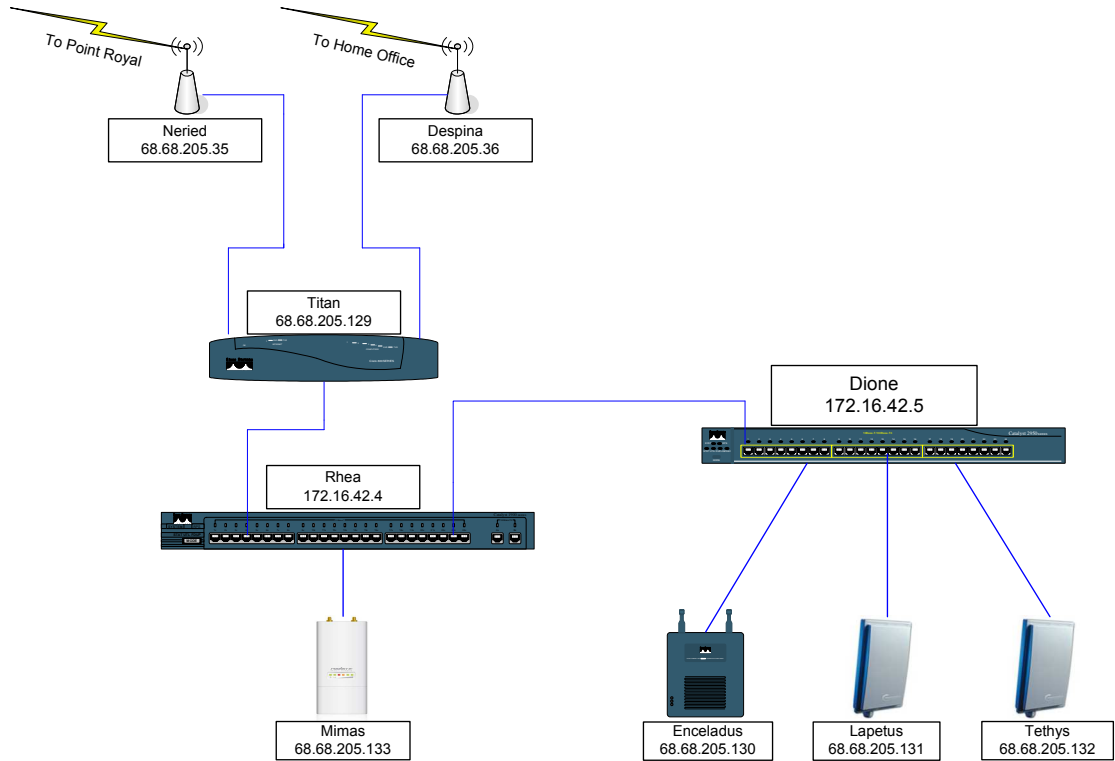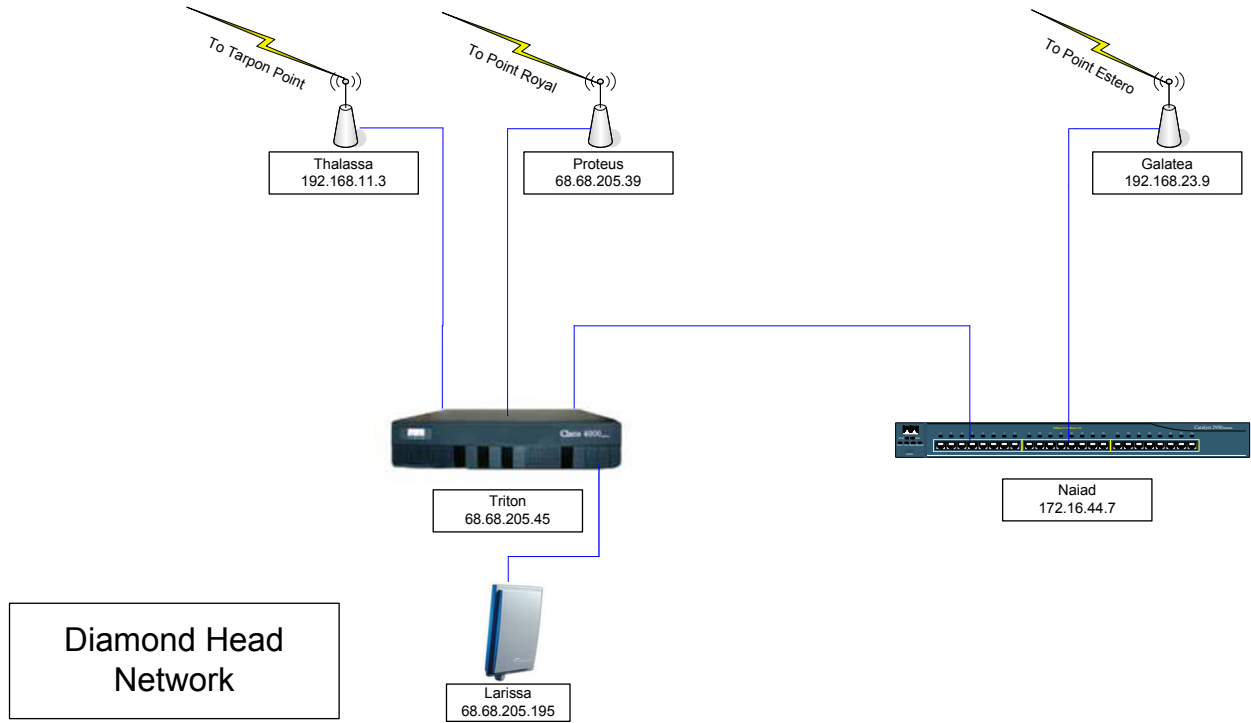# Part III: Computer Network Architecture

# Main Office Network

Rhiannon
204.145.237.14

Valhalla
68.68.204.40

Mercury
68.68.205.56

To Point Royal

Mars
68.68.205.162

Nimue
204.145.237.17

Goliath
204.145.237.160

Leviathan
204.145.237.23

Ceres
172.16.13.2

Gondor
68.68.205.33

Pallas
172.16.13.6

Vesta
172.16.13.5

Tintagel
204.145.237.1

Hygiea
172.16.13.8

Mabon
68.68.204.106

Alexandria
204.145.237.18

Grael
68.68.204.16

Excalibur
204.145.237.170

Makemake
204.145.237.253

Venus
204.145.237.250

Pegasus
204.145.237.7

Prometheus
204.145.237.25

Main Office Network

## Point Royal Network



| Device | IP Address |
|--------|-----------|
| Ganymede | 68.68.205.58 |
| Io | 68.68.205.34 |
| Callisto | 68.68.205.38 |
| Europa | 172.16.23.3 |
| Metis | 172.16.42.8 |
| Thebe | 68.68.205.67 |
| Thermisto | 68.68.205.68 |
| Himalia | 68.68.205.69 |
| Amalthia | 68.68.205.72 |

