Parallels® Panel

Reseller's Guide

Parallels Plesk Panel 11.5

|| Parallels®

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Parallels IP Holdings GmbH

Vordergasse 59

CH-Schaffhausen

Switzerland

Phone: +41 526320 411

Fax: +41 52672 2010

Global Headquarters

500 SW 39th Street, Suite 200

 Renton, WA 98057

USA

Phone: +1 (425) 282 6400

Fax: +1 (425) 282 6445

EMEA Sales Headquarters

Willy-Brandt-Platz 3

81829 Munich, DE

Phone: +49 (89) 450 80 86 0

Fax:+49 (89) 450 80 86 0

APAC Sales Headquarters

3 Anson Road, #36-01

Springleaf Tower, 079909

Singapore

Phone: +65 6645 32 90

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Becoming Familiar with Parallels Plesk Panel

Parallels Plesk Panel offers an easy and convenient graphical user interface that enables you to start your hosting business quickly and maintain it effortlessly. With Panel, you set up your hosting offers, manage customer accounts, and do other tasks to run and grow your business. Your customers benefit from using Panel too since it gives them a complete set of tools for creating and editing their websites. For serving both resellers and customers, the Panel GUI is divided into two parts:

- *Server Administration Panel*.
  In this panel, you set up and maintain your business. Here you create hosting plans and customer accounts, manage subscriptions, and so on. For a comprehensive overview of operations available to you in the Server Administration Panel, see the section **Acquainting Yourself with the Panel Interface** (on page 7).

- *Control Panel*.

  When someone subscribes to one of your hosting plans, Panel sets up an account for the subscriber. Under this account, the customer can add domain names and mailboxes, edit website content, and carry out other hosting management routines. Customers perform these operations in a separate panel called the *Control Panel*. To learn more about operating in the Control Panel, refer to the section **Website Management** (on page 55).

So, after logging in to Panel, customers see the Control Panel while resellers see the Server Administration Panel. This is for convenience, to separate the administration of customer accounts from administration of websites and hosting services.

However, you will need to go to the Control Panel in the following cases:

- *To assist customers with performing their tasks*. In this case, you log in to the Control Panel on a customer's behalf.

- *To create and manage your own websites*. In this case, you create your own subscription and log in to the Control Panel using your account.

The links that let you log in to the Control Panel using your own and your customers' accounts are located in the list of subscriptions (Server Administration Panel > **Hosting Services** group of the navigation pane > **Subscriptions**.)

Your Panel Account and Subscriptions

When you subscribe to a reseller plan, you get a *reseller account* in Panel. This account stores your profile information and is linked to your subscription - the package of hosting resources that you lease for reselling and use for your own needs.

Your account has a unique username and a password that you use to log in to Panel. You can change these at any time. The section **Managing Your Profile** (on page 9) explains how to do it.

To allow you to easily monitor the current state of your resources and services (for example, disk space currently consumed by your account and your customers), Panel automatically calculates the resource usage and displays it to you on the appropriate pages. To learn how to track the usage of your hosting resources and services, refer to the section **Viewing Your Subscription Properties (on page 10).**

In this chapter:

Acquainting Yourself with the Panel Interface

When you log in to Parallels Plesk Panel, you see the **Home** page with a summary on allocated and used resources.

The top banner area provides the following links:

- **A link with your name.** Click this if you need to update your contact information. Find out more about updating contact information in the section **Managing Your Profile** (on page 9).
- **Log out.** This is where you close your session when you have finished working with the Panel.
- **Help.** This provides context-sensitive help with a search function.

The navigation pane on the left provides access to the following sets of functions:

- **Home.** This is where you start working with the Panel. On this page, you can see the following elements.
    - **Overview**. This widget contains information about your hosting package and provides links to the detailed information about available hosting resources and your permissions. The section **Viewing Your Subscription Properties** (on page 10) provides information that helps you understand the Panel resources and learn how to view the set of resources that you can use or sell.
    - **My Subscriptions**. This is where you see a list of your own websites hosted on the Panel server.
- **Customers.** This is where you perform operations on customer accounts. Particularly, you can accomplish the following tasks from this page:
    - Create, modify, suspend, unsuspend, and remove user accounts.
    - View traffic usage reports.
- **Domains.** This is where you view information about hosted websites and their domain names, and go to the Control Panel for managing them.
- **Subscriptions.** This is where you manage customer subscriptions to your services. Subscription is a way a customer obtains services and resources provided by a service plan.
- **Service Plans.** This is where you manage your service plans. Service plan is a set of resources and services provided to hosting service customers by means of subscriptions. There are also service plan add-ons that extend the amount of resources and services provided with a subscription.
- **Tools & Utilities**. This is where you configure and manage system services, and view resource usage statistics.
- **Profile**. This is where you fill in your contact information. Learn more about the contact information and other profile settings in the section **Managing Your Profile** (on page 9).
- **Change Password**. This is where you change your password for logging in to the Server Administration Panel.
- **Interface Preferences**. This is where you set interface language and skin. Learn more about changing Panel appearance in the section **Changing Interface Settings**.

To see information about a tool or an item on the page, place the mouse pointer over an item without clicking it, and a small tooltip box appears with supplementary information regarding that item.

The main working area on the right provides access to the tools available for the section currently selected in the navigation pane. Additional operations are accessible from the **More Actions** menus.

To navigate through Parallels Plesk Panel, you can use a path bar: a chain of links that appears in the right part of the screen, below the banner area.

To return to a previous screen, use the shortcuts in the path bar, or the **Up Level** icon in the upper-right corner of the screen.

To sort a list by a certain parameter in ascending or descending order, click on the parameter's title in the column heading. The order of sorting will be indicated by a small triangle displayed next to the parameter's title.

Managing Your Profile

Your account in Panel stores your access credentials and contact information such as e-mail, address, and phone number. Depending on how you subscribed to a Panel reseller plan, you can choose your username and password yourself or receive them from your hosting provider. To change your account password, click the **Change Password** link in the navigation pane. Your username can only be changed by your provider. If you forget your password and cannot log in to Panel, click the **Forgot Your Password?** link on the login page. Then enter your username and the e-mail specified in your contact information into the corresponding fields. When you fill in this information, Panel will send your password to the specified e-mail address.

If the contact details in your profile require updating, or you want to add or remove some of them, click the **Profile** link in the navigation pane or the link with your name at the top of the page and Panel will take you to a page where you can manage the details.

Viewing Your Subscription Properties

The number of hosting resources and services available to you for reselling or to use for your own needs is defined by your *reseller subscription*. A subscription can limit the use of a resource to a certain value, for example, allow you to consume 75 GB of disk space. Alternatively, it can allow a resource to be used without limits. In addition, the subscription defines what services you can use and what server management actions you can perform: manage DNS zones, access application catalogs, and so on.

To view the information about your subscription, click the **My resources and permissions overview** link on the **Home** page.

The subsections of this section tell you more about reseller subscription properties:

- Panel resources sold in reseller subscriptions: Section **Viewing Resources** (on page 11).
- Permissions and services: Section **Viewing Permissions** (on page 13).
- IP Addresses: Section **Viewing IP Addresses** (on page 14).

Next in this section:

Viewing Resources

This section lists Panel resources included in reseller subscriptions. To view the resources allotted for your account, go to **Home** > **My resources and permissions overview**.

Overselling policy

Defines if you can sell more resources than allocated to you with the plan. If overselling is allowed, you are governed by actual resource usage instead of initial resource allocation. If overselling is prohibited, you can create only the number of service subscriptions limited to the total amount of disk space or traffic provided to you with your plan.

Overselling is a marketing strategy based on the following scheme: a reseller, who was allotted, for example, ten gigabytes of disk space, allocates five gigabytes of disk space for each of their customers, assuming that none of them will actually use all of their allocated disk space.

Domains

The total number of subscriptions that you can create for your customers and for your own purposes.

Subdomains

The total number of subdomains that can be hosted within the subscription.

Domain aliases

The total number of additional alternative domain names that can be used for websites within the reseller subscription.

Disk space

The total amount of disk space that can be used by your own websites and sites of your customers. It includes disk space occupied by all files related to your reseller subscription: contents of websites, databases, applications, mailboxes, log files and backup files.

Traffic

The amount of data that can be transferred from the subscription's websites and FTP/Samba shares during a month.

Additional FTP accounts

The maximum number of FTP accounts used to access the files and folders hosted with a subscription.

Databases (Unix hosting)

The total number of databases that can be created on the Panel database servers and used by the subscription's websites.

MySQL databases and **Microsoft SQL Server databases** (Windows hosting)

The maximum number of MySQL and Microsoft SQL Server databases respectively that can be created on the database servers registered in the Panel and used by websites hosted with the subscription.

MySQL databases quota and **Microsoft SQL databases quota** (Windows hosting)

The maximum total amount of disk space (in megabytes) that the MySQL and Microsoft SQL Server databases respectively can occupy.

Mailboxes

The total number of mailboxes that can be hosted within the subscription.

Mailbox size

The maximum amount of disk space that can be allocated to a mailbox for storing e-mail messages and auto-reply attachment files. You will not be able to specify the bigger mailbox size in your service plans.

Mailing lists

The total number of mailing lists that can be hosted with the subscription.

Customers

The maximum number of customer accounts that you can create and serve.

Web users

The total number of personal web pages that can be hosted on the websites within subscription. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have addresses like http://example.com/~webuser.

Java applications

The total number of Java applications or applets that can be hosted on websites within the subscription

Sites published with Presence Builder

The total number of websites that can be created, published, and then edited with Presence Builder.

Mobile sites

The total number of websites that can be hosted with the UNITY Mobile online service, which optimizes sites for viewing on mobile devices.

FrontPage accounts (Windows hosting)

The maximum number of Microsoft FrontPage accounts that can be used within the subscription.

Shared SSL links (Windows hosting)

The total number of shared SSL links that can be used within the subscription.

IIS application pools (Windows hosting)

The total number of dedicated IIS application pools that can be allocated for websites created within the reseller subscription.

ODBC connections (Windows hosting)

The total number of ODBC connections that can be used within the subscription.

ColdFusion DSN connections (Windows hosting)

The total number of ColdFusion DSN connections that can be used within the subscription.

Viewing Permissions

Your permissions either denote the operations available to you as a reseller in the Panel, or define which services and privileges can be enabled in the subscriptions of your customers. If a particular permission in your reseller subscription is set to **Off**, then a service subscription will not provide the corresponding service or a privilege. A disabled permission also means that you are prohibited to perform the designated action in the Control Panel. For example, if your subscription does not provide a privilege to use Scheduler (**Scheduler management** is **Off**), then none of your subscribers will be able to use it, and neither will you.

Reseller-specific privileges (the ones that do not affect service subscriptions you create for your customers) are as follows:

- **Subscription creation in Server Administration Panel and domain creation in Control Panel.** Shows whether you can create hosting service subscriptions, add domains, create websites, and set up web forwardings.
- **Ability to use API RPC**. Shows whether you can remotely manage Web sites through custom applications. The remote API is an interface that can be used for developing custom applications integrated with Web sites, which could be used, for instance, for automating setup of hosting accounts and provisioning of services for customers purchasing hosting services from your site. To learn more, refer to the **Parallels Plesk Panel 11.5: API RPC Protocol Reference**.
- **Access to the Panel**. Shows that you can use the Panel graphical user interface.
- **Customer account creation**. Lets you create user accounts and subscriptions for your customers in the Panel.
- **Allow overselling**. Lets you set up oversell policy, meaning that you yourself can define if overselling is allowed to you or not.

Overselling allows you to sell more resources than is allocated with a plan. If overselling is allowed, a reseller is governed by actual resource usage instead of initial resource allocation. Overselling is a marketing strategy based on the following scheme: a reseller, who was allotted, for example, ten gigabytes of disk space, allocates five gigabytes of disk space for each of their customers, assuming that none of them will actually use all of their allocated disk space.

Meanings of the other permissions are the same as in the service subscriptions (on page 24).

To view the full list of your subscription permissions, go to **Home** > **My resources and permissions overview** > **Permissions** tab.

Viewing IP Addresses

To view the IP addresses included in your hosting package, go to **Tools & Utilities** > **IP Addresses**. Your IP addresses are listed and the following supplementary information is given:

- An icon in the **S** (Status) column shows ✅ if your IP address is properly configured on the network interface. If your IP address was removed from the network interface by your provider, an icon will show 🛑.

- An icon in the **T** (Type) column shows 👑 if you were allotted a dedicated IP address, and 🖥 if the address is shared among other customers of your service provider. A dedicated IP address is not used by other users, so you can use it to host either:

  - A single e-commerce website secured with Secure Sockets Layer encryption.

  or

  - A number of websites that do not need Secure Sockets Layer encryption.

  Note: Shared IP addresses should be used for hosting only non e-commerce websites.

- The **Certificate** column shows which SSL certificate (for what domain name) is tied to an IP address.

- The **FTP over SSL** column (on Windows-based servers) shows whether it is possible to use secure FTP connection (FTP over SSL) on one of the domains hosted on this IP address.

- The **Hosting** column shows a number of websites hosted on an IP address. To view the domain names of these websites, click the number in the **Hosting** column.

You can perform the following operations on IP addresses:

- Change IP allocation type. You can mark your IP addresses as shared or dedicated *before* you use them for hosting websites. This allows the Panel to distinguish between them and to not let you use a dedicated IP address for several customers at once. A dedicated IP address can be used in subscriptions of a single customer, while a shared IP address can be shared among different customers' subscriptions. Note that SSL protection with authentic digital certificates and Anonymous FTP services are available only to a dedicated hosting account on a dedicated IP address. Shared hosting accounts can also have SSL protection, but visitors of such protected sites will receive error messages in their browsers.

- Assign an SSL certificate to an IP address. This will assign the selected SSL certificate to all websites hosted on that IP address.

