

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

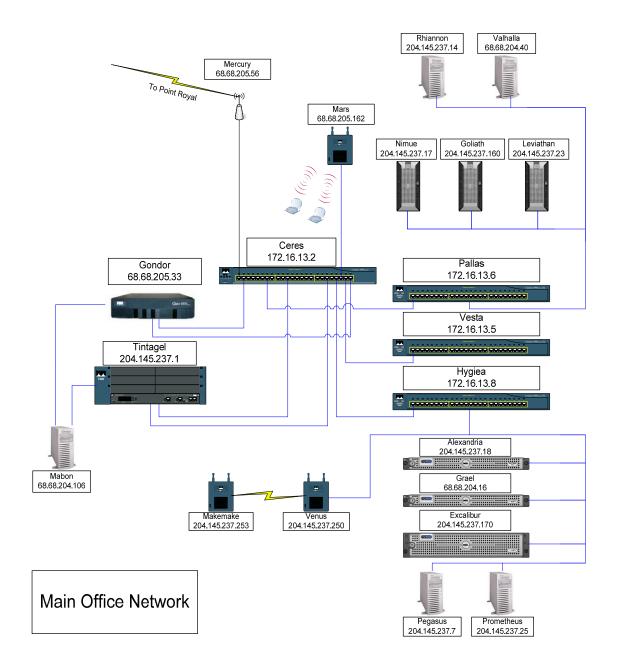
- Location: Co-located
- Functions: Game Server
- Hardware & Software: Unknown Series Server with Windows XP
- IP Address: 68.68.204.26

Explorer Server

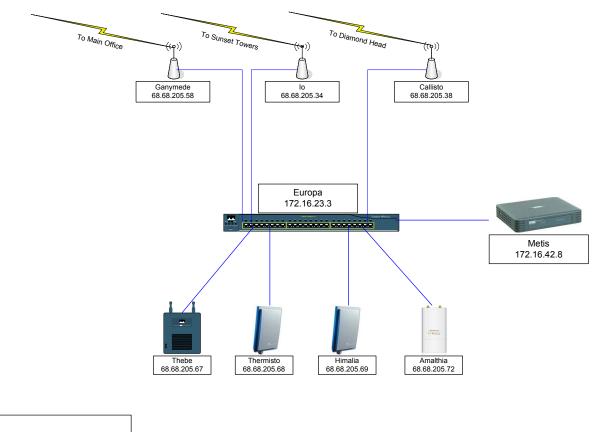
- Location: Home Office
- Functions: Web Server, DNS Server, Workstation
- Hardware & Software: Dell P4 Series Server with Linux/Ubuntu 8.10
- IP Address: 68.68.205.33

