Simply Better IT

Use Technology Better

Network infrastructure

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    o New Mills
    o Buxton
    o Chesterfield
   o Derby
    o Matlock
    o Home workers

Introduction

Simply Better IT's network infrastructure is based around 5 similar sized offices – located in New Mills, Buxton, Chesterfield, Derby and Matlock. This infrastructure was put in place by DunIT Ltd, as a continuation of the IT Support provided to one of Simply Better IT's predecessor offices.

This document follows from the initial network infrastructure document designed to facilitate Simply Better IT being able to better manage DunIT and the network infrastructure introduced to allow inter-connectivity between site offices. The detail included reflects some changes to the network made in February 2008, and should help the entire network infrastructure to be rebuilt or reconfigured from scratch if required. It is aimed at the level of a reasonably competent IT literate person to be able to work through should this be required.

This document should be checked against what now exists and the documentation DunIT have provided, for completeness and accuracy as it is something of a best guess - being developed without all the information required, possibly not reflecting recently made changes to the network. This will facilitate it being used in disaster recovery situations, and can be done by rebuilding/reconfiguring parts of the network infrastructure, whenever and wherever possible, from the information contained here. This will ensure the documentation is correct, accurate, usable and complete, and will help familiarise the business with its own infrastructure even though it doesn't manage it on a day to day basis.

Network overview
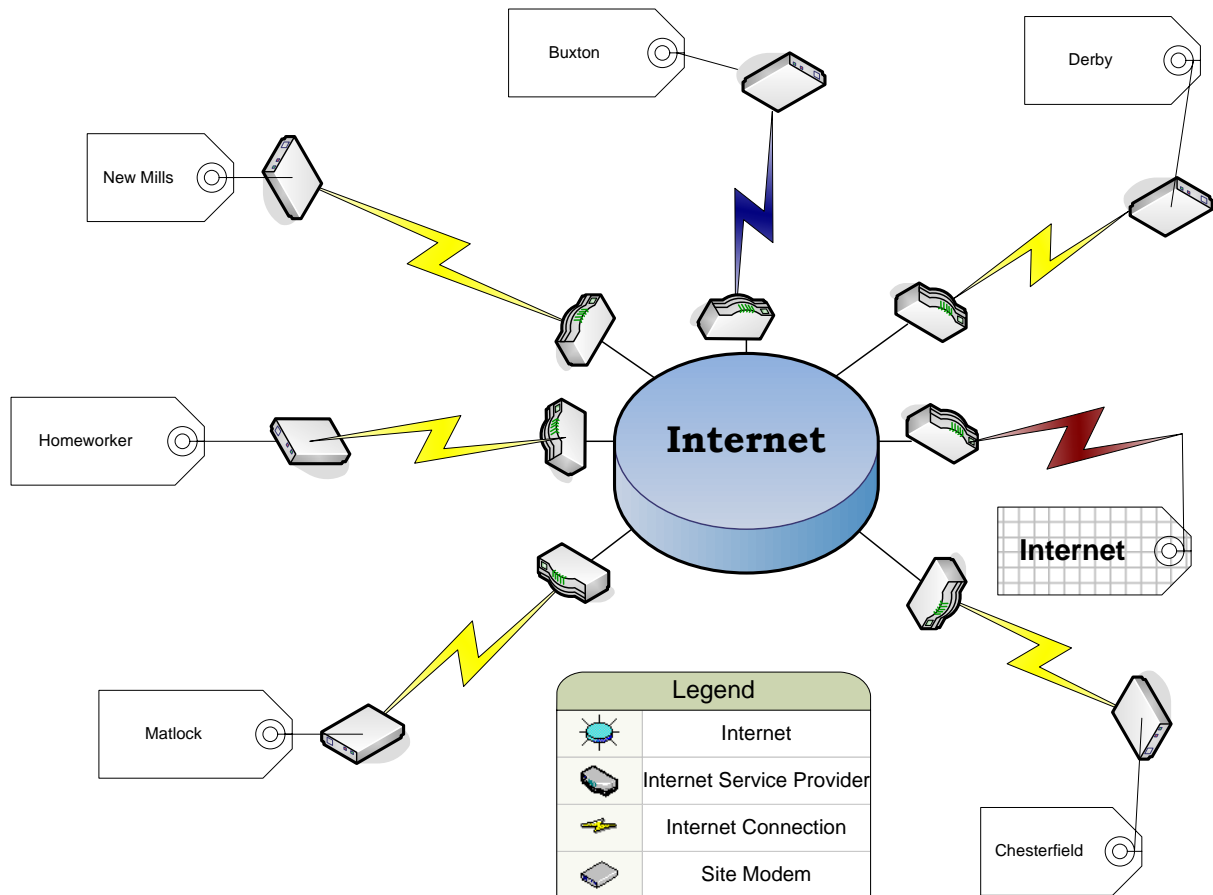
Each of these components will now be dealt with one by one and the configuration information detailed individually. There will be similarities across the different site offices, but the specifics of each site is critical to the configurations being able to work in the specific physical environments, so repetition is not for repetitions sake.

