Parallels

Parallels Business Automation Standard

Subscriber's Guide

Release 4.3

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Preface

In This Chapter

About This Guide

Below is the information for this document readers.

Audience

The audience of this Guide includes *Company administrators* that have the basic system administration knowledge.

Using System Administrator Control Panel an administrator can manage the separate system services including Apache, sendmail, majordomo, proFTPd, users and groups. Repair mode (file access to the broken system) is available via the System Administrator Control Panel.

Workgroup Administrator Control Panel allows managing company website, user mailboxes, and mailing lists.

Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the System tab.

	Titles of chapters, sections, and subsections.	Read the **Basic Administration** chapter.
Italics	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called *wildcard character* search.
`Monospace`	The names of commands, files, directories, and domain names.	The license file is located in the `http://docs/common/licenses` directory.
`Preformatted`	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	`# ls –al /files` `total 14470`
Preformatted Bold	What you type, contrasted with on-screen computer output.	`# cd /root/rpms/php`
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at http://www.parallels.com/en/support/usersdoc/. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

Browsers Compatible with Parallels Business Automation - Standard

The following browsers are fully compatible with Parallels Business Automation - Standard web-based tools:

- Firefox 3.6 and above
- Microsoft Internet Explorer 7 and above
- Safari 5.0 and above for Mac
- Google Chrome 8.0 and above

Note 1: Pop-up blocking in your browser should be disabled.

Note 2: Session and permanent cookies in your browser should be enabled.

Connecting to Control Panel

To connect to the Control Panel, enter into your browser the Provider server hostname and append the tool index (`http://hostname/index`):

Tool	Tool index
Public Site	
Online Store	
Customer Control Panel	cp
End User Control Panel	mycp

For example, to connect to Customer Control Panel, enter into your browser the URL like this: `http://hostname/cp.`

Your Control Panel

Your account (balance, payments, subscriptions, if any) can be managed using the Control Panel standard tools set - My Account zone.

Your system can be managed using special tools – control panels:

▪ Workgroup Administrator Control Panel - Control Panel add-on;

▪ System Administrator Control Panel - Control Panel add-on;

▪ My Control Panel - separate web based tool for end users.

So, you have logged in to the Control Panel. The interface is task oriented: you do not need to have all the links and controls displayed all the time.
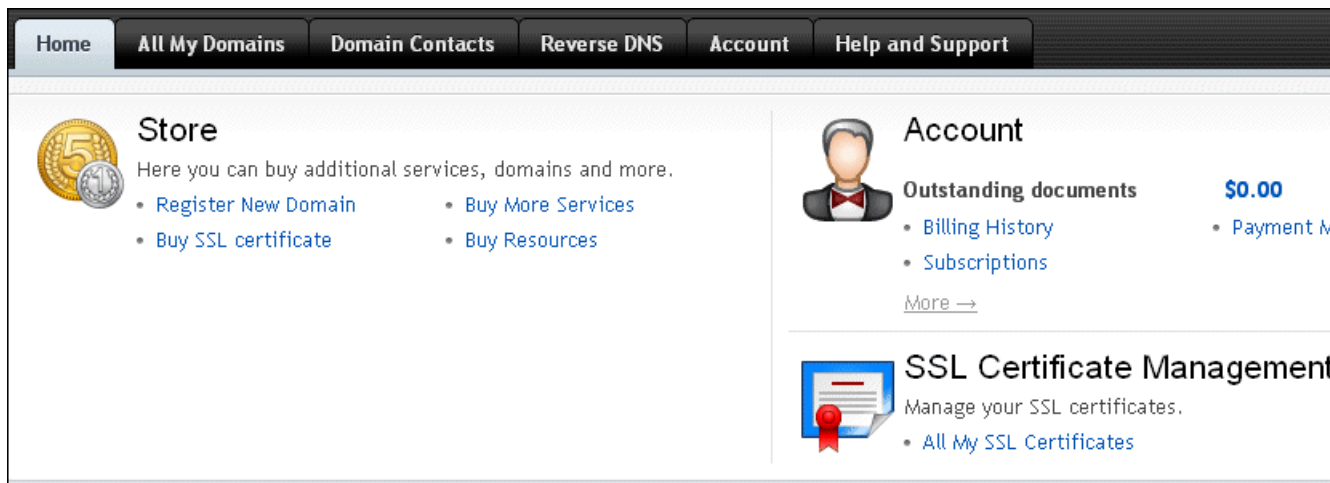
Figure 1: Customer Control Panel Home.

You may have several subscriptions provided for your account. To choose a subscription to manage, chose it from the Subscription selector list located at the top to te right of the Control Panel screen:
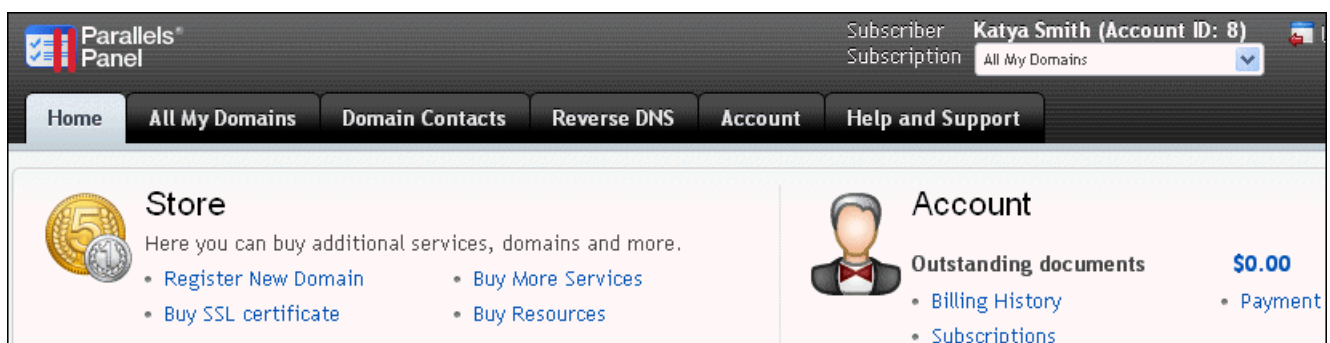
Figure 2: Select Subscription.

The set of tabs shown in your Control Panel vary depending of the type of subscription you select, because different services may be provided and different controls are needed.

Please, click the tabs at the top of the screen to switch to the needed set of tools:

Your system can be managed using special tools – control panels:

- Workgroup Administrator Control Panel - Control Panel add-on;
- System Administrator Control Panel - Control Panel add-on;
- My Control Panel - separate web based tool for end users.

Please, click the tabs at the top of the screen to switch to the needed set of tools:

- Home. Links to online store, to buy services or add resources to existing subscriptions; basic information about the subscription service, account management links.
- Site. Create and configure websites, manage mail, and perform scheduled tasks;

  Note: You should have Workgroup Administrator Control Panel installed on your server for creation and configuration of your website. If you have no Workgroup Administrator Control Panel application installed on your server, you would not have Site zone in your control panel.

- System. Manage the system you subscribed for.

  Note: You should have the System Administrator Control Panel installed on your server to manage the system services, users and groups, databases.

- Account. Everything connected with managing your Parallels Business Automation - Standard account and your subscriptions: here you can check your account balance, manage financial documents (view invoices, pay orders, etc.), change your billing address, generate renewal orders for your current subscription(s). In addition, here you can change your personal Control Panel login and password, set personal time zone (to make the system messages correspond to a time zone you are currently reside), use your personal mailbox, and adjust location of your Control Panel help bar (display settings);
- Help and Support. Access to user documentation in PDF format, support contacts. In addition, the Trouble Ticket System can be provided at additional fee so you may post a ticket.

Terms and Abbreviations

Application - Program that performs a function directly for a user. FTP and Telnet clients are examples of network applications.

Apache Web Server - A public-domain open source web server (often referred to as simply Apache).

Balance - An accounting statement showing the financial condition of a company at a point in time, present assets, liabilities and net worth.

Browser - GUI-based hypertext client application, such as Internet Explorer, Mozilla, and Netscape Navigator, used to access hypertext documents and other services located on innumerable remote servers throughout the WWW and Internet.

Domain - A division of names guaranteed to be unique. Domains are related hierarchically in a naming model.

Download - To copy data from a remote computer to a local computer. The opposite of upload.

E-mail (Electronic Mail) - A system whereby a computer user can exchange messages with other computer users (or groups of users) via a communications network.

FTP - File Transfer Protocol. Application protocol, part of the TCP/IP protocol stack, used for transferring files between network nodes.

FQDN - Fully Qualified Domain Name. A fully qualified domain name consists of a hostname and domain name, including top-level domain. For example, www.yourcompany.com is a fully qualified domain name. www is the hostname, yourcompany is the second-level domain, and .com is the top level domain. A FQDN always starts with a host name and continues all the way up to the top-level domain name, so www.affiliate.yourcompany.com is also a FQDN.

GUI - graphical user interface. User environment that uses pictorial as well as textual representations of the input and output of applications and the hierarchical or other data structure in which information is stored. Conventions such as buttons, icons, and windows are typical, and many actions are performed using a pointing device (such as a mouse).

Grace period - Time allowed a debtor in which legal action will not be undertaken by the creditor when payment is late.

Handler - an internal Apache representation of the action to be performed when a file is called. Generally, files have implicit handlers, based on the file type.

Host - Computer system on a network. Similar to node, except that host usually implies a computer system, whereas node generally applies to any networked system, including access servers and routers.

Hostname - name given to a host (for example, to a Server).

HSP - Hosting Service Provider.

Invoice - Itemized list of goods sent by seller to buyer. Usually gives prices, terms of sale, shipping dates or any other information relevant to the sale.

IP address - 32-bit address assigned to hosts using TCP/IP. Each address consists of a network number, an optional subnetwork number, and a host number. The network and subnetwork numbers together are used for routing, while the host number is used to address an individual host within the network or subnetwork. A subnet mask is used to extract network and subnetwork information from the IP address.

Mail Alias - Simply a forwarding e-mail address. Each e-mail alias you create simply forwards e-mail on to any e-mail address that you specify. E-Mail aliases are often used to create handy replacements for long or difficult-to-remember e-mail addresses.

Mailing List – A list of e-mail addresses identified by a single name, such as `list@sandbay.com`. When an e-mail message is sent to the mailing list name, it is automatically forwarded to all the addresses in the list.

MIME - (Multipurpose Internet Mail Extensions) types represent the file types you can open with your web browser.

Password - A secret series of characters that enables a user to access a file, computer, or program. On multi-user systems, each user must enter his or her password before the computer will respond to commands. The password helps ensure that unauthorized users do not access the computer.

PHP - Hypertext Preprocessor, an open source, server-side, HTML embedded scripting language used to create dynamic Web pages.

Public-key encryption - A cryptographic system that uses two keys -- a public key known to everyone and a private or secret key known only to the recipient of the message.

Script - A list of commands that can be executed without user interaction.

Spam - Term used to describe unsolicited e-mail or newsgroup posts, often in the form of commercial announcements. The act of sending a spam is called, naturally spamming.

SSI (Server Side Includes) - directives that are placed in HTML pages, and evaluated on the server while the pages are being served. They let you add dynamically generated content to an existing HTML page.

SSL - Short for Secure Sockets Layer, a protocol transmitting private documents via Internet. SSL works by using a public key to encrypt data being transferred over the SSL connection.

Statement - Periodic accounting reports of a company's activities. Usually includes balance sheet and income statement.

Subscription - Hosting services provided for a certain period at a certain price.

Trial Period - A period of time you can use some services or goods for free, i.e., try them.

Trial Subscription - A subscription with trial period when you can use a Hosting Plan for free, i.e., try it.

Upload -To copy data from a local computer to a remote computer. The opposite of download.

URL - Short for Uniform Resource Locator, a way of specifying the location of publicly available information on the Internet in the form. The first part of the address indicates what protocol to use, and the second part specifies the IP address or the domain name where the resource is located. For example, the URL below points to a file at the domain `www.yourcompany.com`:

```
http://www.yourcompany.com/index.html
```

Vendor - The source of supply, raw materials or finished goods throughout the production and distribution processes.

Private Server - behaves just like an isolated stand-alone server that hosts your website(s).

Web Server - A computer that delivers (serves up) Web pages.

Web site - A site (location) on the World Wide Web. Each Web site contains a home page, which is the first document users see when they enter the site. The site might also contain additional documents and files. Each site is owned and managed by an individual, company or organization.

C H A P T E R 2

Managing Sitebuilder Sites

Sitebuilder (http://www.parallels.com/en/products/sitebuilder/) is an easy to use, scalable web application designed to create and manage websites. Sitebuilder includes an easy to use website design wizard, which can be used with programs such as photo gallery, blogs, voting and much more.

If you have subscriptions with Sitebuilder service included, you can create and publish websites using Sitebuilder Wizard. Sitebuilder sites can be easily reassigned to your existing hosting in the frame of a subscription that includes the Sitebuilder service. You can reassign Sitebuilder sites between websites created on your Container or Plesk domains within a Plesk Client subscription.

Important: Sitebuilder for Windows sites publishng

- Sitebuilder for Windows sites are published on Plesk hosting only.

- Sitebuilder for Windows sites are published into the `/sitebuilder/` folder created over the document root folder. The index file containing auto-redirect to the `/sitebuilder/` folder is created automatically and placed to Plesk Domain document root. These settings are PBAS defaults, they cannot be changed; PBAS default publishing settings always override Sitebuilder publishing settings.

The number of Sitebuilder sites you can create in the frame of a single subscription is defined in your subscription terms.

In This Chapter

Adding Sitebuilder Site

Note: When adding a new Sitebuilder site you can either host an existing site by entering the site code (called alias) or create a new site. To create a new site, leave the field designated for site alias empty and a new Sitebuilder site will be created for you automatically. In case of automated site creation, the site alias will be shown to you right after you confirm site creation.

On a Virtuozzo Container subscription, you can add a Sitebuilder site both from the Site and System tab. The only difference is that under the Site tab a Sitebuilder site will be hosted on the currently selected website (the hostname shown on the Site tab), by default, and under the System tab you will need to select the website to host the Sitebuilder site.

➢ *To add a Sitebuilder site on Virtuozzo Container subscription:*

1. Select either Site or System tab.

    Note: If you want to add a Sitebuilder site using the Site tab, please select the website you want to host a Sitebuilder site on before you start with Sitebuilder.

