


KEK Management Packages - List of supported services and software

- [Introduction](#)
- [Operating Systems and Control Panels](#)
- [Virtualization](#)
- [Backups](#)
- [Linux Software](#)
 - [Databases \(Linux\)](#)
 - [Web Servers \(linux\)](#)
 - [Programming languages \(scripts\) \(Linux\)](#)
 - [Monitoring and statistics for web servers \(linux\)](#)
 - [Mail Servers \(Linux\)](#)
 - [FTP Servers \(Linux\)](#)
 - [Load Balancing \(cluster\) \(Linux\)](#)
 - [Content Management System \(CMS\) \(Linux\)](#)
 - [Other Software \(Linux\)](#)
- [Microsoft Windows Software](#)
 - [Databases \(Windows\)](#)
 - [Web Servers \(Windows\)](#)
 - [Programming Languages \(scripts\) \(Windows\)](#)
 - [Statistics for webservers \(Windows\)](#)
 - [Mail Servers \(Windows\)](#)
 - [FTP Servers \(Windows\)](#)
 - [Other Softwares \(Windows\)](#)
- [Unsupported Activities](#)

 version 1.5


Introduction

Any provision of technical support will be charged \$115/month unless the customer has a *Managed on demand* package that includes 120 minutes of support (the exceed will be charged \$115 per hour). At least 15 minutes will be charged for each support request. The support time included in the *Managed on demand* package is not cumulative from month to month (the unused time is reset every 20 days from the delivery date of the product).

Customers with a package of administration and management of servers are supported 24/7 for the following categories:

- Installation and default configuration
- Advanced Configuration
- Debugging and problem analysis
- Software update

The Default installation and configuration category includes the basic installation of the operating system or software. The basic configuration (default) is also implemented.




 By default, software installation is supported only through the standard mechanism of the operating system (yum for CentOS, apt-get for Debian, etc) or via the control panel. When a control panel is installed, the software installation must be done via the standard mechanism of the control panel.

Any additional configuration of the operating system or software is classified as an advanced configuration. For example, updating the rules of a firewall, installing SSL certificates, etc.

The Debugging and problem analysis category includes the monitoring of a problem via the log files, the search for causes of server overloading, restarting a service, an emergency investigation in case of failure, etc...

As for installation, the software update is supported via the standard mechanism of the operating system or the control panel. When the control panel is installed, the software update must be done via the standard mechanism at the control panel.

Each task is identified by one of the following icons :

-  = officially supported task
-  = officially unsupported task
-  = best effort
















 Tasks not listed in this document are not supported by our team.

In addition, some activities may be included in more than one category at a time: for example :

- The migration of a standard server or site: Default Installation or Configuration, Advanced Configuration
- Performance Tuning and Server Optimization. Advanced Configuration, Debugging and problem analysis
- Verification and optimization of server's security. Advanced Configuration, Debugging and problem analysis

Here follows a list of supported items for dedicated server customers who have opted for our administration package. The operating systems and software not included in this list, should be considered as unsupported

Operating Systems and Control Panels

Operating System	Default Installation	Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Supported version for new deliveries	Supported version for OS reinstallation
CentOS					 †	6.X	5.X & 6.X
Ubuntu Server LTS					 †	12.04 & 10.04 LTS	12.04 & 10.04 LTS
Debian					 †	7 (Wheezy)	6 (Squeeze)

Windows 2003					 †		
Windows 2008					 †		
Windows 2008 R2					 †		
Windows Server 2012					 †		
FreeBSD					 †		
OSX					 †		

† : only updates between minor versions of the same operating system is supported. Please note that major releases upgrades are not supported. In general, any updates that requires the server reinstallation are not supported.

The following problems, given as an example, are covered :

- File system and file naming problems
- Interpretation of the log files and statistical reports
- Permissions and File Properties
- Commands and system utilities

Control Panel	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
cPanel/WHM					only on the latest version of CentOS
cPanel/WHM + Fantastico					only on the latest version of CentOS
Parallels Plesk for Linux					only on CentOS
Parallels Plesk for Windows					All Windows versions are supported

The following problems, given as an example, are covered :

- Problems accessing the control panel
- Changing the system configuration via control panel user interface

Virtualization

Virtualization Software	Default Installation	Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
Parallels Virtuozzo Containers for Linux †	✓	✓	✓	✓	✗	Support limited to the physical server. No support for virtual servers. Only on CentOS.
Xen Hypervisor †	✓	✓	✓	✓	✗	Support limited to the physical server. No support for virtual servers. Only on CentOS 5.X.
Microsoft Hyper-V †	✓	✓	✓	✓	✗	Support limited to the physical server. No support for virtual servers. Only on Windows 2008 R2 & 2012.
VMWare ESXi †	✓	✗	✗	✗	✗	Support limited to the physical server. No support for virtual servers.