Part III: Computer Network Architecture

Main Office Network

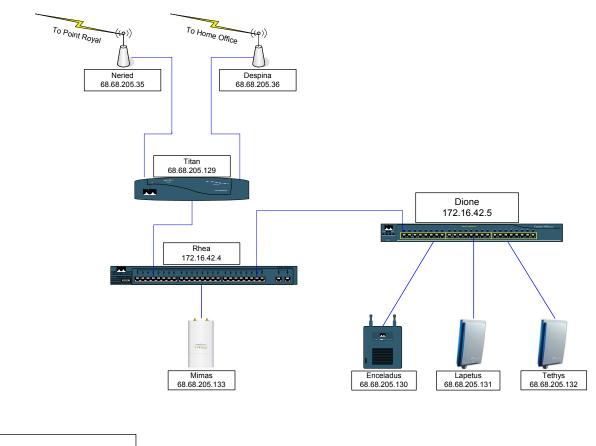


Point Royal Network



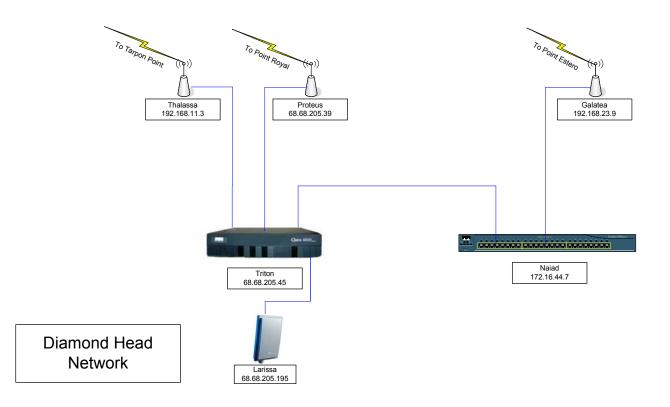
Point Royal Network

Sunset Towers Network

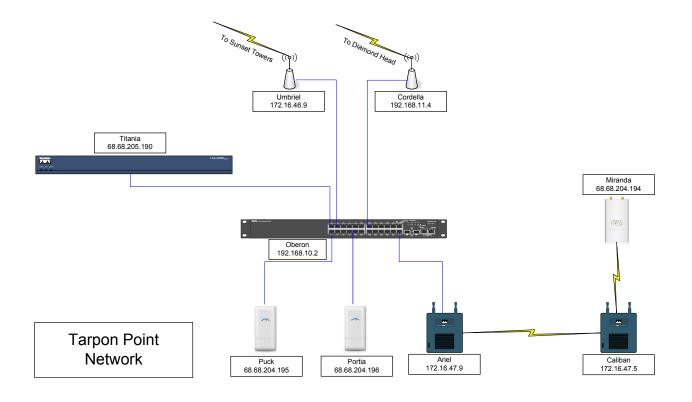


Sunset Towers Network

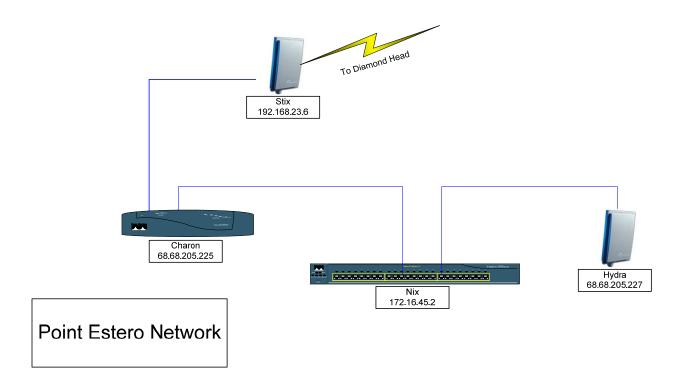
Diamond Head Network



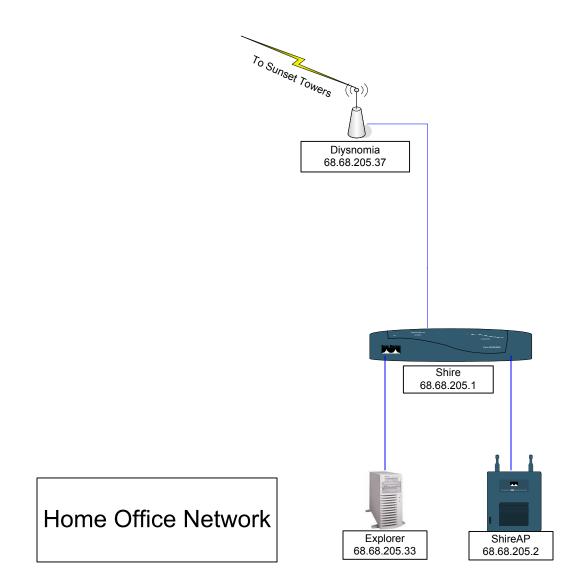
Tarpon Point Network



Point Estero Network



Home Office Network



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
 - o Credit Cards
 - o Paper Statements
 - o Email
- Accounting
 - o Generate Invoices
 - o Apply payments
 - o Apply credits
 - Generate statements, late notices and receipts
- Reporting functions
 - Aged accounts receivable
 - o Customer tracking
 - o Rate reports
 - o 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