1. Click the Sitebuilder icon.

2. Fill the form that appears:

    a If you have already passed the 5-step Sitebuilder Wizard and got the site code (called *alias*), you can enter the alias into the Enter Site Alias field.

    b If you are adding a Sitebuilder site from the System tab, click the Select button next to the Select Website field and chose one of your existing websites.

3. Click the Next button. You will be taken to the store-like Place Order page.

4. Please view the order and if you want to proceed with Sitebuilder site addition, click the Place Order button. If payment is required, the payment page appears. If no payment is required for Sitebuilder site, you will see the Confirmation page, exactly as in store. You then can turn back to the Control Panel and launch Sitebuilder Wizard to design your site content.

➢ *To add a Sitebuilder site on Plesk Client subscription:*

1. Create at least one Plesk Domain to host a Sitebuilder site.

    Important: To host a Sitebuilder site, a Plesk Domain must be configured for physical hosting.

2. Select the System tab.

3. Click Sitebuilder on the Tools submenu in the left frame. The list of Sitebuilder sites (if any) appears.

4. Click the Host New Sitebuilder Site button.

5. Fill the form that appears:

    a If you have already passed the 5-step Sitebuilder Wizard and got the site code (called *alias*), you can enter the alias into the Enter Site Alias field. If you do not have a site alias, leave this field empty and a new Sitebuilder site will be created for you automatically; you can launch the Sitebuilder Wizard for this site later.

    b Click the Select button next to the Select Domain field and chose one of your existing domains.

6. Click the Next button. You will be taken to the order placement and confirmation steps, similarly to as this described above, for Virtuozzo Container case.

➢ *To add a Sitebuilder site on Plesk Domain subscription:*

1. Select the System tab.

2. Click Sitebuilder on the Services submenu in the left frame.

3. Click the Host New Sitebuilder Site button.

4. If you have already passed the 5-step Sitebuilder Wizard and got the site code (called *alias*), you can enter the alias into the Enter Site Alias field. If you do not have a site alias, leave this field empty and a new Sitebuilder site will be created for you automatically; you can launch the Sitebuilder Wizard for this site later.

5. Click the Next button. You will be taken to the order placement and confirmation steps, similarly to as this described above, for Virtuozzo Container case.

If Sitebuilder Site Exists But Site Alias is Not Available

A Sitebuilder site alias is not available in only one situation: a site does not exist. This can happen in the following two situations:

1. If a Sitebuilder site creation has failed (for example, due to a Sitebuilder node temporal unavailability):

The site status is Pending and you can recreate this site or delete it and get the refund for the unused Sitebuilder services.

➢ *To recreate or delete a pending site:*

1. Click the Site tab.

2. Click on the site alias link (in this case N/A is shown instead of the actual alias)

3. As the site details appear:

   ▪ To restart site creation, click the Recreate link. Please note that the Sitebuilder node can be still unavailable at this moment, so to save time, it's better that you contact your vendor support and ask about the Sitebuilder node status.

   ▪ To permanently delete a site and get the refund for the remaining subscription period, click the Delete link. You will be asked to confirm the site deletion, so do not be anxious to click the Delete link.

2. If a Sitebuilder site becomes not available due to its deletion on a Sitebuilder node:

The site status is Conflicts. This means that a site was corrupted or accidentally removed on a Sitebuilder node. A site cannot be recreated in such a situation. But the site is still present in your subscription. And if a site is present in your subscription, then you will be billed for it. In such a situation, you can delete a site from your subscription and get refund for unused Sitebuilder services for the remaining subscription period.

➢ *To delete a conflicting site:*

1. Click the Site tab.

2. Click on the site alias link (in this case N/A is shown instead of the actual alias)

3. As the site details appear, click the Delete link. Confirm the site deletion when prompted and get the refund.

Selecting Sitebuilder Site to Manage

On Virtuozzo Container and Plesk Client subscriptions you can have more than one Sitebuilder site bound to the same or different sites (for Container) or Plesk domains (for Plesk Client)

Selecting Sitebuilder site under Virtuozzo Container subscription

Sitebuilder sites are available both under the Site and the System tabs. However, the access to Sitebuilder sites slightly differs depending on the tab you are working under.

Each Sitebuilder site is bound to particular site. Thus, the availability of each Sitebuilder site under the Site tab of your Control Panel depends on the currently selected site (the selected site domain is shown directly on the Site tab). For example, you have created two sites on your Container subscription: mydomain1.com and mydomain2.com. Then you have hosted a Sitebuilder site on the mydomain1.com. Now this Sitebuilder site is bound to mydomain1.com and have became a part of mydomain.com and you will see this Sitebuilder site within mydomain1.com site settings only.

The System tab provides tools for Container management and it does not matter on what site a Sitebuilder site is hosted: all sites are hosted on Container and thus, all Sitebuilder sites are accessible under the System tab.

➢ *To select a Sitebuilder site under the Site tab:*

1. If the currently selected site (hostname shown on the Site tab) hosts the Sitebuilder site you need, click the Sitebuilder icon to get the list of Sitebuilder sites hosted and select the one you need.

2. If the currently selected site does not host the Sitebuilder site you need, click the Select Another Site link in the left frame and select the site you need. Then click the Sitebuilder icon and select the Sitebuilder site you need.

➢ *To select a Sitebuilder site under the System tab:*

1. Click the Sitebuilder icon. The list of all Sitebuilder sites hosted on your Container appears. It displays the following:

   ▪ Domain. The site hostname where a Sitebuilder site is hosted. If you click on this link, the Control Panel switches to the Site zone with the site you have clicked on selected. Do not click on the domain link to select the Sitebuilder site.

   ▪ Alias. Sitebuilder site code called alias.

   ▪ Status. The Sitebuilder status can be changed by provider or due to technical problems on a Sitebuilder server. Active - Sitebuilder service is enabled for a site (you can edit and publish site). Disabled - Sitebuilder service is not available.

2. Click on a Sitebuilder site alias.

Selecting Sitebuilder site under Plesk client subscription

For Plesk subscriptions, the Site tab is absent in the Parallels Business Automation - Standard Control Panel.

➢ *To select the Sitebuilder site:*

1. Select the System tab.

2. Click Sitebuilder icon on the Tools submenu in the left frame. The list of all Sitebuilder sites appears.

3. Click on the Sitebuilder site alias.

Designing Sitebuilder Site Content

Using Sitebuilder, you can very quickly and easily design your website in 5 steps guided by the Sitebuilder site design wizard. Please, refer to the Sitebuilder user's guide (http://www.parallels.com/en/products/sitebuilder/docs/) for detailed description of the Wizard.

➢ *To design a Sitebuilder site content:*

1. Select a site as this described earlier in this guide (on page 17).

2. Click on the Launch Sitebuilder link. The Sitebuilder Wizard opens in the separate browser window.

3. Please, follow the Wizard. You can similarly launch the Wizard again at any moment (providing that the corresponding Sitebuilder site has the Active status) and edit the site content.

Reassigning Sitebuilder Site Between Container Sites or Plesk Domains on Plesk Client Subscription

If you have several sites on your Container or several domains on your Plesk Client subscription, you can easily move Sitebuilder site(s) between them changing a Sitebuilder site binding. On Plesk Domain subscription a Sitebuilder site cannot be reassigned since only one Sitebuilder site is allowed for Plesk Domain subscription.

➢ *To reassign a Sitebuilder site:*

1. Select the System tab.

2. Get the list of Sitebuilder sites displayed:

    ▪ For Plesk Client subscription, click Sitebuilder icon on the Tools submenu in the left frame.

    ▪ For Virtuozzo Container subscription, click on the Sitebuilder icon or on the Sitebuilder link on the Applications submenu in the left frame.

3. Click on the Sitebuilder site alias. The site details appear on the screen.

4. Reassign the site:

    ▪ For Plesk Client subscription, click on the Publish on different domain link. Select a Plesk Domain to reassign the Sitebuilder site to from the list that appears in the popup window.

    Note: If you have just created more then one Plesk Domains under your Plesk Client subscription and want to reassign Sitebuilder sites among them, but these domains are not shown in the list of domains available for reassignment, do not be anxious about this. Parallels Business Automation - Standard needs some time to get synchronized with Plesk server (normally, synchronization is performed automatically each 10 minutes). Wait 10 minutes and try again.

    ▪ For Virtuozzo Container subscription, click on the Publish on different website link. Select a website to reassign the Sitebuilder site to from the list that appears in the popup window.

Deleting Sitebuilder Site

➢ *To delete a Sitebuilder site:*

1. Select a site as this described earlier in this guide (on page 17).

2. Click on the Delete link.

3. Confirm a site deletion when prompted.

Using Parallels Business Automation - Standard Control Panel you can configure all basic e-mail-related services including spam filter, aliases, autoresponders, forwarding, mailing lists, and catch-all e-mail.

This Chapter describes how to configure your own mail (i.e., make general settings for all mailboxes) and how to create mailboxes using the Workgroup Administrator Control Panel.

All mailboxes, created for *all* your domains registered in your current system and for additional domains your want to receive mail for, are shown in a single Mailboxes list under the System tab of your control panel. You can select any of them to read mail or configure a mailbox.

At the same time, the list of all mailboxes, created for the *current* website shown in the Mailboxes list under the Site tab of your control panel, and you can manage and configure these mailboxes both from Site and System zones.

General Mail Settings

This Section describes the general mail settings that affect all mailboxes created in your local domain(s).

Parallels Business Automation - Standard provides two e-mail applications that allow you to manage your mail services. The applications are Sendmail and Majordomo.

Sendmail is the SMTP (Simple Mail Transfer Protocol) mail server that routes SMTP e-mail messages through the Internet to be stored on the mail server, such as POP3 or IMAP. SMTP is the most common e-mail protocol on the Internet.

Note: SMTP server by default requires authentication, so you need to enable this setting in the Outlook Express.

Majordomo helps you to manage your mailing lists.

Adding Administrator's E-mail Address

You need an administrator's e-mail address to receive all the system messages including the ones connected with mail delivery errors. In other words, the system messages will be forwarded to the administrator's e-mail address.

➢ *To set the administrator's e-mail address:*

1. Click the System tab and then click Mail Server. Mail server general settings appear on the screen;

2. Click the Edit button. The screen reloads with mail server settings for editing;

3. In the Administrator's e-mail field, type any real e-mail. This can be either internal mailbox (created in one of your domains) or any external e-mail. Note that for internal e-mail address, you should enter a full address like user@yourdomain.com;

4. Click the OK button to save configuration.

Setting the Maximal E-mail Size

➢ *To set the maximal e-mail size:*

1. Click the System tab and then click Mail Server.The mail server general settings appear on the screen.

   Note: For the first Control Panel startup, you will see the 'Default' in the Maximum e-mail size field. This means that the default mail server limitation of maximal mail size is applied. Default maximal e-mail size depends on the sendmail configuration and it is different for different system templates;

2. Click the Edit button. The screen reloads with mail server settings for editing;

3. To change the maximal e-mail size, select one of the following options for the Maximum e-mail size:

   ▪ To let down the limitation for the e-mail message size, set the option button to Unlimited;

   ▪ To introduce your own limitation, set the option button to the relevant textbox and type the maximal message size in Kbytes;

   Note: If the maximal e-mail size is not specified, the default limitation remains in force.

4. Click the OK button to save configuration.

The basic reasons for limiting mail size are:

▪ Large e-mails can be used to 'mail-bomb' a system. (mail-bomb: Send lots of huge e-mails to prevent the user from receiving important mail);

▪ Many dial-up users are not able to download large e-mail attachments.

There is currently no overall limit for the size of your e-mail storage on the server. However, you may exceed the disk space quota of your server, and it will be stopped until disk space consumption will return to the allowable limits.

There are an alternative to exchange large files: - run a FTP server, there are several small, free, FTP servers available. You can look at Tucows Inc (http://www.tucows.com).

Selecting Domains to Receive Mail

By default you receive mail to any of domains registered for your system. If needed, you can configure the mail server to receive mail addressed to external domains, i.e., the domains that are not registered in your system.

Note: The default mail server settings for domains to receive mail are read-only, i.e., your mail server always receives mail addressed to all domains registered for your System. Thus, when you view the Mail Server settings, you can always see the full list of domains you receive mail, including the default and additional ones. However when you edit the mail server settings, you can see the additional domains only, and the default domains are hidden to avoid unintentional corruption of mail server settings.

➢ *To select domains to receive mail:*

1. Click the System tab and select Mail Server. Mail server general settings appear on the screen;

2. Click the Edit button. The screen reloads with mail server settings for editing;

3. In the Additional domains to receive mail for textbox type names of the external domains to receive mail for. Mail Exchangers of these domains should be set on any IP address of your server. You can type one domain per line or several domains in one line divided by spaces. E-mail messages addressed to these domains (user@domain) will be received by your mail server.

4. You can check the Restart server after saving changes box to restart the mail server after you click the OK button.

   Note: If you leave this textbox empty, the default setting will remain in force: you will receive e-mail messages addressed to any of domains registered for your system.

5. Click the OK button to save changes.

Stopping and Starting Your Mail Service

Sometimes, you may need to stop your mail service, for example, to check your mail system, or investigate flooding, etc.

Note: Your mail service can be started or stopped if you subscribed for Virtual Hosting only. Shared Hosting does not allow starting or stopping your mail service.

➢ *To stop or restart your Mail service:*

1. Click the System tab and select Mail Server. Mail server general settings appear on the screen;

2. If the mail server started, click Stop to stop it, or Restart to restart mail server. If the mail server is stopped, click Start to start it.

Recovering the Mail Server Configuration

Your Mail server configuration is saved in Parallels Business Automation - Standard database every time you change the Mail server settings and click the OK button. The same with mailboxes configuration: the user password, autoresponder settings, etc. is being saved in the database every time you change the mailbox settings.

If the Mail server configuration was unintentionally corrupted, you can recover the Mail server configuration from the database.

➢ *To recover the Mail server configuration:*

1. Click the System tab and select Mail Server. Mail server general settings appear on the screen;

2. Click the Repair button.

Using Spam Filter

If you want to limit electronic mail, usually advertising some products, services, businesses, schemes, websites, etc., set a spam filter for your mail. Using the spam filter, you can accept or reject e-mail messages coming from particular e-mail address, all mail that comes from a particular domain, or a certain user.