Point Royal Network

## Sunset Towers Network



To Point Royal

To Home Office

Neried
68.68.205.35

Despina
68.68.205.36

Titan
68.68.205.129

Dione
172.16.42.5

Rhea
172.16.42.4

Mimas
68.68.205.133

Enceladus
68.68.205.130

Lapetus
68.68.205.131

Tethys
68.68.205.132

Sunset Towers
Network

## Diamond Head Network

To Tarpon Point

To Point Royal

To Point Estero

Thalassa
192.168.11.3

Proteus
68.68.205.39

Galatea
192.168.23.9

Triton
68.68.205.45

Naiad
172.16.44.7

Diamond Head
Network

Larissa
68.68.205.195

## Tarpon Point Network

**To Sunset Towers**

**To Diamond Head**

Umbriel
172.16.46.9

Cordella
192.168.11.4

Titania
68.68.205.190

Miranda
68.68.204.194

Oberon
192.168.10.2

Tarpon Point
Network

Puck
68.68.204.195

Portia
68.68.204.196

Ariel
172.16.47.9

Caliban
172.16.47.5

**Point Estero Network**

Stix
192.168.23.6

To Diamond Head

Charon
68.68.205.225

Nix
172.16.45.2

Hydra
68.68.205.227

Point Estero Network

**Home Office Network**

To Sunset Towers

Diysnomia
68.68.205.37

Shire
68.68.205.1

Home Office Network

Explorer
68.68.205.33

ShireAP
68.68.205.2
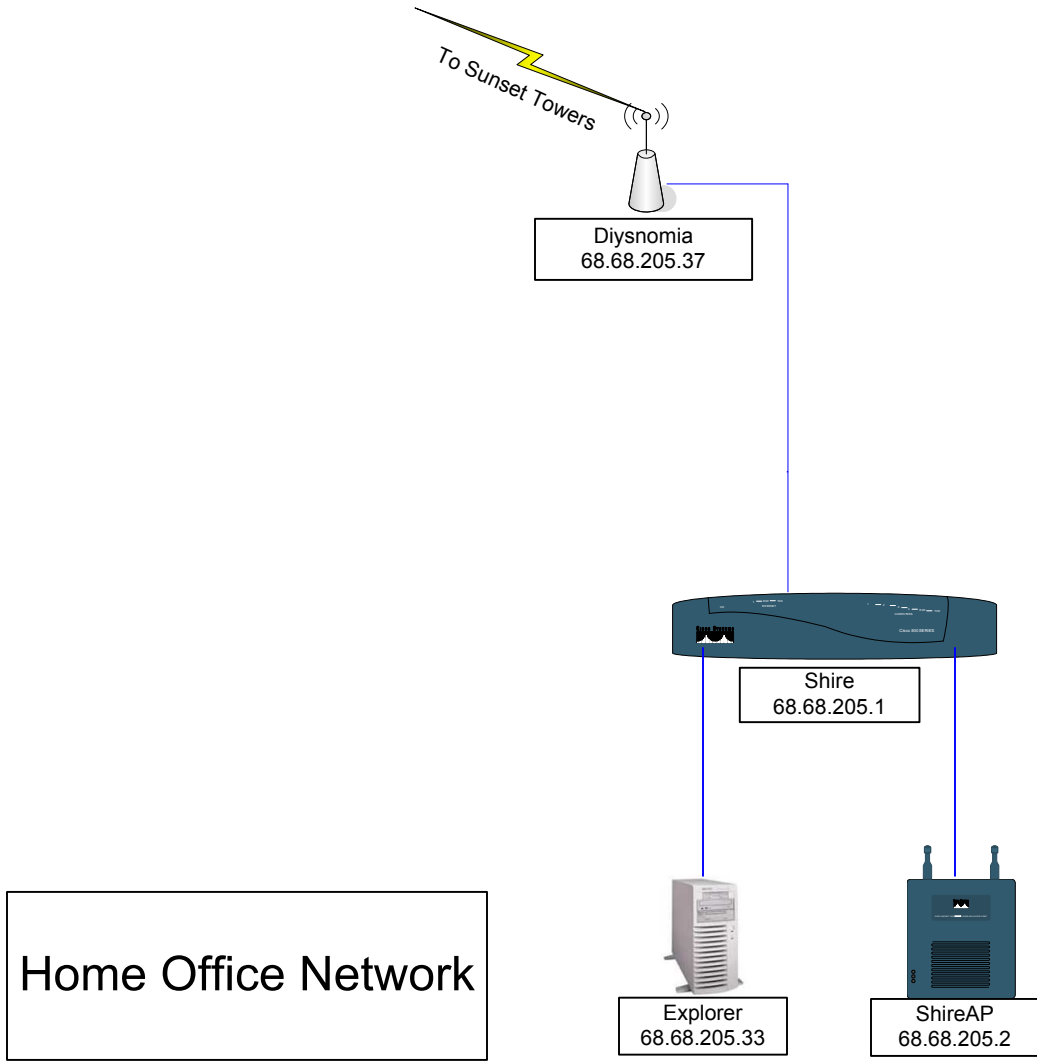
# Part IV: Customer Account Maintenance

# Customer Account Maintenance

**Overview**

CyberStreet uses the Platypus Billing System version 5.1. This package is provided by Tucows, Inc., which describes the software as a "total billing and customer management solution created specifically for Internet Service Providers and Web Hosting companies."

Platypus is feature rich, and CyberStreet does not use all of the features provided. The features CyberStreet commonly uses include:

- Customer Management
  - Add/Edit/Delete Accounts
  - Manage services: domain names, email, Radius and FTP
- Payment Gateway
  - Export credit card batches
  - Import credit card batches
- Recurring Billing
  - Credit Cards
  - Paper Statements
  - Email
- Accounting
  - Generate Invoices
  - Apply payments
  - Apply credits
  - Generate statements, late notices and receipts
- Reporting functions
  - Aged accounts receivable
  - Customer tracking
  - Rate reports
  - Sales tax

This manual will be confining itself to functions related to customer maintenance. The remaining functions fall within the purview of the billing department or the network administrator. The Login ID that you have been provided determines the functions that you are

allowed to access. The following sections describe the steps involved in adding new customer

accounts and making changes to existing accounts.

**Getting Started**

Start the billing system by clicking on the "Platypus Billing System" icon located on the

desktop. The system will present you with login screen shown below. Select your name from

the Login selection box and enter your password (note: your password will not be displayed).

Click the Login button to complete this step.

**Platypus Billing System Login Screen**
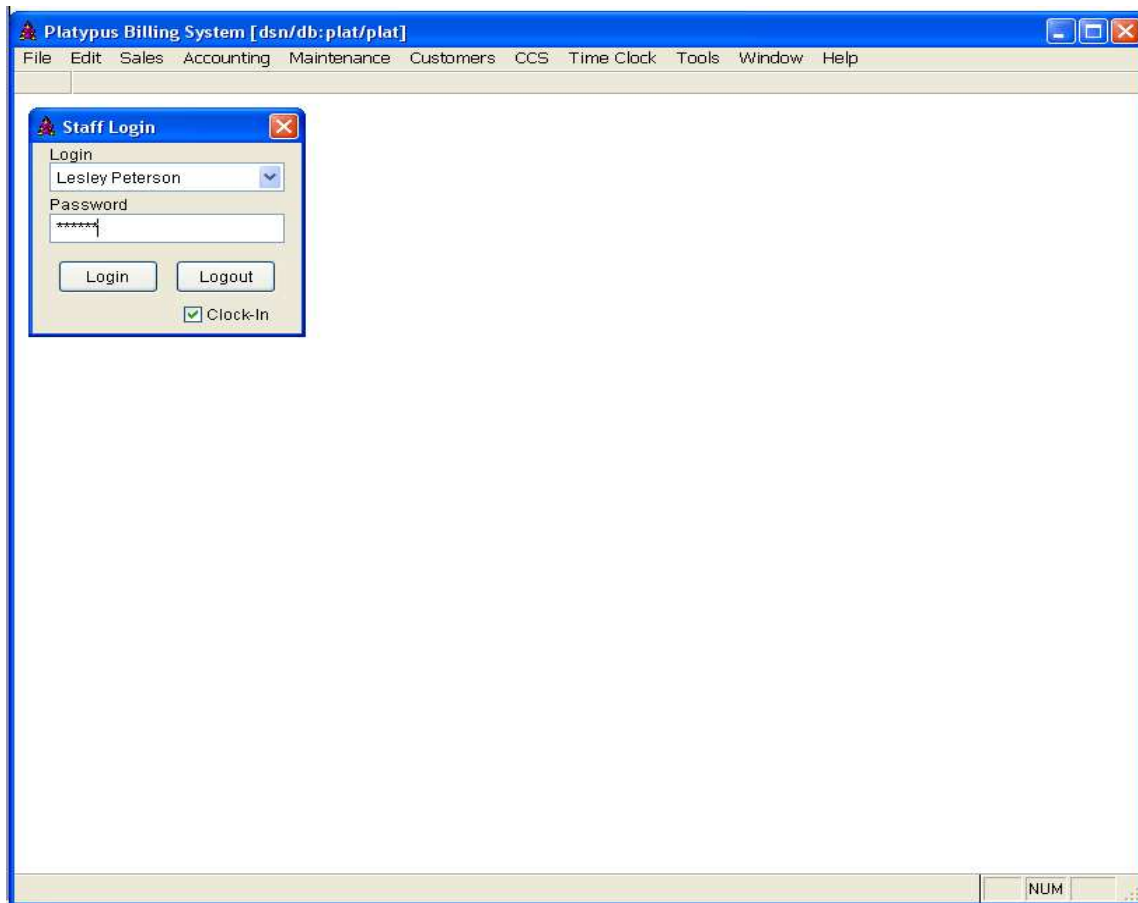
**Adding Accounts**

You will add a new account with the aid of the Customer Wizard. Click on the tab labeled "Cust Wiz." You will be guided through the following series of steps:

- **Step 1: General Information**

- o   Accept the Company default: CyberStreet, Inc.

- o   Enter the legal name associated with the account. If it is a business, enter the

   contact information.

- o   Enter the billing address and phone number(s).

- o   Click the button labeled "Next."

- **Step 2: User Information**

o   Enter the Username associated with the account.

o   If the user has select a password, enter it under "Password." Otherwise, click on the

    button labeled "Random" to generate a password.

o   The system will fill in an email address consisting of the

    username@cyberstreet.com. If this is not correct, override it by typing in the desired

    email address.

o   Select the desired statement method from the "Statement Method" selection box.

    Statement methods are:

    ▪   Paper

    ▪   Credit Card

    ▪   Email

o   Leave "Shell Type" blank

o   If there is a staff member who is associated with the sale of this account, select that

    individual from the selection box labeled "Salesperson."

o   Leave the section labeled "Referral Customer" blank.

o   Click the button labeled "Next."