Note: The specifics provided appear to have been superseded, during February 2008, by new external network connections but more current information is not available.

The network infrastructure appears to have been designed and deployed in such a way that each site can work relatively independently, with their own Internet connection, File & Print and Mail servers. In case any of the initial four sites temporarily go offline mail can be routed to one of the other sites and later routed onto its original destination. The only site without its own external mail connection for incoming mail is Matlock which presumably has its mail routed from one of the other four sites, and is the last server in the routing tables ensuring mail is not sent on an internal loop. This helps to keep online sites of the business running even if other sites of the business are not, and keeps intra-site network traffic to a minimum.

Each of the four initial sites had a 2MB SDSL link provided by Internet Service Provider, Demon, which was initially installed to provide the capacity to backup data across the Internet from the New Mills, Buxton and Derby sites to the central server in Matlock for local backup to tape. Although this proved to be unworkable given the amount of data being transferred overnight from each site server, the links were left in place, and the initial 512 MB ADSL links they replaced were left in situ and live, but currently not used with a proposal in the air to retain them for provision of some redundancy for Internet connectivity.

Virtual Private Network (VPN) tunnelling through hardware firewalls on each site, allow external data access from other sites and Home workers to be made securely. Home workers have Wireless ADSL modems to connect to the Internet, with VPN connections permanently in place for secure access to the local office.

Wireless connections are provided in each site office through 54G Wireless ADSL Routers. All Wireless Access Points are setup to use WEP encryption for some security.

Note: As the WEP encryption method is relatively insecure, this should be replaced by the WPA encryption standard whenever or wherever all accessing devices are Windows XP Pro or higher. In the meantime, and for additional security the Access Points should be configured to use MAC Address filtering. Additionally, ensure that the Wireless SSID is hidden to minimise unsolicited attention.

After this overview each site's specific networking info will be presented in a plug-in fashion, such that each one will suffice as a site standalone configuration document.

What Uninterruptible Power Supply provision is there to protect this equipment? Who owns this equipment? What are the warranty arrangements?

Networking info for New Mills office

IT Coordinator is John Thomas (John.Thomas@hotmail.co.uk).

This is the more complex of the offices as, in addition to the usual file & print server with Exchange Server, there is a central server located on this network accessed by users at the other sites and by remote workers. The central server located in Matlock serves out the Intranet pages, Timesheet completed by each user individually, and the Activity software (SQL database). Access to these applications is gained through Remote Desktop Connections (RDC).

After the following network diagram for the New Mills Local Area Network, more detailed configuration information will follow including the actual setup or configuration procedures for each of the components detailed. Initially, these are sample configurations requiring the information provided to be checked and replaced with the actual specifics for the site and hardware used.

Current understanding is that there was both a 2MB SDSL link into the New Mills office provided by Internet Server Provider Demon, and an historic 512KB ADSL link which this superseded. The IP address of the external link changed around February 2008 so the information specific to this will probably be out of date. The old 512KB is not currently utilised and remains in place for redundancy purposes, but should probably be removed as it is unlikely to provide useful redundancy as external IP re-addressing would not be activated before the SDSL connection could be made good again.

The network layout and plan is not definitely how it actually is, as a full site survey was not performed, but is a best guess approach after an initial fly-by review of the setup.