To protect your mail against spammers you can also use one of the predefined popular spam blocking systems. For example, ORDB http://www.ordb.org/about, spamcop.net (http://spamcop.net) are the Open Relay Databases, which store IP-addresses used as conduits for sending unsolicited bulk e-mail, i.e. spam. By accessing this list, system administrators are allowed to choose to accept or deny e-mail exchange with servers at these addresses.

Your Control Panel provides the built-in spam filter. However, the Parallels Business Automation - Standard offers the special application - the SpamAssassin.

Note: The spam filter can be configured for the entire System, not per website.

➢ *To add the Spam Filter pattern:*

1. Click the System tab.

2. Select the Spam Filter link or icon. The list of filter patterns (if any) appears on the screen.

3. Click the Add Spam Filter button. The Add Spam Filter form appears on the screen.

4. Set the option button to one of the following options:

   ▪ Reject messages from this e-mail. Here you can type one e-mail address. One e-mail per one filter pattern allowed;

   or

   ▪ Reject messages from this user in any domain. Here you can type a user name (the part of e-mail address before '@');

   or

- **Reject messages from any user in this domain**. Here you can type a domain name like yahoo.com;

or

- **Use a popular Spam blocking system**. Here you can choose one of the predefined anti-spam systems. One system per one filter pattern is allowed.

Note. You can select one pattern per one option. To cover several e-mails, users, or domains, create several filters.

5.   Click **Save** to add the spam filter pattern.

Filtering Spam Using the SpamAssassin

SpamAssassin is a mail filter to identify spam. Using its rule base, it uses a wide range of heuristic tests on mail headers and body text to identify spam.   Depending on the results of tests the SpamAssassin assigns a certain *score* to an e-mail. The greater a score - the more suspicious an e-mail. You can define the threshold score value required for an e-mail to be considered as spam.

The Spamassassin does not delete or reject any of your e-mails. It just filters it and helps sorting it.

Your Control Panel allows making some basic SpamAssassin settings. For more details, please refer to the SpamAssassin website (http://www.spamassassin.org).

Note: To use the SpamAssassin, you need the SpamAssassin application installed on your System.

> *To configure the SpamAssassin:*

1.   Click the **System** tab.

2.   Select the **SpamAssassin** link. The SpamAssassin current settings appear on the screen.

3.   Click the **Edit** button.

4.   Adjust the SpamAssassin configuration:

   a   You can check the **Enabled** box to enable the SpamAssassin spam filtering for your System.

   b   Type the threshold score value required for an e-mail to be considered as spam into the **Filter sensitivity** field. For the SpamAssassin versions above 6.0 (which is currently provided in Parallels Business Automation - Standard) you can set the threshold score to 10. However, at first you can make the threshold even higher (greater than 10) to avoid possible misoperations in mail sorting since the SpamAssassin is rather sensitive filter.

   c   You can type the prefix the SpamAssassin will mark the subject of messages supposed to be spam into **The prefix to append to the subject of suspicious e-mails** field. For example, you can type *[SPAM]* here. As a result, the "[SPAM]" prefix will be added to the "Subject" field of e-mail messages with the score above the threshold value. This helps recognizing the suspicious e-mail messages and facilitates messages sorting.

   d   Finally, you can define the "Black" and "White" e-mail senders. Type the e-mail addresses in the relevant fields, divided by spaces, several or one per line:

   Sender whitelist. The e-mail addresses you would not like to be considered as spam. The SpamAssassin tests the messages received from "white" addresses in its usual manner, but finally takes off a certain number from the resulting score. As a result, the message received from the "white" address has additional chance to get the score below the threshold value and not suspected to be a spam.

Sender blacklist. The e-mail addresses you would like to be considered as spam. Similarly to the "white" messages, the SpamAssassin tests the "black" e-mail but finally adds a certain number to the resulting score. As a result, the message received from the "black" address has additional chance to get the score above the threshold value and suspected to be a spam.

5. Click the Save button.

Creating a Mailbox

➢ *To create a mailbox:*

1. Click the System tab and select Mailboxes.

    Note: If you want to create a mailbox not for the current website, select the Site tab.

2. Click the Mailboxes tab at your dashboard and select New Mailbox;

3. Type a user name before @ in the E-mail field, and select one of your domains. If you want to create mailboxes for this user in each of your domains (it's possible from the System tab), select (multiple domains). In this case, it does not matter, how many domains do you have, just select (multiple domains) and a mailbox will be created with multi-domain properties. A multi-domain mailboxes make sense if you set a catch-all e-mail (on page 31) and want mail to be delivered both to a catch-all mailbox and to a user mailbox.

4. Type a password for a user to read his (or her) mail. Finally, you can optionally add a free-form comment, just for future references.

5. To add a mailbox, click Finish.

➢ *If you want to configure an autoresponder for this mailbox right away:*

1. Click the Next button.

2. Mark the Turn on autoresponder for .. checkbox to enable an autoresponder.

    Note: You can configure an autoresponder and leave it turned off. Later, you can click on a mailbox entry (within the general list of mailboxes) and turn an autoresponder on.

3. Type the message that will be automatically sent in response to all incoming messages.

4. Configure rejection:

    ▪ Specify the sender e-mail address not to respond to.

    ▪ Specify the fragment of e-mail message subject that will cancel responding to such e-mail message.

5. Click the Save button to finalize a process of mailbox creation.

➢ *If you want to subscribe a mailbox to mailing lists (if any) right away*

1. Click the Next button.

2. Mark the checkbox(es) related to mailing list(s) selected.

3. Click the Save button.

Managing and Configuring a Mailbox

All mailboxes, created for *all* your domains registered in your current system and for additional domains your want to receive mail for, are placed in a single Mailboxes under the System tab of your control panel. You can select any of them to read mail or configure a mailbox.

At the same time, the list of all mailboxes, created for the *current* website are available under the Site tab of your control panel, and you can manage and configure these mailboxes both under the Site and the System tabs.

Changing User Password

➢ *To change a user password:*

1. Click the Site tab and select Mailboxes;

   Note: If you want to change user password for mailbox, created not for the current website, select the Mailboxes link from the System tab.

2. Click on e-mail address in the list

   or

   Click the 🔧 icon at the needed e-mail address;

3. In the Form displayed, enter a new password in the New Password textbox;

   Note: At the same time, you can configure and turn on an automatic responder for a selected mailbox and subscribe it to mailing list (if any).

4. Click the Save button.

Setting Autoresponders for Mailbox

Autoresponders are very handy. They allow you to instantly respond to any message with a stock reply.

For example: say you have an e-mail address at support@anydomain.com that your customers contact you at when they have trouble. If you add autoresponder functionality to that address, as soon as their message is received they get a message from you confirming that it has been received.

Note: To use autoresponders for your mailbox, you need Majordomo with Autoresponder installed on your server.

➢ *To set mail autoresponders:*

1. Click the Site tab and select Mailboxes.

   Note: If you want to set autoresponder for mailbox, created not for the current website, select the Mailboxes link under the System tab.

2. To turn on an automatic responder, do one of the following: either click on e-mail address in the list or click the 🛠 icon at the needed e-mail address;

3. Type the message that will be automatically sent in response to all incoming messages. Configure rejection:

   ▪ indicate the sender e-mail address not to respond to;

   ▪ indicate the fragment of e-mail message subject that will cancel responding to such e-mail message;

   Note: To enable an autoresponder, mark the **Turn on automatic responder**... checkbox. You can configure an autoresponder and leave it turned off. Later, you can click on a mailbox entry (within the general list of mailboxes) and turn an autoresponder on.

4. Click the **Save** button to save changes.

Reading Mail

Parallels Business Automation - Standard Control Panel allows reading mail using Open WebMail system. If you are new to Open WebMail and wish to know more, please, see at the Open WebMail site (http://openwebmail.org).

Note: To read mail, you need the Open WebMail installed on your server. You can check your applications by selecting the **System** tab and then **Applications**.

➢ *To read mail in mailboxes created in one of your domains:*

1. Click the **Site** tab and select **Mailboxes**. All mailboxes are placed in a single list. You can perform different actions (including reading mail) with any of your mailboxes by clicking on icons at the **Actions** column;

   Note: If you want to read mail in a mailbox, created not for the current website, select the **Mailboxes** link from the **System** tab.

2. Click the 📦 icon at the needed e-mail address at **Actions** column. The **Open WebMail** login page appears in a separate window;

3. Enter an e-mail address as **UserID**:

   ▪ Type the full e-mail address if it is registered in a single domain;

   ▪ Or type just the user name (name before '@') if a e-mail address is registered in multiple domains;

4. Type the user password.

Tracking a Mailbox Usage, Clearing, Deleting, Disabling a Mailbox

All mailboxes, created for *all* your domains registered in your current system and for additional domains your want to receive mail for, are placed in a single Mailboxes list under the System tab of your control panel. The list shows the most general information about each mailbox including usage statistics and allows managing mailboxes: reading mail, clearing, deleting, and disabling.

At the same time, the list of all mailboxes, created for the *current* website is placed under the Site tab of your control panel, and you can manage and configure these mailboxes both under the Site and System tabs.

The list of mailboxes displays the following:

- E-mail. An e-mail address;
- Size. The total size of messages in a given mailbox. Note that currently a mailbox size is not limited; the only limitation is the disk space available at your server. However, you can set the maximal size for e-mail messages;
- Status. The current status of a mailbox. Can be Active, Auto-Respond (autoresponder turned on), or Suspended. You can temporarily disable (suspend) a mailbox without deleting the mail received previously. The 'Suspended' mailbox behaves as if there is no such a e-mail address. The 'Active' mailbox works in a usual way;
- Actions. You can perform different actions with a given mailbox by clicking on different icons in this column:

  - Read messages in a given mailbox;

  - Configure a mailbox (change user password, turn on automatic responder). The same as click on a e-mail address;

  - Clear a mailbox;

  - Suspend a mailbox. Or ✔ to enable the suspended mailbox;

  - Delete a mailbox.

Setting Mail Forwarding

If you want to redirect the incoming mail for particular user to somewhere else, you need to set up forwarding.

Note: The mail forwarding allows you to set the 'catch-all' e-mail (on page 31).

➢ *To set mail forwarding*

1. Select the Site tab (or the System tab to manage all mailboxes in all your domains) and then click Mail Forwarding. The list of all forwarding rules (if any) appears on the screen.

2. Click the Add Forwarding Rule button.

3. Type the e-mail address which will be forwarded into the E-mail field.

4. To forward mail to your local mailboxes, put a tick next to the mailbox(es) name(s).

5. To forward mail to some external mailbox, type the external e-mail addresses the incoming mail will be forwarded to, divided by commas into the Forward to field.

6. Click Save to add a forwarding rule.

To cancel mail forwarding click the Delete button.

Catch-All E-Mail

The "Catch-All" e-mail address allows you to receive e-mail if someone misspells the address. This can be good and bad. It is good because you would be able to receive e-mail from those who may have gotten an incorrect spelling of your address from someone or from you. But it is bad because now you are opening yourself to spammers who enjoy sending to <anything>@yourdomain.com. So it is a tradeoff that you should highly consider before requesting this feature.

Catch-all e-mail is a kind of mail forwarding. But in this case, you forward absolutely all e-mail that comes to one of your domains or to any of your domains, except e-mail addressed to the existing addresses in your domains. In other words, a user name in e-mail address does not matter, and you can type a regular expression that matches any sequence of symbols.

Important: By design, if a catch-all e-mail is set, mail is first delivered at a catch-all address, and stays there. As a result, no messages reach a target mailbox. To avoid this, and if you want e-mail to be delivered both to catch-all address and to a user mailbox, create user mailbox in multiple domain. The catch-all e-mail works in such a way that at first an e-mail is delivered to a multiple domains mailbox, then to catch all e-mail.

For example, you have set a catch-all e-mail for all mail sent to yourdomain, let it be *@yourdomain.com and catch all e-mail catch@yourdomain.com. Then all mail sent to a user mailbox user@yourdomain.com will be delivered to catch@yourdomain.com and stay there. To let mail be delivered to user@, create e-mail for this user in multiple domains, e.g., user@(multiple_domains).

➢ *To set a catch-all e-mail:*

1. Click the Site tab.

    Note: If you want to set a catch-all e-mail rule for the mailbox, created not for the current website, select the Mail Forwarding link from the System tab.

2. Click Mail Forwarding link. The list of mail forwarding rules appears on the screen.

3. Click the New Forwarding Rule button. The New Forwarding Rule form appears on the screen.

4. Fill the form:

    a Type the asterisk (*) before @ in the E-mail field, and select one of your domains.

    b The default e-mail address can be one of the following:

    - Local mailbox. Set the option button to this option and select one of the mailboxes registered in one of your domains.

    - External mailbox. Set the option button to this option and type the external e-mail address.

    Note: If you have not registered a local mailbox yet, only external mailbox will be offered for mail forwarding setting.

5. Click Save to add a catch-all e-mail.

Creating a Mailing List

Mailing list is a list of e-mail addresses identified by a single name, such as `mail-list@yourdomain.com`. When an e-mail message is sent to the mailing list name, it is automatically forwarded to all the addresses in the list.

Note: To use mailing lists, you need Majordomo installed on your server.

➢ *To create new Mailing List:*

1. Click the Site tab and select Mailing Lists;

   Note: If you want to create a mailing list not for the current website, select the Mailing Lists link from the System tab.

2. To create a mailing list, click the New Mailing List button on the dashboard. You will be offered to fill the simple form:

   a   Mailing list name. Type a user name before @ in the Name field, and select one of your domains if you have several names for your website.

   b   List owner mailbox. Select an existing address or add new e-mail address for Owner e-mail;

   c   Mailing list introduction. You may add a comment for future reference;

3. Click the Save button to create a mailing list.

Configuring a Mailing List

➢ *To configure existing mailing lists (add subscribers or change other settings):*

1. Click the Site tab and select Mailing Lists;

   Note: If you want to configure a mailing list not for the current website, select the Mailing Lists link from the System tab.