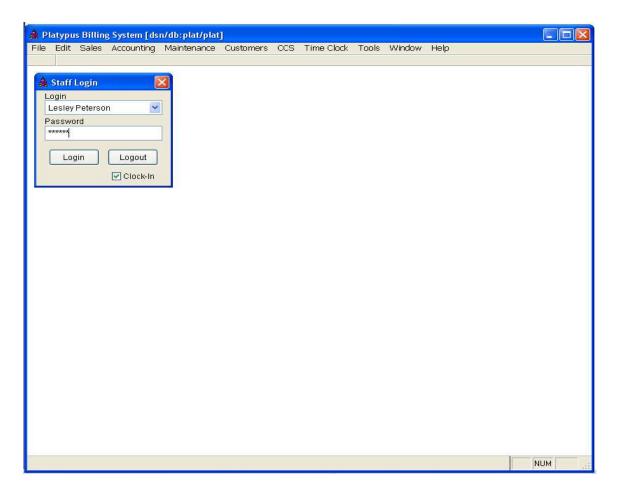
administrator. The Login ID that you have been provided determines the functions that you are

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

Edit Sales .	Accounting N	Maintenance Customers CCS Time Clock Tools Window Help	
CustWiz	Southaner	Payments Invoice	
Customer Wize	and the difficul		
neral Informatio			
Company	(required	field) Bill to Guarantor	
CyberStreet, Inc.		Customer Name	
lame			
The Resort at M	arina Village	Account # City	
Attn/Contact		0	
Keith Murphy		Username Phone	
Address 1			
5951 Silver King	j Blvd	Load Default Child Info	
Address 2		Home Phone	
		(239) - []	
City		Work Phone	
Cape Coral		(239)541-5000[]	
State / Region FL	Postal Code 33914-	1 dx ridinioci	
Country	33914-	(239) - []	
Country		Next >	
-			

- Accept the Company default: CyberStreet, Inc.
- o Enter the legal name associated with the account. If it is a business, enter the

contact information.

- Enter the billing address and phone number(s).
- o Click the button labeled "Next."

Step 2: User Information

Platypus Billing System [dsn/db:	plat/plat]				
e Edit Sales Accounting Main	ntenance Customers	CCS Time Clock	Tools Window	Help	
Cust Wiz	Payments Ir	woice			
🔒 Customer Wizard(Modified) - 1	The Resort at Marina	Village			
User Information: Username (required field)		ment Method			
tarponp			~		
Password		I Туре			
	andom		~		
-Mail			CATER		
tarponp@cyberstreet.com		sperson (Optional)			
tarponp@cyberstreet.com	VVa	lter Peterson	~		
eferral Customer (Optional)					
Customer Name					
Account# Username					
0					
OP Location	comta 1				
* *	*		<u>_</u>		
		< Back Next	<u> </u>		

- o Enter the Username associated with the account.
- If the user has select a password, enter it under "Password." Otherwise, click on the button labeled "Random" to generate a password.
- 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.

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

Statement methods are:

- Paper
- Credit Card
- Email
- Leave "Shell Type" blank
- If there is a staff member who is associated with the sale of this account, select that individual from the selection box labeled "Salesperson."
- Leave the section labeled "Referral Customer" blank.
- o Click the button labeled "Next."

• Step 3: Account Type

🎄 Platypus Billing System [dsn/db:plat/plat]		
File Edit Sales Accounting Maintenance Customers (
Cust Wiz Customer Payments Invo	bice	
A Customer Wizard(Modified) - The Resort at Marina Vi		
Wireless		
Account Type Wireless Birthday Machine Type Stack Type	Select a field to modify from the list and enter the new value in the field at the top of the window. Press reflects the change. Press next when you finish editing the list.	
	NUM	

• 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 <u>must</u> 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.

o Click the button labeled "Next."

Step 4: Rate Groups

🎄 Platypus Billing System [dsn/db:plat/plat]	
File Edit Sales Accounting Maintenance Customers CCS Time Clock Tools Window Help	
Cust Wiz Payments Invoice	
🌲 Customer Wizard(Modified) - The Resort at Marina Village	
# Currently Assigned Rate Groups FreqLast Next GuarFix CRID Override	
103 Mireless High Speed Business Int 4/13/10 X	
All Rates Upgrades Add Rate	
Remove Rate	
Residential High Speed Internet Wireless Residential High Speed Internet - Orty special	
Wireless Residential High Speed Internet Closeout Rate	
Wireless High Speed Business Internet (3 mb down / 2 Wireless High Speed Business Internet (5 mb down /	
Wireless High Speed Business Internet (9 mb down / Wireless Hiαh Speed Wholesale 512μ/1m (Business)	
Launch Customer on Save < Back Finish	
	NUM
	NUM