- **Step 3: Account Type**
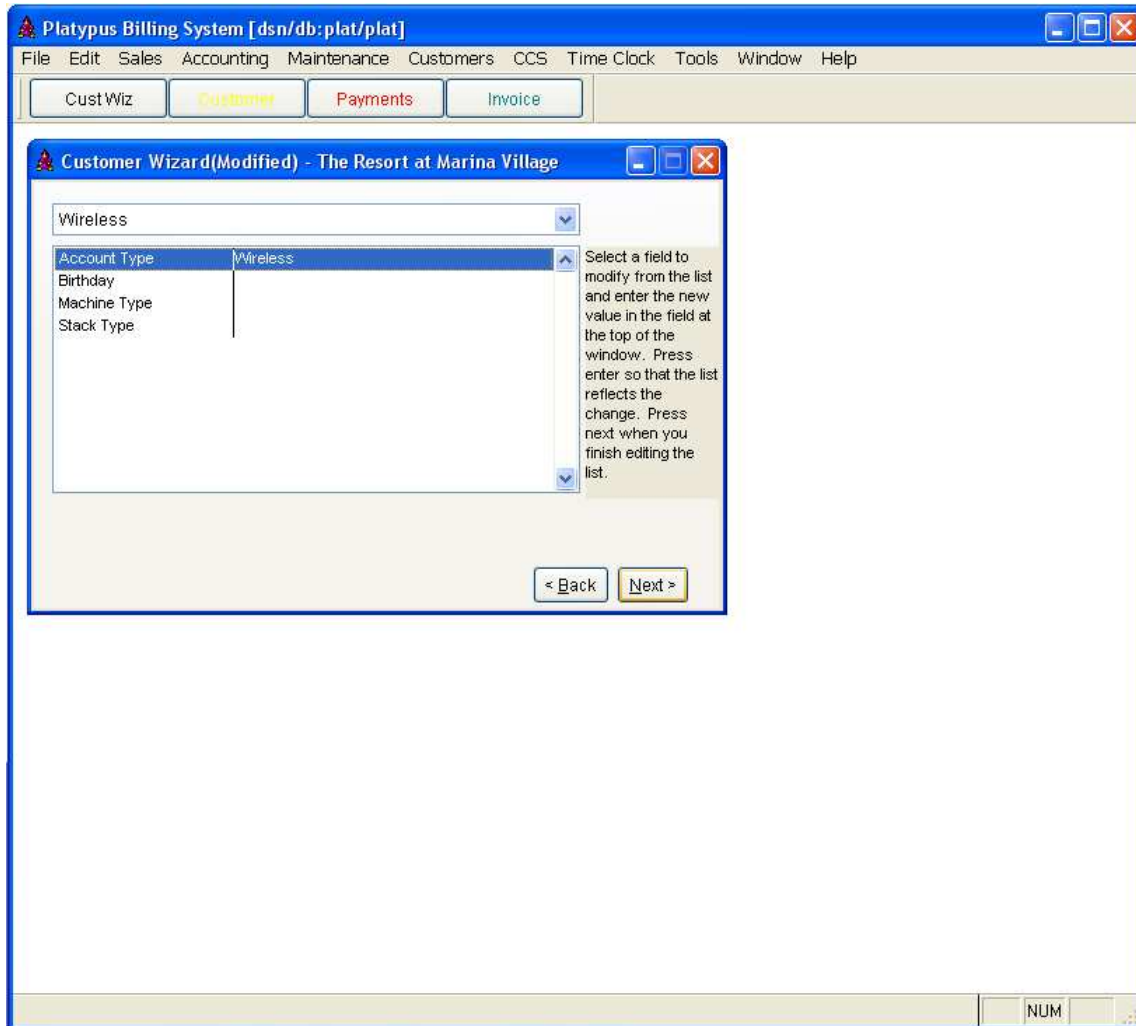


- o Enter the appropriate account type. Please note: Frame, ISDN, Slip and Shell are not

longer used. The current account types are:

- PPP – This is a dial-up account

- Wireless

- Hosting

- Press the Tab key to apply the selected account type to the customer's record. You should then see the account type displayed alongside the field labeled "Account Type."

  Please note: You must press the tab key in order for the correct selection to be applied to the customer's record. Failure to do so may result in the incorrect account type being applied to the record.

- Click the button labeled "Next."

- **Step 4: Rate Groups**
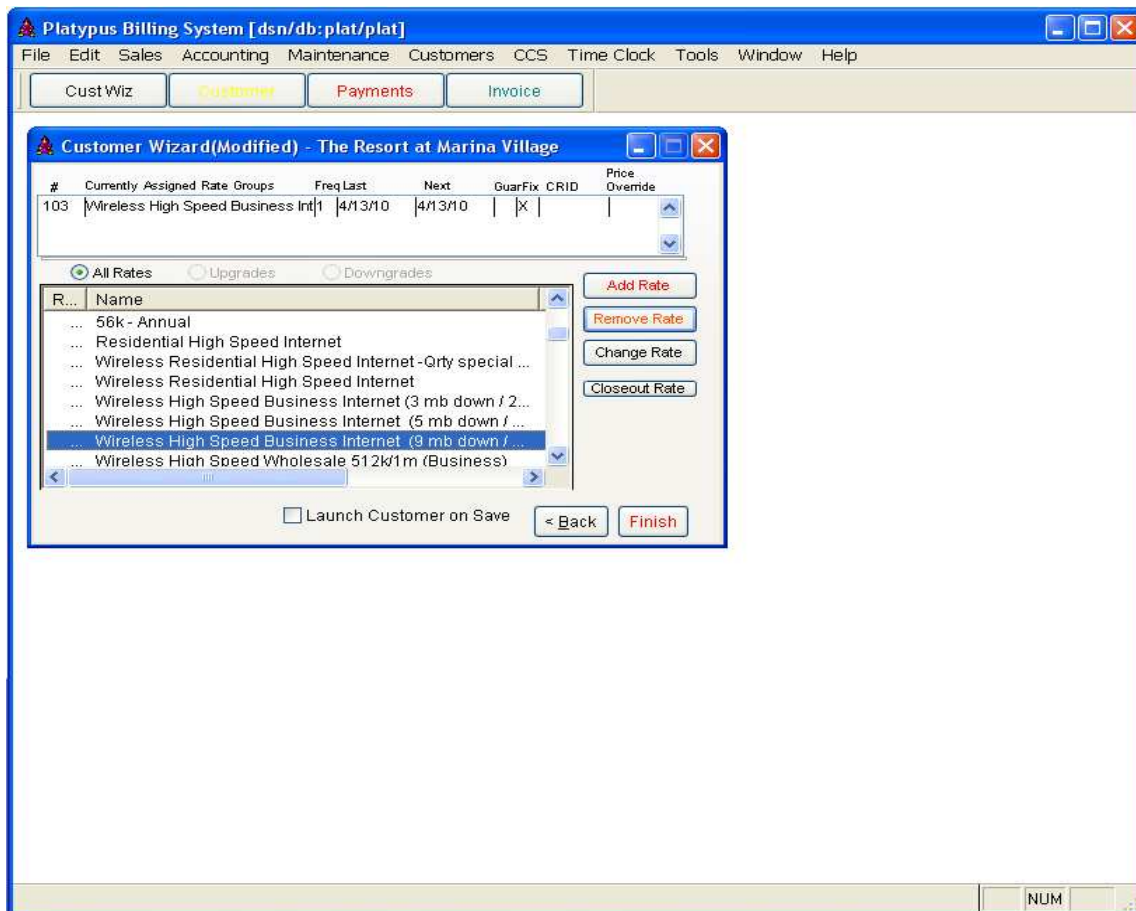
- o A selection box displays the various service rate groups.

    - ▪ Select the rate group that is shown on the customer's contract. The rate for the new service will now be displayed on the list of the customer's currently assigned rategroups. <u>Right-click</u> on that rategroup listing.

    - ▪ A dialog box will appear. Select "Edit Rate."

    - ▪ Change the Next Bill Date to the date shown on the contract or billing department memo. You may use the calendar date picker to do so.

    - ▪ Click on the button labeled OK

- o Click the button labeled "Finish."


- ▪ **Step 5: Finished**

    - o A prompt will confirm that the customer has been added. It will also automatically generate an account number for that customer. Click on the button labeled "Ok."

    - o You will be asked, "Do you want to post charges for this new customer now?" Click on the button labeled "Yes."

    - o You may now add another customer and repeat these steps, or close the window to finish.

**Changing Account Information**

Start by finding the desired customer. Click on the yellow tab labeled "Customer." You will find a Search Text box at the bottom of the screen. The system will search four different ways: Customer Name, Account Number (ID), Phone Number, Username.