2. On the dashboard from the column Actions select 🛠 icon to configure your mailing list.

➢ *To edit a mailing list general settings:*

1. In the mailing list properties window click General tab;

2. Edit your Owner e-mail or Mailing list introduction;

3. Click Update to save changes.

➢ *To add or delete mailing list subscribers:*

1. Select Subscribers tab;

2. To add new subscriber:

   a   Click New Subscriber button;

b   Type **Full e-mail address** of your subscriber or select **local e-mail** in the correspondent fields.

Note: When you manually add subscribers, the subscription policy that can be set in a mailing list advanced configuration (as this described below) is not applied. Subscriber policy affects only automated processing of subscription requests sent by e-mail.

To delete a subscriber, click the ✖ icon at the **Actions** column for e-mail address your want to delete.

> ➢ *To edit advanced mailing list settings:*

1. Select **Advanced** tab. If you want to edit the mailing list settings, click **Edit**.

2. In the **Admin password** field you can edit an administrative password for your mailing list.

3. In the **Approve password** field can edit a password for subscription request approval.

4. In the field **Subject prefix** you can set a prefix that will be inserted at the beginning of the subject line of every message sent out. Subject lines are short, so if you want a prefix you should keep it to just a few characters.

5. To control who joins (subscribes to) your list select the **Subscriber policy**. The subscriber policy defines the conditions of joining to a mailing list upon an e-mail request. Users send an e-mail message to a mailing list e-mail address with a single word subscribe in a message body. Majordomo then processes a request in accordance with subscriber policy set by a mailing list owner. In respect to subscriber policy, you have three variants:

    a   **Open** - means that anyone can join. Majordomo will automatically subscribe a user to a mailing list upon a corresponding subscription request.

    b   **Close** - requires your manual approval for all subscribe requests to the list. In this case all subscription requests will be forwarded to an e-mail you have specified as a **List owner mailbox**. New e-mail addresses are not included in a mailing list until a mailing list owner manually approves a subscription and confirms the approval with Approve Password (see item 3 above). Thus, all e-mail addresses included in closed mailing lists are under a mailing list owner supervision.

    c   **Open + Confirm** (recommended) - will cause Majordomo to send a reply back to the subscriber for subscription request confirmation. This policy allows checking a subscriber e-mail address authenticity. After a subscriber confirms his/her request, his/her e-mail is automatically included in a mailing list.

6. You may wish to add a header or footer to every message that goes out via your list. To add a header type the header text into **Message fronter** field. To add a footer type the footer text into **Message footer** field;

7. Click **Save** to update the mailing list settings.

C H A P T E R   3

Managing Your Account

This Chapter describes how to handle your subscriptions and settle financial issues.

All settlements between Hosting Service Provider and subscribers are performed via customer accounts. Customer accounts can be of two types, personal or business ones:

- Personal customer accounts are being created for individuals. Such accounts hold customer personal information, billing settings (credit terms and possible discounts), and contacts. A registered customer can have only one personal account. A personal account is named by its owner name;

- Business customer accounts are mostly for corporate clients that may have a special personnel responsible for billing or technical issues. Such accounts hold special contact information (administrative, billing, and technical contacts) in addition to all data included in personal customer account. A business account is named by a company name.

In addition to the name, each account has a numeric identifier (account ID) assigned automatically during creation.

Thus, the main difference between personal and business accounts is contact information. Other features are absolutely similar. An account contact information is also used in the computer-generated notifications (e.g., about the end of subscription period, creation of an order or an invoice, etc.).

The **Account** tab serves for all operations connected with accounts, subscriptions, and settlements with your provider.

In This Chapter

Checking Your Account Balance

➢ *To check your account balance:*

▪ Click the Account tab and select Balance.

Your account balance is the total amount paid by you minus the total amount billed.

Thus, if your account has a negative balance, this means that the total sum billed exceeds the total sum paid by you and you owe money to your vendor. In this case, the unpaid (or paid in part) documents are enlisted on the Balance screen.

If your account balance is positive, this means that your payments exceed the billed total. Your payments with positive balance are enlisted on the Balance screen.

If your balance equals to zero, then neither you, nor your vendor do not owe money to each other.

In addition, the payment options are available on the Balance screen and you can apply payments (on page 47) without the need of turning to the Billing History screen.

Reassigning Account Contacts

Your account holds contact information (account owner name, postal address, and phone number).

Personal accounts hold the customer personal information, and contacts. A registered customer can have only one personal account. A personal account is named by its owner name.

Business customer accounts special contact information (administrative, billing, and technical contacts) in addition to all data included in personal customer account. A business account is named by a company name.

What are account contacts? The name(s) of responsible person(s), the phone number and e-mail(s), so that your Provider could contact you if necessary. This information is also used in automatically-generated e-mail notifications.

The contact information is the mandatory attribute of any account. As for billing and technical contacts for business accounts, they can be the same as administrative one or different, but the valid contact must be specified in all cases.

Note: Please, do not mix the account contacts with your personal information. account contacts (names and e-mails) have nothing common with your login credentials and do not affect them.

➢ *To change your contact information:*

1. Click the Account tab and select Account Contacts. You will see the current contact for your account;

2. Click the Edit button to change your account contacts:

   ▪ For personal account, the contact information is considered as administrative, technical, and billing contact at one time. Just type the new contact.

   ▪ For business account, you have the three separate sections for administrative, billing and technical contacts. You can enter the different contacts for each one. Or you can just specify an administrative contact and 'paste' it into the billing and technical sections by marking the Same as administrative contact checkbox;

3. To save changes, click the OK button.

Editing Your Personal Settings

Your personal settings are:

- The logging name. This is not an account name, this is a name of a user registered in your account with the particular login and password. In other words, this is the name the Control Panel welcomes a person with when he (or she) logs in. If you change this name, your login credentials will not be affected.

- Your personal external e-mail address (also used as a login to the Control Panel). Note that this cannot be a web-based e-mail like `yourname@yahoo.com` or `yourname@hotmail.com` since orders that list such e-mail addresses are not accepted. This should be the e-mail address you have with your Internet Service Provider.

- Control Panel interface language to be set automatically on your logging in to the Control Panel.

- Your password used to log into the Control Panel.

- The skin (images and palette) to be automatically set on your logging in to the Control Panel.

- Your personal time zone so that all the system messages and notifications will be bounded to it. In respect to registration of the events that happen within the system, the Parallels Business Automation - Standard database is bounded to GMT. This means that automatically-generated notifications and system messages (for example, about the end of a system trial period) may occur to be hardly-understandable for people that reside in the other time zones. You can change the personal time zone, so all the time-related data will be bounded to your actual time zone without the need for you to recalculate time.

Interface settings are:

- The help bar (additional help topics) location at your Control Panel screens
- Availability of tooltips (additional hints that appear when you point mouse on one of the items in the left menu)
- Appearance of the page load bar
- The first action on Control Panel log in

➢ *To change your personal logging settings and time zone:*

1. Click the Account tab;
2. Select Personal Profile. Your personal logging settings appear on the screen;
3. Click the Edit button. The screen reloads with your personal settings for editing;
4. Edit your personal settings and click the Update button to save changes.

➢ *To adjust the display settings:*

1. Click the Account tab;
2. Select Display Settings. The help bar settings appear on the screen;
3. Click the Change button. The screen reloads with help bar settings for editing;
4. Edit the display settings.
5. Click the Update button.

Managing Subscriptions

You can have several subscriptions for your account. A subscription holds the terms of hosting contract between Hosting Service Provider and a customer. A subscription is created for your account automatically after you place order and pay for the hosting plan. Changes in provider prices do not affect terms of subscription. This means that prices for the hosting plan purchased remain changeless up to the end of subscription period. However, if additional applications were bought, or parameters of existing system were changed, then subscription terms may change.

To select your subscription you want to manage at the moment, use the **Subscription** selector localed to the right at the top of the Control Panel screen. As you select the subscription, your Control Panel screen reloads with the tabs and options related to the selected subscription services.

To manage your domains, select All my domains from the **Subscription** selector.

To view the list of all the subscriptions associated with your account, select the **Account** tab and then click **Subscriptions**.

The list of subscriptions displays the following:

- **ID**. The numeric identifier assigned to subscription;
- **Name**. The hostname of a system or a domain name;
- **Subscription Type**. The type of hosting you have subscribed for. 'Virtual' and 'Shared' are so-called server subscriptions (you bought a system), 'Domain' type is just domain registration, and 'Miscellaneous' is actually a non-hosting type (you subscribed for additional services like technical support or training, etc.);
- **Status**. The current status of your subscription, i.e., availability of services:
  - *Pending* – an order was paid, appropriate Invoice was generated. Services were not provided in full scale, for certain reasons;
  - *Active* – an order was paid, an invoice was generated. Ordered services were provided. All operations are available;
  - *Graced* – a subscription period expires, the renewal order is not paid yet. Subscription still exists and operations availability is up to your hosting service provider.
  - *On Hold* – all operations in respect to a subscription are temporarily suspended. A subscription can be brought into 'On Hold' status automatically, for example in the case if renewal order was not paid and in rare cases, if a customer account was brought into 'On Hold' state;
  - *Deleted* – all operations in respect to a subscription are impossible;
- **Server**. For server subscriptions, the current status of your system is shown in this column. Possible statuses of a system are the following:
  - *Ordered* - A hosting plan was purchased, order was placed but not paid yet. The configuration of the ordered system is   stored in provider's database;
  - *Creating* - Your server is creating now. After creation is completed the status automatically turns into 'Stopped' (i.e., the server is turned off);
  - *Stopped* - A server is turned off;

- *Running* - Your server is up and running;

- *Repairing* - A server restarts in a special safe status ('*Repair*') used for server recovering (editing configuration files, saving critical data, etc.);

- *Repair* - Only file access to a server in 'Repair' state is possible;

- *Booting* - A server starts;

- *Stopping* - A server shuts down;

- *Off-line* - This state occurs in the case if connection with this server hosts is broken;

- *Migrating* - The status occurs due to replacement of equipment by your hosting service provider;

- **Hosting Plan**. The name of the hosting plan you subscribed for;

- **Trial**. Your provider may establish a certain trial period, for some hosting plans available at his (or her) online store. So, you can use your system or domain during trial period for free. After a trial period expires, your system may be stopped or network bandwidth limited. A trial subscription can be upgraded to a real one (for money) within the same hosting plan. From your side, it looks like subscribing to the same hosting plan in provider store, but you keep your old 'trial' system or domain. In this case, an record about a trial subscription remains in the list and a new entry appears (a real subscription). A green tick in this column indicates that a subscription is trial, red cross - that a subscription is real;

- **End Date**. The date a subscription period expires.

What's in a Subscription Summary

If you click on subscription ID or name, you can drill to more details and options. The server subscription details consist of three tabs: Summary, Resources Usage, and Configuration. Domain subscriptions details include two tabs: Summary and Hostnames. Miscellaneous subscriptions have the Summary tab only.

Summary. This is the full information about a subscription. Actually, this is a subscription 'dashboard' with the relevant information at the right part of the screen and links to the most important tasks at the left part of the screen.

What you can see:

The Summary screen always shows the general terms of subscription:

- Subscription numeric identifier. This number is assigned automatically by your provider when your subscription created, it can be used to refer to your subscription;
- Subscription status: Active - all services are available, Pending - services are available in part (this status typically occurs when your order is under processing, or On Hold - services are not available (for example if the subscription period expired or considerable resource overusage took place);
- Hosting plan. The name of the hosting plan you subscribed for;
- Hosting plan type. The type of hosting plan you subscribed for (Shared, Virtual, Domain Registration, or Miscellaneous);
- Trial subscription. If a given subscription is trial (for free) or real (for subscription fee). Green tick indicated that a given subscription is trial, red cross - that it is real. You can upgrade a trial subscription to a real one (click the Upgrade Center tab and select Change Hosting Plan);
- Create renewal order automatically. These are your subscription renewal settings. Green tick indicates that a subscription renewal order will be created automatically prior to subscription expiration date. Red cross - that not. You can change these settings by clicking the Renewal Settings link at this screen;
- Renewal order generation. This field shows the subscription renewal conditions. If your subscription renewal order is ready, you should see the renewal order reference number in this field. If the renewal order is not ready, you can create it manually by clicking the Generate Renewal Order link;
- Start date. The date your subscription period starts;
- Expiration date. Your subscription expiration date;
- Billing period. Duration of your billing cycle;
- Next billing period. Duration of your next subscription period for renewal;
- Setup fee. The fixed fee for subscription registration (without respect to subscription period);
- Monthly fee. Your subscription monthly fee.

For server subscriptions, you can also see the basic configuration parameters of a system (for instance, an URL to a web page, the period of time a system is up and running (uptime), and the operating system installed on a system).

What you can do:

For server subscriptions:

- In Subscription section: in addition to renewal settings, you can connect to provider's store and upgrade or change your current hosting plan;

- In Server section: go to a website (your system home page);

- In IP Addresses section: buy more IP addresses;

- In Resources section: view current resource usage and upgrade your system configuration;

For domain subscriptions. At the bottom of the screen you can see the Administer Domain button. It serves for connecting to the website of the Internet Registrar where your domain is hosted. Here you can manage name servers and edit your contact information.

For miscellaneous subscriptions. Make renewal settings or create a renewal Order.

Other tabs, depending on the Subscription type, serve for the following:

For server subscriptions.

The Resources Usage tab allows viewing the current disk space usage and total traffic for your system. Disk space usage and traffic are accounted starting from the beginning of subscription period.

The Configuration tab allows viewing the basic parameters of a system (with prices for additional resources):

- Number of static IP addresses (allocated permanently for a system);

- Number of dynamic IP addresses (allocated for a system when it is running). After a system shuts down such IP addresses will be released. When a system starts again it usually receives dynamic IP addresses back;

- Total amount of monthly network traffic;

- Disk space available for system during subscription period;

- Maximal number of mailboxes you can create;

- CPU usage. The relative "weight" of a system. All systems gain a certain CPU guarantee in accordance with their weights.

For domain subscriptions.

The Hostnames tab allows viewing the list of hostnames created in a given domain, creating a new hostnames, and reassigning IP addresses for existing hostnames.

Renewing a Subscription

It is not possible to subscribe for a year and pay each month, for example. When you buy a hosting plan, you prepay for a certain subscription period. When subscription period is about to expire, but the renewal order is still not placed, you normally receive an e-mail notification from your provider. But you may yet miss the subscription expiration date. To avoid the undesirable termination of a subscription, it is possible to enable the automated creation of the renewal order. Moreover, if needed, you can manually place the renewal order at any moment.

