



Standard Operational Procedure (SOP)

01. Monitor system health with Dg tool regularly.
02. To register 24online server needs to fill company information and internet need to be connected on 24online server and DNS need to resolve to register 24online user license and module license. 24onlineregistration.elitecore.com site should be able to reach from 24Online server on port 80 and should be able to resolve.
03. Schedule a daily backup of system data and verify it after restoring on backup server at regular interval.
04. DoS settings should be verified for any type of External attack protection.
 - a. Note*: 12,000 packets is the standard default value for Sync/UDP Flood. To avoid ICMP attack and ARP Flooding ICMP and ARP flag should be configured.
5. UDP Port 2812, 2813 and port 53 needs bypassed from dos setting if we are applying UDP Flag in Dos Setting.
6. To avoid Layer 2 broadcast received on 24online their lan network should be configured with L3 switches.
7. Web surfing logs and Net Kapture logs should be verified regularly. Web surfing logs are recommended to be kept on external syslog server to avoid performance issue in the environment where web surfing log contain too many records. Auto purge web surfing log should be enabled to avoid HDD full issue.
8. Web surfing Logs and SNAT logs need to be verified daily basis for security purpose.
9. User session log, Audit log and deactivated user need to purge on regular interval.
10. In Radius – NAS Scenario communication should be done on private ip to avoid authentication issue.
11. In Radius – NAS Scenario if concurrent users are more than 2500 then Radius server should be configured as 'Radius with external database mode.
12. Latency to the gateway should be 1-2 ms or less than 1 ms.
13. Service monitoring should be done at regular intervals under System Configuration >> Services on GUI.
14. Regularly monitor Audit logs and Web Surfing Reports for Security purpose.
15. All upgradation should be done only after reading and understanding Release Notes. End customer understanding of the same should be confirmed to 24Online support team before upgrade. This is required specially to understand if any change in existing functionality.

16. Upgradation or any manual patch should be tested on testing server first thoroughly upto full satisfaction before applying on live server.
 17. Before doing any kind of network related changes or configuration changes end customer has to consult vendor / partner technical team and need to inform them what kind of changes they are willing to do in the network over mail in written record in order to avoid any communication gap, so that necessary corrections can be taken in advance to avoid any chances of misconfiguration.
 18. The person from customer or partner side who configures different policies, packages and other configurations on 24Online should have clear and proper understanding of his requirement and should be able to communicate with support team to explain his requirement to have proper assistance.
 19. All accessories of Appliance to be kept safely and handy so that serial console cable or any other thing is required then it can be used immediately.
 20. Customer has to keep track record of special customisations developed for his own server and need to verify its functionality after each version upgrade and need to confirm working status to support team after any kind of version upgrade.
 21. Websurfing Logs & Net Kapture Logs must be stored on External Device. If local storage is there than purge the logs every two weeks after Backup Verification to avoid database and server performance related issues.
 22. Data Maintenance Activity must be done at least once in a year. To do so please contact 24online Support Team.
 23. In Radius – NAS Scenario communication should be done on private ip to avoid authentication issue and External DoS attacks.
 24. User Sessions must be removed older than 1 year for Active Users and older than 3 months for deactivated users after Backup Verification.
 25. Auto Backup must be verified everyday and repository must be maintained. In case of export to FTP Server, FTP server maintenance should be done every week at least.
 26. If PPPoE server is configured, service name should be assigned in each CPE Device or Dialler. Auto Discovery is not recommended.
 27. PIN, Audit Logs and deactivated users needs to be purge on regular interval.
 28. Standby Appliance should be kept ready on same software version for redundancy purpose so in case of hardware failure of Live Server, latest data can be restored on Standby server to make it live. This will help to reduce downtime in case of hardware failure.
 29. If DHCP server is running on 24Online server then there should not be any other DHCP server in the same network segment.
 30. Whenever it is required to reboot the 24Online server, always do soft reboot. It is strongly not recommended to do hard boot of the server to maintain longer life of server hardware.
 31. It requires to configure external SMTP mail server if mail alert is required to be configured.
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