- Select a default website. Because users can refer to a web resource on your server by typing an IP address and there can be several websites hosted on that address, the Panel needs to know which of the sites to show in such cases. The Panel automatically assigns the first website created on an IP address as the default website; however, you can select any other website and make it default.

➢ *To change an IP address allocation type (shared, dedicated), assign another SSL certificate to an IP address, or select the default website:*

1. Go to **Tools & Utilities** > **IP Addresses**, and click the IP address you need.

2. Make the required changes, and click **OK**.

Understanding Service Plans and Subscriptions

When you start your hosting reselling business, you should define how you will offer your hosting resources and services to customers. Parallels Plesk Panel lets you organize your business by means of *service plans* and *subscriptions*.

A *service plan* is a combination of hosting resources that you sell to your customers. For example, a plan can provide customers with the web hosting service, five gigabytes of disk space on the server, and ten gigabytes of data transfers each month.

There are also *add-on plans* that let you offer additional resources and services to subscribers, such as, for example, an additional gigabyte of disk space.

When customers want to host a website on a Panel-managed server, they *subscribe* to a plan that offers the resources they need. In other words, a s*ubscription* is a set of resources defined by a plan and available to a certain customer.

The section **Properties of Hosting (Add-on) Plans and Subscriptions** provides a complete list of Panel server resources and services that you can include in your hosting plans.

Allocation of Resources and Services

Service plans define potential services; the Panel does not check if a service or a resource that a service plan should provide is actually available, whether in the system in general or in your reseller subscription. For example, when creating a plan, you can choose to allow subscribers to connect to the server shell over SSH even if your subscription does not provide the **Management of access to the server over SSH** privilege. In such a case, the Panel will let you do this and will show no error or warning messages.

Subscriptions provide actual resources and services that are allocated during the creation of each subscription.

Relations Between Subscriptions and Service/Add-on Plans

Normally, a subscription is associated with a service plan, and this association is reflected in a list of subscriptions: each subscription name contains the service plan name in parentheses at the end. The amount of resources and services provided with a subscription can be extended by associating the subscription with add-on plans. A subscription can be associated with several add-ons, but each add-on can be added to the subscription only once.

It is also possible to have subscriptions that are not associated with any service plans or add-on plans. We call such subscriptions *custom subscriptions*, and their names are extended with "**(Custom)**" in the list of subscriptions. Having a custom subscription may be useful if you want to provide services on specific terms that differ from the usual offerings in your business model.

At any time, you can change the association between a subscription and plans in the following ways:

- Associate the subscription with another service plan.
- Add and remove add-on plans.
- Remove the subscription association with the service plan and add-ons.

Syncing Service Plans and Subscriptions

When you change the properties of a service plan, Panel automatically applies the changes to all subscriptions to this plan. If you want to prohibit automatic updating of a certain subscription, you can *lock* this subscription. To learn how to configure the synchronizing (or *syncing*) of your plans with subscriptions, see the section **Syncing Subscriptions and Plans** (on page 40).

In this chapter:

Properties of Hosting Plans, Add-ons and Subscriptions

Properties of a hosting plan and subscription are grouped as follows:

- **Resources**

  Includes validity period, policy on overusing resources, system resources like disk space and traffic, and service resources like websites, subdomains, mailboxes, databases and so on.

- **Permissions**

  Includes provided services and privileges.

  Note: Some permissions prevent settings of the following services from syncing (on page 40). See the details in the **Permissions** section (on page 24).

- **Hosting Parameters**

  Includes parameters of the provided hosting service.

- **Mail**

  Includes parameters of the provided mail service.

- **DNS**

  Specifies if the DNS zones of the subscription's domains should be master or slave.

  Note: In case the **DNS zone management** privilege is provided, this parameter is not synced, and subscribers can set up this parameter on a per-domain basis.

- **Performance**

  Includes parameters that affect performance of all services provided with the plan.

- **Logs & Statistics**

  Includes settings of how statistics and logs of the plan's subscriptions should be stored.

Note: **Hosting, Mail**, **DNS**, **Performance**, **Logs & Statistics** parameters are fully visible and editable in the Administrative Panel only for service plans. For subscriptions, these parameters are available only in the Control Panel. To view or modify the parameters of a particular subscription, go to **Subscriptions** and click **Control Panel** to the right of the subscription name. Also note that the availability of these parameters to a subscriber depends on the permissions.

- **Applications**

  Lets you select which applications available to you should be provisioned to your customers.

Next in this section:

Visibility of Hosting Features in the Control Panel

Since version 10.4, Panel hides from customers those hosting features that are not provided in their subscription. The visibility of GUI elements responsible for a certain feature is determined by permissions and resource limits of a subscription. Note that when you (as the administrator) log in to the customer's Control Panel, you see GUI elements regardless of customer's permissions. The table below explains GUI visibility logic.

	Visible to a Customer	Visible to the Administrator
Resource Limit > 0 **Permission = True**	Yes	Yes
Resource Limit > 0 **Permission = False**	No	Yes
Resource Limit = 0 **Permission = True**	No	No
Resource Limit = 0 **Permission = False**	No	No

For example, when the number of **Domains** in a subscription is 10 and the **Domains management** permission is off, a customer does not see the **Add New Domain** button in the Control Panel. Nevertheless, this button is available to the administrator that logs in to the customer's Control Panel.

Resources Without Numerical Limits

If the resource type is logical or in other words, it can be just switched on or off (such as scripting language support), its visibility is controlled by a certain permission only. For example, if the **Hosting settings management** permission is granted, a customer is able to toggle the support of various scripting languages for their site. If the permission is not granted, the customer sees the list of languages that are switched on for their site in the read only mode. The disabled languages *are not shown* in the list.

Resources

Resources (located at **Service Plans** > select a plan > **Resources** tab) define what system resources are provided with the subscription.

Overuse policy

Defines what happens if the subscription's usage of disk space and traffic reaches limit values:

▪ **Overuse is not allowed** will suspend the subscription only if you select the checkbox **Suspend subscription when its disk space or traffic usage goes beyond the limit**. If you do not select it, websites will not be suspended; only a notice will be sent to the subscribers.

You can set up sending of notifications as soon as usage of disk space or traffic reaches a particular value (the **Notify upon reaching** options), in order to prevent subscriptions from suspension. The notifications will be sent according to the server notifications policy.

▪ **Overuse is allowed** will let the subscription operate properly.

The option **When limit on usage of a resource is reached, send e-mail according to the server notification settings** triggers sending notifications according to the server notifications policy.

Note: The overuse policy does not apply to the limits set on size of mailboxes. Therefore, even if you enable overuse, be sure to allocate enough disk space to mailboxes.

Disk space

The total amount of disk space allocated to the subscription. It includes disk space occupied by all files related to the subscription: content of websites, databases, applications, mailboxes, log files, and backup files.

Traffic

The amount of data that can be transferred from the subscription's websites and FTP/Samba shares during a month.

Notify upon reaching

Available only if overuse is not allowed. This sets the soft quota for disk space or traffic usage in order to prevent subscriptions from suspension. When the quota is reached, the Panel sends notifications to users' e-mail addresses specified in **Settings** > **Notifications**: **Resource usage limits exceeded by subscription**.

Sites published with Presence Builder

The number of websites that can be published with Presence Builder.

Domains

The total number of domain names that the subscriber will be able to host within the subscription. This includes websites, web forwarding configurations that point to websites hosted on other servers, and domain names on which a website or web forwarding is not yet set up (domains with no hosting).

Mobile sites

The total number of websites that can be hosted with the UNITY Mobile online service, which optimizes sites for viewing on mobile devices. UNITY Mobile hosts the optimized site copies on their own servers.

How it works:

1. A user creates a website with the domain name `example.com` and clicks the link **Create Mobile Site** in the Control Panel.

2. The user is prompted to specify a domain name for access to the mobile site copy. The user specifies `mobile.example.com`.

3. The Panel connects to the UNITY Mobile hosting servers, sets up an account with UNITY Mobile for the domain name `mobile.example.com`.

4. The user's browser opens the UNITY Mobile website, where the user is automatically logged in to their account and prompted to import their website from the Panel-managed server.

5. After the site is imported and optimized for mobile viewing, it becomes accessible by the address mobile.example.com. The Panel's DNS server keeps a CNAME record pointing to the site on a UNITY Mobile server.

   The user can now perform the following operations on mobile site using links in the Control Panel:

   - Open site editor.
   - Change mobile site name.
   - Remove mobile site.

For more information about UNITY Mobile services, visit their website at
http://www.unitymobile.com.

For instructions on managing mobile sites through the Control Panel, refer to the **Customer's Guide**, section **Setting Up Mobile Sites**.

Subdomains

The total number of subdomains that the subscriber will be able to host within the subscription.

Domain aliases

The total number of additional alternative domain names that the subscriber will be able to use for their websites.

Mailboxes

The total number of mailboxes that the subscriber can host within the subscription.

Mailbox size

The amount of disk space that is allocated to each mailbox in a subscription for storing e-mail messages and auto-reply attachment files.

Total mailboxes quota (available only for Windows hosting)

The total amount of disk space in megabytes available for all mailboxes within the subscription.

Mailing lists

The total number of mailing lists that the subscriber can host within the subscription.

Additional FTP accounts

The maximum number of FTP accounts used to access the files and folders created within a subscription. This number does not include an account that is always created during the subscription creation.

Databases (Unix hosting)

The total number of databases that can be created on the Panel database servers and used by the subscription's websites.

MySQL databases and **Microsoft SQL Server databases** (Windows hosting)

The maximum number of MySQL and Microsoft SQL Server databases respectively that can be created on the Panel database servers and used by the subscription's websites.

MySQL databases quota and **Microsoft SQL databases quota** (Windows hosting)

The maximum amount of disk space (in megabytes) that the subscription's MySQL or Microsoft SQL Server databases can occupy respectively.

Validity period/Expiration Date

The term for a subscription.

In service plan properties, it is **Validity period**: it is used only when a subscription is created: the Panel derives the subscription expiration date from it.

In subscription properties, it is **Expiration date**: At this date, the subscription will be suspended, meaning that all sites within the subscription will be suspended, their Web, FTP and mail services will no longer be accessible to the Internet users, and the subscriber and their users will not be able to log in to the Control Panel.

Subscriptions are not renewed automatically, so to bring a subscription's services back to operation, you will need to manually activate the subscription (on page 48).

Java applications

The total number of Java applications that can be hosted on the subscription's websites.

Web users

The total number of personal Web pages that the subscriber can host for other users under their websites. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have addresses like http://example.com/~webuser.

FrontPage accounts (Windows hosting)

The maximum number of Microsoft FrontPage accounts that the subscriber can create within the subscription.

Shared SSL links (Windows hosting)

The total number of shared SSL links that the subscriber can use within the subscription.

ODBC connections (Windows hosting)

The total number of ODBC connections that the subscriber can use within the subscription.

ColdFusion DSN connections (Windows hosting)

The total number of ColdFusion DSN connections that the subscriber can use within the subscription.

Permissions

Permissions (located at **Service Plans** > select a plan > **Permissions** tab) define what privileges and services are provided with the subscription.

DNS zone management

Allows the subscriber to manage the DNS zones of their domains.

Note: If this permission is granted, then the DNS service settings are not synced.

Hosting settings management

Allows modifying parameters of the hosting service provided with the subscription: changing hosting account features, setting up custom web server settings, and switching on or off support for programming and scripting languages, custom error documents, SSL support, and (Windows only) Microsoft FrontPage support. In addition, it allows you to toggle the following permissions: **Hosting performance settings management** and **Common PHP settings management**.

Note: If this permission is granted, then the mentioned hosting parameters are not synced.

Common PHP settings management

Allows the subscriber to adjust common PHP settings individually for each website (subdomain) in their subscription.

Note: If this permission is granted, then the common PHP settings are not synced.

Setup of potentially insecure web scripting options that override provider's policy. Allows the subscriber to override the hosting security policy, if it is applied by the provider.

Management of access to server over SSH (Linux hosting)

Allows the subscriber to access the server shell over SSH under their system user account. Also, lets the subscriber set up such hosting parameter as **SSH access to server shell under the subscription's system user**.

Note: If this permission is granted, then the mentioned hosting parameter is not synced.

Management of access to server over Remote Desktop (Windows hosting)

Allows the subscriber to access the server via Remote Desktop protocol.

Anonymous FTP management

Provides the anonymous FTP service, which lets the subscriber set up a directory shared over FTP protocol and available to anonymous users. A subscription should reside on a dedicated IP address in order to provide this service.

Scheduler management

Allows the subscriber to schedule running of scripts or utilities.

Spam filter management

Lets the subscriber customize filtering settings of the SpamAssassin spam filter.

Antivirus management

Allows the subscriber to change settings of the server-side protection of incoming and outgoing mail from viruses.

Data backup and restoration using the server repository

Allows the subscriber to back up and restore their websites, and use the storage on the server for keeping backups.

Data backup and restoration using a personal FTP repository

Allows the subscriber to back up and restore their websites, and use external FTP servers for storing their backups.

Web statistics management

Allows the subscriber to select which Web statistics engine should be used, and whether reports should be accessible via a specific password-protected directory.

Note: If this permission is granted, then the mentioned hosting parameter is not synced.

Log rotation management

Allows the subscriber to adjust the cleanup of processed log files for their sites. Also, allows the subscriber to remove log files.

Note: If this permission is granted, then the **Logs & Statistics** parameters (on page 39) are not synced.

Access to Application Catalog

Provides the subscriber with access to prepackaged applications that can be installed on websites. If you select this option, be sure to select the **PHP support** checkbox on the **Hosting Parameters** tab.