† : supported only with our "Virtualization Ready" offers

Backups

The following activities are covered through our R1Soft **backup solution**:

- Scheduling backups
- Restoration of one or more files from a backup
- Complete server restoration from a backup
- Possibility to backup an external server with the R1Soft Solution, provided by KEK. We cannot provide support regarding the installation and configuration of the R1Soft agent on the external server.

Linux Software

Databases (Linux)

Databases	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
MySQL	✓ †	✓	✓	✓ ††	
PostgreSQL	✓	✗	✗	✗	

† : installation from sources are supported

†† : possibility to upgrade to a version superior than the one supported by the operating system

The following problems, given as an example, are **covered by MySQL** :

- Connection problems
- Privilege Management
- Replication to a second server database

The following problems are not covered:

- Database Optimization

Web Servers (linux)

Web Server	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
Apache	✓	✓	✓	✓	
Apache - mod_bandwidth	✓	✓	✗	✓	included with a cPanel or Plesk Control Panel
Apache - mod_cgi	✓	✓	✗	✓	included with a cPanel Control Panel

Apache - mod_Mono	✓	✗	✗	✓	included with a cPanel Control Panel
Apache - mod_perl	✓	✓	✗	✓	included with a cPanel Control Panel
Apache - mod_ssl	✓	✓	✓	✓	
Apache - mod_suPHP	✓	✓	✗	✓	included with a cPanel Control Panel
Apache - mod_unique_id	✓	✗	✗	✓	included with a cPanel Control Panel
Apache - .htaccess	✓	✓	✓	✓	programming is not supported
Apache - SSI	✓	✓	✓	✓	
Apache - suExec	✓	✓	✓	✓	
Apache - CGIWrap	✓	✗	✗	✓	
Apache - Multi-Processing Module (MPM)	✓	✓	✓	✓	included with a cPanel Control Panel
Apache - VirtualHost	✓	✓	✓	✓	
Apache - Tomcat	✓ †	✓	✓	✓	included with a cPanel or Plesk Control Panel
Lighttpd	✓	✓	✓	✓	

† : supported only via a control panel necessarily installed on the server

Web administration tool	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
-------------------------	--	------------------------	--------------------------------	-----------------	----------

phpMyAdmin	✓	✓	✓	✗	included with a cPanel Control Panel
phpPgAdmin	✓	✗	✓	✗	included with a cPanel Control Panel

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered::

- Problems publishing websites, access and data transfer problems.

Programming languages (scripts) (Linux)

Programming Languages	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
Java Development Kit (JDK)	✓	✗	✗	✓	
Perl	✓ ‡	✗	✗	✓	no support to programming
Perl - CPAN	✓ ‡	✗	✗	✗	
PHP ‡	✓	✓	✓	✓	no support to programming
PHP - curl ‡	✓	✗	✗	✓	
PHP - curl-ssl ‡	✓	✗	✗	✓	
PHP - EAccelerator	✓	✗	✗	✓	included with a cPanel Control Panel
PHP - ffmpeg	✓ ††	✗	✗	✗	
PHP - gd ‡	✓	✗	✗	✓	

PHP - PECL (PEAR)	✓ ‡	✗	✗	✗	
PHP - Suhosin	✓	✗	✗	✓	included with a cPanel Control Panel
PHP - autre module	✓	✗	✗	✓	
Python	✓	✗	✗	✓	no support to programming
Python - modules	✓ ††	✗	✗	✗	
Ruby on Rails	✓ †	✗	✗	✗	included with a cPanel Control Panel

‡ : unsupported if installed via sources

† : supported only via a control panel necessarily installed on the server

†† : installation from sources supported

The following problems, given as an example, are covered:

- Problems Running CGI script (no programming)
- Problems Running PHP scripts (no programming)
- Problems Running Python or Perl scripts (no programming)

Monitoring and statistics for web servers (linux)

Software for web statistics	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
AWStats	✓	✗	✓	✓	included with a cPanel Control Panel
Munin	✓ ‡	✓ ‡	✓ ‡	✓ ‡	included with a cPanel Control Panel
Webalizer	✓	✗	✓	✓	included with a cPanel Control Panel

‡ : unsupported if installed via sources

Mail Servers (Linux)

Mail Servers	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
Exim	✓	✓ †	✓	✓	included with a cPanel Control Panel
Postfix	✓	✓ †	✓	✓	included with a cPanel Control Panel
Qmail	✓ ††	✓	✓	✓ ‡	included with a cPanel Control Panel
Sendmail	✓	✓	✓	✓	
Courier-Imap	✓	✓ †	✓	✓	included with a cPanel or Plesk Control Panel
Dovecot	✓	✓	✓	✓	included with a cPanel Control Panel
Imapd	✓	✓	✓	✓	
Vpopmail	✓ ††	✓	✓	✓	
Mailman	✓ †	✓	✓	✓	included with a cPanel or Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