➢ *To make renewal settings for one of your Subscription:*

1. Click the Account tab. Then click Subscriptions. The list of your subscriptions is shown.

2. Select the subscription by clicking on its name or ID. The subscription details are shown.

3. Select the Summary tab.

   ▪ To create the renewal order, click on the Generate Renewal Order link.

   ▪ To adjust the conditions of renewal order generation, click the Renewal Settings link.

Note: If one of your subscriptions has expired, it is not shown in the list of subscriptions, but you can still renew it by paying a renewal order. Such a renewal is possible during a subscription expiration period. To view whether you have such renewal order, click on the Billing History link. If you do not see the renewal order for an expired subscription, please contact your vendor to know about your subscription status and renewal opportunities.

Requesting Subscription Termination

It you would like to terminate your subscription before expiration date, you can request your vendor.

It is not possible to terminate a subscription manually from the Control Panel, but a termination request can be sent at any moment.

In some cases, your vendor can issue an invoice for a special terms of subscription termination.

Note: Terminated subscriptions are not refunded.

➢ *To send a subscription termination request:*

1. Click on subscription name or ID.

2. Select the Summary tab.

3. Click on the Request Subscription Termination link.

4. Fill the form that appears:

   a Type the reason you want to terminate the subscription into the Termination Reason field. This is your comment for your vendor.

   b Select the date you would like to terminate the subscription from the Terminate subscription at menus. To set the current date, click the Now button. Please note that subscriptions are normally terminated on termination date, at 24 p.m.

5. Click the Save button.

Managing Payment Methods

Parallels Business Automation - Standard supports two payment methods:

- Credit card. A customer pays by a credit card and a payment is processed in real time by one of the credit card systems available in Parallels Business Automation - Standard.

- Bank transfer. A customer pays using a bank account. Parallels Business Automation - Standard supports two bank account types: Norma 19 (Spanish banks) and DTAUS (German banks).

You can save a credit card or a bank account in Parallels Business Automation - Standard database either during payment or just for future use.

➢ *To add new payment method for future use:*

1. Click the Account tab and select Payment Methods.

2. Click the New Payment Method button.

3. Set the option button to the type of payment method and click the Next button.

4. Fill the form as this described below and click the OK button.

   Note: Mandatory items of the form are marked with asterisks.

For a new credit card, fill the following fields:

1. Type your name as it specified in your account profile into the Cardholder Name field.

2. Type the number of your credit card into the Card Number field.

3. Select the Expiration date for your credit card.

4. If you want to allow performing transactions using this credit card, mark the checkbox Allow payment by this card. If you leave this checkbox unmarked, the credit will be disabled, and transactions using this card are not allowed.

5. If you want to allow using this credit card for recurring billing (i.e., automated selection of this card as a payment method for renewal orders), mark the Use for the recurring billing checkbox. If you leave this checkbox clear, recurring payments using this credit card will be disallowed.

6. Type your Billing Address and Phone.

7. If you reside in USA or Canada, select your State from State (US or Canada) drop-down menu. If you reside in the other country, type your State, Region or Province name in the State (other countries) field.

8. Select your country of residence from the Country drop-down menu.

9. Type your zip code in the Zip code field.

10. Type your phone number including country code, area code, number, and extension in the Phone textboxes.

11. Click the OK button to save a credit card data. The updated list of credit cards appears on the screen.

Note: You can also enter your credit card directly in the HSPstore, if you select Pay Online type of paying when placing your order. Then the credit card will be added to your credit cards list automatically.

For a new Norma 19 bank account, fill the following fields:

1. Into the Account holder name field, type your name as it specified in your Parallels Business Automation - Standard account profile.

2. Type the bank account attributes into the Account Information fields:

   a Agency - the bank requisite, a four digit code identifying accounts.

   b Branch - the number identifying the Spanish bank branch where the account is registered.

   c CD - the Control Digits, the two-digit code validating the Agency, Branch, and Account Number. Control digits ensure that all the requisites are correct.

   d Account - the bank account number.

3. If available, enter the taxation identifier into the CIF field.

4. To allow using the bank account for payments, check the Allow payment by this bank account box. This setting makes sense only for Unchecked or OK statuses of a bank account (in this case, you can temporarily suspend payments by a bank account by clearing this box). In other statuses payments by a bank account are not allowed in any case, without respect to this setting.

5. Use this bank account for recurring payments. To use the bank account for recurring payments, check this box. If an account is used for recurring billing, it is automatically selected as a payment method for recurring payments like automatically generated renewal orders, for example. Parallels Business Automation - Standard automatically selects for recurring payments the first account found in database that has the OK status and allowed for payments.

For DTAUS bank account type, fill the following fields:

1. Into the Account holder name field, type your name as it specified in your Parallels Business Automation - Standard account profile.

2. Type the code of the financial institution where an account is registered into the Bank Code field.

3. Enter the bank account number into the Account field.

4. Set the bank account availability for payments in general and for recurring payments in the same way as this described for the Norma 19 account type (see above).

➢ *To clear the information about a payment method from the Parallels Business Automation - Standard database:*

1. Click the My Account tab and select Payment Methods.

2. Select the payment method you want to delete by clicking on its ID.

3. Click the Delete button.

4. The confirmation request appears on the screen. Click OK to delete the payment method.

Viewing Your Billing History

Your billing history contains the list of all documents connected with your payments.

➢ *To view Your Billing History:*

1. Click the Account tab;

2. Select the Billing History link or click Billing History icon at the dashboard.

The list of documents displays the following:

- ID - a document unique numerical identifier assigned automatically.

- Doc. Num - a document reference number.

- Document Type - the type of a document (invoice, online payment, offline payment, credit adjustment, debit adjustment).

- Status - a document current status in respect to payments application. Unpaid orders or invoices or documents paid in part have the Open status. Payments applied in part (with positive balance) have the Open status as well. Paid and processed orders as well as fully applied payments have the Completed status.

- Subscription - the subscription a document is issued for. Open orders are not assigned to any subscriptions.

- Document Date - a document issue date.

- Document total - a document total amount.

- Document Balance - the unpaid part of a document amount (for invoices, orders, and debit adjustments) or unused amount (for payments and credit adjustments).

Note: To view details of a particular document or pay a n open document click its name or ID.

Paying Your Orders and Invoices

Orders are issued in the following cases:

- When you order services in online provider store an order is created . You can pay this order right away or pay it later, from your Control Panel;
- When a renewal order is created (automatically or on demand, depending on subscription renewal settings).

Unpaid invoices can appear in the following cases:

- If services were provided on credit;
- If resource overusage has took place;
- If an invoice was paid after due date (in this case a special penalty invoice is being issued).

You can pay orders or invoices (or apply payment to debit adjustments) from your Control Panel by a credit card, by bank account, or use your previous payments with positive balance (if any). You can save credit card or bank account data and use these payment methods in future.

➢ *To pay a particular document or several documents at once:*

1. Click the Account tab and then select Balance.

2. If one or more unpaid documents exist, they are enlisted on the Balance screen and you can pay one or all or some of them by a credit card or bank transfer. To this effect, check the box(es) next to document(s) you want to pay and click the Pay Documents by New Payment button. The total amount of the payment will be equal to the total amount of the payables you have selected and this payment will be automatically applied to payables.

➢ *To pay a document:*

1. Click the Account tab.

2. Select Billing History. The list of all financial documents appear on the screen.

3. Click on the document you want to pay. The selected document details appear on the screen.

4. Click the Pay button.

5. Click one of the buttons with the payment type indicated (in common case, one of the following):

   a Pay Online to pay an order with a credit card (if you select this, proceed with step 6);

   b I will Pay Offline to pay an order by check, by Tele-Transfer, or by phone (depending on which off-line payment system available at the moment). The Confirmation screen appears (proceed with step 7);

   c Use Previous Payments to apply positive balance of your previous payments to an order. The Confirmation screen appears;

6. Enter the credit card data or select one of your credit cards stored in Parallels Business Automation - Standard database and click the **Process** button;

7. On the **Confirmation** screen click the **Back to Control Panel Home** button.

Your orders can be in one of the following states:

- *Open.* An Order was not paid yet or an Order was paid in part.

- *On Payment.* An order is being paid at the moment.

- *Pending.* An Order was paid. However the services ordered were not provided in the full scale.

- *Paid.* An Order was paid. However no attempts have been made to use the services ordered.

- *Completed.* Order was paid. All the ordered services were provided.

- *Cancelled.* Each Order has a certain "validity period". If an Open Order was not paid before validity period expired, such an Order becomes Cancelled.

➢ *To pay an order online:*

1. Click the **Account** tab;

2. Select **Orders** . The list of orders appears on the screen;

3. Click on the order you want to pay. The selected order details appear on the screen;

4. Follow the steps 4 - 7described above to pay the selected order.

Entering Arbitrary Online Payment

If you would like to put an arbitrary amount on your Account balance, for example to use this amount in future to pay invoices or renewal orders, you can enter an abstract online payment, which is not bound to any of unpaid documents existing for your account. Such online payment can be entered using one of your credit cards (registered for your account or a new one) or by a bank transfer.

Note: An abstract payment can be entered and saved with its positive balance only in case there are no unpaid documents for your account. If unpaid documents exist, then this payment will be automatically applied to unpaid documents.

➢ *To enter an arbitrary online payment:*

1. Click the Account tab.

2. After the My Account dashboard appears on the screen, click the Balance icon.

3. When your Account balance statistics appear, click the Make Payment button.

4. Enter the amount you want to add into the form that appears.

5. Click the Make Payment button.

6. Select the payment method (you can pay by a credit card or bank transfer).

7. Confirm the payment by clicking on the credit card payment gateway or bank transfer button.

8. Select a credit card to pay by or confirm your bank account.

9. Confirm payment.

After your payment is accepted and processed, the relevant online payment document will appear in your Account Billing History.

C H A P T E R   4

Managing Your Container

Your system behaves just like an isolated stand-alone server. You can buy more disk space, register domains, add IP addresses, and install additional applications. This chapter describes how to manage your system and upgrade Hosting Plans you subscribed for.

In This Chapter

Stopping and Starting Your Container

Your server can be started or stopped if you subscribed for Virtual Hosting only. Shared Hosting does not allow starting or stopping your server.

➢ *To start or stop your server:*

1. Click the System tab.

2. Select Server Info. The most general information about your server appears on the screen.

3. Click the Stop server or Start server button. The screen reloads with the new server status.

The Server Info screen displays the following:

- **Server Status**. Current status of your server. Can be Stopped (Stopping), Running (Booting), or Repairing.

- **Hosting Plan**. This link points to your Control Panel Upgrade Center.

- **IP address**. The IP address(es) assigned to your server.

- **Resources**. The total allowed disk space and CPU usage (the relative "weight" of your server, it gains a certain CPU guarantee in accordance with its weight).

- **Default hostname**. The hostname your server is currently referred to in your Control Panel.

Operating Your Container in Repair Mode

Repair operation is used to recover your Container if it occurs to be out of order, for example, it cannot be started. This mode means that a new Container is temporarily created from scratch with the same network and other parameters as the broken Container, and the root directory of the broken Container is mounted as /repair into the newly-created Container.

In repair state, you get a file access to your server (to backup critical data or edit configuration files).

➢ *To bring your system in repair mode:*

1. Click the System tab.

2. Select Server Info. The most general information about your server appears on the screen.

3. Click the Switch Virtual Private Server to repair mode link. The screen reloads with Repair server status.

In the repair mode, you should connect to the new Container via ssh using the network and login parameters of the broken Container, go to the /repair directory, and perform one of the following actions:

▪ Find the personal data that need to be saved and copy it to a safe location elsewhere. Do not copy your personal data directly into your new Container, as it will be deleted once you exit the repair mode.

▪ Identify the source of the problem and *manually* correct it.

➢ *To start your server from repair mode:*

1. Click the System tab.

2. Select Server Info.

3. Click the Stop server button. The screen reloads with the 'Stopped' server status and the Start server button;

4. Click the Start server button. The screen should reload with the 'Booting' and after a few seconds with the 'Running' server status.

Managing Databases

This section advises how to:

- Create MySQL database;
- Upload a database dump file;
- Launch phpMyAdmin for your database.

MySQL is an open source relational database management system (RDBMS) that relies on SQL for processing the data in the database. MySQL provides APIs for the languages C, C++, Eiffel, Java, Perl, PHP and Python. A relational database stores data in separate tables rather than in one big table. A database management system allows you to add, access, and process data stored in a SQL database.

phpMyAdmin is a tool written in PHP intended to handle the administration of MySQL over the WWW. Currently it can create and drop databases, create/drop/alter tables, delete/edit/add fields, execute any SQL statement, manage keys on fields.

Note: To create MySQL databases you need the MySQL installed. To manage your MySQL databases using the phpMyAdmin you need the PHP installed. To check your applications, click the System tab and select Applications.

➢ *To create MySQL database:*

1. Click the System tab;

2. Select Databases. The list of MySQL default databases (typically, mysql and test) appears on the screen;

3. Click the New Database button. The New database form appears on the screen;

4. Fill the form: type the new database name in the Database name textbox;

5. Click the Update button. The form for a new database user appears on the screen;

6. Fill the form:

   a You can grant access to a new database for an existing MySQL user: set the option button to Select existing User and select a user from drop-down menu;

   b You can create a new database user: set the option button to Create new user and type a new user name and password;

7. Click the Update button. The screen reloads with the list of a new database users.

➢ *To upload a database dump:*

1. Click the System tab;

2. Select Databases. The list of MySQL databases appears on the screen;

3. Click on the name of the database you want to upload a dump file. The list of database users appears on the screen;

4. Click on the Database Content tab. The database content appears on the screen.

5. Click the Upload MySQL Dump File. The form appears.

6. Locate the dump file, set the option button to one of the variants:

    ▪ File inside a Container if a dump file is already uploaded inside your System. In this case, please type the full path to the dump file inside your System.

    ▪ Upload a file if a dump file is not uploaded inside your System (on your local computer or somewhere else). You can either type the path or click the Browse button and locate the file.