You can view a list of applications available from your provider by doing the following:

1. Set up your own website by using a plan or a custom subscription that grants access to the Application Catalog.
2. Go to the Server Administration Panel > **Subscriptions**, and click the **Manage Hosting** link corresponding to your domain name. The Control Panel will open in a new browser window or tab.
3. In the Control Panel, go to the **Applications** tab > **All Available Applications**.

There is also a page in the Server Administration Panel, where you can view and update installed applications, and purchase license keys for commercial applications at Parallels Online Store: **Tools & Utilities** > **Application Vault**.

For instructions on installing applications and license keys, refer to the **Customer's Guide**, section **Using Website Applications**.

Domains management

Allows the subscriber to add domains, create websites and set up web forwarding.

Subdomains management

Allows the subscriber to set up additional websites accessible by *<subdomain>.<domain>* addresses.

Domain aliases management

Allows the subscriber to set up additional alternative domain names for their websites.

Additional FTP accounts management

Allows the subscriber to manage FTP accounts for accessing the subscription's files and folders.

Java applications management

Allows the subscriber to install Java applications on their websites.

Mailing lists management

Allows the subscriber to use mailing lists provided by the GNU Mailman software.

Note: If this permission is granted, then the **Enable mailing lists** parameter (on page 37) is not synced.

Hosting performance settings management

Allows the subscriber to adjust performance PHP settings individually for each website (subdomain) in their subscription. In addition, lets the subscriber set up the limits on bandwidth usage and number of connections to their websites.

Note: If this permission is granted, then the following settings are not synced: PHP performance settings, **performance** settings (on page 38) for bandwidth usage and the number of connections.

IIS application pool management (Windows hosting)

Provides the subscriber with a dedicated IIS application pool and the means to manage it: enable or disable it, and set up the maximum amount of CPU power that the pool may use.

Note: If this permission is granted, then the **Logs & Statistics** parameter (on page 39) called **Use dedicated pool** is not synced.

Additional write/modify permissions management (Windows hosting)

Allows the subscriber to toggle the hosting parameter **Additional write/modify permissions**. These permissions are required if a subscriber's web applications use a file-based database (like Jet) located in the root of `httpdocs` folder. Please note that selecting this option might seriously compromise the websites' security.

Note: If this permission is granted, then the hosting parameter **Additional write/modify permissions** is not synced.

Shared SSL management (Windows hosting)

Provides the shared SSL service, and allows the subscriber to set up shared SSL links for their websites within the subscription.

Hard disk quota assignment

Allows the subscriber to set up the hosting parameter **Hard disk quota**.

Note: If this permission is granted, then the mentioned hosting parameter is not synced.

Database server selection

Allows subscribers to select a database server for their databases, as opposed to using the default database server. For details about default database servers, see the section **Hosting Parameters** (on page 28).

Access to advanced operations: Website Copying and Website Maintenance Mode

Specifies whether the website copying and maintenance mode are available to the subscriber in the **Control Panel > Websites & Domains > Show Advanced Operations**. If denied, the **Website Copying** and **Website Maintenance Mode** links are not available to the subscriber.

Password-protected directories management

Specifies whether the protected directories feature is available to the subscriber in the **Control Panel > Websites & Domains > Show Advanced Operations**. If denied, the **Password-protected directories** link is not available to the subscriber.

Ability to manage auxiliary user accounts

Specifies whether the subscriber can manage auxiliary user accounts on the **Control Panel > Users** tab. If denied, the **Users** tab is not available to the subscriber.

Allow activating APS apps using license keys from the Panel license pool

If granted, users will be able to install certain APS apps without the need to purchase app licenses from vendors. In this case, app license keys will be taken from the Panel license pool. Note that you cannot limit the number of app installations a user is allowed to perform. This permission is relevant only if your Panel license comes in a bundle with APS app licenses. Learn more about license bundles.

Hosting Parameters

These parameters define the hosting service provided with the plan or subscription. The parameters can be found in:

- **Service Plans** > select a plan > **Hosting Parameters** tab
- **Subscriptions** > select a subscription > **Customize** > **Hosting Parameters** tab

Note: Unless specifically noted, the parameters are not synced if the **Hosting management** permission is granted to a subscription.

Enable hosting

Defines whether the hosting service is actually provided with the plan.

Turn off this option to make up a service plan that provides only mail service. Subscribers of such a plan will be able to have 'domains without hosting' which will serve mailboxes.

Status of websites in suspended subscriptions

Defines whether sites in suspended subscriptions should be available over the Internet and which hosting services should be available for these sites.

In Panel, a website can receive a new status in two ways:

- When the site owner or hosting provider changes the status individually for the site (in **Websites & Domains** > **Edit** > **Change status**). As long as the subscription stays *active*, services like mail are available for sites with any status, and these services can be managed by means of Panel. Learn more in **Website Status** (on page 130).

- After the subscription has been *suspended.* It can be suspended automatically (when its expiration date passes) or manually by the hosting provider (using the **Suspend** button in the subscription's settings). The DNS and mail services are available for sites in suspended subscriptions, but cannot be managed by means of Panel.

  The setting **Status of websites in suspended subscriptions** enables you to specify the status that websites will receive when their subscription becomes suspended.

Websites in suspended subscriptions can have the following statuses:

- **Disabled**. Disabled websites have all associated hosting services disabled. Visitors see the *web server's default page* defined by the hosting provider.

  Disabled websites are no longer hosted on the server: They are excluded from the web server configuration. However, the physical directories and files of disabled websites can be accessed using FTP clients and File Manager.

  Important: In Panel versions earlier than 11.5 this status was called **Suspended**. After upgrading from earlier Panel versions to 11.5, all websites that had the *Suspended* status will receive the status *Disabled* in order to keep their correct behavior.

- **Suspended**. Suspended websites do not open in browsers. Visitors are redirected with the search engine friendly 503 HTTP code to the custom *maintenance page*.

  Note: You can customize the maintenance page by using the **Edit maintenance error page** link in **Control Panel** > **Websites & Domains** > domain name. This link is displayed only if you select the **Custom error documents** checkbox in the site settings in **Websites & Domains** > domain name > **Edit**. Site owners can edit the maintenance page too.

  Suspended websites remain hosted on the server, which means that the services such as mail are running and web server configuration for these websites is kept on the server.

- **Active**. The website works as usual.

Hard disk quota

Hard quota imposed on disk space in addition to the soft quota (set with the option **Notify upon reaching** (on page 20)). Hard disk quota will not allow writing more files to the web space when the limit is reached: users will get an "Out of disk space" error at an attempt to write files.

Note: (Linux hosting) Confirm that your operating system supports hard disk quota before you set any value other than **Unlimited**. In case you define a hard quota when it is not supported, you will get a synchronization conflict on all the plan's subscriptions.

SSL support

Allows setting up SSL encryption on websites hosted within the subscription.

Web statistics

Selects a statistics engine that will create reports on how the subscription's websites are visited: how many people visited a site, and which web pages they viewed.

The **accessible via password protected directory /plesk-stat/webstat** option allows a subscriber view website statistics at URLs like https://example.com/plesk-stat/webstat using their system user account login and password.

Note: This parameter is not synced if the **Web statistics management** permission is selected.

Custom error documents

Allows subscribers to design and use their own error pages that the web server returns with HTTP error codes.

SSH access to server shell under the subscription's system user (Linux/Unix hosting)

Allows subscribers to upload securely web content to the server through SSH.

Note: This parameter is not synced if the **Management of access to server over SSH** permission is selected.

Scripting

Support for programming and scripting languages that should be interpreted, executed or otherwise processed by a web server: Microsoft ASP.NET framework, PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Perl, Python, Fast Common Gateway Interface (FastCGI), Microsoft or Apache Active Server Pages (ASP), Server Side Includes (SSI), ColdFusion, and Miva scripting required for running Miva e-commerce solutions.

To learn more about adjustable PHP settings, see the section **PHP Settings**.

Additional write/modify permissions (Windows hosting)

This option is required if subscriber's web applications use a file-based database (like Jet) located in the root of `httpdocs` folder. Please note that selecting this option might seriously compromise the Web site security.

Allow web users to use scripts

Allows scripting at web pages available at URLs like http://example.com/~<username>/<webpage>, where *<username>* refers to a web user.

Web users are individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.

FrontPage support (Windows hosting).

The options in the **FrontPage support** group allow subscribers to connect to the server and create websites with Microsoft Frontpage.

Default Database Server

Specifies default database servers of each supported type to be used within a plan. Customers will be able to create databases *only* on the default database servers. Note that if you disable a database server for an existing plan or subscription (the **None** option), the databases already used by customers will still be accessible.

Next in this section:

PHP Settings

Choose one of the following PHP handlers at **Hosting Parameters > PHP handler type** taking into consideration resources consumption and security aspects of each option:

	Performance	Memory Usage	Security
Apache module (Linux only)	High. Runs as a part of the Apache web server.	Low	This handler (also known as mod_php) is the *least secure option* as all PHP scripts are executed on behalf of the `apache` user. This means that all files created by PHP scripts *of any plan subscriber* have the same owner (`apache`) and the same permission set. Thus, there is a theoretical possibility that some users will try to affect files of another users or some important system files. **Note:** You can evade some security issues by turning the PHP *safe_mode* option on. It disables a number of PHP functions that bring potential security risk. Note that this may lead to inoperability of some web apps. The safe_mode option is considered to be obsolete and is deprecated in PHP 5.3.
ISAPI extension (Windows only, *not supported since PHP 5.3*)	High. Runs as a part of the IIS web server.	Low	The ISAPI extension can provide site isolation in case a dedicated IIS application pool is switched on for subscriptions. Site isolation means that sites of different customers run their scripts independently. Thus, an error in one PHP script does not affect the work of other scripts. In addition, PHP scripts run on behalf of a system user associated with a hosting account. **Note:** The ISAPI extension handler is not supported since PHP 5.3.
CGI application	Low. Creates a new process for each request and closes it once the request is processed.	Low	The CGI handler provides PHP script execution on behalf of a system user associated with a hosting account. On Linux, this behavior is possible only when the suEXEC module of the Apache web server is on (default option). In other case, all PHP scripts are executed on behalf of the `apache` user. We recommend that you use the **CGI application** handler only as a fall-back.
FastCGI application	High (close to Apache module and ISAPI extension). Keeps the processes running to handle further incoming requests.	High	The FastCGI handler runs PHP scripts on behalf of a system user associated with a hosting account.

PHP-FPM application (Linux only)	High	Low	The PHP-FPM is an advanced version of FastCGI which offers significant benefits for highly loaded web applications.
			The PHP-FPM handler is available only if it was installed by hosting provider and if the option **Process PHP by nginx** in the website's settings is turned on (**Websites & Domains** > select a domain > **Web Server** tab).

Note: Switching PHP from **Apache module** to **FastCGI application** may break functionality of existing PHP scripts. Switching to **PHP-FPM** by selecting **Process PHP by nginx** in the website's web server settings may do the same.

PHP Version

Panel supports different versions of PHP. For each handler, one or more PHP versions can be available. The list of available versions is defined by your hosting provider and available to you in the same location where you select the PHP handler: **Websites & Domains** tab > *<domain_name>* > **Edit**.

Note: Always use PHP 5.x except the cases when you need PHP 4.x to host some old PHP apps.

Since Panel 10.4, you have the ability to adjust PHP configuration individually for each hosting plan or subscription. For this purpose, Panel exposes a number of PHP configuration settings on the **PHP Settings** tab. To learn more about custom per-subscription PHP configuration, refer to the section **Customize PHP Configuration**.

Customizing PHP Configuration

PHP is one of the most popular scripting languages for creating dynamic web pages. The majority of today's websites and web applications are based on PHP scripts. Thus, site administrators should understand how they can control the execution of PHP scripts. Typically, PHP behavior is defined by a number of configuration settings. These settings specify various script execution aspects, like performance (for example, the amount of memory a script can use), security (for example, access to file system and services), and so on. Administrators might want to adjust these settings for a number of reasons:

- Preventing a memory leak or server hang-up by poorly written scripts.
- Protecting data from malicious scripts.
- Meeting the requirements of a certain web app.
- Testing own scripts and other.

Custom PHP Settings in Panel

Generally, PHP settings are defined by the server-wide configuration file. For Linux it is, typically, `/etc/php.ini` and for Windows - `%WIN%\php.ini`. This file is managed by your hosting provider and defines PHP configuration for all websites hosted on the server. Since Panel 10.4, *PHP settings are adjustable through the Control Panel and you can adjust them individually for each hosting plan or subscription.* Moreover, your customers (if allowed) can adjust your PHP settings preset individually for each of their websites and subdomains. See the PHP settings hierarchy on the diagram below.
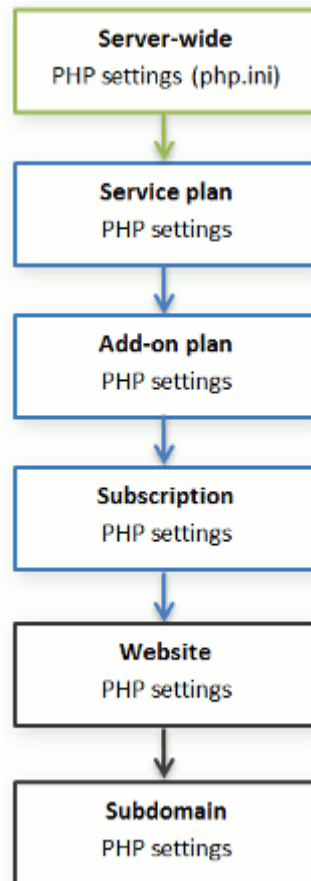
You can set the custom PHP configuration in the properties of a certain service plan, add-on plan, or subscription (on the **PHP Settings** tab). *PHP settings from a higher level act as a preset for a lower level, thus each lower level overrides them*. For example, you can consciously apply some PHP limitations to a service plan and then offer your customers the add-on plan that removes the limitations. PHP settings of the add-on plan will override the settings defined in the main service plan.