- 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

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

🎄 Platypus Billing System [dsn/db:plat/pla	t]						
File Edit Sales Accounting Maintenance	Custome	ers CCS	Time Clock	Tools	Window	Help	
Cust Wiz Customyr Payme	nts	Invoice					
🌲 Customer Form							
Name				Active	Contact		Company
Gary L. Ingram	10000000000000000000000000000000000000	9415411839		N			CyberStreet, Ir 📐
Jack McDowell		9415411831		NNN			CyberStreet, Ir
Paul Kirsch		8634941189		N			CyberStreet, Ir
Phil McCombs		9415411831		N			CyberStreet, Ir
The Resort at Marina Village	4118	2395415000	tarponp	Y Ke	ith Murphy		 CyberStreet, Ir
							~
May Dayre Create Ta	d (E rousi-)						1. 1997/201
Max Rows Search Te: Save New Delete 10 4118	xt (510WS)						Back
Save New Delete 10 😂 4118							 Refresh
							NUM .

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

🌲 Platypus Billing Sys	tem [dsn/db:plat/p	ılat]					
File Edit Sales Acc	ounting Maintenan	ce Custome	rs CCS Time	Clock Tools '	Window Help		
CustWiz	lettoner Payn	nents	Invoice				
A Customer Form	. The Resort at Ma	rina Village ((#4118)				
					8		
General	Addresses	Phones	Invoices	Quotes	Rates	Print	Services
The Resort at Marina	Village						Ngtes (0)
Customer	The Resort at Marina	Village					~
Number	4118						
Username	tarponp						
Password	SgpomF#glcwLu>NC-						=
Email	tarponp@cyberstreet	com					Credit
Statement Method	PAPER						\$0.00
Last Statement	4/13/10 10:49:14 AM						
Next Statement	4/1/10						Balance
Active	ľ						\$0.00
Company Blacklisted	1						
Suppress Statements	N						
Credit Card Type	319						
Credit Card Number							
Credit Expire Date							
Routing Number							
Bank Acct Type	3						~
						dir.	-
	_ Max Rows Search	Text (5 rows)					Back
Save New Dele	e 10 😂 4118						Refresh
							NUM

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"
 - Type the customer name into the text box
 - o Press Enter or Tab to accept the changes

Username

- o Select the field labeled "Username"
- Type the Username into the text box
- Press Enter or Tab to accept the changes
- Password
 - o Select the field labeled "Password"
 - Type the password into the text box
 - Press Enter or Tab to accept the changes
- Email
- o Select the field labeled "Email"
- Type the email into the text box
- Press Enter or Tab to accept the changes
- Statement Method
 - Select the field labeled "Statement Method"
 - 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
 - You <u>must</u> press the Tab key to accept the field change. Pressing the Enter key will not update the field.
- Active
- Select the field labeled "Active"
- 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>)
- 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

• 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

- o 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

Customer Form The Resort at Marina Village (#4118) Central Address Phones Invoices Quotes Rates Print Services Contact (Attention) Keith Murphy Address 1 Soft Silver King Blvd Address 2 Central FL 33914- Country State/Region Postal Code Cape Coral Clear Copy Paste Max Rows Search Text (5 rows) Back	Platypus Billing System [dsn/db:plat/plat] e Edit Sales Accounting Maintenance Custom CustWiz Customer Payments	ners CCS Time	Clock Tools V	Vindow Help		
Contact (Attention) Keith Murphy Address 1 5951 Silver King Blvd Address 2 City State/Region Postal Code Cape Coral FL 33914- Country Set as Default Clear Copy Paste						
Keith Murphy Billing Address 1 Credit Card 5951 Silver King Blvd Address 2 Address 2 Shipping Work Work City State/Region Postal Code Shipping Cape Coral FL State as Default Vork Clear Copy Max Rows Search Text (5 rows) Back	General Addresses Phones	Invoices	Quotes	Rates	Print	Services
	Keith Murphy Address 1 5951 Silver King Blvd Address 2 City State/Region Postal Code Cape Coral FL 33914- Country ♥ Set as Defau	Billing Credit Card Home Shipping Work				
Save New Delete 10 \$ 4118 Refres	Max Rows Search Text (5 rows) Save New Delete 10 4118					Back Refresh