7. Click the OK button.

Note: In case an error occurred during dump file parsing, the process stops and you can get the database uploaded only partially. After you correct errors that provoke a failure, please do not forget to delete the uploaded part of database to avoid any problems with re-uploading.

➢ *To add users to existing MySQL database:*

1. Click the System tab;

2. Select Databases. The list of MySQL databases appears on the screen;

3. Click on the name of the database you want to add a user for. The list of database users appears on the screen;

4. Click the New User button. The New User form appears on the screen;

5. Fill the form:

    a Type the new user name in the User name textbox;

    b Type the user password;

6. Click the Save button. The screen reloads with the updated list of database users.

➢ *To view the database content:*

1. Click the System tab;

2. Select Databases. The list of MySQL databases appears on the screen;

3. Click on the name of the database you want to view.

4. Select the Database Content tab.

The list of MySQL database tables displays the following:

▪ Table. The name of a database table.

▪ Rows. The number of rows in a table.

▪ Type. The type of MySQL table. Please refer to the MySQL Manual (http://www.mysql.com/doc/en/Table_types.html) for detailed description of MySQL table types.

▪ Size. The size of MySQL table.

➢ *To manage your MySQL databases using phpMyAdmin:*

1. Click the System tab;

2. Select phpMyAdmin. The Add phpMyAdmin User form appears on the screen;

3. Fill the form:

    a You can type the user name (like john or dbadmin) in the phpMyAdmin user name textbox or you can leave the default user name phpmyadmin;

    b Type the phpMyadmin user password in Password textbox;

4. Click the Create phpMyAdmin user and Launch phpMyAdmin button.

After at least phpMyAdmin user is created, you can connect to phpMyAdmin.

How to Add or Remove Applications

This paragraph describes how you can add applications or remove applications installed in your server. Please note that this is not an upgrade, this is just management of the set of applications included in the Hosting Plan. If you need an application that is not included in your Hosting Plan, you should upgrade your Hosting Plan or change it.

Normally, Hosting Plans provide the set of applications included in Hosting Plan price (it is not possible to declare one of such applications when subscribing to a Hosting Plan) and the set of optional applications (at an additional fee) you can select or not. Optional applications included in the Hosting Plan but not selected on subscription (in Provider online store) can be installed later, if needed.

When you start managing your server using Control Panel, you can uninstall any application (both included or optional). In this case, the sum paid by you for the optional application is refunded, and you will receive a credit adjustment. Included applications are not refundable, but you can install them back at any time without any additional fees. And installation of optional applications always calls for special order and payment.

Note: You can add only the uninstalled applications from the set included in your Hosting Plan.

➢ *To add Applications:*

1. Click the System tab.

2. Select the Add Applications link. The list of applications included in your Hosting Plan but still not installed appears on the screen.

3. Select the Application to be installed by marking the checkbox at the application name.

4. For selected applications, you can make upgrade settings. Mark the checkbox in the columns:

   a Notify for upgrades to receive an e-mail notifications about upgrades available for an application.

   b Upgrade application automatically to upgrade an application automatically as soon as appropriate upgrades are available, without any notifications.

5. Click the Next button. The itemization of applications ordered appears on the screen.

6. Select the payment method:

   a Mark the Use previous payments option button if you want to use your positive account balance. Click the Finish button.

   b Mark one of the active credit card option buttons if you want to pay online. Click the Finish button.

   c Mark the Pay later option button if you want to pay this order later in the Account section of the Control Panel. Click the Finish button.

   d If you have neither active credit cards nor positive account balance, just click the Finish button to confirm your order, but you should pay for it later in Account section of the Control Panel.

Note: You can add applications via the System tab -> Add Application button. Follow the steps 3 - 9 described above.

➢ *To remove Applications:*

1. Click the System tab;

2. Select the Applications link. The list of applications installed in your private server appears on the screen;

   Note: Next to an application you can see its version specified for the Container based on the non-EZ OS template. All the applications included into the EZ OS templates are listed version-free as these are the latest versions available in the repository.

3. Click on the application name you want to uninstall. application General Info appear on the screen;

4. Click the Uninstall button. The screen reloads with updated list of applications (without the removed one).

Note: Applications with Embedded in System status can be stopped, but not removed.

Upgrading Applications/OS

This article advises you on the upgrading procedure for the applications bought as part of your Hosting Plan.

HSPC is shipped with applications and OS of two different configuration types. This difference does not effect their quality performance but is reflected in the way they are upgraded. The applications/OS of the first type have their versions specified. Their upgrade procedure runs as follows:

1. Click the System tab and then click the Upgrade Applications link. The list of applications available for upgrade in your Hosting Plan appears on the screen;

   Note: Absence of the Upgrade Applications link in the Applications section means that no upgrades are available for your Hosting Plan.

2. Choose the template you wish to upgrade by marking the checkbox at its name, select the target version in the New version drop-down menu and click Upgrade. The template current version is provided under the Current version heading.

The second-type applications/OS are listed without their versions which is accounted by their configuration particularities. To upgrade these applications:

How to Add or Free Resources

This paragraph describes, which parameters of your private server can be changed and how.

You can change the following parameters of your server:

- Total amount of monthly network traffic;
- Disk space available for server during subscription period;
- Number of static IP addresses (allocated permanently for a server);
- Number of dynamic IP addresses (allocated for a server when it is running). After a server shuts down such IP addresses will be released. When a server starts again it usually receives dynamic IP addresses back;
- Maximal number of mailboxes you can create (this restriction is imposed for shared hosting only; you can check your hosting plan type in subscription summary);
- CPU usage. The relative "weight" of a server. All servers gain a certain CPU guarantee in accordance with their weights.
- Number of websites. The maximal number of websites you can create.
- Number of databases. The maximal number of databases you can create using your Control Panel.
- Number of backups. The maximal number of server-side backups you can create.
- Total size of all backups. The total size used for your server-side backups.

If you buy additional resources, you place an order and pay it. If you free resources, the appropriate sum will be added to your account balance (credit adjustment will be issued).

➢ *To add or free resources to your server:*

1. Click the Account tab;
2. Click the Buy Resources link. The current parameters of your server appear on the screen;

   Note: The maximal and minimal allowable values, current value, and price per additional unit are indicated for each parameter.

3. Select the new values on the relevant drop-down menus;

   Note: If your Hosting Plan has been set for an upgrade by blocks, you can only choose 1 unit or the number of units multiplied by the block value plus 1.

4. Click the Next button. Itemization of released or added resources appears on the screen. Mark the I accept all the terms of User Agreement checkbox. Click the Place Order button;

   Note: You can get acquainted with the text of User Agreement by clicking the User Agreement button.

5. If you ordered more resources then the Payment screen appears with payment types available at your provider at the moment (proceed with step 6). If you had released resources, the Confirmation screen appears (proceed with the step 8);

6. Click one of the buttons with the payment type indicated (in common case, one of the following):

   a   Pay Online to pay an order with a credit card (if you select this, proceed with step 7);

b   I will Pay Offline to pay an order by check, by Tele-Transfer, or by phone (depending on which off-line payment system available at the moment). The Confirmation screen appears (proceed with step 8);

c   Use Previous Payments to apply positive balance of your previous payments to an order. The Confirmation screen appears (proceed with step 8);

7.   Enter the credit card data or select one of your credit cards stored in Parallels Business Automation - Standard database and click the Process button;

8.   On the Confirmation screen click the Back to Control Panel Home button.

How to Upgrade Your Hosting Plan

If you need more applications than your current hosting plan includes, you can upgrade your hosting plan or change it. In this case, all the applications installed with your old hosting plan will be removed, and the set of applications (at the other prices) that correspond to the new hosting plan will be installed. If you upgrade to the cheaper hosting plan, then the price difference will be refunded (credit adjustment will be issued for your account).

➢   *To upgrade your Hosting Plan:*

1.   Click the Account tab;

2.   Click the Change Hosting Plan link. The list of hosting plans you can upgrade to appears on the screen;

3.   Set the option button to the hosting plan you want to upgrade to;

4.   Click the Next button. The itemization of applications included in the new hosting plan appears on the screen;

5.   You can select optional applications by marking the checkbox(es) at application(s) name(s), if you want to Upgrade applications automatically mark the corresponding checkbox;

6.   Click the Next button. The itemization of services included in the selected hosting plan appears on the screen. You can change the resources values. Mind that the page does not appear if you have never bought additional resources and resources limits in the new plan are greater or equal than limits in the current subscription.

Note: If the resources downgrade may cause failures of the services you already use (number of current websites exceeds the selected or number of mailboxes is lower that the number of already created ones), you will be prompted about this.

7.   Mark the I accept all the terms of User Agreement checkbox;

Note: You can get acquainted with the text of User Agreement by clicking the User Agreement button.

8.   Click the Place Order button;

9.   If you selected more expensive hosting plan, then the Payment screen appears with payment types available at your provider at the moment (proceed with step 10). If you selected the cheaper hosting plan, the Confirmation screen appears (proceed with the step 12);

10. Click one of the buttons with the payment type indicated (in common case, one of the following):

a   Pay Online to pay an order with a credit card (if you select this, proceed with step 11);

b I will Pay Offline to pay an order by check, by Tele-Transfer, or by phone (depending on which off-line payment system available at the moment). The Confirmation screen appears (proceed with step 12);

c Use Previous Payments to apply positive balance of your previous payments to an order. The Confirmation screen appears (proceed with step 12);

11. Enter the credit card data or select one of your credit cards stored in Parallels Business Automation - Standard database and click the Process button;

12. On the Confirmation screen click the Back to Control Panel Home button.

Checking Resource Usage

You can view traffic and disk space usage (both current values and statistics) for the server that corresponds to the currently selected subscription. Traffic usage is calculated from the beginning of month. Disk space usage is tracked actually.

We recommend to check the resource usage regularly.

Note: The Resource Usage tab is available only if your server is in 'Running' state.

➢ *To view the resource usage statistics for your server:*

1. Click the System tab and then click Server Info. The general information about your server is displayed.

2. Click View Current Resources Usage. The current values of traffic, disk space, and CPU usage appear.

3. Click the Resources Usage link in the left menu pane. The diagrams demonstrating the current traffic and disk space usage appear on the screen;

1. You can click the Hard Disk statistics or Traffic statistics tab to view the resource-usage reports for different periods of time. Resource-usage statistics graph appears on the screen:

a Select the resource (traffic, or disk space) from the Resource drop-down menu;

b Select the period of time you want to have the report from the Start and the End sets of drop-down menus;

c Select the graph detalization (show resource usage for every hour, or day, etc.) from the Details drop-down menu;

d Click the Submit button.

Backing Up and Restoring Your System

You can back up all the non-shared data stored in your system.

In general, two variants of backup are available: client side backup (stored on your computer) and server side backup (stored on the physical server, i.e., the computer where your system is actually hosted). The client side backup is always available. But your Provider can allow or deny creation of backups on the physical server (server side backup). If the server side backup is not allowed, this variant will be absent at Backup and Restore screen. You can clarify server-side backup issue with your Provider.

In the case of client side backup, you can select the particular user directories (for example, user home directory, user mailbox etc.). Thus, client side backup is available for running the running system. You can have unlimited number of client-side backups (files are stored on your local computer and data transfer is subject to your network quota).

In the case of server side backup, all the system data (including system files) are being saved. And the number of server-side backups allowed is subject to your Hosting Plan.

➢ *To back up your system on your local computer:*

1. Click the System tab;

2. Select Backup and Restore. The Backup and Restore dashboard appears on the screen. The screen displays the available variants of restore and backup and existence of backup files for your system;

3. In the Client Side Backup and Restore part of the screen, select what to back up (click on the relevant link):

   ▪ Back up a user directory. In this case, proceed with Step 5;

   ▪ Back up all the users' directories. In this case, proceed with Step 6;

   ▪ Back up a custom directory. In this case, proceed with Step 4;

4. If you selected a custom directory backup, type the directory you want to back up. Proceed with step 7;

5. If you selected to back up a user directory, then from the User name drop-down menu, select a user, which you want to back up a directories for. Proceed with step 6;

6. If you selected a user directory or all users' directories backup, select the data to back up:

   a You can mark the User's home directory checkbox to back up the data stored in a user's home directory;

   b You can mark the Mail spool area(s) to back up the user's mailboxes;

7. Click the Next button. The description of directories selected for backup appears on the screen;

8. To confirm the backup creation, click the Create Backup button.

> *To restore your system from your local computer:*

1. Click the System tab;

2. Select Backup and Restore. The Backup and Restore dashboard appears on the screen. The screen displays the available variants of restore and backup and existence of backup files for your system;

3. In the Client Side Backup and Restore part of the screen, click on the Restore a directory from a backup stored on your computer link. The form to enter a backup location appears on the screen;

4. Type the path to a backup file on your local computer in the Upload field or click the Browse button to locate a backup file;

5. Click the Restore button.

> *To back up your system on the Provider's server:*

1. Click the System tab;

2. Select Backup and Restore.

3. On the Backup and Restore screen that appears click the Server Side Backup and Restore tab. The list of server-side backups (if any) appears.

   Note: The number of server side backups allowed is defined in your Hosting Plan. To have more backups, you need to upgrade your subscription.

4. Click the Create Backup button. Backup creation starts. It may take some minutes. Please, click the Refresh link at the upper-right corner of the screen to see the actual state of affairs.

> *To restore your system from the server side backup:*

1. Click the System tab;

2. Select Backup and Restore.

3. Click the Server-Side Backup and Restore tab. The list of all server-side backups appears on the screen.

4. Select the backup to be restored by checking the box next to the backup file ID.

   Note: If you are restoring your system, all your current system data will be lost since it will be replaced with backup. Your system will be restarted during the process of restoring.

5. Click the Restore button.

C H A P T E R   5

Managing Your Domains

The Parallels Business Automation - Standard Control Panel provides the considerable set of domain management tools:

- Register new, or delete domains, reassign IP address.
- Create subdomains in the existing domains, rename subdomains.
- Edit a domain zone file (on page 64)

In This Chapter

Operating Domains

To view domains registered for your system:

1. Select **All My Domains** from the **Subscription** selector at the top of the Control Panel.

2. Select **All My Domains** tab. The list of domains appears on the screen.

The list of domains displays the following:

- **Domain**. Domain name;
- **IP Address**. The IP address (if any) that correspond to domain name;
- **Registered**. Whether a zone file was created for a domain, i.e., whether a domain is registered (green tick) or not (red cross).

