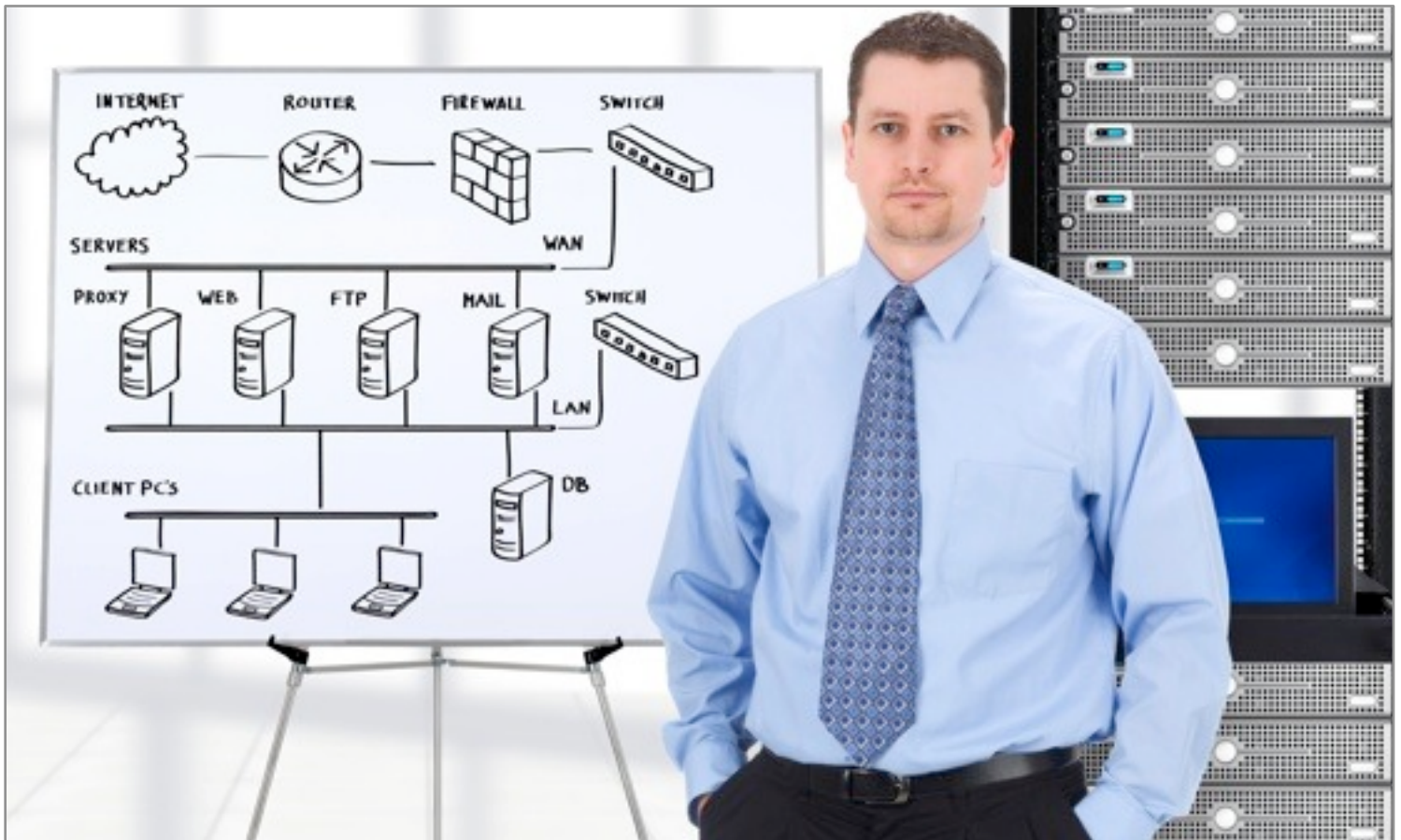




Managed Hosting Services

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Clook Internet

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Initial setup and configuration

We begin the server setup process with a consultation to discuss what you intend using the server for, websites and applications it will host, any requirements or customisations along with your goals for the system as a whole. The aim of this is so that we can get a clear picture of what the server will be used for so that we can set it up and provide our management according to your exact requirements.

Following this the hardware is provisioned and the initial operating system install completed along with the vast array of accompanying software required to make up the whole server.

With everything installed we then ensure that everything is configured and secured ready for immediate use which involves a huge amount of settings changes from the base default operating system and other software settings applied during the initial installation stage. Here we apply any customisations or tweaks required to the server as per our consultation at the start of our setup process.



The final stage is to assist you in ‘going live’ with the new server. This sometimes involves just setting up the main website or account or can be more large scale whereby we schedule a timescale to move accounts into the server and other tasks involved with website migrations.