If the customer has provided you with the Account Number, enter this in the Search Text box. Otherwise, you may enter in any of the other above listed search terms. Press Enter. Use the mouse or the Up/Down arrow keys to highlight the desired account and press Enter.
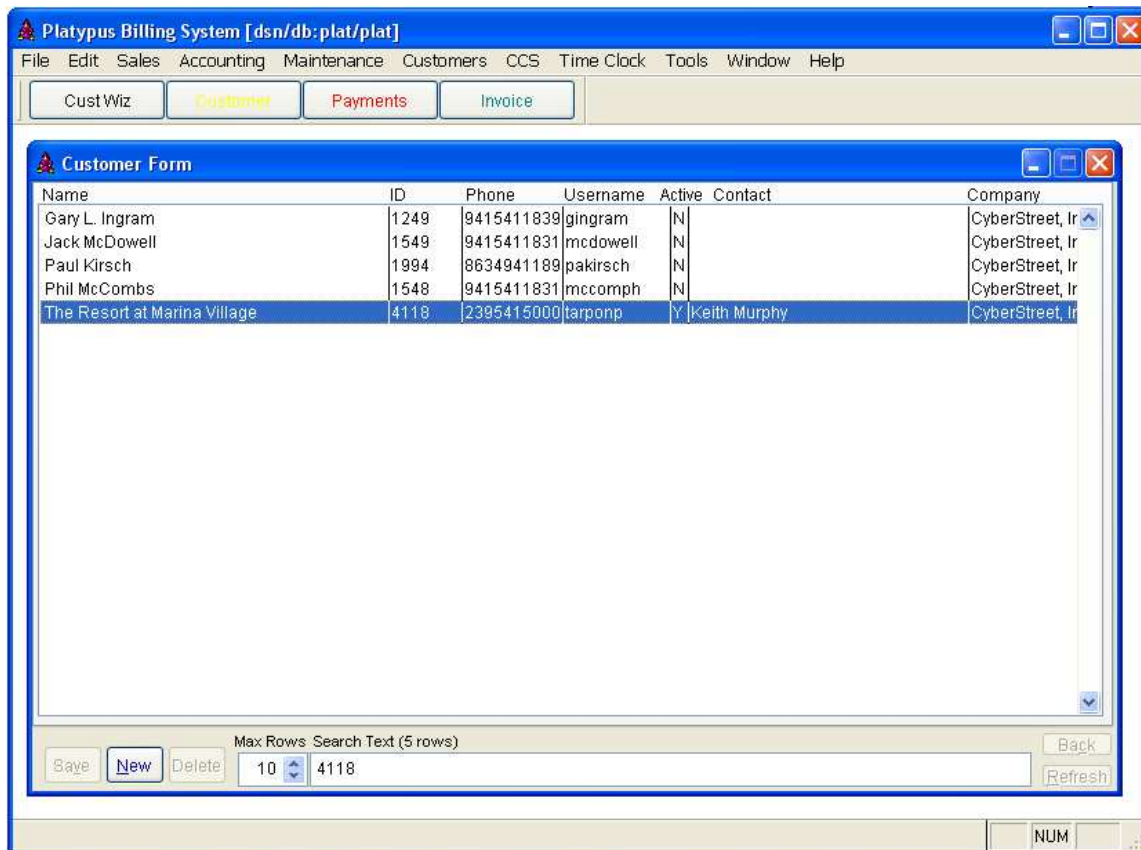
You will be presented with the customer's account information organized within a series of tabbed menu items. This manual will be confined to the items found under the tabs labeled: General, Addresses, Phones, and Rates.

To select the field to edit, use the double click the desired field with the mouse or the Up/Down arrow keys to highlight and press Enter. The selected field will appear immediately below the menu tabs as either an editable text box or a selection box.

**General Tab**



Perform the following steps to change any of the items listed below which are included under this tab. Do not attempt to change any of the items which are not listed below.

- **Customer**
  - o Select the field labeled "Customer"
  - o Type the customer name into the text box
  - o Press Enter or Tab to accept the changes

- **Username**
  - o Select the field labeled "Username"
  - o Type the Username into the text box
  - o Press Enter or Tab to accept the changes

- **Password**
  - o Select the field labeled "Password"
  - o Type the password into the text box
  - o Press Enter or Tab to accept the changes

- **Email**
  - o Select the field labeled "Email"
  - o Type the email into the text box
  - o Press Enter or Tab to accept the changes

- **Statement Method**
  - o Select the field labeled "Statement Method"
  - o From the Selection Box, select either Email, Paper, or Credit Card
    - If changing from either Email or Paper to Credit Card, the system will remind you that you will need to provide a credit card address. You will need to do so under the "Addresses" menu tab.
    - Click OK
  - o You <u>must</u> press the Tab key to accept the field change. Pressing the Enter key will not update the field.

- **Active**
  - o Select the field labeled "Active"
  - o From the Selection Box, choose the appropriate option:
    - (Y)es: this customer is an active account
    - (N)o: this account has been cancelled
    - (S)uspend: this account has been suspended (used when a customer goes on vacation for an extended period – ie: "snowbird" status)
    - (H)old: this account is past due (reserved for use by the accounting department – <u>do not select this status</u>)
  - o If you have selected (N)o or (S)uspend, a prompt will ask you to confirm this change. Click Yes to accept the change.

- **Credit Card Type**
  - o Select the field labeled "Credit Card Type"

- If changing either from Paper billing method to Credit Card, or changing from one type of credit card to another:
  - From the Selection Box, select either AMEX, Discover, MasterCard, or Visa
- If changing from Credit Card billing method to Paper:
  - From the Selection Box, select the option that has been left blank
- Press Enter or Tab to accept the changes

- **Credit Card Number**
  - Select the field labeled "Credit Card Number"
  - Type the credit card number into the text box
  - Press Enter or Tab to accept the changes

- **Credit Expire Date**
  - Select the field labeled "Credit Expire Date"
  - Type the credit card expiration date into the text box
    - Enter in the month and year
    - The system will automatically format it as MM/YY
  - Press Enter or Tab to accept the changes

If you have changed the "Active" field to (S)uspend or (N)o, you will be asked to provide

a reason – the customer changed to a different provider, moved out of the service area, etc.

Select the appropriate reason from the selection box and click OK.

**Addresses Tab**



CyberStreet uses two different types of addresses: Billing and Credit Card.

- If the customer is a business, you may enter a contact person under Contact (Attention)

- If a customer is billed via the Paper method, they are sent a monthly statement. The Billing address is the address to which the statement is mailed.

- If a customer is billed via Credit Card:
  o The legal address (home or business) is entered into the billing address
  o The address associated with the customer's credit card statement is entered into the Credit Card address
     - This most likely will be the same as the Billing address, but it may differ. It is important that the Credit Card address be accurate.
     - If the Credit Card address is the same as the Billing address, in order to reduce the need for typing and improve accuracy, you may:
        • Select the Billing address
        • Use the Copy button to copy it to the clipboard
        • Select the Credit Card address
        • Use the Paste button to paste in the address