➢ *To delete a domain:*

1. Click on the name of the domain you are going to delete. Domain properties appear on the screen;

2. Click the **Delete** button.

➢ *To add domain (register new or transfer) or add a subdomain:*

1. Click the **Add Domain** button. The domain registration wizard starts;

2. Please, select one of the variants for domain registration and click the **Next** button;

3. Follow the domain registration wizard.

Creating Subdomains

➢ *To add a sub-domain to a registered domain:*

1. Select **All My Domains** from the **Subscription** selector at the top of the Control Panel.

2. Select **All My Domains** tab. The list of domains appears on the screen.

3. Click **Add Domain**.

4. Fill the form that appears:

   a Select the **Create a subdomain** option.

   b Type the sub-domain name into the Domain field and select the domain name.

   c Assign the newly created hostname (i.e., a sub-domain) to one of your subscriptions. To do this, select the subscription from the Used by subscription list.

5. Click the Save button.

You can leave the new hostname unassigned and do this later. To this effect, you will need to select a domain, click the Hostnames tab, and select (click on it) the needed hostname from the list. However, if you want to refer to one of your systems by the new hostname, it is necessary to assign this hostname.

Editing a Domain Zone File

The DNS data is represented as DNS records in a zone data file, and these files are handled by the name server. There are a number of different kinds of DNS records, each suited to a specific kind of data.

The set of records in a zone file defines a domain properties and allows locating over the Internet all of the sub-names and/or computers containing under the organizational domain name.

Warning: If you are not sure about which changes are needed for a domain zone file, please do not change anything.

➢ *To view or edit a domain zone file:*

1. Select All My Domains from the Subscription selector at the top of the Control Panel.

2. Select All My Domains tab.The list of domains appears on the screen.

3. Select a domain you want to edit a zone file and then select the DNS Zone tab.

Adding DNS Records (A, AAAA, CNAME, MX, NS, SRV, TXT)

The most common types of DNS records are:

- SOA record. Defined by provider and read-only. The SOA (*start of authority*) record is the most crucial record in a DNS entry. It conveys more information than all the other records combined. This record is called the *start of authority* because it denotes the DNS entry as the official source of information for its domain.

- Address records (A) that map the name of a machine to its numeric IP address. In clearer terms, this record states the hostname and IP address of a certain machine. To "resolve" a hostname means to find its matching IP address.

- IPv6 address records (AAAA) that map a hostname to its 128 bit IP address (IPv6 address). This record states that all requests for a hostname will be sent to a server with this IP address.

Note: IPv4 and IPv6 resource records can be freely mixed in the zone file if host is running dual (IPv4 and IPv6) addressing.

- CNAME records allow a machine to be known by more than one hostname. There must always be an A record for the machine before aliases can be added. The host name of a machine that is stated in an A record is called the canonical, or official name of the machine. Other records should point to the canonical name

- MX (Mail eXchanger) resource record identifies the mail server that is responsible for handling e-mails for a given domain name. When more than one MX record is entered for any single domain name that is using more than one mail server, the MX record can be prioritized with a preference number that indicates the order in which the mail servers should be used. This enables the use of primary and backup mail servers, which makes mail delivery more reliable. Please, keep in mind the following rules about MX records:

  - MX record must point to hosts defined by A records, not CNAMEs.

  - MX record cannot point to IP addresses.

  - If you create a single MX record, the priority doesn't matter If you create multiple MX records, your primary mail server must have the lowest preference.

- Name Server records (NS) state the authoritative name servers for the given domain. There must be at least two NS records in every DNS zone.

- SRV-records are used to specify the location of a service. They are recently were used in connection with different directory servers such as LDAP (Lightweight Directory Access Protocol). In addition, SRV records can be used for advanced load balancing and to specify specific ports for services - for example that a web-server is running on port 8080 instead of the usual port 80 (theoretical example - this is not yet supported by any major browsers). The "service location" is specified through a target, priority, weight, and port:

  - Target is the domain name of the server (referencing an A-record).

  - Priority is a preference number used when more servers are providing the same service (lower numbers are tried first).

  - Weight is used for advanced load balancing.

  - Port is the TCP/UDP port number on the server that provides this service.

- TXT records - strictly informational, not functional. Used to provide up to 255 characters of free form text (quoted string). Provides the ability to associate some text with a host or other name.

The form for resource records input is organized as follows:

- Enter a record subject into the Name field.
- Enter a record time-to live in seconds into the TTL field.
- Select a record type from the Type drop-down menu.
- Enter priority (for MX or SRV record only) into the Priority field.
- Enter the rest of a record in one string, in the same way as a record is entered in zone file into the Value field.

Disabling a zone:

The Disable zone button serves for removing a zone from your vendor name servers. A disabled zone stays in vendor database and can be Enabled, i.e., restored on your vendor name servers at any moment. Important: If a zone is kept on a remote name server that does not belong to your vendor DNS, this zone MUST be disabled.

➢ *To add a DNS record to a zone file:*

1. Select the DNS Zone tab. The list of DNS records appears.

2. Click the New Record button.

3. Fill the form that appears:

   a You can type the sub-domain name into the Name field. Since the form we are talking about is designed for adding different types of records, we can say that the Name field should contain the subject of the query, e.g., the address you want to use as your Internet e-mail address (for MX record), or the alias name (for CNAME record), etc. However, to avoid any mistakes, please remember that:

   - If you leave the Name field empty, the record will affect just the original domain name, not a sub-domain. In this case, after you save the record you will see the @ symbol in the record name column.

   - If you type the @ symbol into the Name field, this will mean the same as described above.

   - If you type the sub-domain with the trailing dot into the Name field (e.g., *subdomain.domain.com.*) the record will affect the sub-domain named *subdomain.domain.com.*

   - If you type the sub-domain without the trailing dot into the Name field, (e.g., *subdomain.my*), the domain name indicated in this record (i.e., the contents of the Host field for example, *domain.com*) will be automatically appended to the record name and, as a result the record will affect the sub-domain named *subdomain.my.domain.com.*

   b Into the TTL field you can type in seconds how long other name servers should cache, or save, this record (TTL is short for time-to-live). For example, the 86400 value corresponds to one day.

   Note: The minimal default TTL for all the resource records containing in the zone file is indicated in the SOA record. And this default TTL can be re-defined for every record containing in the zone file. Thus, if you leave the TTL field empty, then the default minimal TTL will be applied to this record.

c Select the type of the resource record (A, NS, MX, CNAME, TXT, SRV, or AAAA) from the Type drop-down menu. Please see the short description of the record types in the beginning of this section. For more information, please refer to the DNS documentation, for example, you can look at the Web (http://www.dns.net/dnsrd).

d The Priority field is needed to add MX and SRV records, namely, to specify a mail server priority. Thus, this field becomes active only in case you have selected the MX record type from the Type drop-down menu. Mailers attempt to deliver to the mail exchanger with the lowest preference value (highest priority). This seems a little counterintuitive at first - the most preferred mail exchanger has the lowest preference value. But since the preference value is an unsigned quantity, this lets you specify a "best" mail exchanger at preference value 0. Generally, the mailer priority is the digit within the range from 0 to 65535. If delivery to the most preferred mail exchanger(s) fails, mailers should attempt delivery to less preferred mail exchangers (those with higher preference values), in order of increasing preference value. That is, mailers should try more preferred mail exchangers before they try less preferred mail exchangers. More than one mail exchanger may share the same preference value, too. This gives the mailer its choice of which to send to first. The mailer should try all the mail exchangers at a given preference value before proceeding to the next higher value, though.

e In the Value field you should indicate the answer to the query. Records are always read from left to right, with the subject to be queried about on the left and the answer to the query on the right. For example, for MX record you should indicate the mail server name, for CNAME record - the canonical name of the machine indicated before in the relevant A record, etc.

f You can add a free-form comment into the Comment field.

1. Click the Save button.

Examples:

- To add the **A record** looking like:

  `first.mydomain.com. IN A 192.168.40.34`

  which means that the `first.mydomain.com` domain is mapped into the `192.168.40.34` IP address you should indicate the following in the form fields:

  - `first.mydomain.com.` in the Name field (do not forget the trailing dot)

  - select A from the Type drop-down menu

  - type the IP address `192.168.40.34` into the Value field

- To add the **CNAME** record looking like:

  `mail.first.mydomain.com. IN CNAME first.mydomain.com.`

  which means that the `first.mydomain.com` machine is also can be called as `mail.first.mydomain.com` you should indicate the following in the form fields:

  - `mail.first.mydomain.com.` in the Name field (do not forget the trailing dot)

  - select CNAME from the Type drop-down menu

  - type the canonical name `first.mydomain.com.` into the Value field.

Note: Remember that there must always be an A record for the machine before aliases can be added.

- To add the **MX** record looking like:

  ```
  mydomain.com. IN MX 10 mail.first.mydomain.com.
  ```

  which allows your e-mail address to be "user@mydomain.com" rather than "user@mail.first.mydomain.com", specify the following in the form fields:

  - `mydomain.com.` in the Name field (do not forget the trailing dot)

  - select `MX` from the Type drop-down menu

  - type `10` into the Priority field

  - type `mail.first.mydomain.com.` (your mail server name) into the Value field

- To add the **NS** record looking like:

  ```
  first.mydomain.com. IN NS ns3.mydomain.com.
  ```

  that declares the `ns3.mydomain.com` as the authoritative name server for the `first.mydomain.com` domain, specify the following in the form fields:

  - `first.mydomain.com.` in the Name field (do not forget the trailing dot)

  - select `NS` from the Type drop-down menu

  - type `ns3.mydomain.com` in the Value field.

- To add the **SRV** record looking like:

  ```
  _http._tcp.example.com     86400     IN     SRV     0     5     5060
  httpserver.example.com.
  ```

  that points to a server named httpserver.example.com listening on TCP port 80 for HTTP protocol connections. The priority given here is 0, and the weight is 5, specify the following in the form fields:

  - `_http._tcp` in the Name field.

  - `86400` in the TTL field

  - select `SRV` from the Type drop-down menu.

  - Type `0 5 5060 httpserver.example.com.` into the Value field.

- To add a **TXT** record looking like:

  ```
  example.com IN 86400 TXT "Hostname used for examples only"
  ```

  that specifies the example.com hostname as an example hostname, enter the following values into the form fields:

  - `example.com` into the Name field.

  - `86400` in the TTL field

  - select `TXT` from the Type drop-down menu.

  - Type `"Hostname used for examples only"` into the Value field.

Note: There also must be an A record in your DNS for each machine you enter as a name server in your domain. There must be at least two NS records in every DNS entry.

Managing PTR Records

The access to PTR records management is granted by your vendor. If Reverse DNS option is hidden, contact your vendor.

To manage PTR records, click Reverse DNS.

PTR (pointer) records are the reverse of A records: whereas the latter maps names to addresses, PTR addresses map addresses to names. PTR records are not stored in the main zone database for mydomain.com, but in another database which covers reverse lookups. There is a special domain set aside for reverse lookups: `in-addr.arpa`. PTR records reference addresses with respect to this zone. In practice, this means that when creating a PTR record, the numerical address is reversed and followed by "in-addr.arpa." So the PTR record for the IP address `192.168.40.34` would refer to it as `34.40.168.192.in-addr.arpa`.

Below is the example of the reverse zone:

```
40.168.192.in-addr.arpa. IN SOA ns1.mydomain.com. root.mydomain.com. (
2004031101    ; Serial
10800         ; Refresh
3600          ; Retry
3600000       ; Expire
86400 )       ; Minimum
;
34 IN PTR first.mydomain.com.
```

PTR records are created automatically for every IP address assigned to a Container. If a Container has several domains assigned, then PTR records are created only for default domain, so every IP has only one PTR record.

PTR record that points to a Container default domain name is created for default IP address only.

For non-default IP addresses PTR record is auto-generated according to the rule: an IP address converted into four hex values is appended before default domain name to get a unique record. For example, for IP address 10.26.141.37 the domain name in PTR record will look as 0a1a8d25.domain.com, where domain.com is a Container default domain name. This rule ensures that IP points to unique domain name, which allows avoiding possible rejection of mail by anti-SPAM systems.

Note: A records for non-default IP addresses are created similarly as PTR records: an IP address converted into four hex values is appended before default domain name to get a unique A record.

For security reasons, on IP address release, all PTR records created for this IP address are removed automatically.

The list of PTR records displays the following:

- Name. The name of reverse DNS zone.
- TTL. How long in seconds the other name servers should cache, or save, this record (TTL is short for time-to-live).
- Type. DNS Record type.
- Value. The record value, which is the domain name the IP address points to.

▪ **Comment**. Comment to the record.

To add a new PTR record, click **New Record**.

To delete PTR record(s), put a tick in the box(es) next to record(s) name(s) and click **Delete**.

To edit a PTR record, click on the record name and then click **Edit**.

➢ *The PTR record settings consist of the following:*

▪ **Name**. The name of reverse zone. You can select reverse zones only for IPs that are allocated for your Container(s). It is not possible to enter the zone for an arbitrary IP here.

Note: If you edit an existing PTR record, this field is read-only.

▪ **TTL**. How long in seconds the other name servers should cache (keep saved) this record (TTL is short for time-to-live). For example, the 86400 value corresponds to one day.

▪ **Type**. The DNS record type. In this case, this can be PTR only.

▪ **Value**. The domain name.

▪ **Comment**. The short free-form comment describing the PTR record.

C H A P T E R   6

Managing Plesk Domains

The Parallels Business Automation - Standard Control Panel allows managing the Plesk domains without the need to switch to another frame. Thus, if you have several subscriptions including Virtuozzo Container and Plesk domain, you can easily switch from one to another by clicking on the Select Another System link in the Control Panel left frame.

Please, refer to the Plesk Domain Administrator's Manual for detailed description of all tasks that can be performed with your Plesk domain.

Plesk Domain Administrator's Manual is available at the Help & Support > Documentation page.