Local Area Network layout:
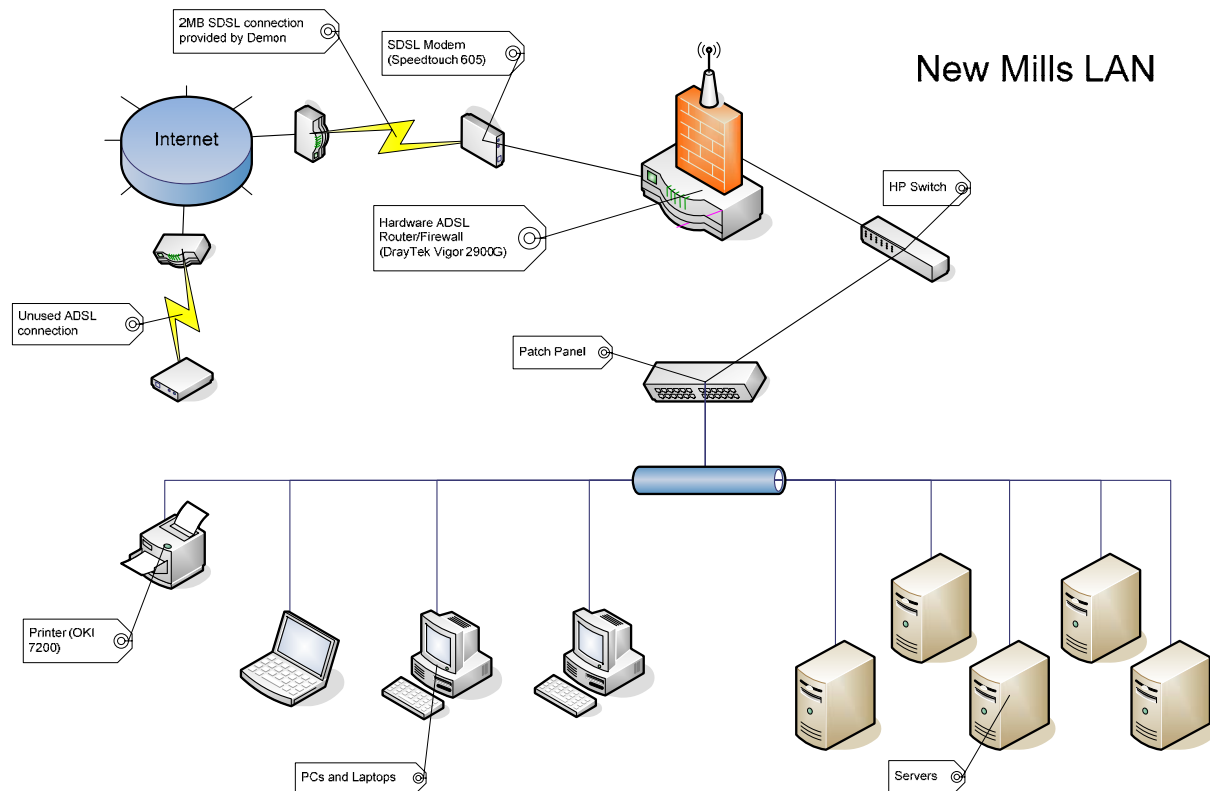
Internet Connections:

New External IP address for access to network is 18.24.80.57. The DNS records for nm.simplydunit.co.uk and bx.simplydunit.co.uk point to this IP address. There is a Reverse DNS entry for bx.simplydunit.co.uk for 18.24.80.57, though the Mail Server presents itself as bx.sdit.local which may result in some eMails sent out being rejected as possible spam.

2MB SDSL using Speedtouch 605

Contract no	6720
Login ID	trythis@thatone.net
Password	Sjhds74HH
VPI/VCI value	0/38
Encapsulation type	VC MUX
Fixed IP address	85.267.215.34
Subnet Mask	255.255.255.248
Default Gateway	85.267.215.33
MRU/MTU	1500/1500
MSS	1460
Primary DNS Server	43.23.53.66
Secondary DNS Server	117.163.26.45

512KB ADSL using an ADSL Modem

Product	Pro 500 ADSL
Telephone Line	01663 677 4515
Contract no	1781
Login ID	trythis@thatone.net
Password	Uh667Yf
VPI/VCI value	0/38
Encapsulation type	VCMUX
Fixed IP address	85.36.57.35
Subnet Mask	255.255.255.248
Default Gateway	85.36.57.34
MRU/MTU	1500/1500
MSS	1460
Primary DNS Server	34.163.238.17
Secondary DNS Server	218.53.24.24
Available Ips	85.36.57.35/39

Remote user connection

Product	Pro 2000
Who	Mandy Sachs
ADSL Tel. No.	No. 01614480548
Circuit No.	CBUK 14518189
Your Contract No.	9292
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@newones.co.uk
Telephone	0134536780
ADSL IP Address	86.118.57.124
DNS	235.11.178.35 and 247.35.118.18
ASDL Username	MandySachs@thatone.net
Password	Fhdfh8889DDy

Hardware and Configuration for Hardware DSL Router/Firewall:

Hardware Item:	DrayTek Vigor 2900VG
Product Code:	Vigor2900VG
Serial Number:	00020011856FF
WAN MAC Address:	00:02:00:18:56:FF
LAN MAC Address:	00:46:AE:18:18:33

Login details: initially null/null, changed to Admin/Nuthin
External management: https://bx.dunit.co.uk

What Uninterruptible Power Supply provision is there to protect this equipment? What is the WiFi SSID and is it broadcast or not? Check that the WEP encryption key is f1rst. Can the WEP encryption be changed to WPA and can MAC Address filtering be used?