**Phones Tab**
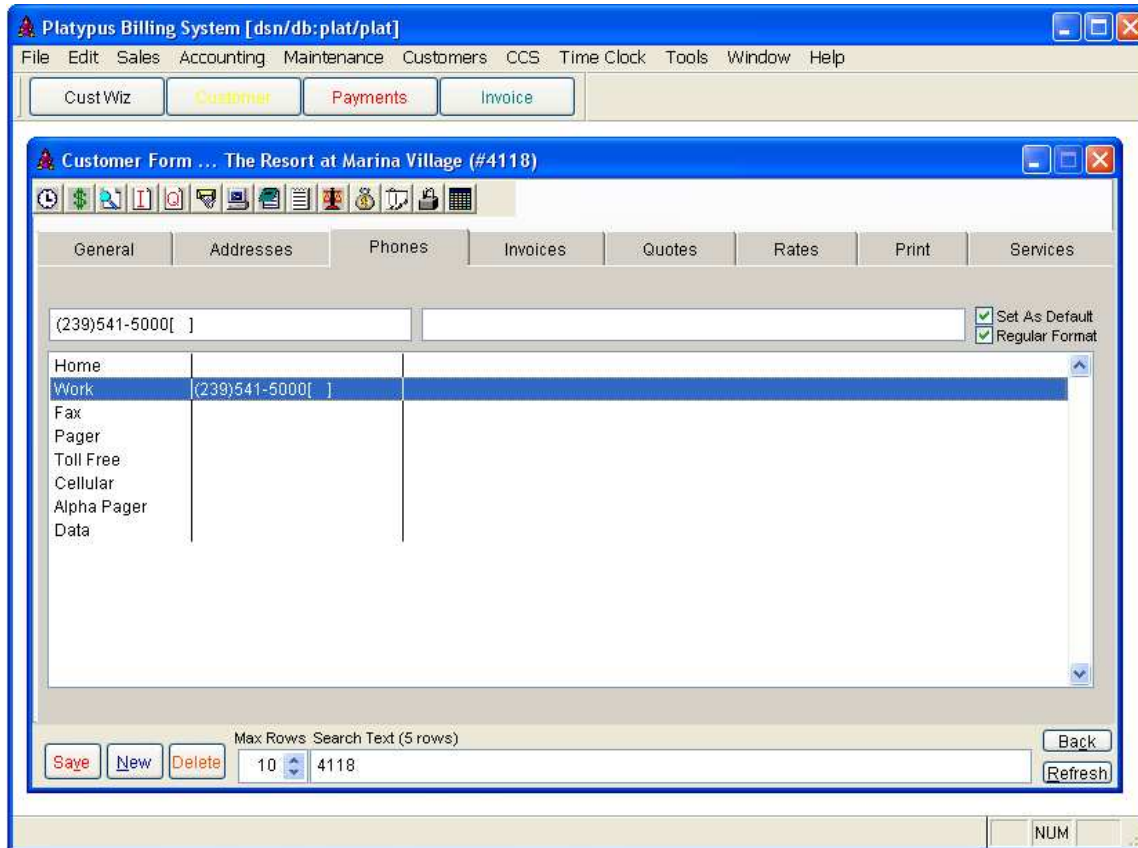


The system allows for maintaining a variety of different types of phone numbers.

- Highlight the desired phone number type

- Enter the phone number into the text bar
    - Enter area code, phone number, and extension, if any
    - The system will automatically format it as (999)999-9999[999]

- Press Enter or Tab to accept the changes

**Rates Tab**
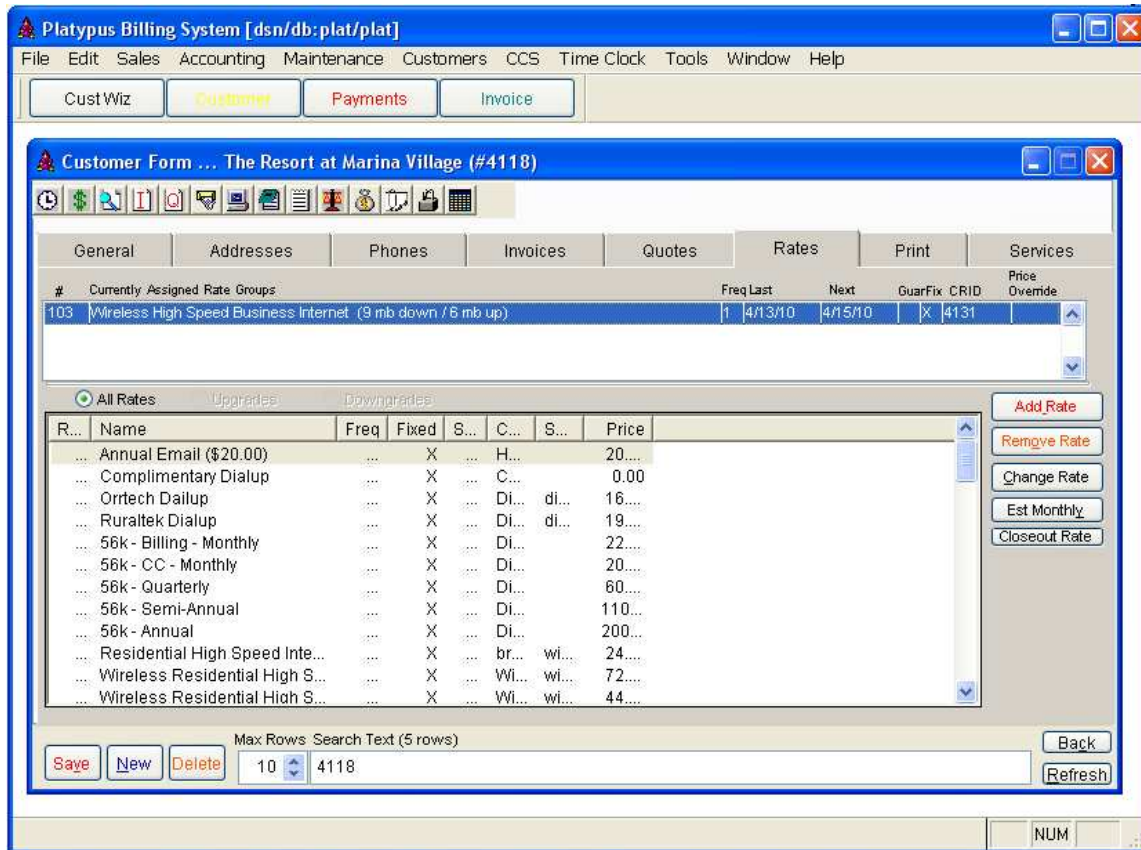


CyberStreet has a variety of services, each with its own rate of charges. Accounts may be charged monthly, quarterly, semi-annually or annually. The specific rate charge for the account is specified on the customer's contract. Any changes are notated on the email memo that has been issued by the billing department.

- If the customer is adding an additional service to their account:
  - Select the rate group notated on the contract or billing department memo
  - You will be prompted with the message: "Do you want to post the first charge for this new rategroup now?" Click on the button labeled "No."
  - The rate for the new service will now be displayed on the list of the customer's currently assigned rategroups. Right-click on that rategroup listing.

- o A dialog box will appear. Select "Edit Rate."
- o Change the Next Bill Date to the date shown on the contract or billing department memo. You may use the calendar date picker to do so (see below).
- o Click on the button labeled OK to save this change
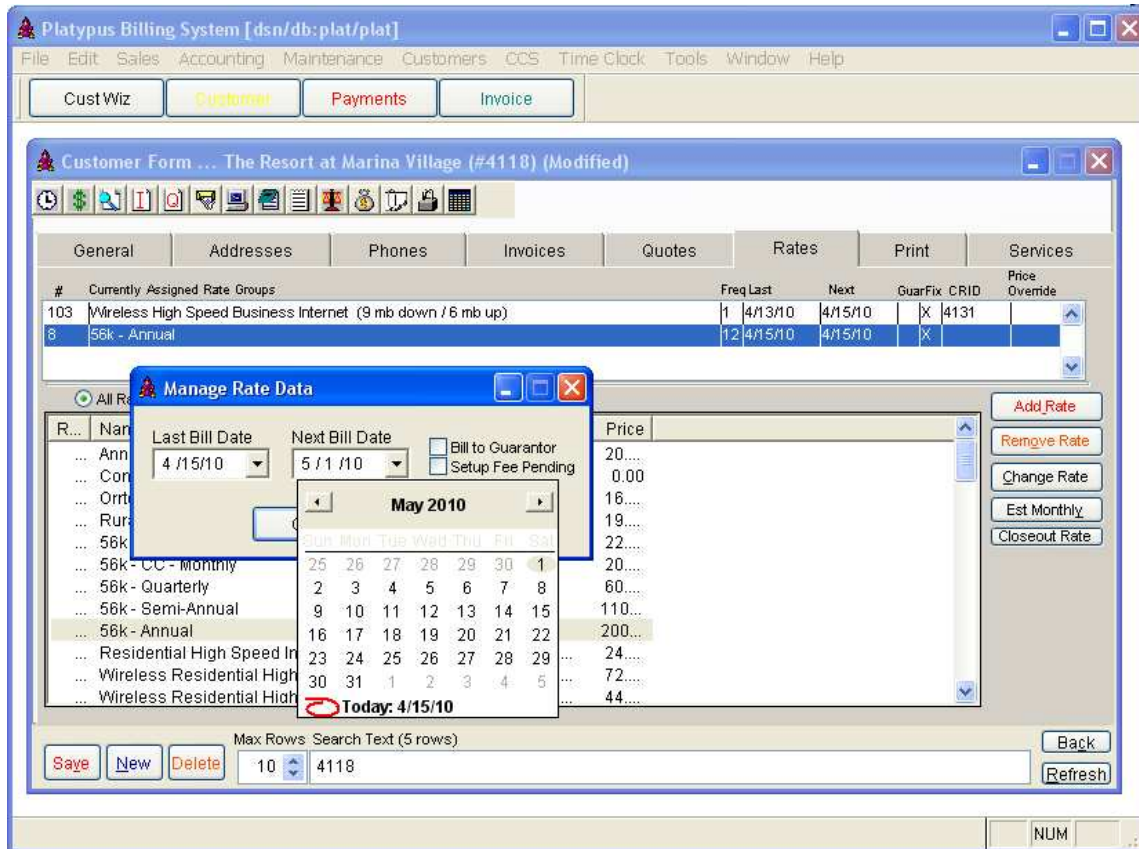