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:
 - The legal address (home or business) is entered into the billing address
 - 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

A Platypus Billing System [dsn/db:plat/plat]	
File Edit Sales Accounting Maintenance Customers CCS Time Clock Tools Window Help	
Cust Wiz Customer Payments Invoice	
🎄 Customer Form The Resort at Marina Village (#4118)	
General Addresses Phones Invoices Quotes Rates Print	Services
(239)541-5000[]	Set As Default ✓ Regular Format
Home	
Work (239)541-5000[] Fax Pager Pager Toll Free Cellular Alpha Pager Data	Back
Saye New Delete 10 3 4118	<u>Refresh</u>
	NUM

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
 - o 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

latypus Billing System [dsn/db:p Edit Sales Accounting Maint CustWiz Custumer		Custo		s CC		ne Clock Tools	: Window	Help		
Customer Form The Resort a				4118)					
General Addresses	Ph	nones	1	Invo	oices	Quotes	Rat	es	Print	Services Price
# Currently Assigned Rate Groups 103 Wireless High Speed Business Inter							Freq Last	Next 4/15/10	GuarFix CRID	Override
O All Rates	Down	grades								Add Rate
R Name	Freq	Fixed	8		S	Price			^	Remove Rate
Annual Email (\$20.00)		Х		Н		20				
Complimentary Dialup Orrtech Dailup	3255	X X	325	C Di	di	0.00 16			-	Change Rate
Bureltek Dielun	1000	Ŷ	3859		di	19				Est Monthly
	1825) 1925)	X	3875	Di	G	22				Closeout Rate
56k - CC - Monthly	10000	Х	3203	Di		20				
	1000	Х	3255	Di		60				
56k - Semi-Annual	3855	X	325	Di		110				
56k - Annual Residential High Speed Inte	3253	X X	325	Di	wi	200 24				
Wireless Residential High S		Ŷ	325		Wi	72				
		X	3869		wi	44			~	
	earch Ter	d (5 row	s)							Back
Max Rows Se	118									Refresh

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?" <u>Click on the button labeled "No."</u>
 - 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.

- o 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 (see below).
- Click on the button labeled OK to save this change

File Edit Sales Accounting Maintenance Customers CCS Time-Clock To	ols Window Help
Cust Wiz Customer Payments Invoice	
Customer Form The Resort at Marina Village (#4118) (Modified)	
General Addresses Phones Invoices Quote	es Rates Print Services Price
# Currently Assigned Rate Groups Wireless High Speed Business Internet (9 mb down / 6 mb up) Sek - Annual	Freq Last Next GuarFix CRID Override 1 4/13/10 4/15/10 X 4/13/1 Image: CRID Image: CRID
All Re A Manage Rate Data	Add Rate
Ann Con Con Con Con Con	Remove Rate
	Est Monthly Closeout Rate
56k-Quarterly 2 3 4 5 6 7 8 60 56k-Semi-Annual 9 10 11 12 13 14 15 110 56k-Annual 16 17 18 19 20 21 22 200	
Residential High Speed In 23 24 25 26 27 28 29 24 Wireless Residential High 30 31 1 2 3 4 5 72	
Max Rows Search Text (5 rows)	Back
Save New Delete 10 2 4118	Refresh

- If the customer is removing a service from their account:
 - Select the service to be removed from the list of currently assigned rate groups
 - o Click on the button labeled Remove Rates
 - 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).

