



# Server Configuration and Action Form

This form is designed to capture server configuration and backup and recovery information specific to your colocated equipment. This information will be used by Northeast Data Vault, LLC (herein known as 'NEDV') in the course of delivering services you have contracted with us and is especially important regarding any action(s) that we are to take in the case of server or service failure.

NEDV monitors servers and services 24 hours per day, 7 days per week. Server availability is monitored with an ICMP echo request. Service availability is monitored by issuing a connect request to one or more service ports (if available). Certain services may be monitored using other means and all monitoring is limited to the scope outlined in your service agreement.

If a server fails to respond to an ICMP echo request, or a service fails to respond to a connection requests for 5 minutes or longer, NEDV will consider the server or service to be "down". After verifying that the problem is related to the server and not the NEDV network or other infrastructure, NEDV will respond in accordance with your instructions on this action form.

In order to provide the best possible service level, we ask that you provide as much of the requested information as possible.

**NOTE: YOU MUST COMPLETE A SEPARATE FORM FOR EACH SERVER THAT NEDV WILL BE MONITORING FOR YOU.**

<b>Company Name:</b>	
<b>Server Name:</b>	

CONTACT #1:			
<b>Name:</b>		<b>Title:</b>	
<b>Work Phone:</b>	<b>Cellular Phone:</b>	<b>Home Phone:</b>	
<b>Pager:</b>		<b>E-Mail:</b>	
<b>Preferred Contact Method:</b>			

CONTACT #2:			
<b>Name:</b>		<b>Title:</b>	
<b>Work Phone:</b>	<b>Cellular Phone:</b>	<b>Home Phone:</b>	
<b>Pager:</b>		<b>E-Mail:</b>	
<b>Preferred Contact Method:</b>			

CONTACT #3:			
<b>Name:</b>		<b>Title:</b>	
<b>Work Phone:</b>	<b>Cellular Phone:</b>	<b>Home Phone:</b>	
<b>Pager:</b>		<b>E-Mail:</b>	
<b>Preferred Contact Method:</b>			

CUSTOMER CONTACT SEQUENCE	
<b>Indicate the preferred contact sequence:</b>	



# Server Configuration and Action Form

Server Information	
<b>Server Name (fully qualified):</b>	
<b>IP Address:</b>	
<b>Operating System:</b>	<input type="checkbox"/> Windows NT <input type="checkbox"/> Windows 2000 <input type="checkbox"/> Windows XP <input type="checkbox"/> Windows (other) <input type="checkbox"/> Solaris <input type="checkbox"/> Linux <input type="checkbox"/> FreeBSD <input type="checkbox"/> UNIX (other)
<b>Description of Server Function:</b>  <i>Please Check all that apply</i>	<input type="checkbox"/> Web Server <input type="checkbox"/> Database Server <input type="checkbox"/> Mail Server <input type="checkbox"/> DNS Server <input type="checkbox"/> News Server <input type="checkbox"/> Shell Accounts <input type="checkbox"/> PDC <input type="checkbox"/> BDC <input type="checkbox"/> File Server <input type="checkbox"/> Other (please explain)

<b>Server / Application Configuration Notes:</b>  <i>Please note any system configuration details that NEDV should be aware of.</i>	<div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
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<b>Backup Services</b>  <i>NEDV will provide the back-up services checked, in accordance with your service agreement</i>	<input type="checkbox"/> Daily Incremental with Weekly with Weekly Full	<input type="checkbox"/> 10G <input type="checkbox"/> 20G <input type="checkbox"/> ____G
	<input type="checkbox"/> Weekly Full System Only	<input type="checkbox"/> 10G <input type="checkbox"/> 20G <input type="checkbox"/> ____G
	<input type="checkbox"/> No Backups Required	

<b>Monitoring Services:</b>  <i>NEDV will monitor the services checked, in accordance with your service agreement.</i>	<input type="checkbox"/> ping (ICMP ECHO) <input type="checkbox"/> DNS (TCP 53) <input type="checkbox"/> HTTP (TCP 80) <input type="checkbox"/> telnet (TCP 23) <input type="checkbox"/> SMTP (TCP 25) <input type="checkbox"/> FTP (TCP 21) <input type="checkbox"/> SSL (TCP 443) <input type="checkbox"/> NNTP (TCP 119) <input type="checkbox"/> SNMP (UDP 161) <input type="checkbox"/> POP3 (TCP 110) <input type="checkbox"/> IMAP4 (TCP 112) <input type="checkbox"/> SQL (TCP 1433) <input type="checkbox"/> Other <input type="checkbox"/> Other <input type="checkbox"/> Other
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