- ▪ If the customer is removing a service from their account:
  - o Select the service to be removed from the list of currently assigned rate groups
  - o Click on the button labeled Remove Rates
  - o You will be asked to confirm the removal of this service. Click on the button labeled OK to do so, or the button labeled Cancel if you have made the wrong selection (see below).
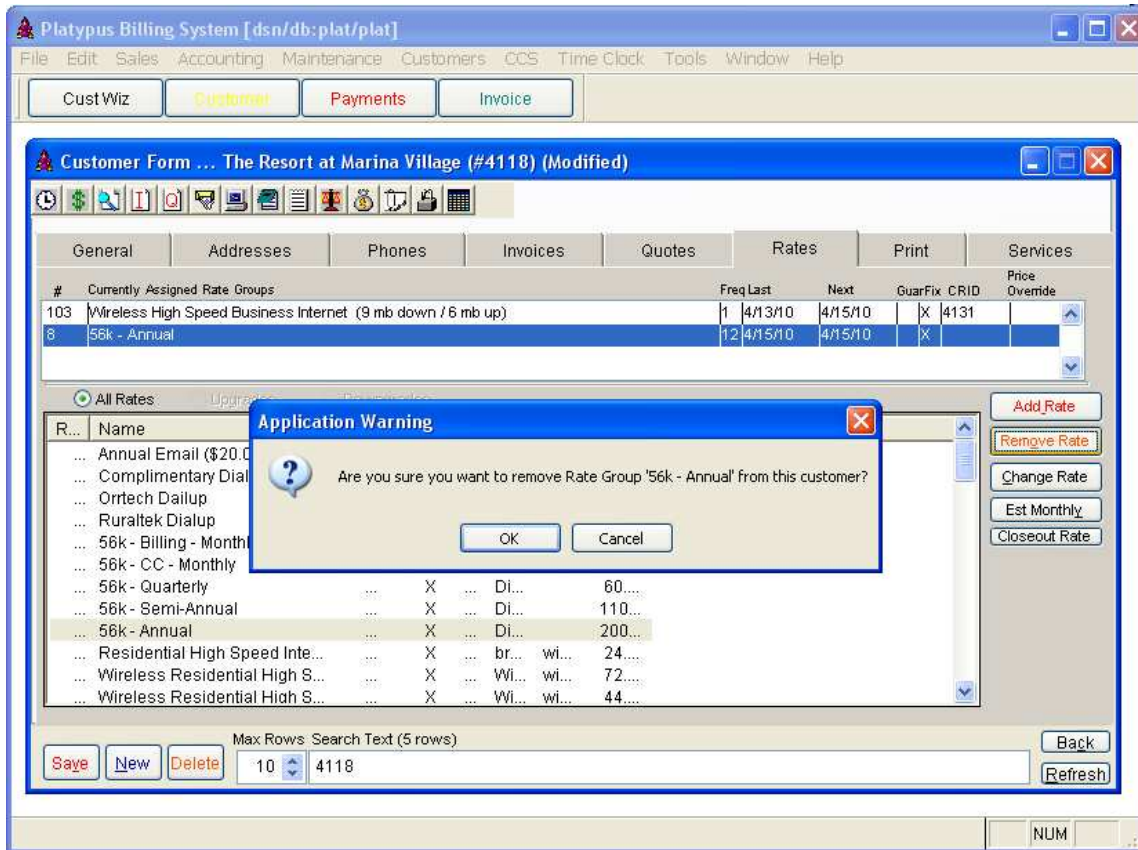
**Saving Changes**

When you have finished changing any of the above fields, click on the button labeled

"Save" to save the changes to the customer's account. Should you fail to do so, the system will

warn you that you have modified the customer's record and ask if you wish to save the

changes. Click on "Yes" to save the changes, "No" to discard the changes, or "Cancel" to go back

and continue making changes to the customer's account.
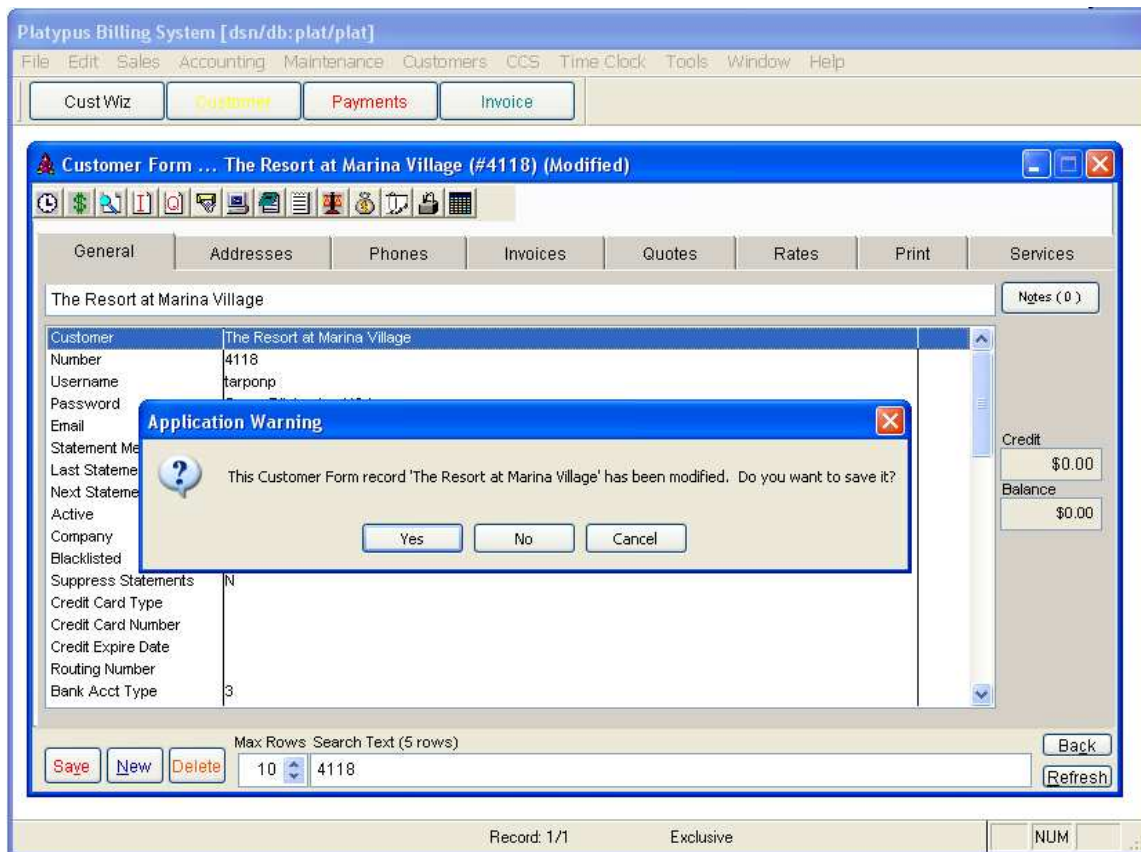
**Deleting Accounts**

CyberStreet does not delete accounts from its system. <u>NEVER</u> attempt to delete an account. Accounts are deactivated if the customer no longer wishes service. See the General Tabs section under the heading **Active** to learn how to deactivate a customer's account.

# Part V: Authentication Server Account Maintenance

# Authentication Server Account Maintenance

**Overview**

     Cyberstreet uses a RADIUS (Remote Access Dial In User Service) server called Nimue to

retain the user login information for dialup accounts. This section will outline the procedures

necessary to make changes to passwords for these accounts.
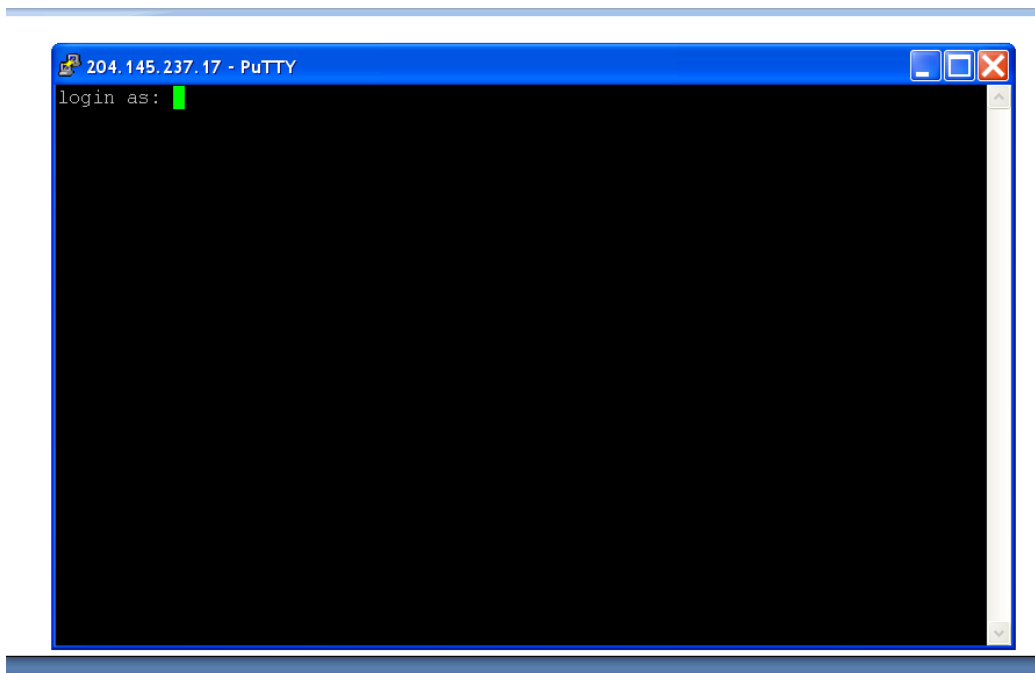
**Signing In**