** Does there really need to be external management available for the Hardware Router as this is represents a security vulnerability? **

Item	Screen	Action
Start Router in Default or Reset Mode	DSL router/firewall with power adapter	Power on the DSL router/firewall such that it resets in factory reset mode by holding in the reset button for 10 seconds. Connect a PC, configured to use Dynamically Assigned IP addresses (DHCP), via a CAT 5 UTP patch lead to the ADSL modem router. Ensure the PC picks up an IP address between 192.168.1.10 and 192.168.1.100 (the DHCP scope used by the ADSL modem when operating with Factory Default settings). Launch a web browser (ensuring no proxy server settings are configured) and connect to the inbuilt configuration utility by navigating to http://192.168.1.1. When prompted for a *User name:* and *Password:* leave blank, click on **OK**, and click on **Quick Start Wizard**.
Set new Admin password	Internet Wizard	Enter the *New Password* and *Retype New Password* as **Jgtfd564(**, click on **Next>**, accept the *Time Zone* as **GMT** and click on **Next>**, select the **Static IP** option, click on **Next>**, enter **WAN IP** as **172.22.2.1**, *Subnet Mask* as **255.255.255.0**, *Default Gateway* as **255.255.255.0**, **Primary DNS** as **48.59.37.240** and *Secondary DNS* as **16.38.45.26**, click on **Next>**, and **Finish**.
Wireless LAN Settings	Login Prompt	Enter *Login ID* as **Admin**, *Password* as **Jgtfd564(**, click on **Next>**, click on the **Wireless LAN Setup** link in the *Basic Setup* section, click on the **General Settings** link, change the *SSID* entry to **NMQuiet**, select the **Hide SSID** option, click on **OK**, click on the **Security Settings** link, from the *Mode:* drop down menu select the **WEP Only** option, enter *Key 1:* as **notKn0wn**, click on **OK**.

What ports are open on the firewall, e.g. mail, browser (80), secure sockets, VPN (1701, 1723), Remote Desktop Connections (3389), PC Anywhere (5631, 5632), LogMeIn (5500)?

IP Range is 172.22.2.0, Subnet Mask 255.255.255.0, Default Gateway 172.22.2.x.

Possible complication with Central site if it is in New Mills and for the central server with IP Range of 172.22.1.0, Subnet Mask 255.255.255.0, Default Gateway 172.22.1.x, otherwise another site must be included somewhere else. Maybe that the network is segmented with its own Router in which case the configuration will be similar to the one above.

Hardware and Configuration of LAN Switch:

What UPS provision is there to protect this equipment? Who owns this equipment? What are the warranty arrangements?

Installation of Patch Panel and Ethernet Cabling:

Who provided network cabling – what quality is it on a site by site basis? Who owns the patch panel and Ethernet cabling?

Is there a set IP range for gateways, routers, modems, servers, Wireless Gateways, PCs, printers, laptops?

Naming convention of servers and PCs, laptops, printers?

What are the printer share names, IP addresses, are they published in Active Directory? Is direct IP printing used, do all the printers have internal print servers or are external print servers used?

Printers:

- OKI 7200: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No 6HGD789) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 6478HJ. Internal network card configured with IP address 172.22.2.21, Subnet Mask 255.255.255.0, Default Gateway 172.22.2.x. Network share name \\newmills\ok.

Cabinets:

