MUGOO Digital Asset Protection

By Neil Herber

How did MUGOO start out (digitally)?

- Well, first of all, it was the NCMC back then, but I digress …
- You attended meetings in person and possibly bought diskettes that had shareware on them …
- You dialed up the NCMC's private BBS and exchanged messages there.
    - This tied up your phone line
    - Long distance charges made it expensive to use non-local BBSes
- Then the Internet happened
    - Distance disappeared
    - The world was your oyster

How do you find someone/something on the internet?

- Places that you want to go still have the equivalent of a phone number
    - An Internet Protocol or IP address
    - An IP4 address looks like 192.168.123.123
- Where is the phone book that has the NCMC's IP address?
    - The Domain Name System (DNS) is like a decentralized phone book
    - Today, MUGOO.COM maps to 167.114.83.239
    - But so do 5201 other domains
    - Sending you to the right site requires black magic

How to get a web presence …

- Decide on your Top Level Domain (TLD) such as .ca or .com or .christmas
- Prefix the TLD with whatever you want that is not already taken (merry.christmas is still available)
- You need to pay an approved REGISTRAR to reserve the domain name
- You need to pay a HOST to provide access to server hardware and software
    - Most sites use just a tiny slice of a large server
    - Your HOST may handle both your website and email
    - Other software like mailing lists, message boards, etc. may run on the same host
- MUGOO has 2 domains: mugoo.com and mugoo.ca
    - The REGISTRAR was EasyDNS for many many years
    - The REGISTRANT was Neil for the same period of time
    - The site was HOSTed at Neil's office
    - The software was Apache, PHP, MySQL, PmWiki, SMF, and SurgeMail with Dlist
    - This presented MANY single points of failure
    - The 9-day power failure after the Derecho exposed most of them

How to *keep* a web presence …

- All of MUGOO's digital assets have been moved to a shared hosting account at Web Hosting Canada (WHC)
- Wally and David have full admin access to the WHC account
- The domain registrations have been moved to WHC with:
    - Wally as REGISTRANT
    - David as Admin
    - Neil as Tech
    - This simplifies future changes

Why WHC?

- Based in Montreal
- Uses OVH infrastructure (massive French datacenter company)
- 100% green hydro power - located near Beauharnais hydro plant
- Incremental backups every night
- Super cheap intro offer for first 3 years
- We extended the domain registrations to 3 years

Why not WHC?

- Initial server (Decarie) ran into problems and had to be replaced
- WHC rebuilt and restarted Decarie on better hardware
- The "better" hardware ran into problems and they switched us to another server (Verdun)
- The Verdun server reinstall broke many parts of the site for 2 to 3 days
- However … third time lucky. All seems fine now

But back on the good side …

- WHC support is good to excellent depending on the agent
- Support is 24/7 on both phone and online chat
- For more technical issues, a ticketing system is used
- Full records of all emails, tickets, invoices, etc. are available online

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