     To access the Nimue server for editing purposes, it will be necessary to use Secure Shell

(SSH).  SSH is a network protocol that will allow for the safe transfer of information to and from

the server.
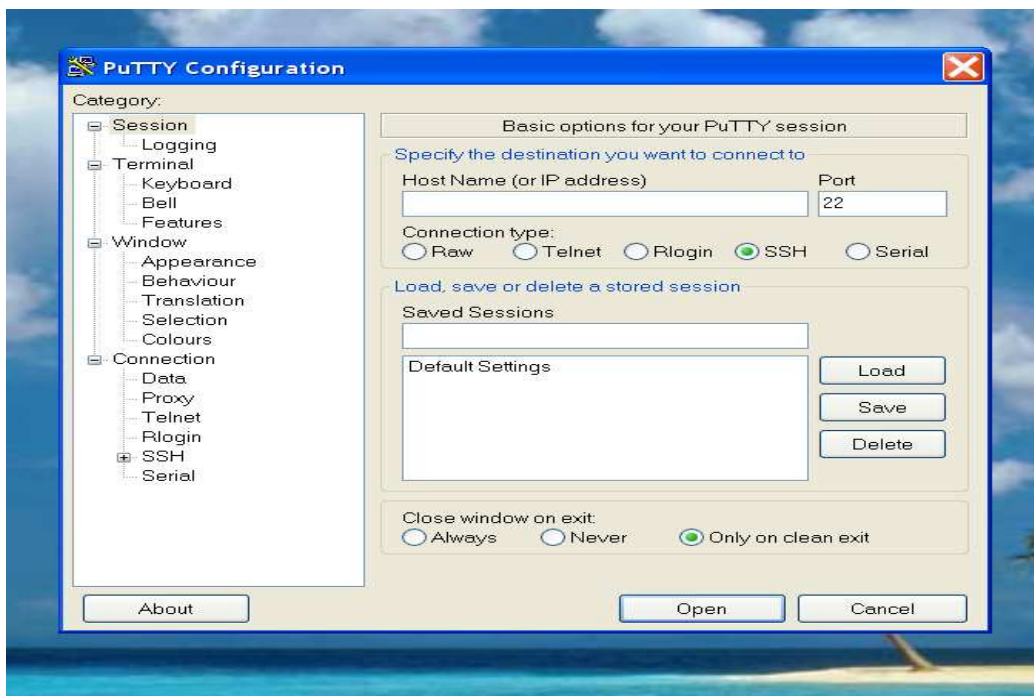
- Click on the PUTTY icon on the desktop to execute the software.

- Place the Nimue IP Address (**204.145.237.17)** in the designated plane.

Putty will then directly connect to the server and ask you for your username. You will need root access to be able to edit user information.  (Note: if you do not have this password, you will need to request it from your supervisor).
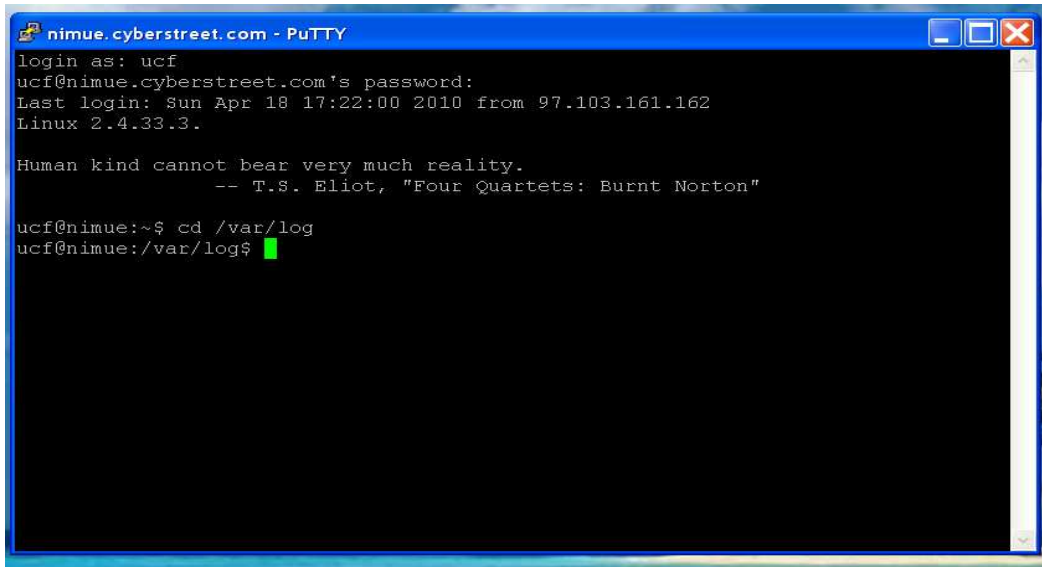
- When asked to login, login as "root", without the quotes.

- You will then be prompted to enter a password.  Enter the password associated with root access.



**Locating The User File Directory**

After signing in to the server, you will need to change the directory.

- Enter the command "cd /var/log"

- You will now be in the proper directory for making changes to the users file.

**Editing The User File Account Records**

You will be editing the files using the joe text editor. This is a terminal based text editor available for Unix and Linux systems and has been installed on Nimue.

- Type "joe users"

- You will be presented with a text based set of user authentication records

- The only line of text you will be editing is the one that contains the username and password.

  - For example, look at the first line of text in the figure shown next. The very first entry on the first line is "costa" – this is the username.

  - Note: Make certain to preserve the indentation style, as this helps to visually delineate the records

```
nimue.cyberstreet.com - PuTTY
    IW    users                    Row 70    Col 26    9:03   Ctrl-K H for help
costa     Password="captain"
          User-Service-Type = Framed-User,
          Port-Limit = 1,
          Idle-Timeout = 600,
          Framed-Protocol =PPP,
          Framed-Address = 255.255.255.254,
          Framed-Netmask = 255.255.255.255,
          Framed-Routing = None,
          Framed-Compression = Van-Jacobsen-TCP-IP,
          Framed-MTU = 1500
garyjake          Password="Ga754"
          User-Service-Type = Framed-User,
          Port-Limit = 1,
          Idle-Timeout = 600,
          Framed-Protocol =PPP,
          Framed-Address = 255.255.255.254,
          Framed-Netmask = 255.255.255.255,
          Framed-Routing = None,
          Framed-Compression = Van-Jacobsen-TCP-IP,
          Framed-MTU = 1500
```

**Changing Passwords**

If an active user has requested to change his/her password, then replace their current password located between the "" with the updated password. For example, referencing the previous figure:

- user "costa" has requested that the password be changed to "colonel"

- replace "captain" with "colonel"

**Billing Department Notices**

If a notice has been received from the billing department stating that a client's account is past due, place the text "pastdue" in front of the password. For example, referencing the previous figure:

- the billing department has sent a notice that user "costa" is past due

- replace "captain" with "pastduecaptain"

If a notice has been received from the billing department stating that a client has cancelled their account, place the text "cancelled" in front of the password. For example, referencing the previous figure:

- the billing department has sent a notice that user "costa" is past due

- replace "captain" with "cancelledcaptain"

**Permanently Deleting Accounts**

To delete an account, delete the entire block of information associated with that particular user id.  This action can only be performed by the system administrator.