If customers have the corresponding permissions, they can specify the PHP configuration that is unique for each website (or subdomain) in their subscription.

Groups of PHP Settings

For convenience, all PHP settings in Panel are divided into two groups:

- *Performance settings.*
  These settings define how scripts work with system resources. For example: Use the `memory_limit` parameter to limit the amount of memory for a script and, as a consequence, to prevent memory leaks; or prevent scripts from tying up the server by limiting the maximum time scripts are allowed to run in `max_execution_time`.

- *Common settings.*
  This group contains other commonly used PHP settings. Generally, these are: Security settings (say, the PHP safe mode toggle or the permission to register global variables), error reporting settings (say, the directive to log errors), and others.

Important: If you use Panel for Windows or for Linux, where PHP runs *not* as an Apache module, your customers are able to override some PHP settings regardless of any permissions. They can use the `ini_set()` function in their scripts to change values of the following parameters: `memory_limit`, `max_execution_time`, and those of your additional directives that PHP allows to set anywhere (PHP_INI_ALL directives; learn more at http://php.net/manual/en/ini.list.php).

If you cannot find particular parameters among performance or common settings, contact your hosting provider.

The Default Values of PHP Parameters

You can set the value of each parameter in **PHP Settings** either by selecting a value from a preset, typing a custom value, or leaving the **Default** value. In the latter case, *Panel takes the parameter value from the server-wide PHP configuration*. The only exceptions are add-on plans: the value set to **Default** on the add-on's **PHP Settings** tab will keep the parameter's value from the main service plan.

Allowing Customers to Change PHP Settings

You can allow your customers to override subscription's PHP settings with their own *per-website* and *per-subdomain* PHP configuration. For this purpose, you should use the following permissions on the **Permissions** tab of a certain service plan or subscription:

- **Hosting performance settings management**.
  Along with management of some other settings, this permission grants customers access to PHP settings from the *performance settings* group.

- **Common PHP settings management**.
  If granted, allows customers to adjust PHP settings from the *common settings* group.

Note that you can toggle these permissions for a plan (subscription) only if it has the granted **Hosting settings management** permission.

Even if your customers do not have permissions to adjust PHP settings, you (as the administrator) can always perform such per-website (subdomain) PHP configuration. To do this, open a certain hosting account from the Server Administration Panel and apply changes to the settings of a particular website (subdomain) on the **PHP Settings** tab.

Mail

These parameters (located at **Service Plans** > select a plan > **Mail** tab) define the mail service provided with the plan.

Webmail

Provides the webmail service, which allows users of mailboxes within the subscription to work with their mail using a web-based mail application.

Enable mailing lists

Turns on the mailing lists service provided by the GNU Mailman software on the subscription's websites.

Note: This parameter is not synced if the permission **Mailing lists management** is selected.

Policy on mail for non-existent users

Defines how mail server should treat e-mail messages sent to e-mail addresses that are supposed to be registered under the subscription's domains but actually do not exist. The following options are available:

- **Bounce with message** returns the mail back to sender with a notice.
- **Forward to address** forwards the mail to another e-mail address.
- **Reject** silently rejects the mail without accepting it. This setting can decrease mail server load caused by a large amount of spam, which is often directed at randomly generated user names. However, this might be useful to spammers because scanning your mail server for valid e-mail addresses will speed up in such a case.
- **Redirect to external mail server with IP address** (on Windows hosting), forwards the mail to the specified mail server.

DNS

These parameters (located at **Service Plans** > select a plan > **DNS** tab) define how the DNS service running on the Panel-managed server will serve DNS zones for websites hosted on the plan.

Master

A master or primary name server stores locally the zone file it serves, while a secondary server only retrieves a copy of this file from the primary.

Slave

A slave or secondary server retrieves a copy of the zone file from the primary name server.

Performance

These system parameters (located at **Service Plans** > select a plan > **Performance** tab) define performance of all services provided with the plan.

Use dedicated IIS application pool (Windows hosting)

Enables the use of dedicated IIS application pool for web applications within the subscription. Using dedicated IIS application pool dramatically improves the stability of web applications due to worker process isolation mode. This mode gives each site hosted on the server a possibility to allocate a separate process pool for execution of its web applications. This way, malfunction in one application will not cause stopping of all the others. This is especially useful when you are using shared hosting package. The **Maximum CPU use (%)** option limits the amount of the server CPU that the pool can use.

Maximum bandwidth usage

Defines the maximum speed (measured in KB per second) that a domain can share between all its connections.

Connections limited to

Defines the maximum number of simultaneous connections to web server for all websites within the subscription. This setting is intended for preventing the websites from Denial of Service (DOS) attacks and excessive usage of bandwidth.

Logs & Statistics

These parameters (located at **Service Plans** > select a plan > **Logs & Statistics** tab) define how statistics and logs of a subscription should be stored.

Note: These settings in subscriptions are not synchronized with service plans.

Retain web and traffic statistics

Sets a period (in months) for which reports on the subscription's web statistics (generated by the selected web statistics component) and traffic statistics (generated by Panel) should be available.

Note: The setting **Retain web and traffic statistics** is not changed in subscriptions when you update it for a service plan. The only way to update this setting for each domain is changing it in the Panel database. See http://kb.parallels.com/en/6246 for details.

Log rotation

Enables automatic cleanup and recycling of web server log files. You can also switch on compression of processed log files and sending them to a specific e-mail address.

Applications

Depending on the service plan, a number of prepackaged applications can be available to Panel users. You can install the apps on your own sites as well as provision them to your customers.

When setting up a hosting plan, you can select which of the apps should be provisioned to customers:

- To provide all available applications, on the **Permissions** tab, select the option **Access to Application Catalog**.
- To provide only selected applications, on the **Permissions** tab, select the option **Access to Application Catalog**, and then go to the **Applications** tab and select the option **Provide only applications that I select**. Use the button **>>** to add the selected applications to the plan.

Additional Services

If your provider configured Panel to provide custom additional services, then the **Additional Services** tab is shown in hosting plan properties. On this tab, you can select the services that you want to provide to subscribers.

Syncing Subscriptions and Plans

Subscriptions associated with a particular plan are synchronized, or *synced*, with it: any changes made to the plan are automatically applied to all its subscriptions. This is true for both service and add-on plans.

In case a plan offers a privilege which makes it possible for a subscriber to change a particular resource or service, this resource/service allocation is not synced. For example, if a subscription provides the privilege of DNS zone management, then the DNS zone settings of the associated service plan are ignored during synchronization.

States of Subscription

Subscriptions associated with a particular plan are synchronized, or *synced*, with it: any changes made to the plan are automatically applied to all its subscriptions. This is true for all kinds of plans: service plans, their add-ons, and reseller plans.

The Panel allows the following deviations from the default subscription state (active and synced with the service plans):

- **Locked** state, which means *locked for syncing*, indicates that a subscription is excluded from syncing with the associated plans.

  A subscription gets locked if you change the parameters of the subscription, without changing the associated service plan. Such locking secures your customizations so that they are not overwritten the next time you change the plan and all its subscriptions are synced.

- **Unsynced** state indicates that some services or resources offered with the associated plans cannot actually be provided with the subscription.

- **Suspended** state. This state is not related to the synchronization of a subscription with the service plan, but it affects the behavior of websites. Panel suspends subscriptions automatically if their expiration date passes. In addition, you can suspend a subscription manually.

Note: If a plan offers a privilege that makes it possible for a subscriber to change a particular resource or service, this resource/service allocation is ignored during a sync. For example, if the plan provides the privilege of PHP settings management and a customer changes some PHP setting, its subscription remains synced with the plan (even if a value of the PHP setting in the subscription differs from the corresponding one in the plan).

Unsynced Subscriptions

Panel does not check whether a service or a resource that a service plan should provide is actually available in the system. For example, when creating a plan, you can select to provide ColdFusion when ColdFusion is not installed on the server, and Panel will let you do it and will show no error or warning messages.

A subscription is automatically marked as **Unsynced** if Panel cannot provision the resources and/or services defined by the plan. This may happen in the following cases:

- When the subscription is created.
- When the properties of the associated plan are changed.
- When an add-on plan is added to or removed from the subscription.

➢ *To know which of the subscription's resources or services are not synced with the plan:*

1. Go to **Subscriptions**, and click the unsynced subscription name.

2. Click **Sync**.

   The Panel will retry syncing the subscription with associated plans, and will display the conflicting properties if syncing fails.

   Be sure to take note of the conflict report: which properties are affected, and what the **Plan value** and the **Available value** are.

   Clicking **OK** at this page will initiate setting the subscription values according to the available values, **Cancel** will leave everything unchanged.

Once you have identified the problem, you can resolve it. There are two possible ways:

1. Fine-tune the plan to conform to the system's capabilities.

2. Fine-tune the system to provide resources and services offered with the plan.

➢ *To change the plan properties to conform to the system:*

1. Go to **Service plans** > **<plan name>**.

2. Adjust the required settings so that they correspond to the **Available values** (see above).

3. Click **Update & Sync**.

   The subscriptions will be synced automatically.

➢ *To adjust the system:*

Contact your service provider.

Starting Your Business in Panel

Organizing your offerings into service plans is only one of the many steps required to get your business ready to run. Before you can start serving customers, you should also think about how potential customers will find your offerings, how you will subscribe new customers and take payments, and other aspects of your business. To start your business more easily, you can use automation solutions that carry out different routines for you, for example, issue invoices and take payments from customers.

The automation tools included in your reseller package by your hosting provider define whether you will be able to automate certain business routines. If your hosting provider offers you a business automation solution, learn how to automate certain routines in the appropriate documentation. Otherwise, you should take care of various aspects of your business on your own before you start serving customers. However, in this case, you can automate some aspects, for example, financial ones, by means of the appropriate software as well.

To start your hosting business in Panel, do the following:

- Rebrand Panel and prepare hosting plans.
- Set up a website for your own company.

After you complete these operations, you can start subscribing customers to your services.

Rebranding Panel and Preparing Hosting Plans

Before you can start serving your customers, you should do the following:

1. Adjust Panel branding and appearance as described in the section **Changing Branding and Interface Settings** (on page **44**).

2. On the **Service Plans** page, add service plans and add-ons that you will offer to your customers.

Setting Up Your Company's Presence on the Web

To let your prospective customers become acquainted with your offerings and contact you, set up a website and e-mail addresses for your company on the Panel-managed server.

To set up your website, create your own hosting subscription by clicking **Subscriptions** > **Create New Subscription**. This will enable you to log in to the Control Panel and manage your web hosting just as your customers do: you can create web pages and mailboxes, install web applications, secure access to websites with SSL certificates, and so on. For detailed information about using your hosting resources for your own needs, see the chapter **Website Management** (on page 55).

Subscribing Customers to Your Services

After you set up hosting plans in Panel, you can start subscribing customers to your services. When a new customer subscribes to your services, create an account and a subscription for this customer in **Customers** > **Add New Customer**. You will be prompted to enter the following information:

- The customer's contact information.
- A username and a password that the customer will use to log in to the Control Panel.
- Subscription details:
  - A domain name that the customer owns and will use for their website hosted in Panel.
  - An IP address used by the customer's website.
  - The customer's username and password that they will use to access their folders, for example, using FTP.
  - The service plan to which the customer subscribes.
  - (Optional) Add-ons that the customer wants to add to the subscription.

  If the plan selected by the customer does not completely meet their needs and you do not offer add-ons that could help, adjust the subscription settings by selecting the checkbox **Proceed to customizing the subscription parameters after the customer account is created**.

Once you create the account and the subscription, pass on the Panel access credentials to the customer and they will be able to log in to Panel and create their website.

Periodically, you will need to manually perform various operations on user accounts and subscriptions. For example, renew (prolong) subscriptions at the end of subscription periods, or suspend the accounts of customers who do not pay on time. To learn how to manage existing customer accounts and subscriptions in Panel, refer to the sections **Managing Customer Accounts** (on page 47) and **Managing Subscriptions** (on page 48).

C H A P T E R 4

Changing Branding and Interface Settings

This chapter describes how to select Panel's interface language, rebrand Panel, and add links to external sites or web applications.

Change Interface Language

In addition to English, Panel can be viewed in the following languages:

- Chinese (traditional and simplified)
- Dutch
- French
- German
- Italian
- Japanese
- Polish
- Portuguese
- Russian
- Spanish

If you want to switch Panel to any of these languages, go to **My Profile** > **Interface Preferences**.

When you switch to a language different from English, some button captions may become too long and corrupt the Panel layout. To prevent this, you can specify a limit on button caption length. In this case, the system will automatically shorten button captions longer than this limit and end them with an ellipsis (...).To define the caption length limit, enter its value in the **Button label length** field in **My Profile** > **Interface Preferences**. To disable automatic shortening, clear this field.

Add Branded Content

To disguise the fact that you are reselling another company's hosting resources, you can add your own branded content to Panel. Specifically, this content may be the following:

- **The logo in the top left corner**. Upload your own logo and your customers will see this instead of the original Panel logo in the Control Panel. Use a GIF, JPEG, or PNG file for your logo, preferably not larger than 100 kilobytes to minimize the download time. To ensure that your logo will fit into the top area, we recommend that you use an image 50 pixels in height.

- **The URL to which the logo points**. Make your logo a clickable link that points to your company's website to let your customers easily open the website any time they are in the Control Panel.
- **The pages title**. Let your customers see your company name or other relevant text in their browsers' title bars when they work in the Control Panel.

To change any of these settings, go to **Tools & Utilities** > **Panel Branding**.

Add Links to Websites and Applications

If you want to have quick access from Panel to certain websites and applications, or wish to provide your customers with such access, create *custom buttons*. The buttons may lead to web resources, such as your corporate site, or to a web application that can process online requests and accept additional information about the users clicking the buttons. You can place these buttons on your **Home** page for yourself or in the Control Panel for your customers.