🛕 Platypus Billing S	System [dsn/db:p	lat/plat]						
File Edit Sales /	Accounting Maint	enance Custom	ers CCS Th	me Clock Tools	: Window Help			
Cust Wiz	Suptomer	Payments	Invoice					
& Customer Forn	a The Percent a	t Marina Villago	1#411.9) (14-	lified)				
				imed)				
General	Addresses	Phones	Invoices	Quotes	Rates	Print	Services	
# Currently Assign	ed Rate Groups		1.		Freq Last Next	GuarFix CRID	Price Override	
103 Wireless High Speed Business Internet (9 mb down / 6 mb up)					1 4/13/10 4/15/10	X 4131	A	
8 56k - Annual					12 4/15/10 4/15/10	X		
							<u> </u>	
O All Rates	Applicat	ion Warning			×		Add_Rate	
R Name	and the second	ion name				^^	Remove Rate	
Complimer	ntary Dial (?)	Are you sure you v	vant to remove R	ate Group '56k - An	nual' from this customer?		Change Rate	
Orrtech Dai Ruraltek Di							Est Monthly	
56k - Billing	3767-5-5		OK	Cancel			Closeout Rate	
56k-CC-1	(Shub) 20 전 전							
56k - Quart 56k - Semi-		100000	Di Di	60 110				
56k - Annua			Di	200				
	esidential High S esidential High S	X	Wi wi Wi wi	72 44		~		
I WITEIESS R	esidenilai Hidri 5		991 991	44		<u>var</u> i		
		arch Text (5 rows)					Ba <u>ck</u>	
Sa <u>v</u> e <u>N</u> ew D	elete 10 📚 4	118					Refresh	
						50		
							NUM	

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.

Platypus Billing System [dsn/db:plat/plat]	
File Edit Sales Accounting Maintenance Customers CCS Time Clock Tools Window Help	
Cust Wiz Customer Payments Invoice	
Customer Form The Resort at Marina Village (#4118) (Modified) Ceneral General Addresses Phones Invoices Quotes Rates Print The Resort at Marina Village Customer Number 4118 Username Password	Services Ngtes (0)
Email Application Warning Statement Me Last Stateme Next Stateme This Customer Form record 'The Resort at Marina Village' has been modified. Do you want to save it? Active Yes Company Yes Blacklisted Yes	Credit \$0.00 Balance \$0.00
Suppress Statements N Credit Card Type Credit Card Number Credit Expire Date Routing Number Bank Acct Type 3 Max Rows Search Text (5 rows)	Back
Saye New Delete 10 C 4118	Refresh
Record: 1/1 Exclusive	NUM .

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

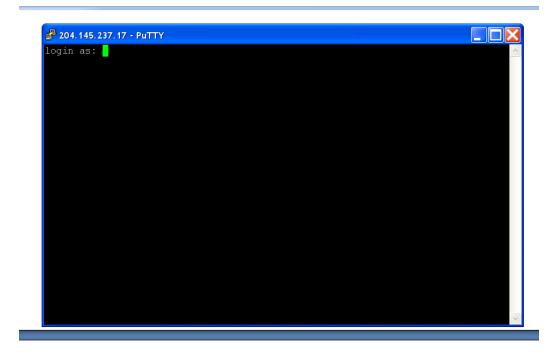
To access the Nimue server for editing purposes, it will be necessary to use Secure Shell (SSH). SSH is a network protocol that will allow for the safe transfer of information to and from the server.

≿ategory: ⊟ Session	Basic options for your PuTTY session
Logging Terminal Keyboard Bell Features	Specify the destination you want to connect to Host Name (or IP address) Port [22]
 Window Appearance Behaviour Translation Selection Colours Connection Data Proxy Telnet Rlogin SSH 	Connection type: Raw Telnet Rlogin SSH Serial Load, save or delete a stored session Saved Sessions Default Settings Load Save Delete
- Serial	Close window on exit Always Never Only on clean exit

- 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).

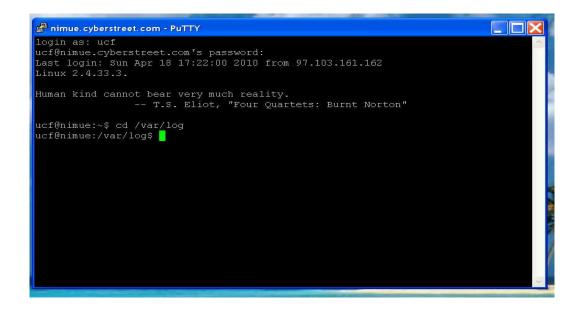
- When asked to login, login as "root", without the quotes.
- You will then be prompted to enter a password. Enter the password associated with root access.