Who controls access, has key access, out of hours access. How is access restricted?
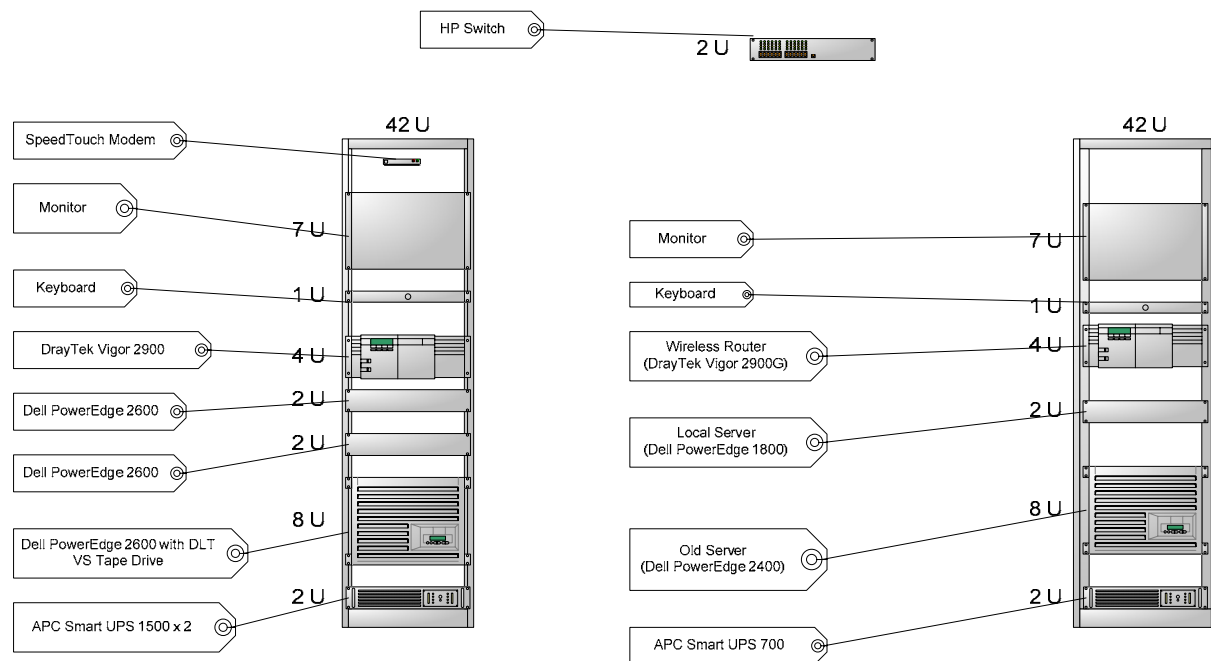
Ownership of cabinets, UPS? What is protected by which UPS?

Network info for Buxton office

IT Coordinator is xxx xxx (xxx.xxx@simplydunit.co.uk).

Internet Connections:

New External IP address for access to network is 45.56.18.19. The DNS records for bx.simplydunit.co.uk and mxbx.simplydunit.co.uk point to this IP address. There is a Reverse DNS entry for mxbx.simplydunit.co.uk for 45.56.18.19, though the Mail Server presents itself as bx.dunit.local which may result in some eMails sent out being rejected as possible spam.

2MB SDSL using Speedtouch 605

Contract no	46850
CBUK no	175295486
Login ID	trythat@thisone.net
Password	Kjlhfa6549sH
VPI/VCI value	0/38
Encapsulation type	VC MUX
Fixed IP address	65.47.126.45
Subnet Mask	255.255.255.248
Default Gateway	65.47.126.44
MRU/MTU	1500/1500
MSS	1460
Primary DNS Server	56.238.63.57
Secondary DNS Server	23.63.134.47
Available IP's	65.47.126.45 - 65.47.126.49

512KB ADSL using an ADSL Modem

Product	Pro 500 ADSL
Telephone Line	4325585
Contract no	34964
CBUK no	2557364
Login ID	otherway@battery.net
Password	Uer6hJ
VPI/VCI value	0/38
Encapsulation type	VCMUX
Fixed IP address	63.118.23.56
Subnet Mask	255.255.255.248
MRU/MTU	1500/1500
MSS	1460
Primary DNS Server	54.58.63.136
Secondary DNS Server	117.113.18.118

Remote user connection

Product	Pro 2000
Who	Peter Smith
ADSL Tel. No.	2345718
Circuit No.	CBUK 324433
Your Contract No.	4682
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunthat.co.uk
Telephone	0208 45673864
ADSL IP Address	34.57.53.11
DNS	25.113.218.25 and 18.213.8.47

ASDL Username	janegoodman@otherthan.net
Password	Kjhf7f8fskljh
Product	Pro 2000
Who	5 new street
ADSL Tel. No.	671365467
Circuit No.	CBUK 34666
Your Contract No.	34567
Your Contract Type	STANDARD
Total Care	No
For Customer Services	E-Mail:customerservices@newsorts.co.uk
Telephone	25 6773 3030
ADSL IP Address	63.38.119.45
Ethernet IP Details: Network Address	37.24.214.88
Ethernet IP Details: Broadcast Address	37.24.214.95
Subnet Mask	255.255.255.248
Router IP Address (Default Gateway)	37.24.214.89
DNS	18.218.143.36 and 217.13.57.17
Available IP	37.24.214.90 - 37.24.214.94
ASDL Username	trythis@tryme.co.uk
Password	Tr5547dG

IP Range is 172.22.3.0, Subnet Mask 255.255.255.0, Default Gateway 172.22.3.5.

Printers:

- HP LaserJet 2200: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24369) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234JK345. Internal network card configured with IP address 172.22.3.21, Subnet Mask 255.255.255.0, Default Gateway 172.22.3.x. Network share name \\buxont1\LaserJet2200.