You can place the buttons in the following locations of the Server Administration Panel and the Control Panel, and decide who should be able to see them:

- On the **Home** page in the Server Administration Panel, visible only to you. This is achieved by selecting the **Reseller's Home page** option in the button properties.
- On the **Home** tab in the Control Panel, visible to the hosting service customers and their users who are allowed to log in to the Control Panel. This is achieved by selecting the **Customer's Home page** option in the button properties.
- On the **Websites & Domains** tab in the Control Panel, visible to the hosting service customers and their users who are allowed to log in to the Control Panel. This is achieved by selecting the **Websites & Domains page of Subscription** option in the button properties.
- On the **Home** page in the Server Administration Panel and Control Panel, visible to you and your customers. This is achieved by selecting the **Common access** option in the button properties.

You can specify what information about users should be passed:

- Subscription ID.
- Primary domain name associated with a subscription.
- FTP account username and password.
- Customer's account ID, name, e-mail, and company name.

> ➢ *To add a custom hyperlink button to the Server Administration Panel or the Control Panel:*

1. Go to **Tools & Utilities** > **Custom Buttons** (in the **Panel Management** group), and click **Create Custom Button**.

2. Specify the following properties of the button:
    - Type the text that will show on your button in the **Button label** box.
    - Choose the location for your button.

- Specify the priority of the button. Your custom buttons will be arranged in the Panel in accordance with the priority you define: the lower the number, the higher the priority. Buttons are placed in the left-to-right order.

- To use an image for a button background, click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixel GIF or JPEG image for a button to be placed in the navigation pane, and a 32x32 pixels GIF or JPEG image for a button placed in the main frame.

- Type the hyperlink to be attached to the button into the **URL** box.

- Using the checkboxes, specify whether you want the customer information and other data to be transferred within the URL. These data can be used for processing by external web applications.

- In the **Tooltip text** input field, type in the help tip that will be displayed when users place the mouse pointer over the button.

- Select the **Open URL in Parallels Panel** checkbox if you want the destination URL to be opened in the main frame of the Panel; otherwise, leave this checkbox cleared to open the URL in a separate browser window or tab.

- If you want to make this button visible only to you, select the **Show to me only** checkbox.

3. Click **Finish** to complete creation.

To remove a custom button from the Panel, go to **Tools & Utilities** > **Custom Buttons** (in the **Panel Management** group), select the corresponding checkbox and click **Remove**.

Managing Customer Accounts

If you use Panel without software that automates creating and managing customer accounts, manage these accounts in Panel manually.

To view the details of a customer account, click the customer's name on the **Customers** page. To change these details, use the buttons on the page:

- **Edit Contact Info** lets you update the customer's contact information: name, e-mail, address, phone, and so on.
- **Edit Login Info** lets you change the customer's username and password.

If you want to stop serving a customer, for example, if they do not pay for your services, you may *suspend* the customer's accounts - block access to the Control Panel for this customer and users that they created. To suspend an account, click **Suspend** on the customer details page. In addition to suspending the account, this will suspend all its subscriptions making the customer's websites, FTP and mail services unavailable to the Internet users.

Later you will be able to cancel the suspension by clicking **Activate** on the customer details page.

You can also suspend multiple accounts at once or activate multiple suspended accounts. To do this, select the accounts that you want to suspend or activate at the **Customers** page and choose the appropriate action from the **More Actions** menu.

To remove customer accounts and all subscriptions belonging to them, select these accounts at the **Customers** page and click **Remove.**

Managing Subscriptions

In Panel, you can do the following with existing subscriptions belonging to your customers and yourself:

▪ *Change hosting settings of a subscription.*

That is, the IP address on which the subscription's websites are hosted, and credentials of system user account linked with the subscription (used to manage files and folders of websites within the subscription, and to access the server via SSH or Remote Desktop). To change a subscription's hosting settings, go to **Subscriptions** > *subscription's name*, and click **Change Hosting Settings.**

▪ *Transfer one or several subscriptions to another user.*

This means that you change owner of subscriptions, or, in other words, reassign subscriptions to another user: another customer or yourself. In this case, the subscriptions are automatically unbound from their plans and become custom. To transfer one or several subscriptions to another user, go to **Subscriptions**, select the corresponding checkboxes and click **Change Subscriber**.

▪ *Suspend subscriptions.*

Websites, FTP and mail services of suspended subscriptions are no longer accessible to the Internet users. Suspending a subscription manually may be useful in cases when a website hosted within the subscription gets attacked or the subscriber does not pay for the services.

To suspend one or several subscriptions, go to **Subscriptions**, select the corresponding checkboxes and click **Suspend**.

▪ *Activate suspended subscriptions.*

Once a subscription is activated, all the services provided with it resume operation. Activation is only useful for subscriptions that were suspended manually: if you activate a subscription that was expired, Panel will automatically suspend it again on the next day. To make an expired subscription active, *renew* it as described below.

To activate one or several subscriptions, go to **Subscriptions**, select the corresponding checkboxes and click **Activate**.

▪ *Renew an expired subscription.*

When a subscription's expiration date comes, Panel suspends it. In such cases, you should renew subscriptions manually.

To renew a subscription, go to **Subscriptions** > subscription's name, click **Activate**, and then set a new expiration date (it may be unlimited). Then apply the new settings by clicking **Update & Lock**.

Note: After this step, the system will not apply further changes of the plan settings to this subscription. If you try to sync this subscription with the plan, the subscription will expire again unless you set the **Unlimited** validity period for this plan.

▪ *Remove subscriptions.*

To remove subscriptions, go to **Subscriptions**, select the corresponding checkboxes and click **Remove**.

Backing Up and Restoring Data

With the data backup and restore functions provided by your Parallels Plesk Panel, you can perform the following operations:

- **Back up your account with all domains**. The backup archive will include all settings and data related to your account and your domains (websites).
- **Back up individual domains (websites)**. The backup archive will include all data related to a website and mail services, including the contents of mailboxes, address book contact lists, antispam and antivirus settings. The instruction for backing up a certain website is provided in the section **Backing Up and Recovering Websites** (on page 277).
- **Schedule backups**. Scheduling backup can be done both for your account and your domains.
- **Restore your data from backup archives**.

Your customers granted with the permission to use the backup and restore functions can back up and restore their own account settings and websites through the Panel.

In this chapter:

Configuring the Control Panel for Using FTP Repository

> ➢ *If you are going to use an FTP server for storing backup files, you should set up the Control Panel appropriately:*

1. Go to **Tools & Utilities** > **Backup Manager > Personal FTP Repository Settings**.

2. Specify the following settings:

   - FTP server's IP address or host name.

   - Directory on the server, where you want to store backup files.

   - User name and password for access to the FTP account.

3. Click **OK**.

Backing Up Your Account with Your Sites

> ➢ *To back up your account with domains:*

1. Go to **Tools & Utilities** > **Backup Manager**, and click **Back Up**.

2. Specify the following:

   - Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the control panel to add a prefix to backup file names. Note that the control panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.

   - Splitting of the backup file. To create a multivolume backup, select the respective check box and specify volume size in megabytes.

   - Location where to store the backup file. Select the repository where you would like to store the backup file.

   - What data to back up. You can back up only the settings related to the user accounts and Web sites, or the settings with all user data.

   - E-mail notification on backup completion. If you want to be notified of the backup completion, type your e-mail address.

3. Click **Back Up**. The backup process will start and the progress will be shown under the **Current Back Up Tasks** tab. You can use the **Refresh** button to update the information on the screen. When backing up is finished, the backup file will be saved to the repository you selected.

Scheduling Backups

➢ *To schedule backing up of data:*

1. Go to **Tools & Utilities** > **Backup Manager**.

2. Click **Scheduled Backup Settings**.

3. Select the **Activate this backup task** checkbox and specify the following:

- When and how often to run the backup.

- Backup file name.

- Splitting of the backup file. To create a multivolume backup, select the respective check box and specify volume size in megabytes. Note that volume size cannot exceed 4095 megabytes.

- Location where to store the backup file. Select the repository where you would like to store the backup file.

- Maximum number of backup files stored in the repository. Type a number if you want to recycle backup files: When this limit is reached, the oldest backup files are removed.

- E-mail notification on backing up errors. If you want to send an e-mail notice when something goes wrong during backing up, type the e-mail address you need.

- What data to back up. You can back up only settings, or settings and user data.

4. Click **OK**.

Restoring Data From Backup Archives

You can restore data from backup files kept in Panel's repository on the server, a custom FTP repository (on page 51), and you can upload a backup file (on page 54) in a ZIP archive (on Windows systems) or tar archive (on Linux systems), and then restore data from it.

➢ *To restore data from a backup file:*

1. Go to **Tools & Utilities** > **Backup Manager**.

2. Click the backup file name.

3. Specify the following settings:

- **Types of data to be restored.**

- **Suspend domain (Web site) until restoration task is completed.** Select this if you want to avoid possible conflicts that may occur when users modify site content or settings while they are being restored.

- **Send an e-mail notice when restoration task is completed.** Type your e-mail address if you want the Control Panel to notify you when restoring is completed.

- **Conflicts resolution policy.** Specify what to do if any conflicts occur during restoration.

4. Click **Restore**.

In case if any errors or conflicts occur during restoration of data, the wizard will prompt you to select an appropriate resolution. Follow the instructions provided on the screen to complete the wizard.

Note: The Overwrite data restoring mode means that all objects will be restored from the backup files regardless of their current presence in the system. The Overwrite mode works as follows:

- If an object or settings from the backup file are not present in Parallels Plesk Panel, then they are created or set in Parallels Plesk Panel.

- If an object or settings from the backup file are present in Parallels Plesk Panel, then the object or settings from the backup file replace the corresponding object or settings that are present in Parallels Plesk Panel.

- If an object or settings are present in Parallels Plesk Panel, but are missing from the backup file, then the object or settings currently present in Parallels Plesk Panel are not changed.

Downloading Backup Files from Server

➢ *To download a backup file from a backup repository within the Panel:*

1. Go to **Tools & Utilities** > **Backup Manager**.

2. Click the icon 💾 corresponding to the backup file you want to download.

3. Select the location where you want to save the backup file and click **Save**.

   The backup file will be downloaded from the backup repository.

Uploading Backup Files to Server

➢ *To upload a backup file to a backup repository within the Panel:*

1. Go to **Tools & Utilities** > **Backup Manager**.

2. Click **Upload Files to Server Repository**.

3. Click **Browse** and select the required backup file.

   Note: Make sure you select the appropriate backup file format, which depends on the operating system on which Parallels Plesk Panel is installed. On Linux/Unix systems, you should upload tar or zipped tar archives, and on Windows, ZIP archives.

4. Click **OK**.

   The backup file will be uploaded to the backup repository.

Removing Backup Files from Server

➢ *To remove a backup file from the backup repository in the Panel:*

1. Go to **Tools & Utilities** > **Backup Manager**.

2. Select a checkbox corresponding to the backup file you want to remove.

3. Click **Remove**.

4. Confirm removal and click **OK**.

Website Management

The Panel's main function is simplified administration of hosted websites, mailboxes, and other network resources. As a reseller, you can use leased hosting resources for your own needs as well as for selling these resources to customers. For example, you can set up your corporate website or mailbox on the Panel server. To set up your own hosting account, create a subscription in Panel by clicking **Subscriptions** > **Add New Subscription**. Then provide a domain name for this subscription, specify access credentials, and choose a service plan and add-ons if you need them. The subscription will appear in the list on the **Subscription** page together with your customers' subscriptions. To start creating your website or to edit the subscription settings, click the **Open in Control Panel** link next to the subscription's name. A list of operations available to you in the Control Panel is provided in the table below.

Helping Customers Manage Their Subscriptions

Your customers will have different levels of technical expertise and, therefore, may have problems with managing certain settings of their subscriptions. To assist your customers, you can log in to the Control Panel under a customer's account and edit their websites and subscription properties as if they were your own. To start managing a customer's subscription in the Control Panel, find the subscription in the list on the **Subscriptions** page and click **Open in Control Panel**.

Operating in Control Panel

Operations related to managing hosting accounts, such as managing website content, adding and removing mailboxes, changing hosting settings, and so on, are available to you in a separate interface called *the Control Panel*.

The sections of this chapter explain how to perform hosting operations in the Control Panel. The instructions are applicable to your own subscriptions and subscriptions of your customers. This means that when we say *your website*, *your subscription*, and so on, we imply both your own and your customers' websites or subscriptions. The table below lists the sections of this chapter and briefly describes what you can learn from them.

Section	Description
Quick Start with Parallels Panel	Explains the workflow of setting up a website and a mail account in the Control Panel.
Customer Account Administration	Explains how to view and manage account settings, subscriptions, invoices, and resources in the Control Panel.

Websites and Domains	Explains how to create websites, fill them with content, add applications, and configure subscription properties related to websites and domain names.
Building Websites with Presence Builder	Provides instructions on creating websites using Presence Builder - a visual website editor coming in a bundle with Panel.
FTP Access to Your Websites	Explains how to set up access to websites using FTP for subscribers and auxiliary users.
Mail	Describes how to set up mail accounts and configure mail settings under subscriptions.
Scheduling Tasks	Provides instructions on configuring Panel to automatically run scripts at specific times.
Using Databases	Explains how to use databases under subscriptions: create new databases, import existing ones, or access external databases.
Backing Up and Recovering Websites	Provides instructions on backing up and restoring the data of certain hosting subscriptions on behalf of subscribers.

In this chapter:

Quick Start with Parallels Panel

According to the latest studies, the Internet has become the most popular source of information in the world, leaving far behind all traditional media such as TV or newspapers. Nowadays, the first thing people do when trying to find services is to searching for them on the web. Thus, a proper web presence is vital for every business. There are a number of ways you can present your company on the Web. A web presence may be as simple as a contacts page, or as complex as a large company website with access to an ERP system. In both cases, you should perform the same steps to get your business online.