A small selection of the things we do during the server setup include:

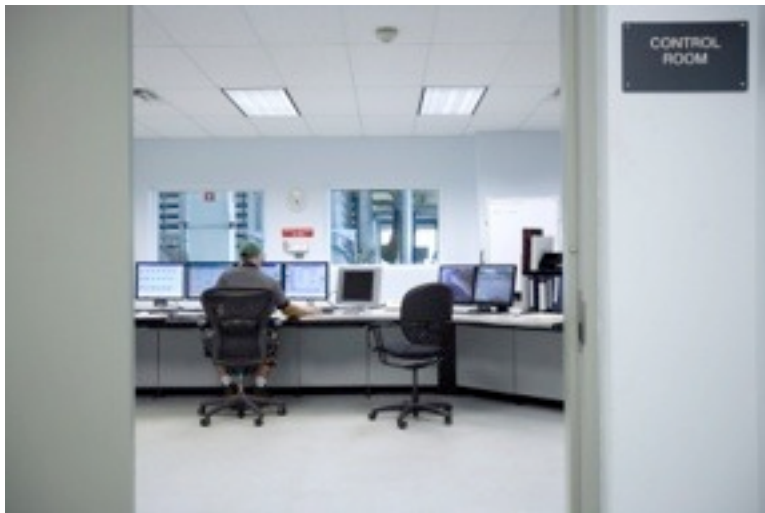
- Control panel installation & configuration
- Apache / HTTP installation
- PHP and module installations
- MySQL installation
- Firewall and other security hardening
- Email services
- FTP services
- Integration with our incoming email cluster and DNS cluster
- Adding server to our monitoring system and other internal systems
- Configure and optimise all aspects of the server
- Configure backups

Proactive monitoring and reaction

Our monitoring system (effectively referred to as our 'watchtower') constantly checks a huge amount of services and functions on all servers. In order to provide the most accurate perception of state we have this machine housed at a third party location so in the event of more large scale problems affecting the network, this does not go unnoticed (which would happen if housed in the same building).

- Control panels
- Cron daemon
- DNS service
- No. Of emails in email queue
- Usage percentage of each drive partition
- FTP service
- Web server
- No. of web server requests per second
- IMAP service
- Ensure all IP addresses are up
- Age of last completed backup run
- Current server loads
- No. Of MySQL database connections
- Mysql queries per second
- POP3 service
- SMTP service
- Check server IP in spam blacklists
- SSH service
- System logging daemon
- Recent bandwidth spikes
- RAID status *
- Working connection to backup LAN *