- HP LaserJet 2100: Model Number xyz, Serial Number 123456, Purchased 02-Jan-03 (Invoice No B24365) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234FG345. Internal network card configured with IP address 172.22.3.22, Subnet Mask 255.255.255.0, Default Gateway 172.22.3.x. Network share name \\buxton1\LaserJet2100.

- HP Colour LaserJet 1500: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24348) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234DS345. Internal network card configured with IP address 172.22.3.23, Subnet Mask 255.255.255.0, Default Gateway 172.22.3.x. Network share name \\buxton1\LaserJet1500.

Network info for Chesterfield office

IT Coordinator is Chris Martin (Chester.Field@simplydunit.co.uk).

Internet Connections:

New External IP address for access to network is 89.234.46.78. The DNS records for ton.simplydunit.co.uk and mxche.simplydunit.co.uk point to this IP address. There is a Reverse DNS entry for mxche.simplydunit.co.uk for 89.234.46.78, though the Mail Server presents itself as ches2.simplydunit.local which may result in some eMails sent out being rejected as possible spam.

2MB SDSL using Speedtouch 605

Contract no	47952
CBUK no	3840848
Login ID	trythis@nowthen.net
Password	Jdj475568GH
VPI/VCI value	0/38
Encapsulation type	VC MUX
Fixed IP address	89.234.46.35
Subnet Mask	255.255.255.248
Default Gateway	89.234.46.34
MRU/MTU	1500/1500
MSS	1460
DNS Servers	43.67.123.46 and 57.123.158.12
Available IP's	89.234.46.35 - 89.234.46.39

512KB ADSL using an ADSL Modem

Product	Pro 500 ADSL
Telephone Line	012674894
Contract no	6739
CBUK no	16392002
Login ID	trythis@nowthen.net
Password	64789fhjdsk3GH
VPI/VCI value	0/38
Encapsulation type	VCMUX
Fixed IP address	53.149.126.18
Subnet Mask	255.255.255.248
Default Gateway	53.149.126.82
MRU/MTU	1500/1500
MSS	1460
DNS Servers	153.123.18.118 and 153.123.18.147
Available Ips	53.149.126.18 - 53.149.126.92

Remote user connections

Product	Pro 2000
Who	Chester Field
ADSL Tel. No.	017188563
Circuit No.	CBUK 35436 8575
Your Contract No.	4579
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	546893 366
ADSL IP Address	92.34.116.216
DNS	73.123.18.217 and 45.113.37.18
ASDL Username	Chester.field@dunit.net
Password	56yhdf6FW

Product	Pro 1000
Who	Top Banana
ADSL Tel. No.	3456566346
Circuit No.	CBUK 54656546
Your Contract No.	5466
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	0345 4647518
ADSL IP Address	18.218.146.103
DNS	73.45.57.7 and 24.113.15.57
ASDL Username	Chester@field.net
Password	35h6HHtr

IP Range is 172.22.4.0, Subnet Mask 255.255.255.0, Default Gateway 172.22.4.9.

Printers:

- Epson AL-C1100: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.4.21, Subnet Mask 255.255.255.0, Default Gateway 172.22.4.x. Network share name \\chesterfield1\Eppy.

- HP LaserJet 4100: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.4.22, Subnet Mask 255.255.255.0, Default Gateway 172.22.4.x. Network share name \\chesterfield1\LaserJet.

- Ricoh Aficio 1035: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.4.23, Subnet Mask 255.255.255.0, Default Gateway 172.22.4.x. Network share name \\chesterfield1\Ricoh.

Network info for Derby office

IT Coordinator is Mark Papers (Mark.Papers@simplydunit.co.uk). Mark is also responsible for adding Addins to Excel for users via the LogMeIn software.

Internet Connections:

New External IP address for access to network is 36.34.123.10. The DNS records for de.simplydunit.co.uk and mxde.simplydunit.co.uk point to this IP address. There is a Reverse DNS entry for mxton.simplydunit.co.uk for 36.34.123.10, though the Mail Server presents itself as de2.simplydunit.local which may result in some eMails sent out being rejected as possible spam.