Before proceeding any further, you will need to take the following two essential steps:

- *Purchase a customer account from a hosting provider*.
  Your customer account provides access to the services that are vital for a web presence - Internet connectivity, disk space to store your website content, and so on. For more information about customer accounts in Panel, refer to the chapter **Customer Account Administration**.
- *Register a domain name*.
  This is the name people will use to access your site from their browsers. For example, `www.example.com`.

These two elements - an account for web hosting management and a domain name make up your *website.*

In this chapter, we will explain how to create your first website, fill it with content, create mailboxes for users of the site, and, finally, view the site visits statistics.

Advanced Hosting Features

Once you are comfortable with basic Panel capabilities, try out some advanced hosting features: Expand website functionality by installing web applications (on page 151), secure your sites with SSL certificates (on page 161), employ databases, and much more.

Note: Hosting providers can turn off some of the advanced features to make your Control Panel look simple and user friendly. We have used the **(Advanced)** prefix to designate the sections about features that may be turned off. If you require one of the advanced options, contact your hosting provider.

Next in this section:

Set Up Your First Website

Now that you have a customer account and a domain name, the first thing you will want to do is create a website. The information about the possible ways to do it is provided in the section **1. Create Your Site** (on page 58)

When your site is ready, you may want to take a look at the result in your browser. Learn how to do it in the section **2. Preview your Site** (on page 61).

Next in this section:

1. Create Your Site

There are three general ways to create a website:

- Employ a web design studio to create a site for you, and then you will just maintain its content.

- Create a site by yourself using *Presence Builder* - the powerful tool that allows you to create professional-looking websites in a few mouse clicks. Learn more in the section **Presence Builder** (on page 59).

- Create your website in a third-party *Content Management System* - an editor that allows you to easily create and edit website content such as pages, scripts, applications, and so on. To learn more about creating sites in third-party content management systems, see the section **Content Management Systems** (on page 59).

If you have purchased a ready-made site or created it by yourself, you should upload the site content to your account to make the site visible on the web. There are two ways to upload content:

- *Using FTP*. Learn more in the section **Uploading Content Using FTP** (on page 61).

- *Using an integrated File Manager*. Learn more in the section **Uploading Content with File Manager** (on page 61).

Next in this section:

Presence Builder

Presence Builder is a tool that enables users with no knowledge of HTML markup or graphic design skills to create professional-looking sites. This tool provides a simple visual editor and a huge set of templates for different websites. The editor allows you to create web pages, add content of different types (text, images, video, scripts), and edit website settings such as website name, keywords, icons, and so on.

To create websites in Presence Builder, ensure that your hosting subscription includes this option. If it does not, choose another way or upgrade your subscription.

➢ *To create a website with Presence Builder:*

1. Go to the **Websites & Domains** tab and click your domain name.

2. Click the link **Launch Presence Builder**.

3. Select a topic that best suits your website.

4. Edit the website:

   a. *Structure*: add more pages, remove the predefined pages that you do not need.

   b. *Content*: change the predefined content to your own, add text, images, videos, scripts, and other required elements.

   c. *Design*: change the layout and color scheme.

5. Publish the website.

Find more information about creating websites with Presence Builder in the section **Building Websites with Presence Builder** (on page 199).

Content Management Systems

Content Management Systems (or *CMS*) are applications that provide a graphical user interface for adding and editing website content: pages, scripts, files, multimedia content, and so on.

Before you can create a website in a third-party CMS, you should install the CMS on your hosting account. Note that you can install the CMS only if your hosting subscription allows it.

➢ *To create a website using a CMS:*

1. Go to the **Applications** tab.

2. Find the CMS you need in the list of available applications, and install it as described in the section **Using Website Applications (on page 151).**

3. Create your website in the CMS. For information about creating websites with your CMS, refer to the relevant documentation.

Uploading Content

If you already have a website created by yourself or a web design studio, just upload the website files and folders to your provider's server. You can do this in one of the following ways:

- *Using FTP*. This way is better when several people manage a website's content because it does not require access to your customer account. You can just create FTP users for them. Learn more about this method in the section **Uploading Content Using FTP** (on page 61).

- *Using Control Panel File Manager*. This way is more convenient since it uses the Control Panel GUI and provides a set of useful features, for example, a visual HTML editor and a file permissions manager. Find more information on the features of File Manager in the section **Uploading Content with File Manager** (on page 61).

Next in this section:

Uploading Content Using FTP

➢ *To publish a website using FTP:*

1. Connect to your webspace on the server with an FTP client program, using your FTP account username and password.

You can change your username and password in the Panel at the **Websites & Domains** tab > **Web Hosting Access**.

The FTP address should be ftp://your-domain-name.com, where your-domain-name.com is your site's Internet address.

Enable the passive mode if you are behind a firewall.

2. Upload the files and directories of your site to the `httpdocs` directory. If you use CGI scripts, place them in the `cgi-bin` directory.

3. Close your FTP session.

You can also set up additional FTP accounts if you need to collaborate on website content with other users. For more information, see the section **Adding FTP Accounts** (on page 253).

Uploading Content with File Manager

To upload a website from your computer to Panel server with File Manager, open the **Files** tab of Control Panel and drag the website folder to the central area of this tab. You can also upload your website as a compressed ZIP file and then extract the contents using the archiver integrated in File Manager.

With File Manager, you can also do the following:

- Edit HTML files in the visual editor.
- Preview website pages.
- Edit files in the text editor.
- Manage the files' access permissions.

Learn more about uploading and editing website files and folders with File Manager in the section **Managing Website Content** (on page 143).

2. Preview Your Site

After you uploaded website files to the webspace, you can check how your site will look in a web browser, even before the information about the new site has spread in the Domain Name System.

> ➢ *To preview a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.

2. Go the **Websites & Domains** tab.

3. Click **Preview** below the domain name of the website that you want to preview.

You site will open in a new browser window.

Note: The contents of password-protected directories might be inaccessible in the Preview mode.

Sometimes, you may need to show your site to someone when your domain name is not registered yet. There are several ways to do it without giving a person access to your customer account. Learn more in the section **Previewing Websites** (on page 150).

Set Up Mail Accounts

Once your website is ready, you can start creating mail accounts. You can choose, for example, to create mail accounts for all users within your organization. Note that the number and size of mailboxes is limited by your hosting plan.

Next in this section:

1. Create Mail Account

> ➢ *To create an e-mail address:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Mail** tab.

3. Click **Create E-mail Address**.

4. Type the left part of the e-mail address before the @ sign, and, if you have several domain names on your account, select the domain name under which the e-mail address will be created.

5. Leave the **Mailbox** checkbox selected.

Clearing this checkbox makes sense only if you want to use this address as a mail forwarder, which will forward all incoming mail to another address.

6. Specify the mailbox size or use the default size defined by the provider's policy or your service plan.

7. Specify a password consisting of five or more Latin characters.

8. Click **OK**.

2. Access Your Mailbox

There are two ways to access a mailbox for sending and receiving e-mail messages:

- Set up and use an e-mail client program on your computer. Typically, in such programs you should specify the following settings:

  - **Username**. In this field, specify your full e-mail address. For example, johndoe@example.com.

  - **Password**. Most likely, the password to your e-mail account.

  - **Mail server protocol**. This property defines whether you want to keep copies of messages on the server or not. To keep the copies on the server, select the **IMAP** option. If you do not want to keep them on the server, select **POP3**. Selecting IMAP will also allow you to train the SpamAssassin spam filter on e-mail messages you receive, if SpamAssassin is enabled on the server.

  - **Incoming mail server** *(POP3/IMAP)*. Type your domain name. For example, *example.com*. The POP3 port is 110. The IMAP port is 143.

  - **Outgoing mail server** *(SMTP)*. Type your domain name. For example, *example.com*. The SMTP port is 25. This server requires authentication.

  To get detailed instructions on configuring popular e-mail clients to work with your mailbox, see subsections of this section.

- Use a web browser to connect to the webmail interface.

Note: If you cannot access your mailbox following the instructions in this section, this might be caused by mail server settings. Contact your hosting provider to resolve the issue.

Next in this section:

Access from Webmail
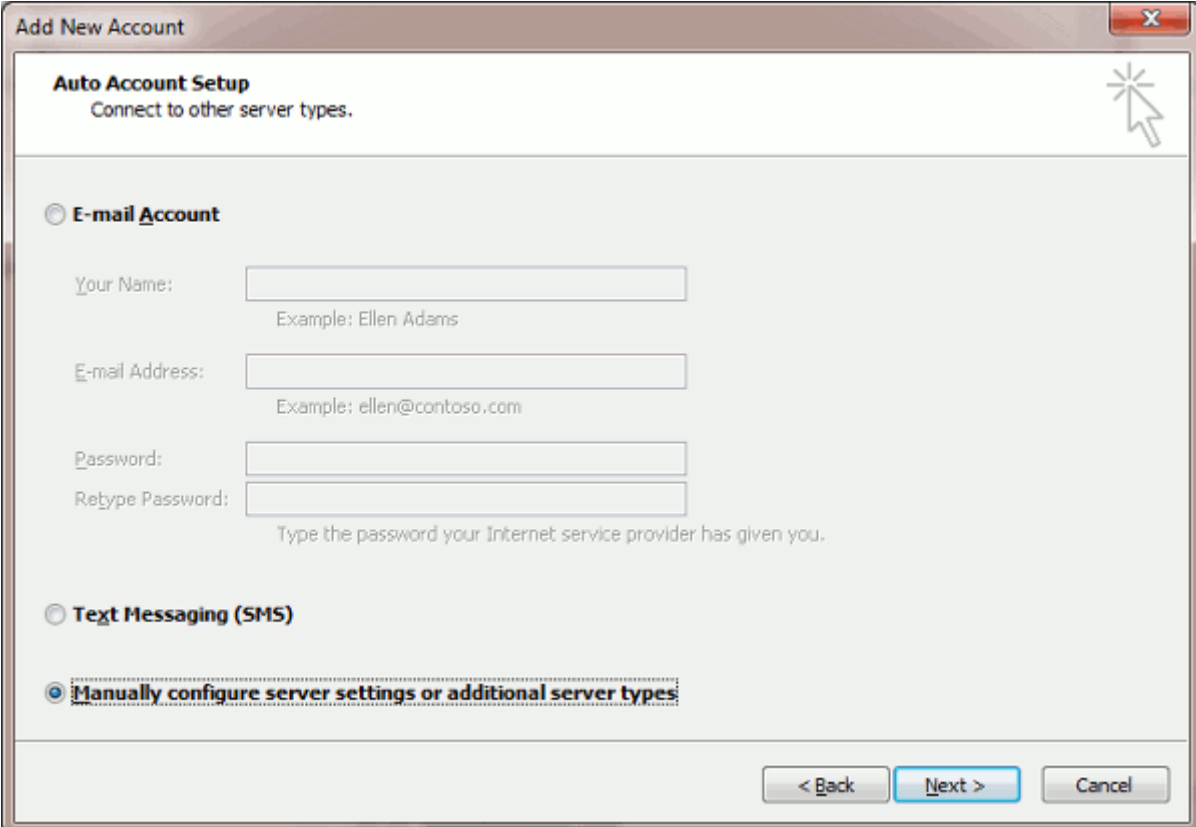
➢ *To access your mailbox through webmail, do any of the following:*

- In a Web browser, visit the URL `webmail.example.com`, where `example.com` is the Internet address of your website. When prompted, specify your full e-mail address as the username (for example, `mail@example.com`), and specify the password that you use for logging in to the Panel.

- When logged in to the Panel, click the **Mail** tab, and in the list of e-mail addresses, click an icon corresponding to the e-mail address you need.

Access from Microsoft Office Outlook

➢ *To set up Microsoft Office Outlook 2010:*

1. Open Microsoft Office Outlook.

2. Go to **File > Info > Add Account**.

3. Select the checkbox **Manually configure server settings or additional server types**. Click **Next**.

4. Select the **Internet E-mail** option and click **Next**.
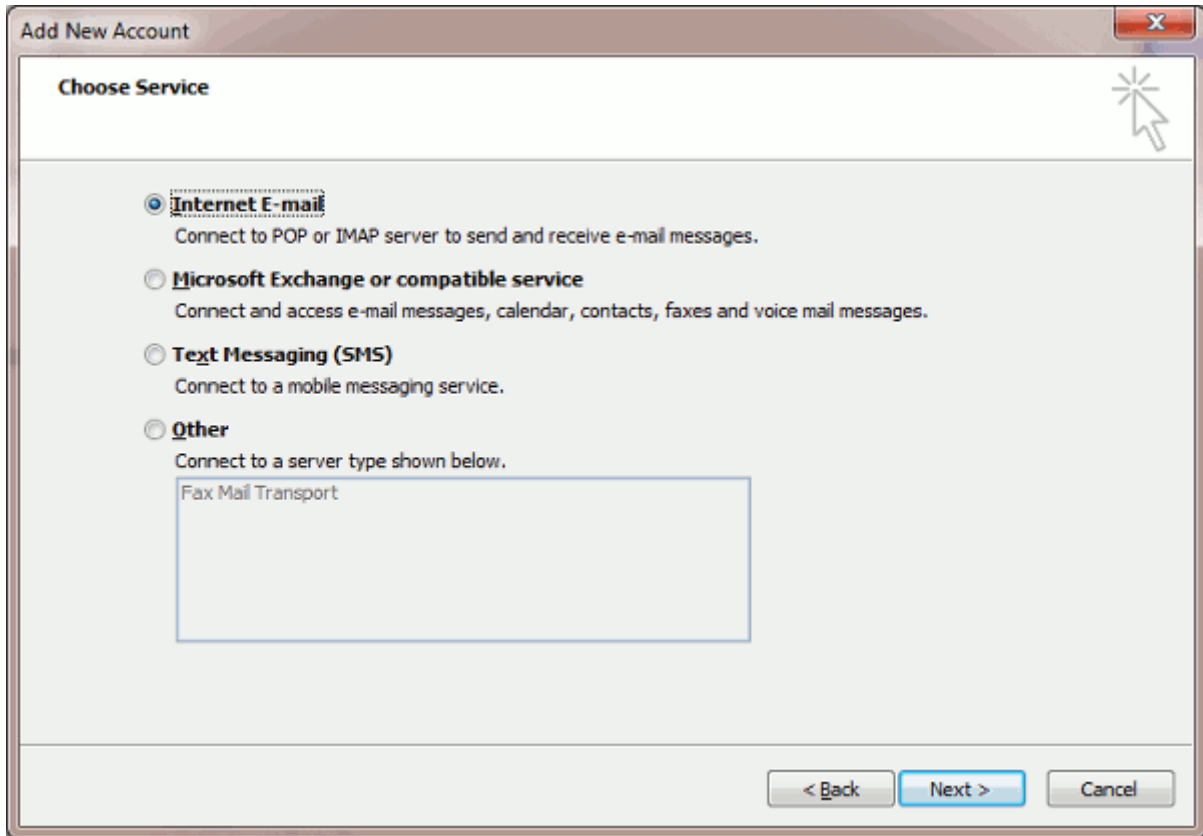
5. Specify the following:

- Your name.