Locating The User File Directory

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

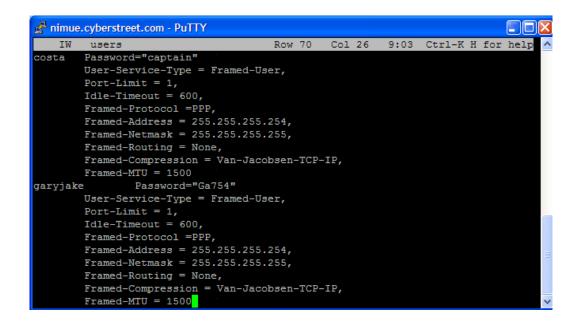
- Enter the command "cd /var/log"
- You will now be in the proper directory for making changes to the users file.



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.
 - <u>Note</u>: Make certain to preserve the indentation style, as this helps to visually delineate the records



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 th	he form to enter the mailb	ox managing process.	
Your E-mail address Password			Reset 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.
- <u>*** IMPORTANT ***</u> 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

Log off	Editing and Deleting Domains		
Create Domain Name: Create	cyberstreet.com 1callswfla.com 5secondtan.com aadco.com abacoaluminum.com abccanvas.com absolutehairpiece.com absoluteherniabrief.com aci-fla.com actioncomputers.com aculux.net aegisventures.com aimsgraz.org ajcmortgage.com		

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

Log off		Edit Server	Editing and Deleting Mailbox	es
Name:	Create mailbo Mailbox t	x ype: Registry mailbox Add	 → abccanvas abuse acfm alert1 aplaatje azouniv barnebee baroness 	
Ip Address∶ <n Copy local failure</n 	Domain propert one> reports for this domair		bcc beachshell bestwesternairportinn bethacherry billing billyb billyb bijbfla	it
Do	main quota limit [Kb]:	20000000	bobboye	to
Mai	lbox quota limit [Kb]:	25000	captcook case	
Mailbo	x warning level [Kb]:	24000	cccc	
Mailbox max	message size [Bytes]:	23999488	charlieh	
Mailbox max inbo	und messages [Daily]:	Default	chawalu cherie.capecoral	
Mailbox m	essage lifetime [days]:	365	cherman	
M	ailbox lifetime [days]:	Default	cherylp claudette	
Maximum	number of mailboxes:	None	claudiac clvdes	
Maximu	m number of maillists:	None	compdent compudoc -	
Domain Size: 8277 [as at 04/17/2010	1997 - 19	ges] in 218 mailboxes	compade	
C	ancel	Apply		
		Synonym Domain	s	

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
- 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.

Full Name :	ABC Canvas	Privilege level :	None 🔻
	Change Password	Quotas & Exp	iry
New p Confirm new p	assword:	Mailbox quota [KB] : D Warning level [KB] : D Max message size [Bytes] : D Max inbound message [Daily] : D Message lifetime [days] : D Mailbox lifetime [days] : D Mailbox lifetime [days] : D	fault fault fault fault
Mailbox Crea	ted : 09/09/2009 17:15:32		
Last Accessed	I : <ti>time unknown></ti>		
Don't deliver t	o this mailbox 🔽		
Mailbox size :	0Kb [0 Messages] as at 04/17/2010 15:5	4:37	
Forward Mail	to : info@abccanvas.com		
Mailbox Agen	1 1	1	

- 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"

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

Configure E-mail Forwarding

Mailbox Created : 09/09/2009 17:15:32					
Last Accessed : <ime unknown=""></ime>					
Don't deliver to this mailbox 🗹					
Mailbox size : 0Kb [0 Messages] as at 04/17/2010 15:54:37					
Forward Mail to : info@abccanvas.com					
Mailbox Agent :					
General properties Home Business Access Keys	Арріу				

- \circ $\,$ To configure mail forwarding, locate the "Forward Mail to" input box $\,$
- o Type the e-mail address that you would like the mail to be redirected to
- o 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":

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