2MB SDSL using Speedtouch 605

Contract no	54656
CBUK no	8656920
Login ID	Mark.papers@dunit.net
Password	546thdfh754
VPI/VCI value	0/38
Encapsulation type	VC MUX
Fixed IP address	53.138.15.136
Subnet Mask	255.255.255.248
Default Gateway	53.138.15.135
MRU/MTU	1500/1500
MSS	1460
DNS Servers	123.28.18.136 and 137.68.16.17
Available IP's	53.138.15.136 - 53.138.15.140

512KB ADSL using an ADSL Modem

Contract no	5692
CBUK no	56657567
Login ID	tryheother@dunit.net
Password	54dfg7trSD
VPI/VCI value	0/38
Encapsulation type	VCMUX
Fixed IP address	68.138.148.45
Subnet Mask	255.255.255.248
Default Gateway	68.138.148.44
MRU/MTU	1500/1500
MSS	1460
DNS Servers	63.123.48.124 and 74.134.138.37
Available Ips	68.138.148.45 - 68.138.148.49

Remote user connections

Product	Pro 2000
Who	Pete Thompson
ADSL Tel. No.	0234253445
Circuit No.	CBUK 75657
Your Contract No.	7843
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	04563 4557923
ADSL IP Address	93.46.34.217
DNS	65.92.57.217 and 18.33.52.137
ASDL Username	trytheother@dunit
Password	Ty6trdgy6546

Product	Pro 2000
Who	Jenny Johnson
ADSL Tel. No.	01637 456345
Circuit No.	CBUK 54663456
Your Contract No.	6424
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	0157577344354
ADSL IP Address	43.138.15.190
DNS	147.173.8.217 and 65.123.168.19
ASDL Username	tryingtimes@dunit.net
Password	56df56653h

Product	Pro 1000
Who	Windy Chaps
ADSL Tel. No.	01734 5678493
Circuit No.	CBUK 4553756
Your Contract No.	46634
Your Contract Type	STANDARD
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	01565 435466
ADSL IP Address	23.223.16.34
DNS	33.248.53.36 and 218.73.138.74
ASDL Username	bananasponge@dunit.co.uk
Password	Gfhg534gf

Product	Pro 2000
Who	NOEL johnson
ADSL Tel. No.	04418367342342
Circuit No.	CBUK 566556
Your Contract No.	55346
Your Contract Type	STANDARD
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	0435 5732475
ADSL IP Address	43.48.68.14
DNS	23.138.133.6 and 92.73.158.21
ASDL Username	border@dunit.co.uk
Password	4567gfd678J

IP Range is 172.22.5.0, Subnet Mask 255.255.255.0, Default Gateway 172.22.5.7.

Printers:

- Epson AL-C4100: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.5.21, Subnet Mask 255.255.255.0, Default Gateway 172.22.5.x. Network share name \\derby1\Eppy.

- HP Colour LaserJet 2500: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.5.22, Subnet Mask 255.255.255.0, Default Gateway 172.22.5.x. Network share name \\derby1\LaserJet2500.

- HP LaserJet 2100: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.5.23, Subnet Mask 255.255.255.0, Default Gateway 172.22.5.x. Network share name \\derby1\LaserJet2100.

- HP 4100n: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.5.24, Subnet Mask 255.255.255.0, Default Gateway 172.22.5.x. Network share name \\derby1\LaserJet4100.

- HP LaserJet 2200dn: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.5.25, Subnet Mask 255.255.255.0, Default Gateway 172.22.5.x. Network share name \\derby1\LaserJet2200dn.

Network info for Matlock office

IT Coordinator is xxx xxx (xxx.xxx@simplydunit.co.uk).

Internet Connections:

New External IP address for access to network is 34.47.59.34. The DNS records for ma.simplydunit.co.uk and mxma.simplydunit.co.uk point to this IP address.

Remote user connections

Product	Business 2000
Who	Bobby Shoes
ADSL Tel. No.	1705778843
Circuit No.	CBUK 5678934
Your Contract No.	5663
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	22 5783 3030
ADSL IP Address	18.218.146.102
DNS	217.13.57.18 and 217.13.57.17
ASDL Username	Window.latch@dunit.co.uk
Password	5gdsgdfs43DD

Printers:

- New One: Model Number xyz, Serial Number 123456, Purchased 01-Jan-03 (Invoice No B24367) and owned by simplydunit. Collect and Return support provided by Joe Bloggs and Co 0161 123 4534 until 18-Feb-06 under Contract No 234BT345. Internal network card configured with IP address 172.22.6.21, Subnet Mask 255.255.255.0, Default Gateway 172.22.6.1. Network share name \\matlock1\newone.

Network info for Home workers

IT Coordinator for Home workers is...

Remote connection made to local site location via VPN dialup connection using PPTP.

How does hardware support work - who owns what and what are the ownership issues?

Develop Disaster Recovery Plans, arrangements and testing Disaster recovery plans.