- Your e-mail address.

- **Account type.** If you want to keep copies of messages on the server, select the IMAP option. If you do not want to keep any messages on the server, select the POP3 option. Selecting IMAP will also allow you to train the SpamAssassin spam filter on e-mail messages you receive, if SpamAssassin is enabled on the server.

- Incoming mail server. Type your domain name. For example, example.com.

- **Outgoing mail server (SMTP)**. Type your domain name. For example, example.com.

- **User Name.** Specify your full e-mail address. Example: johndoe@example.com.

- **Password**. Most likely, this password coincides with the password you use for logging in to Panel.

- **Require logon using Secure Password Authentication (SPA)**. Leave this option cleared.

6. Click **More Settings**, open the **Outgoing Server** tab and check **My outgoing server (SMTP) requires authentication**.
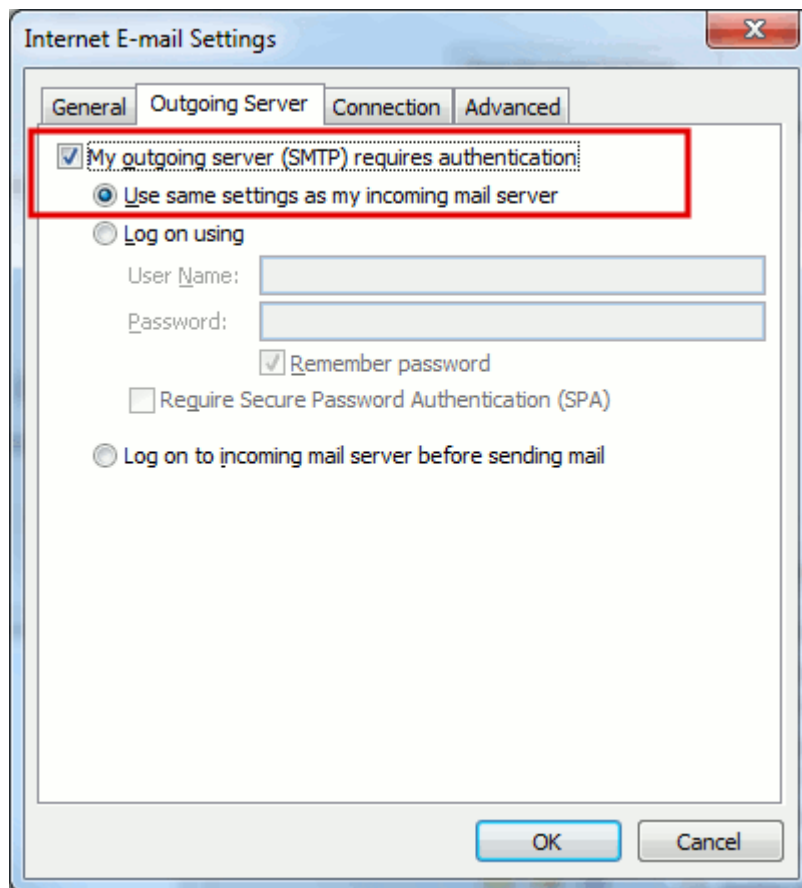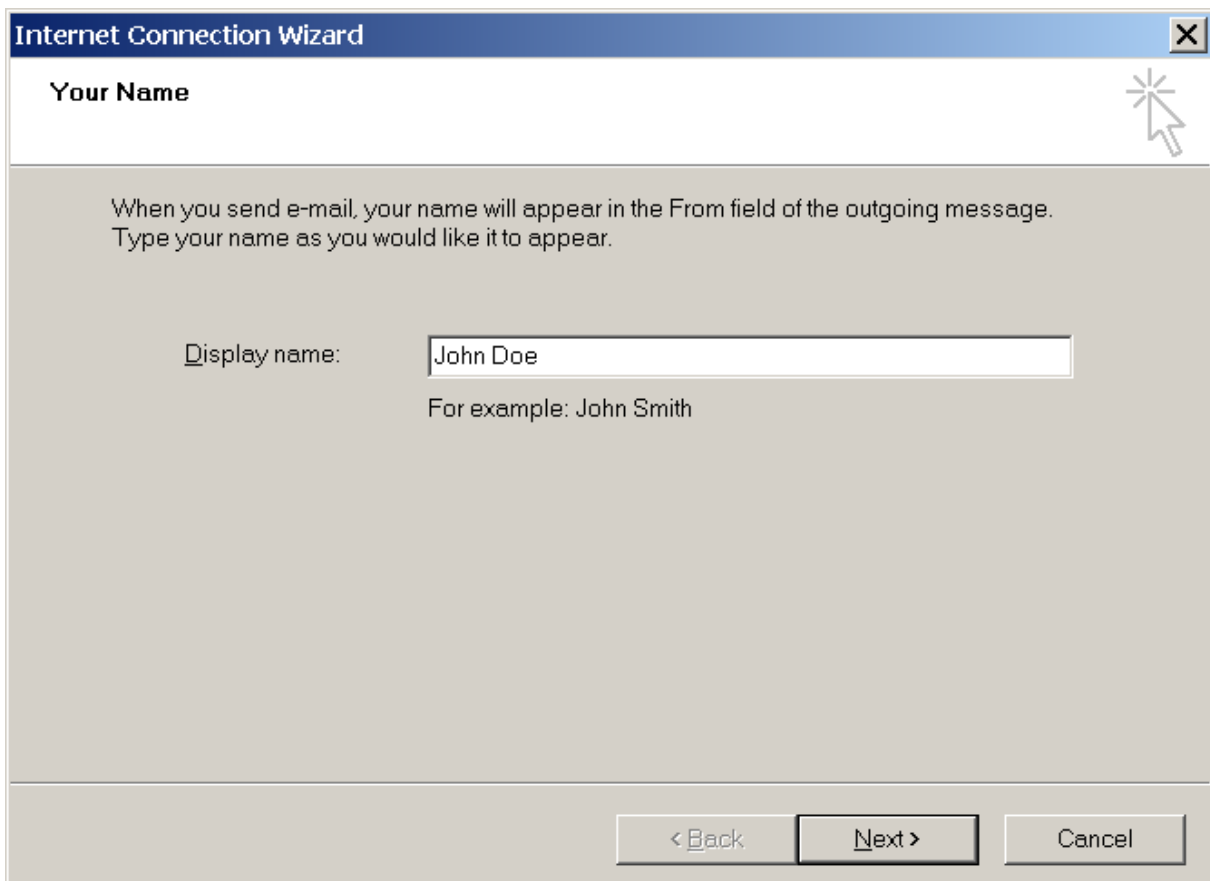
7. Click **Next**.

8. Click **Finish**.

Access from Microsoft Outlook Express

The instructions provided in this section were verified against Microsoft Outlook Express 6.
They might not work with earlier or later versions of Microsoft Outlook Express.

➢ *To set up Microsoft Outlook Express:*

1. Open Microsoft Outlook Express.

2. Go to **Tools** > **Accounts**.

3. Click the **Add** button and select the **Mail** item.

4. Enter your name as you want it to appear in any messages you send, and
   click **Next**.

```
Internet Connection Wizard                                                    ✕

   Your Name


      When you send e-mail, your name will appear in the From field of the outgoing message.
      Type your name as you would like it to appear.



            Display name:       │John Doe                                    │

                                For example: John Smith








                                          ‹ Back       Next ›        Cancel
```

5. Type your e-mail address, and click **Next**.

6. Specify the following settings:

- Protocol of your incoming mail server.

  If you want to keep copies of messages on the server, select the **IMAP** option. If you do not want to keep any messages on the server, select the **POP3** option. Selecting IMAP will also allow you to train the SpamAssassin spam filter on e-mail messages you receive, if SpamAssassin is enabled on the server.

- Incoming mail server. Specify your website's Internet address.

- Outgoing mail server. Specify your website's Internet address.
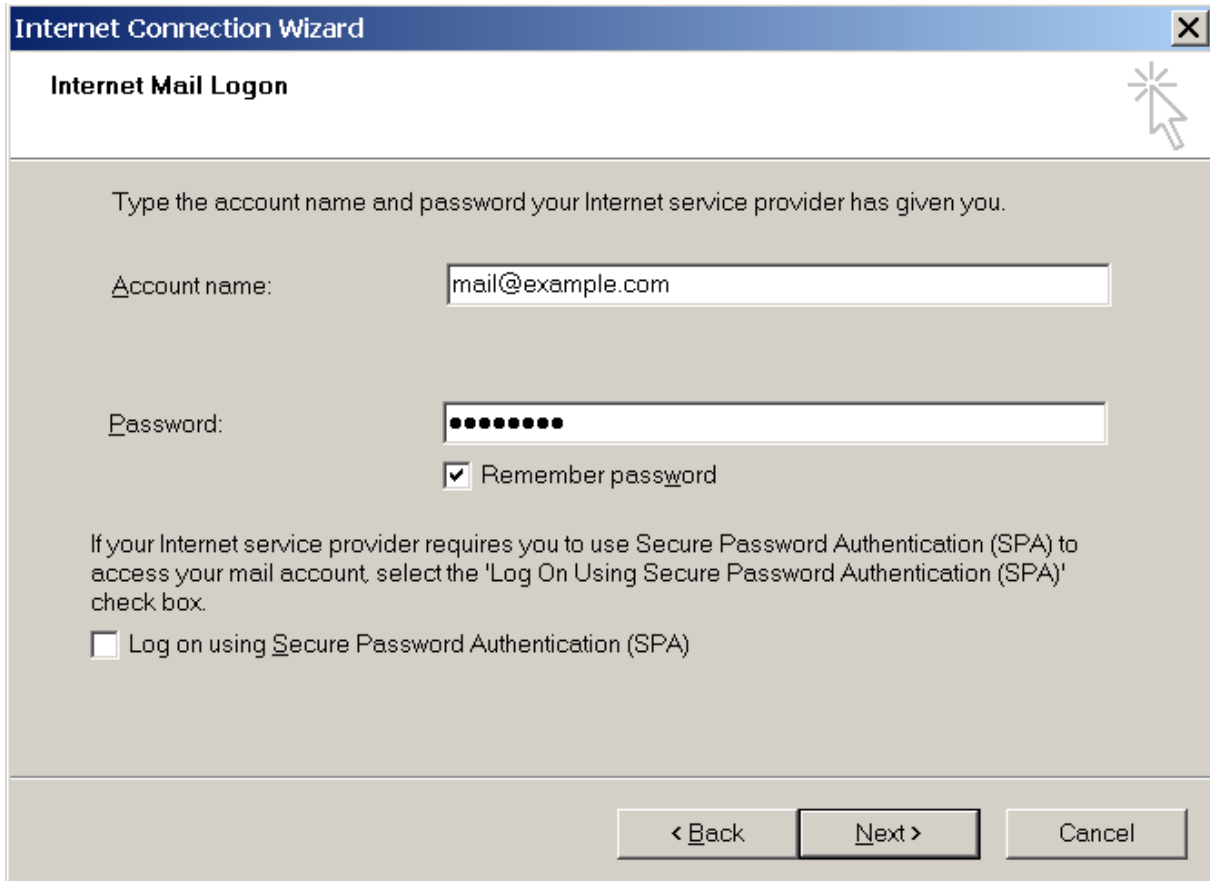
7. Click **Next**.

8. Specify the following:

- Your account name. Type your e-mail address in the **Account name** box.

- Your password. Most likely, this password coincides with the password you use for logging in to the Panel.

- **Remember password** checkbox. Leave it selected if you do not want to be prompted to enter password each time your e-mail program connects to the mail server to check for new mail, and click **Next**.