**Exiting and Saving**

- To save changes, exit the joe text editor by pressing Ctrl-K followed by X

- To exit <u>without</u> saving changes, exit the joe text editor by pressing Ctrl-C

**Restart the Authentication Server**

- Type .lrefresh to reload RADIUS

# Part VI: E-Mail Account Maintenance

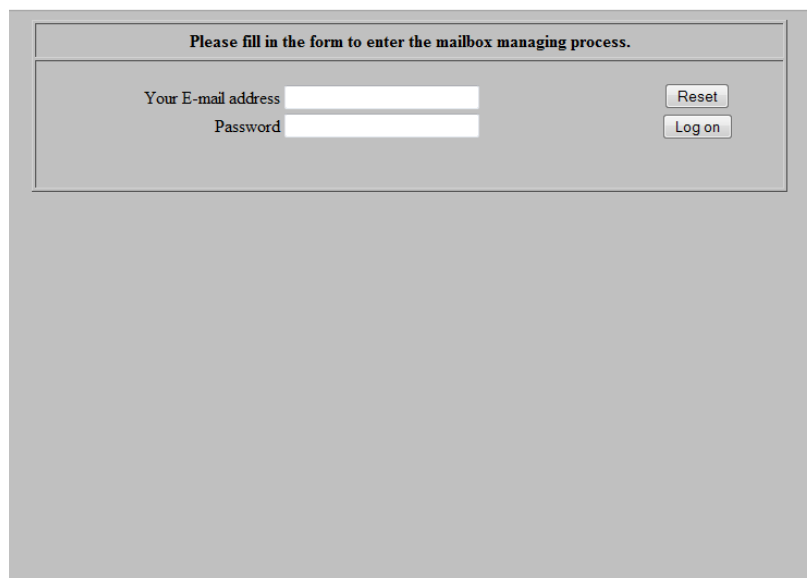# E-Mail Account Maintenance

**Overview**

CyberStreet's mail server utilizes VOPmail, which is a high capacity SMTP/POP3/IMAP4

server platform with advanced anti-spamming and anti-relaying filters. It provides

administrators with a web based mailbox control system. This manual will be providing

information pertaining to the following features:

- The step by step procedures required to change a user's e-mail password

- The set of steps required to configure e-mail forwarding.

**Getting Started**

To get started, first point your browser to **http://mail.cyberstreet.com:81/.** You must

remember to always have the :81 at the end of the address. Otherwise, you will end up at the

CyberStreet web mail screen**.**

| Please fill in the form to enter the mailbox managing process. | | |
|---|---|---|
| Your E-mail address | | Reset |
| Password | | Log on |

- The system will present you with the login screen shown above.

- Type your e-mail address in the top box and your password in the bottom box (note: your password will not be displayed).

- Click the log on box on the right to log on to the system.

- **__\*\*\* IMPORTANT \*\*\*__** Be extremely careful navigating around as you are logged into the CyberStreet working mail server. If anything is deleted or changed by accident, this will cause major problems.

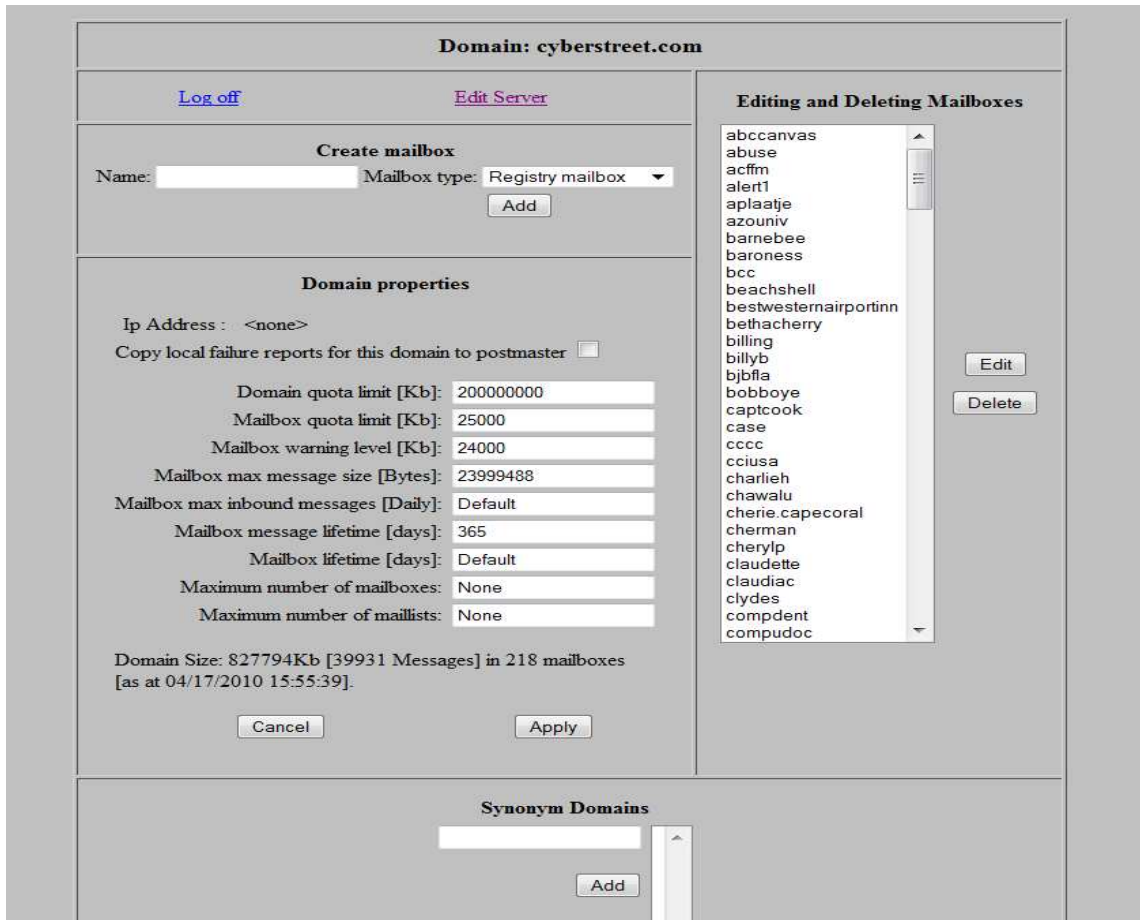**Assigning A New Password**

- **Step 1: Select**

  **Domain**
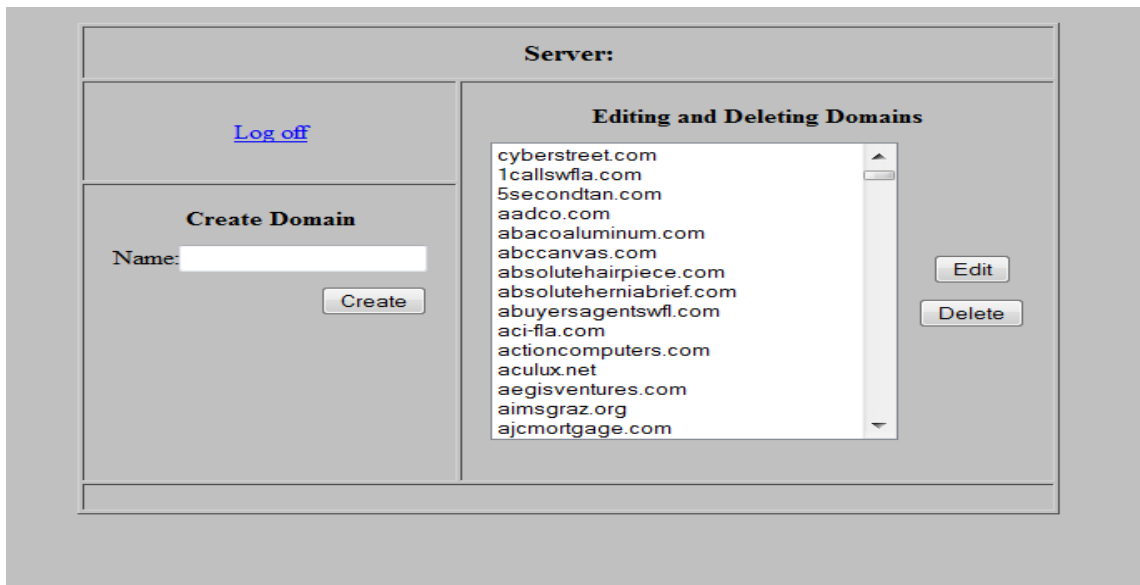


Once you have logged on to the system you will be presented with the server screen.

Double click on the domain associated with the desired e-mail address.

- **Step 2: Select User**



You will now be presented with the domain information screen. From here you have the following choices:

- o   Create Mailbox

- o   Edit and Delete Existing Mailboxes

- o   Change Domain Properties

To proceed with changing a user's passwords or setting up mail forwarding, you may either:

- o   single click on the username shown on the right and click the edit box

- o   or, simply double click on the username

- **Step 3: Changing Passwords.**



- o To change a user's password, Type the new password in the text field labeled "New password"

- o Confirm the new password by retyping it in the box underneath labeled "Confirm new password"

- o Click apply on the lower right hand, the changes go into effect immediately

**Configure E-mail Forwarding**

- To configure mail forwarding, locate the "Forward Mail to" input box

- Type the e-mail address that you would like the mail to be redirected to

- Click apply on the lower right hand

- Note: the changes go into effect immediately

Please note the box labeled "Don't deliver to this mailbox":

- If it is checked, it only forwards the e-mail to the provided address

- If it is not checked, it forwards a copy of the email to the provided address

- This latter option is handy if you want to have two e-mail boxes with copies of the

  same email (ie, home/office)