IT Break-Glass Sheet

CONFIDENTIAL. This is the online copy of the break-glass sheet. The printed copy is in the office safe, and only the printed copy has the passwords, handwritten after printing. Never type them into this page.

When to use this sheet

Open the envelope in the safe only if Robert can't be reached for more than 4 hours **and** one of these is true:

- GraphyFlow, email, phones or the internet are down and production is affected
- A security incident is suspected (ransom note, unknown logins, files encrypted or vanishing)
- Robert is incapacitated or has left the business

Authorised to open it: Richard (MD). Anyone else needs Richard's permission.

When it's opened, write down who, when and why on the printed sheet. Afterwards Robert changes every password used and prints a new sheet.

Getting in

Every other password is in Bitwarden. Get into Bitwarden first; everything else follows.

Item	Where to find it
Bitwarden address	vault.maticmedia.co.uk
Bitwarden account email	Printed sheet in the safe
Bitwarden master password	Printed sheet in the safe
Bitwarden two-factor recovery code	Printed sheet in the safe
Bitwarden folder with admin logins	Printed sheet in the safe
Proxmox root password (if Bitwarden is down)	Printed sheet in the safe
OPNsense root password (if Bitwarden is down)	Printed sheet in the safe
Office Wi-Fi / LAN access, if needed on site	Printed sheet in the safe

If Bitwarden itself is down: it runs in container 110 on pv1. Log in to Proxmox with the root password from the printed sheet, select pv1 → 110 (vault) → Start. Richard can also use Bitwarden emergency access from his own account; that request unlocks after the waiting period Robert set.

Working remotely: remote access is WireGuard on the OPNsense firewall (62.31.105.226, UDP 51820). Each device has its own peer, listed under VPN → WireGuard → Peers. A lost device is cut off by deleting its peer there.

Who to call

Who	For	Phone	Account / reference
Robert McCombe	Everything		
Outside IT support	Hands-on help using this sheet		
Virgin Media Business	Internet line, static IPs 62.31.105.224/29		
SIP provider	Phone lines (.230)		
DNSimple	DNS for most domains		
Other domain registrar(s)	Domains not on DNSimple		
Backblaze	Off-site backup of everything		
Server hardware supplier	pv0, pv1, pv2 hardware faults		

Key addresses

As of 20 Nov 2026. Addresses change as the network plan goes in: update this page and reprint after each stage.

What	Address	Notes
Proxmox (all three servers)	https://192.168.0.210:8006	Log in as root. Ignore the certificate warning
OPNsense firewall	http://192.168.0.1	Also reachable from the Proxmox console of VM 111 on pv1
Office public IP (internet line)	62.31.105.226	Gateway 62.31.105.225
Remote access VPN	WireGuard, 62.31.105.226 UDP 51820	Tunnel 10.8.1.0/24. Firewall → VPN → WireGuard

What	Address	Notes
Websites, GraphyFlow	62.31.105.226–.229	See the network plan
Phones	62.31.105.230	FreePBX, VM 806 on pv1
Network plan and docs	BookStack: manual.maticmedia.co.uk	Printed PDF copy kept with the sheet in the safe
File server / backups	matictrack-storage, 192.168.0.10 (OpenMediaVault)	Sends everything to Backblaze

Server	Cores / RAM	Runs
pv0	56 threads / 252 GB	GraphyFlow (902), websites (811), search (813), dev (814), Frigate (801)
pv1	24 threads / 252 GB	Firewall (111), database (200), Redis (250, 251), mail (106), phones (806), Bitwarden (110)
pv2	32 threads / 189 GB	File storage (201), queue workers (903)

Recovery order if everything is down

Start things in this order in Proxmox (select the server → the guest → Start). Wait for each step to come up before the next.

1. **Servers:** power on pv1, then pv2, then pv0. Wait 5 minutes
2. **Firewall:** VM 111 (opnsense-v3) on pv1. Without it nothing has internet
3. **File storage:** VM 201 (matictrack-storage) on pv2. The others mount its shares
4. **Database and cache:** CT 200 (MySQL), CT 250 and 251 (Redis) on pv1
5. **GraphyFlow:** CT 813 (search), CT 902 (GraphyFlow) on pv0, CT 903 (queues) on pv2
6. **Mail and phones:** VM 106 (Zimbra), VM 806 (FreePBX) on pv1
7. **Everything else:** Bitwarden (110), FreeScout (808), Rocket.Chat (107), websites (811), then the rest

Check: graphicwarehouse.co.uk and graphyflow.com load, staff can log in, email arrives, phones ring.

Common situations

Situation	First steps
Internet down for everyone	Check the Virgin router lights and call Virgin. In Proxmox, check VM 111 (firewall) on pv1 is running; start it if not
GraphyFlow down, internet fine	Check CT 902 on pv0 and CT 200 on pv1 are running. Restart 902 first, then 200 only if still down
One server won't start	Its guests are lost until it's fixed. Call the hardware supplier. Don't reinstall it: the guests' disks are still on it. Outside IT can restore guests to another server from the nightly backups
Suspected hack or ransomware	**Unplug the internet line** at the Virgin router. Don't pay, delete or reboot anything. Call outside IT support. Backblaze holds clean copies
A file or folder was deleted	Restore from OpenMediaVault on matictrack-storage (192.168.0.10), or from Backblaze
A server or container needs restoring	Proxmox → Datacenter → cifs-backup → Backups → pick the guest and date → Restore

Keeping this sheet current

- Update this page and reprint after any change to a password on the sheet, and after each stage of the network plan
- Check Richard's Bitwarden emergency access works once a year
- Shred the old copy when the new one goes in the safe

Bitwarden emergency access for Richard set up and sheet printed: 20 Nov 2026.

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