Last two Remote user connections without site locations

Product	Pro 2000
Who	Booth Bable
ADSL Tel. No.	1488484143
Circuit No.	CBUK 7574843
Your Contract No.	6748
Your Contract Type	PLUS
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	23 3496 3436
ADSL IP Address	18.238.29.114
Ethernet IP Details: Network Address	18.238.119.168
Ethernet IP Details: Broadcast Address	18.238.119.175
Subnet Mask	255.255.255.248
Router IP Address (Default Gateway)	18.218.119.169
DNS	217.13.57.18 and 217.13.57.17
Available IP	18.238.119.170 - 18.238.119.174
ASDL Username	chieftable@dinituk.net
Password	Dfg6546h54

Product	Pro 1000
Who	47 Joggles Street
ADSL Tel. No.	6225635346
Circuit No.	CBUK 63565
Your Contract No.	36455
Your Contract Type	STANDARD
Total Care	No
For Customer Services	E-Mail:customerservices@dunit.co.uk
Telephone	29 4658 3030
ADSL IP Address	18.218.154.214
DNS	18.218.143.36
	217.13.57.17
ASDL Username	toppers@dunit.net
Password	Dfgh55466

Appendix I

Internet Service Provider for all Internet connections: Dunit Technology Group, 38 Portland Street, Manchester M12 4LD. Tel Number for Customer Services 0208 446 4578.

Appendix II

Domain Names

Take control of Domain Names whilst noting that Jonathan has covered them for you - just that Simply Dunit are not the Registered owner. Control Panel details are required for managing these Domain Names for things like DNS and MX records, and without these under Simply Dunit's tight control and monitoring, both mail and web services can be intercepted for purposes that may not be in Simply Dunit's interests.

- *simplydunit.co.uk*, was registered by DUNIT with the next renewal date of 04-Nov-2008. Registered to Simply Dunit @ 46 Great Waves, Cavendale Park, York, Derbyshire, RG7 6FG, which doesn't tie in with either the DUNIT offices or simplydunit offices, but phone number of contact ties with DUNIT. The Name servers used, listed in order are: ns1.mdnsservice.com 216.40.33.15; ns2.mdnsservice.com 216.40.33.16; ns3.mdnsservice.com 204.50.180.55.

- *simplydunit.info*, was registered by Jonathan Jones of DUNIT Limited with the next renewal date of 18-Jun-2007. Registered to Jonathan Jones, DUNIT Limited, 46 Great Waves, Cavendale Park, York, Derbyshire, RG7 6FG. The sponsoring registrar was R139-LRMS (ID C7290979-LRMS). The billing address for this is DUNIT Limited, 28 Green Avenue, Newtown, Derbyshire, IL12 4ET. The Name servers used, listed in order are: NS1.MDNSSERVICE.COM; NS2.MDNSSERVICE.COM; NS3.MDNSSERVICE.COM.

- *simplydunit.biz*, was registered by Jonathan Jones, DUNIT Limited, with the next renewal date of 17-Aug-2007. Registered to Jonathan Jones, DUNIT Limited, 46 Great Waves, Cavendale Park, York, Derbyshire, RG76FG. Registrant Email: Jonathan@DUNIT.com. The billing address for this is DUNIT Limited, 28 Green Avenue, Newtown, Derbyshire, IL12 4ET. The Name servers used, listed in order are: NS1.MDNSSERVICE.COM; NS2.MDNSSERVICE.COM; NS3.MDNSSERVICE.COM.

- *simplydunit.net*, was registered by Jonathan Jones, DUNIT Limited, with the next renewal date of 04-May-2007. Registered to Jonathan Jones, DUNIT Limited, 46 Great Waves, Cavendale Park, York, Derbyshire, RG7 6LG. Registrant Email: Jonathan@DUNIT.com. The billing address for this is DUNIT Limited, 28 Green Avenue, Newtown, Derbyshire, IL12 4ET. The Name servers used, listed in order are: NS1.MDNSSERVICE.COM; NS2.MDNSSERVICE.COM; NS3.MDNSSERVICE.COM.

Your 4 MX record are:

1 mxde.simplydunit.co.uk. [TTL=300] IP=92.136.66.10 [TTL=300] [GB]
1 mxnm.simplydunit.co.uk. [TTL=300] IP=92.136.66.8 [TTL=300] [GB]
1 mxche.simplydunit.co.uk. [TTL=300] IP=92.136.66.9 [TTL=300] [GB]
1 mxma.simplydunit.co.uk. [TTL=300] IP=92.136.80.18 [TTL=300] [GB]

DUNIT Limited (http://www.DUNIT.com), live at Chief House, 34 Dunroaming Street, Marsden. tel 0920 5656926, email office@DUNIT.com.