Shortly, you are provided with the following domain management capabilities:

- Create and manage subdomains
- Manage IP pool and SSL certificates
- Configure DNS zone settings for domains
- Use domain templates and virtual host skeletons designed to facilitate creation of domains
- Customize your control panel environment with skins, logo, custom hyperlinked buttons
- Access domain registration and management services, SSL certificates and domain tools offered by MyPlesk.com
- View domain reports and traffic usage statistics
- Set up domain-level user access
- Back up/restore domains
- Manage mail accounts and mailing lists, enable spam filtering and antivirus protection
- Create, edit, and delete domain web users, set up scripting capabilities
- Create, edit, and delete protected directories, manage the directory users, set up access with SSL or standard http
- Set up FTP services
- Manage databases: create, edit, and delete multiple databases and manage database users
- Deploy and manage domain applications
- Handle files and directories using the File Manager
- Access FrontPage (and FrontPage over SSL) directly from the control panel
- Manage log files and configure log rotation options
- Schedule and manage Crontab tasks
- Manage control panel and FTP user sessions
- Use the Help Desk to get technical assistance.

In This Chapter

Changing Plesk Domain Password

From Parallels Business Automation - Standard Control Panel you can change the password used to log in to the original Plesk Control Panel, which allows managing Plesk domains only. You have entered this password in the store, when subscribing for the Plesk Shared Hosting Plan.

➢ *To change the Plesk password:*

1. Click the Setup tab.

1. To change the password, click the Change Password link and type the new pasыword into the form that appears on the screen.

2. Click the Update button.

Switching Plesk Domain from Shared IP Address to Dedicated One

From the Parallels Business Automation - Standard Control Panel you can (if you have one or more non-assigned IP addresses) switch your Plesk domain to the dedicated (non-shared) IP address or (if the dedicated IP address is now assigned to the Plesk domain) reassign the shared IP address.

➢ *To switch the Plesk domain IP address:*

1. Click the Setup tab.

1. If one or more non-assigned IP addresses are available for your subscription, the Switch to Dedicated IP button will be shown on the screen. Click this button to assign the dedicated IP address to the Plesk domain.

    Note: If the current number of IP addresses in your subscription is less than the maximal number of IP addresses allowable for your hosting plan, you can buy more IP addresses in the Upgrade Center in your Parallels Business Automation - Standard Control Panel.

    If the current IP address is dedicated (i.e., the internal requests addressed to the Plesk domain come directly to the Plesk domain). In this case, the Switch to Shared IP button will be shown on the screen. Click this button to assign the dedicated IP address to the Plesk domain.

CHAPTER 7

Managing SSL Certificates

The main purpose of SSL certificate is to establish the identity of website through a trusted third party (the issuer of the certificate). Certificates are issued by Certificate Authorities.

Internationalized domain names (IDNs) are not supported for SSL certificates generation.

To manage your SSL certificates, select **All my SSL Certificates** from the **Subscription** selector located at the top of the Control Panel screen.

In This Chapter

Viewing SSL Certificates

After your SSL subscription is selected, to view all your SSL certificates, select **All my SSL Certificates** from the **Subscription** selector located at the top of the Control Panel screen.

The list of certificates displays the following:

- **Domain Name.** Domain name the certificate is issued for.
- **Status.** Certificate current status (passed by the SSL plug-in, updated in real time):
    - **Ordered.** Certificate order is placed, certificate issue request is not sent to CA yet.
    - **Pending.** Certificate issue request is sent to CA. Waiting for approval from customer.
    - **Issued.** Certificate successfully issued.
    - **Error.** Error occurred during certificate issuing. Contact your vendor.
    - **Expired.** Certificate is expired.
- **Purchase date.** The date when the certificate has been ordered.
- **Expiry date.** The date when the certificate expires. Auto-renewal settings are configured per SSL plug-in.

To manage a certificate, click on the SSL certificate domain name link.

Reissuing Certificate

After you select a certificate, you can view the certificate General settings. To change the settings, click Edit.

You can change certificate properties (approver e-mail and web server type) and re-specify the data for Certificate Signing Request (CSR) or upload a new CSR. New SSL certificate will be issued for you on renewal date of the SSL subscription.

SSL certificate General settings screen displays the following:

SSL Certificate Properties:

- Domain name. Domain name the certificate is issued for.
- Status. Certificate current status:
    - Ordered. Certificate order is placed, certificate issue request is not sent to CA yet.
    - Pending. Certificate issue request is sent to CA. Waiting for approval from customer.
    - Issued. Certificate successfully issued.
    - Error. Error occurred during certificate issuing. Contact your vendor.
    - Expired. Certificate is expired.

- **SSL Product**. The type of SSL certificate.
- **SSL Plugin**. The name of SSL plug-in used to issue the certificate.
- **Approver Email Address**. The e-mail submitted by customer for SCR. Customer receives confirmation link to this e-mail and later - the certificate.
- **Server Software Type**. The type of web server.
- **Subscription period**. SSL certificate subscription period.

SSL Certificate Dates:

- **Purchase date**. The date when the certificate has been ordered.
- **Expiry date**. The date when the certificate expires.

SSL Certificate Signing Request:

The information used for CSR generation, CSR itself and SSL certificate text:

- **Common Name (domain name)**. Domain name the certificate is issued for.
- **Email Address**. The e-mail submitted by customer for SCR. Customer receives confirmation link to this e-mail and later - the certificate.
- **Organization Name**. Name of organization that will use SSL certificate.
- **Organizational Unit Name**. Name of organizational unit that will use SSL certificate.
- **Locality (City)**. Customer city.
- **Country**. Customer country.
- **State**. Country state.
- **Bits**. RSA private key length.
- **Private Key**. RSA private key body.
- **Certificate Request (CSR)**. CSR body.
- **The contact data from the SSL certificate body are current**. The field shows whether the contacts submitted for CSR generation was not changed (Yes, current), or was updated (No, not current).
- **SSL Certificate body**. SSL certificate text.

Extended Attributes:

The information asked from the customer depending on SSL product type. The data varies depending on certificate type. Typically, organization name and contacts are asked. Additionally, specific data can be asked.

Managing Certificate Contacts

The contacts submitted for SSL certificate are taken from customer account profile: administrative, technical, and billing contacts.

The account contacts used for SSL certificate are *copied only once* at the moment when customer places SSL certificate order. From this moment, SSL contacts become a kind of a contacts snapshot used for SSL only.

Changes made to the customer account contacts do not affect SSL contacts. Similarly, changes made to SSL contacts do not affect account contacts.

Contacts update for SSL certificate is supported on certificate renewal only. If contacts are updated during subscription period, this update is saved in PBAS database only. On SSL certificate renewal, the latest SSL contacts version is sent to Certificate Authority.

To view or update an SSL certificate contact information, select a certificate and then select the **Contacts** tab.

C H A P T E R   8

Managing POA Subscription

To manage your POA subscription, select it from the **Subscription** selector located at the top of the Control Panel screen.

POA subscriptions are managed using POA Control Panel that opens in the PBAS control panel window. For details about POA Control Panel, refer to POA user documentation.

C H A P T E R   9

Managing Virtual Machine Subscription

To manage your Virtual Machine subscription, select it from the **Subscription** selector located at the top of the Control Panel screen. Then select the **System** tab.

Following options are available for Virtual Machine from PBAS control panel:

- Manage Virtual Machine using Parallels Power Panel that opens by the link from PBAS control panel; you are logged automatically without the need to enter login and password. For details about Parallels Power Panel, refer to Parallels Power Panel user documentation. To open Parallels Power Panel, click on Parallels Power Panel link at the System screen.

- Start/Stop Virtual Machine, upgrade Virtual Machine, assign more IP addresses. To do this, click **Server Info** link.

C H A P T E R 1 0

Managing Affiliate Programs

Marketing campaigns offered by your provider allow you to join your provider's affiliate programs aimed at attracting new clients. Affiliate programs contribute in provider sales while at the same time enable you to share in the additional revenues they generate.

When you join a campaign, you become an *affiliate*. Affiliates get the advertising banner source code that contains redirect URL to provider store and promote it, for example, in your blog or web page - or share on social networks. Visitors then follow the redirect URL to provider online store. If new visitors place and pay order in provider store, the affiliate that attracted a new client gets a commission. Commission is paid for first order placed by a new customer.

Campaigns commission is accumulated separately from an affiliate PBAS account balance. To make the commission monetary, an affiliate can transfer the commission to his/her PBAS account balance. The campaign sales and commission management tools are available in your Control Panel under the Account tab, the Affiliate Program section of the screen.

In This Chapter

Joining a Campaign and Getting Advertising Banner

When provider adds at least one Campaign, the Campaigns List link appears on the Account screen of the Control Panel. If no such link is shown, this means that no Campaigns are available.

➢ *To join a Campaign:*

1. Click the Account tab and then click the Campaigns List link. The list of Campaigns appears on the screen. It displays the following:

   ▪ Title. Campaign name. Click to view details or get redirect URL or join a new campaign.

   ▪ Status. Campaign status:

- ▪ 🟢 **Active**. You have already joined a campaign. To view the commission conditions or get the banner message containing the redirect URL, click on campaign title.

- ▪ 🟡 **Join now!** This is a new campaign. To join, click the campaign title.

2. Click on the title of the Campaign you want to join. The Campaign **Summary** is displayed. You can see the Campaign description and the text of Terms and Conditions.

3. Read the Terms and Conditions and if agreed, put a tick in the **I accept the Terms and Conditions** check box.

4. Click the **Join Campaign** button. The advertising banner source code (read-only) is shown. Copy it and place to your web page or share on social networks. The advertising message preview is shown below its source code.

The advertising message code will be stored together with the Campaign details and you can copy it at any moment unless your provider disables the Campaign (in this case the Campaign becomes hidden from the list and commission is not counted).

Managing Campaign Sales

If you have already joined at least one Campaign, then you can see the **Campaigns Sales** link on the **Account** screen in your Control Panel.

The Campaigns Sales includes a comprehensive set of tools for you to get affiliate sales statistics and monetize commission:

- ▪ **Summary**. View your affiliate commission, request monetizing commission.
- ▪ **Sales**. View the sales history for all the campaigns you have joined.
- ▪ **Transactions**. the list of commission transactions including commission approval and withdrawal to your account
- ▪ **Payment Requests**. View the list of commission transactions including commission approval and withdrawal to your customer account balance.

Reviewing and Managing Affiliate Commission

Campaigns commission is accumulated separately from an affiliate account balance. To make the commission monetary, an affiliate can transfer the commission to his/her account balance.

The Summary screen displays the detailed information about your affiliate balance and commission statistics:

Balance:

- **Total amount available**. Total commission amount available.
- **Amount available for withdrawal**. Commission amount available for transfer to an external payment system.
- **Total amount received for all campaigns**. Total commission amount ever received for all the campaigns you have joined as affiliate.
- **Total amount withdrawn**. Total commission amount transferred to your account balance and to your external payment system.
- **Total amount converted to account balance**. Total commission amount converted to your account balance.
- **Total amount paid via external payment system**. Total commission amount transferred to your external payment system.

To transfer the available commission amount to your account, click Process the withdrawal.

Statistics:

Here you can see commission statistics per campaign:

The name of the campaign is displayed to the left. The number of orders placed by campaign redirect and commission amount is shown to the right. If one or more campaigns were disabled by provider, then Other campaigns for all the disabled ones and total number of orders and commission amount is shown.

Viewing Sales History

The **Campaign Sales** screen displays the list of sales for all the campaigns you have joined. This information is for your reference only:

- **ID**. Sale numeric identifier.
- **Doc. Num**. Reference number of order placed.
- **Campaign**. The name of campaign.
- **Account ID**. Numeric identifier of new customer account created by visitor redirected by a campaign URL.
- **Hosting Plan**. The name of hosting plan purchased.
- **Sale date**. The date when hosting plan has been sold.
- **Complete date**. The date when order has been completed. If the field is blank, then the order is not completed yet.
- **Commission**. Commission amount.
- **Status**. Sale status:
    - **Pending**. Commission is not released yet and is not available for withdrawal or order is not completed yet.
    - **Complete**. Commission has been released and is available for withdrawal.

Viewing Commission Transactions

The **Campaigns Transactions** screen displays the list of commission transactions including commission approval and withdrawal to your account. Transactions are approved by provider. And withdrawal transactions are performed by yourself, by clicking the **Process the withdrawal** button at the **Summary** screen.

The transactions list displays the following:

- **ID**. Transaction numeric identifier.
- **Doc.Num**. Reference number of the document related to the transaction:
    - Order number. If commission has been approved by provider and now its amount is available for withdrawal.
    - Credit Adjustment number. If commission has been transferred to your account balance by means of credit adjustment.
    - Blank field, no number. If payment request has been placed. Payment requests are placed when you request commission transfer to an external payment system.
- **Amount**. The transaction amount:
    - Negative sign: Your affiliate balance has been decreased. Commission transferred to your account by means of credit adjustment.
    - Positive sign: Your affiliate balance has been increased. Commission approved and available for withdrawal.
- **Completed**. The date and time when the transaction has been performed.
- **Comment**. The transaction description and details, filled by provider.

Viewing Payment Requests

Payment requests are placed only when you request commission transfer to your external payment system, for example bank account or credit card. Payment requests are processed by provider.

When you place payment request, commission is withdrawn from your affiliate account and suspended till provider completes the request. If the payment request is cancelled by provider, the commission amount withdrawn is refunded to your affiliate account. If the payment request is declined, commission is dropped without refund.

The Payment Requests screen shows the payment payment requests history:

- **ID**. Payment request numeric identifier.
- **Amount**. The commission amount requested for transfer.
- **Open Date**. The date and time when the payment request has been placed.
- **Complete Date**. The date and time when the payment request has been processed by provider.
- **Status**. Payment request current status:
    - **Pending**. Payment request is not processed yet. Commission amount requested for transfer is withdrawn from your affiliate account balance; the amount is pending.
    - **Complete**. The requested commission amount has been monetized by provider and transferred to your external payment system.
    - **Cancelled**. The commission cannot be transferred by some reasons. Provider informs you about the reason in the Provider comment field and refunds the amount requested for transfer. You can place a new payment request later.
    - **Declined**. Payment request declined by provider. The reason for this should be shown in the Provider comment column. If payment request is declined, the commission amount is not refunded.
- **Payment instructions**. Payment instructions you have entered for for provider to transfer money. For example, payment system name and account number.
- **Provider comment**. The comment provider enters for you to explain the request processing result.

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