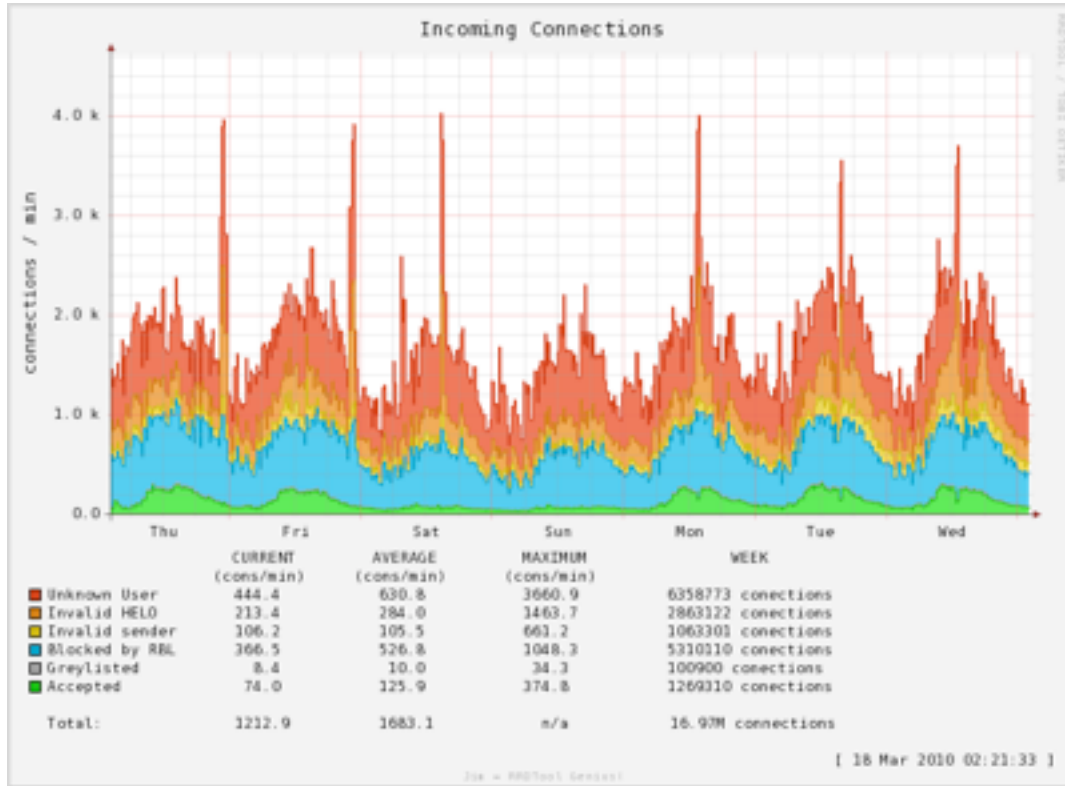
* not applicable to all servers



Should a problem be detected or pre-empted by our monitoring we will be notified so we can investigate without delay. If a problem is found it will be worked on and fixed without any request or intervention from you which allows you to sleep easy knowing that any server problems, day or night, will be handled swiftly by us.

Mailguard email cluster

We have a cluster of servers which handle all incoming email for our clients. This system is responsible for accepting email, scanning it for spam and viruses then passing onto the inbox should it be deemed 'clean'. In the event of an email being detected as spam or infected the system will quarantine it for further inspection.



Along with the highly accurate and feature packed spam/virus detection, this system also has the advantage of taking the resource intensive task of email scanning away from your dedicated server which saves significant amounts of ongoing RAM and CPU usage.

This feature comes included with all managed servers at no extra cost.

DNS cluster

Your server will be configured to use our redundant DNS cluster instead of handling DNS on the same machine.

Due to our DNS cluster machines being completely separate and in geographically diverse facilities your hosted domain names will be available for DNS lookups 100% of the time which is critical for stable and reliable access. It is also essential should any part of a domain name be hosted elsewhere (eg a subdomain on a different server or email handled by a third party) as this will remain fully active in the rare event of your server being unavailable.

This also brings major benefits for email processing. In the rare event of server or network problems anyone trying to send email to a domain on the server will not get total sending failure (bounces) and will instead have email queued until the server/network returns.



Continuous server management

Our involvement doesn't stop after your server 'goes live' - quite the opposite! We remain responsible for everything running on your server with our technical support staff available 24/7/365 to help. In addition, we will deal with any problems notified by our advanced monitoring system to ensure your server stays online, stable and secure.

To aid the ongoing server stability we carry out monthly audits which contain a 38 point checklist of items related to server configuration, security and stability. If our audit procedure uncovers any problems or possible issues we will fix these immediately.

The audit reports are available to clients via our client area shortly after completion.



- General check on uptime and load
- Tripwire examination
- Open port scan
- Check for unsafe file permissions
- Ensure kernel is updated
- Check partition space usage
- Examine /proc, /tmp for suspicious activity
- Check email queue for suspicious email usage
- Ensure cPanel software is up to date
- Virus/Trojan scan
- Manually check backups are running
- Check Apache remains secure and optimised
- MySQL optimisation
- Monitor typical CPU/RAM/IO usage
- Manual log file examination
- Chkrootkit scan
- Rkhunter scan
- php.ini optimisation
- Confirm WHM settings are correct
- Sysctl hardening
- Inetd hardening
- Host.conf hardening
- Check libsane is active
- Check mod_evasive is working
- Monitor root login records
- Scan for .c or binary files
- Keep Apache and PHP updated
- Confirm firewall is running properly
- FTP service hardening
- Monitor sysstat logs
- Check mount points
- Check inittab optimised
- Examine any authorised user shell access logs
- Cycle any large or old log files
- Check clock is accurate
- Update PHP and PEAR modules
- Check for any unused or redundant software installs
- Check hard drive smartd logs

Summary

Our server management service keeps one of our founding principles at the heart in that we're a 100% fully managed provider, regardless of the package clients are hosted on.

We are proud that clients can start their hosting journey with us on our lowest specification shared hosting package and move up as requirements increase to a full dedicated server without this being a steep learning curve in any way. Just because your website gets popular or your requirements increase why should this involve a huge amount of learning about how to manage a server? We don't think this should be the way which is a motivating factor when putting together our server management where we handle everything involved with keeping that server online.

With your time spent running your business, doing the things you want to do along with sleeping easy at night knowing we're looking after your server 24/7, we hope the benefits are clear.

Yours faithfully,

A handwritten signature in black ink that reads "Chris James". The signature is written in a cursive, flowing style.

*Chris James
Managing Director*

For and on behalf of Clook Internet UK