†† : installation from sources supported

‡ : unsupported if installed via sources

Anti-spam and anti-virus	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
--------------------------	--	------------------------	--------------------------------	-----------------	----------

SpamAssassin	✓ †	✓ †	✓	✓	included with a cPanel or Plesk Control Panel
ClamAV	✓ †	✓ †	✓	✓	included with a cPanel Control Panel
Parallels Premium Antivirus	✓ †	✓ †	✓	✓	included with a Plesk Control Panel
Kaspersky AV	✓ †	✓ †	✓	✓	included with a Plesk Control Panel
DNS-based Blackhole List	✓ †	✓ †	✓	✓	included with a cPanel or Plesk Control Panel
Sender Privacy Framework (SPF)	✓ †	✓ †	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

Webmail Solution	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
Atmail Webmail Light †	✓	✓	✓	✓	included with a cPanel or Plesk Control Panel
Horde IMP †	✓	✓	✓	✓	included with a cPanel or Plesk Control Panel
SquirrelMail	✓	✓	✓	✓	included with a cPanel Control Panel
Roundcube †	✓	✓	✓	✓	included with a cPanel or Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered:

- Problems receiving and sending messages
- E-mail service configuration to send messages generated via a web form installed on the same server
- Standard Software Configuration to receive mail (eg.: Microsoft Outlook, ThunderBird)

FTP Servers (Linux)

FTP Server	Default Installation and Configuration	Advanced Configuration	Debugging and problem analysis	Software Update	Comments
ProFTPD	✓ †	✓ †	✓	✓	included with a cPanel or Plesk Control Panel
Pure-FTPd	✓	✓	✓	✓	included with a cPanel Control Panel
vsFTPD	✓	✓	✓	✓	

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered :

- Connection problems
- Access Rights Management

Load Balancing (cluster) (Linux)

Software	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
LVS ‡	✗	✓	✓	✗	LVS is no longer supported in new HA installations, but we support existing customers using this technology
HAProxy ‡	✓	✓	✓	✗	
Apache ‡	✓	✓	✓	✗	Distribution of SSL request only

Keepalived ‡	✓	✓	✓	✗	Distribution of SSL request only
DRBD	✓	✓	✓	✗	

‡ : This software is only supported via our offer load-balancing solution (cluster)

Content Management System (CMS) (Linux)

Software	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
Drupal	✓ †	✗	✗	✗	included with a cPanel + Fantastico Control Panel
Joomla	✓ †	✗	✗	✗	included with a cPanel + Fantastico Control Panel
WordPress	✓ †	✗	✗	✗	included with a cPanel + Fantastico Control Panel

† : supported only via Fantastico

Other Software (Linux)

Other Software	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
SSH	✓	✓	✓	✓	
rSync	✓	✓	✓	✓	
BIND	✓	✓	✓	✓	included with a cPanel or Plesk Control Panel
IPTables	✓	✓	✓	✓	
CSF Firewall	✓	✓	✓	✓	

NFS	✓	✓	✓	✓	
Samba	✓	✗	✗	✓	
Memcached	✓ ††	✓	✗	✓ ‡	

† : supported only via a control panel necessarily installed on the server

†† : installation from supported sources

‡ : unsupported if installed via sources

The following problems, given as an example, are covered:

- Access on command line to the server via SSH
- Firewall Configurations (IPTables, CSF Firewall) or blocking of IP addresses via the hosts.deny file
- Domain Names and DNS (A, CNAME, MX, records, etc.)

Microsoft Windows Software

Databases (Windows)

Databases	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
Microsoft SQL Server 2005	✓	✓	✓	✓	
Microsoft SQL Server 2008	✓	✓	✓	✓	
MySQL	✓ †	✓ †	✓	✓	included with a Plesk Control Panel
ODBC connector	✓	✗	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered:

- Connection problems
- Privilege Management
- Replication to a second server database

The following problems are not covered:

- Optimization of database

Web Servers (Windows)

Web Server	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
IIS	✓	✓	✓	✓	
IIS - Virtual Hosts	✓	✓	✓	✓	
IIS - URL Rewrite	✓	✗	✗	✗	
IIS - Administration Pack	✓	✗	✗	✗	
IIS - Advanced Logging	✓	✗	✗	✗	
IIS - Application Request Routing	✓	✗	✗	✗	
IIS - Application Warm-Up	✓	✗	✗	✗	
IIS - AspHTTP	✓	✗	✗	✗	
IIS - AspNetImage	✓	✗	✗	✗	
IIS - AspNetMail	✓	✗	✗	✗	
IIS - AspNetSmartUpload	✓	✗	✗	✗	
IIS - ASPUpload	✓	✗	✗	✗	
IIS - Bit Rate Throttling	✓	✗	✗	✗	
IIS - CDO	✓	✗	✗	✗	
IIS - Database Manager	✓	✗	✗	✗	
IIS - Dynamic IP Restrictions	✓	✗	✗	✗	

