



Hetzner Online AG • Stuttgarter St. 1 • 91710 Gunzenhausen • Germany

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Dear Mr. Denis Slabakov,

Your Hetzner customized server EX 4 #207790 (188.40.121.24) has been activated and is now ready for use. To log on to your server please use the following access details: (your server is currently in the Rescue System)

IP Address: 188.40.121.24  
Login: root  
Password: iYAkSJSu

Please note that the use of random IP addresses in addition to the abovementioned main IP address is not permitted.

Should additional IP addresses be required, please apply for these using the request form in Robot under the menu item "Main functions"; "Servers" (select corresponding server); "IPs" tab.

Information on our backup space can be found in our wiki:

<http://wiki.hetzner.de/index.php/Backup/en>

Please also take a look in Robot at the useful features offered to assist you in managing your server. These include traffic statistics, reset requests and reverse DNS entries.

In order to process your support enquiries as quickly and efficiently as possible, please send these requests directly via the Robot administration interface under the menu item "Support"; "Requests". General enquiries can alternatively be sent by email to [info@hetzner.com](mailto:info@hetzner.com)

Our support team is also available to answer your queries via the telephone during the following business hours:

Main Office: Monday - Friday: 7:30 am - 6:00 pm  
+49 [0] 9831 61006-1

Our data centre technicians are available during the following business hours:

DC 1   2:	Monday - Sunday:	24 hours +49 [0] 911 234226-54
DC 6   7:	Monday - Friday:	7:30 am - 05:00 pm
DC 10   11   12:	Monday - Sunday:	24 hours +49 [0] 374 574447-100
DC 13   14   15:	Monday - Sunday:	24 hours +49 [0] 374 574447-130
DC 16:	Monday - Sunday:	24 hours +49 [0] 374 574447-160
DC 19:	Monday - Sunday:	24 hours +49 [0] 374 574447-190

#### Important notes:

In order to provide maximum data security, the operating system images for all server models are configured by default with software RAID 1 or software RAID 5, depending on the number of drives in the server. With a new installation via "installimage" all drives are formatted if the default settings of the installimage script are used.

In the event of a drive failure, the following wiki page has information on how to troubleshoot:

[http://wiki.hetzner.de/index.php/Festplattenaustausch\\_im\\_Software-RAID/en](http://wiki.hetzner.de/index.php/Festplattenaustausch_im_Software-RAID/en)

It is the responsibility of the client to monitor the software RAID.

If the dedicated root server has been optionally equipped with a hardware RAID controller, please take a look at the following page for more information on how to monitor this controller: <http://wiki.hetzner.de/index.php/RAID/en>

Servers ordered with the Rescue System do not have a pre-installed operating system! You have the option of installing one of our standard images via the installimage script. Information on our Rescue System and the installimage script may be found on the following pages:

[http://wiki.hetzner.de/index.php/Hetzner\\_Rescue-System/en](http://wiki.hetzner.de/index.php/Hetzner_Rescue-System/en)  
[http://wiki.hetzner.de/index.php/Betriebssystem\\_Images\\_installieren/en](http://wiki.hetzner.de/index.php/Betriebssystem_Images_installieren/en)

In addition, a page with information concerning the standard formatting of the server has been prepared for you in our wiki:

[http://wiki.hetzner.de/index.php/Partitionsgr%C3%B6%C3%9Fenlimit\\_bei\\_gro%C3%9Fen\\_Festplatten/en](http://wiki.hetzner.de/index.php/Partitionsgr%C3%B6%C3%9Fenlimit_bei_gro%C3%9Fen_Festplatten/en)

The server monitoring for your server can be activated via the menu item "Main functions"; "Servers" (select corresponding server); "Monitoring" tab and then configured as desired. Further information on this can be found in our wiki:  
[http://wiki.hetzner.de/index.php/System\\_Monitor\\_%28SysMon%29/en](http://wiki.hetzner.de/index.php/System_Monitor_%28SysMon%29/en)

Should you wish to add packages to your Linux system, the various Linux distributions can be seen at  
<http://download.hetzner.de>, using the following access details:

Login: hetzner  
Password: download

For any hardware damage caused by client changes in the BIOS settings, you are liable as the client.

#### **FAQ:**

For further information on our operating systems and support services, please see the following pages in our wiki:

[http://wiki.hetzner.de/index.php/Individuelle\\_Installation/en](http://wiki.hetzner.de/index.php/Individuelle_Installation/en)  
[http://wiki.hetzner.de/index.php/Dedizierte\\_Server\\_FAQ/en](http://wiki.hetzner.de/index.php/Dedizierte_Server_FAQ/en)

Fault reports/announcements - <http://www.hetzner-status.de/en.html>

Yours sincerely

Hetzner Online AG

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