IIS - FastCGI					
IIS - FreeASPUpload					
IIS - FTP Publishing Service					
IIS - IXSSO					
IIS - Jet 4.0					
IIS - JMail.NET					
IIS - Live Smooth Streaming					
IIS - Manager for Remote Administration					
IIS - MDAC					
IIS - Microsoft Visual C++ 2008 Redistributable Package					
IIS - SEO toolkit					
IIS - Smooth Streaming					
IIS - UrlScan					
IIS - w3JMail					
IIS - Web Playlists					
IIS - WebDAV Extension					
IIS - Windows PowerShell Snap-In					

Apache	✓ †	✓ †	✓	✓	included with a Plesk Control Panel
Apache - FastCGI Support	✓ †	✓ †	✓	✓	included with a Plesk Control Panel
Apache - Tomcat	✓ †	✓	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

Web Administration Tool	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
SiteBuilder	✓ †	✓	✓	✓	supported only with a Plesk control panel
myLittleAdmin	✓ †	✓	✓	✓	included with a Plesk Control Panel
phpMyAdmin	✓ †	✓	✓	✓	included with a Plesk Control Panel
ASP.NET Enterprise Manager	✓ †	✓	✓	✓	
Microsoft Web Platform	✓ ††	✓	✓	✓	

† : supported only via a control panel necessarily installed on the server

†† : supported if no control panel is installed on the server

The following problems, given as an example, are covered:

- Problems publishing websites, access and transfer problems

Programming Languages (scripts) (Windows)

Programming Language	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
----------------------	--	------------------------	---------------------------------	-----------------	----------

ActivePerl	✓	✗	✓	✓	
ActivePerl - modules	✓	✗	✓	✗	
ASP et ASP.Net	✓	✗	✓	✓	included with a Plesk Control Panel
CGI	✓ †	✗	✓	✓	included with a Plesk Control Panel
Java Development Kit (JDK)	✓	✗	✗	✓	included with a Plesk Control Panel
Perl	✓ †	✗	✓	✓	included with a Plesk Control Panel
PHP	✓	✓	✓	✓	included with a Plesk Control Panel
Python	✓ †	✗	✗	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered :

- Problems running a CGI script (no programming)
- Problems running a ASP script (no programming)

Statistics for webserver (Windows)

Webserver Statistics Software	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
AWStats	✓ †	✗	✓	✓	included with a Plesk Control Panel
Webalizer	✓ †	✗	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

Mail Servers (Windows)

Mail Server	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
IIS Mail	✓	✓	✓	✓	
Mail Enable	✓	✓	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

Anti-spam and anti-virus	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
Parallels Premium Antivirus	✓ †	✓	✓	✓	included with a Plesk Control Panel
Kaspersky AV	✓ †	✓	✓	✓	included with a Plesk Control Panel
ClamWin	✓ †	✓	✗	✓	included with a Plesk Control Panel
SpamAssassin	✓ †	✓	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

Solution Webmail	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
Horde IMP	✓ †	✓	✓	✓	included with a Plesk Control Panel
MailEnable Web Client	✓ †	✓	✓	✓	included with a Plesk Control Panel

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered:

- Problems receiving and sending messages
- Problems with mail server configurations
- Standard configuration of the mail software (eg.: Microsoft Outlook, Thunderbird)

FTP Servers (Windows)

FTPServer	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
FileZilla Server	✓	✓	✓	✓	
IIS FTP	✓	✓	✓	✓	included with a Plesk Control Panel

The following problems, given as an example, are covered:

- Connection problems
- Rights access Managing

Other Softwares (Windows)

Software	Default Installation and Configuration	Advanced Configuration	Debugging and problems analysis	Software Update	Comments
Microsoft DNS	✓	✓	✓	✓	
Windows Firewall with Advanced Security	✓	✓	✓	✓	
BIND DNS	✓ †	✓	✓	✓	included with a Plesk Control Panel
stunnel	✓ †	✓	✓	✓	included with a Plesk Control Panel
Active Directory	✗	✗	✗	✗	

† : supported only via a control panel necessarily installed on the server

The following problems, given as an example, are covered:

- Problems running Perl scripts (no programming)
- Domain Names and DNS (for MX and A records, etc.).

Unsupported Activities

The following activities are not supported :

- Debugging PHP, Perl, ASP, JSP and other programming problems
- Programming problems unrelated to the server configuration
- Kernel Custom Compiling for Linux
- Updating the operating system between major releases

Server and installed services security are under the entirely responsibility of the customer. Upon request, KEK may perform a security audit at the cost of standard working hours