9. To complete setting up your e-mail program, click **Finish**.
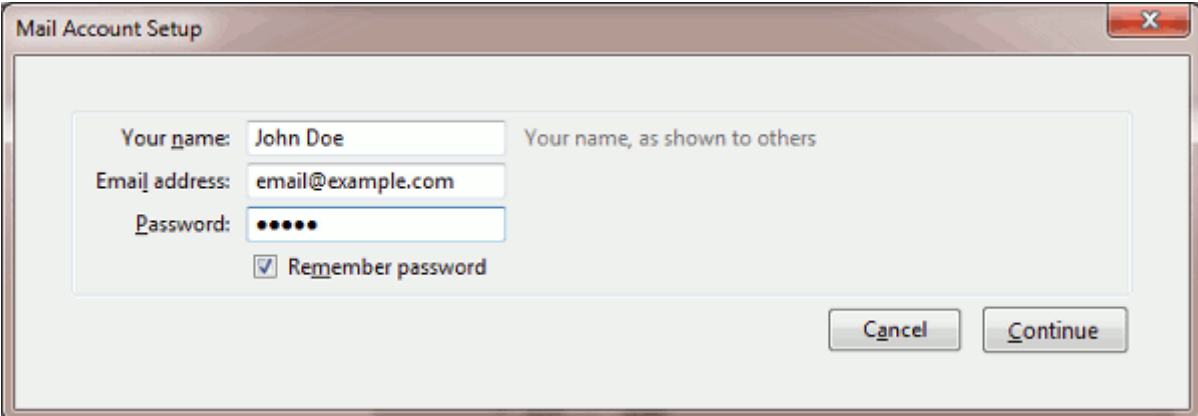
Access from Mozilla Thunderbird

The instructions provided in this section were verified against Mozilla Thunderbird 12. They might not work with earlier or later versions of Mozilla Thunderbird.

➢ *To set up Mozilla Thunderbird:*

1. Open Mozilla Thunderbird.

2. Go to **Tools** > **Account Settings** > **Account Actions** > **Add Mail Account.**

3. Specify the following:

   ▪ Your name, as you want it to appear in any messages you send.

   ▪ Your e-mail address and password.

4. Click **Continue**.

5. If Thunderbird fails to find the settings automatically, specify the following:

- Account type. If you want to keep copies of messages on the server, select the **IMAP** option. If you do not want to keep any messages on the server, select the **POP3** option. Selecting IMAP will also allow you to train the SpamAssassin spam filter on e-mail messages you receive, if SpamAssassin is enabled on the server.

6. Click **Create Account**.

If you set up a mail account manually, please use the following typical combinations of connection security and authentication method settings. If the settings do not work for you, ask your hosting provider about the correct combination.

On Linux:

- **Connection security**: STARTTLS
- **Authentication method**: Encrypted password

On Windows, IMAP:

- **Connection security**: None
- **Authentication method**: Encrypted password

On Windows, POP3:

- **Connection security**: None

Authentication method: Password, transmitted insecurely Other parameters that you may need when configuring your account manually:

- POP3 port: 110
- IMAP port: 143
- SMTP port: 25
- **Username**. Your full e-mail address. For example: johndoe@example.com.
- **Incoming server address** (POP3/IMAP). Specify your website's Internet address. Example: *example.com*
- **Outgoing server address**. Specify your website's Internet address. Example: *example.com*

Access from Apple Mail

The instructions provided in this section were verified against Apple Mail 3.6 (Leopard). They might not work with earlier or later versions of Apple Mail.

➢ *To set up Apple Mail:*

1. Run Apple Mail.

If you run it for the first time and do not have any mail accounts configured in it, skip the next step: Apple Mail will take you directly to creating one.

2. Open the Adding Mail Account wizard:

a. Click **Mail** > **Preferences....**

b. Select the **Accounts** tab.

c. Click the **+** button at the bottom left corner.

3. Enter the account information:

- Your full name

- Your full e-mail address

- The password you use to log in to the Panel.
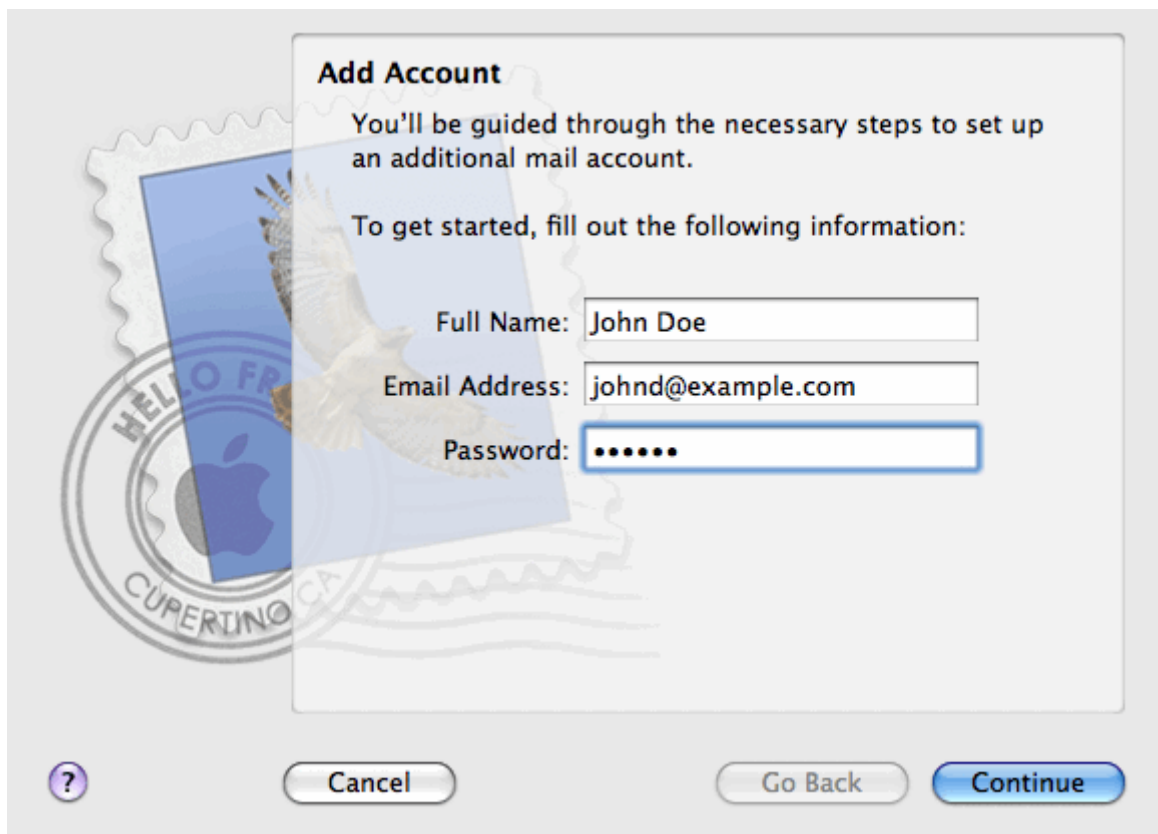
4. Click **Continue**.

5. Fill in the following incoming mail server information:

- **Account Type**: select whether you want to use IMAP or POP protocol.

  We recommend selecting IMAP if you use SpamAssassin as a spam filtering solution: IMAP account is a requirement for SpamAssassin learning which messages are spam and which are not.

- **Incoming Mail Server**: type in the name of domain which serves your mail (which follows the @ sign in your e-mail address).

- **User Name**: enter your full e-mail address.

- **Password**: leave it auto-completed (Apple Mail takes it from the previous step).
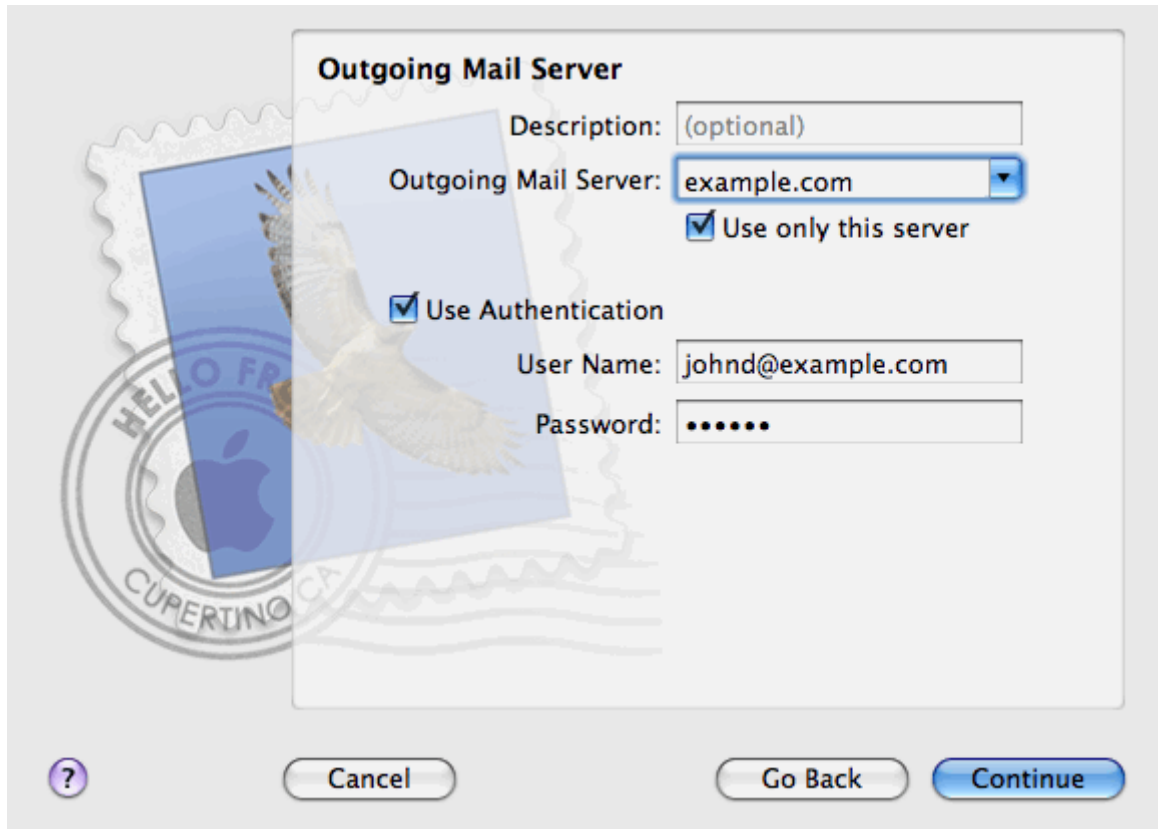
6. Click **Continue**.

7. (Optional) Specify the incoming mail security options:

a. Select the **Use Secure Sockets Layer (SSL)** checkbox.

b. Select the authentication method.

Keep the default method if you are not sure which to select.

Apple Mail displays this setup screen only if a mail server bundled with Panel supports SSL for the selected account type (POP or IMAP).
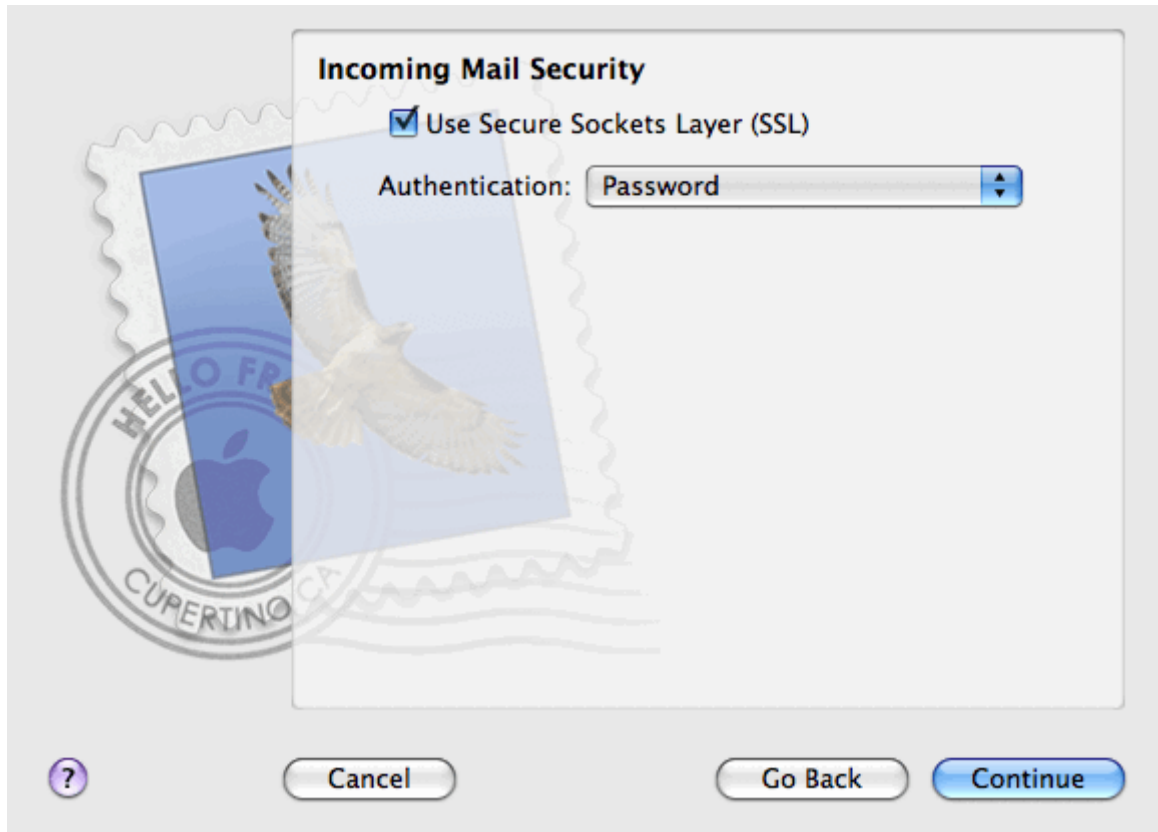
8. Click **Continue**.

9. Fill in the following outgoing mail server information:

- **Outgoing Mail Server**: type in the name of domain which serves your mail (which follows the @ sign in your e-mail address).

- **Use only this server**: selected.

- **Use Authentication**: selected.

- **User Name**: enter your full e-mail address.

- **Password**: leave it auto-completed (Apple Mail takes it from the previous step).

10. Click **Continue**.

Apple Mail displays overall description of the mail account that is going to be created.

11. Select the **Take account online** checkbox and click **Create**.
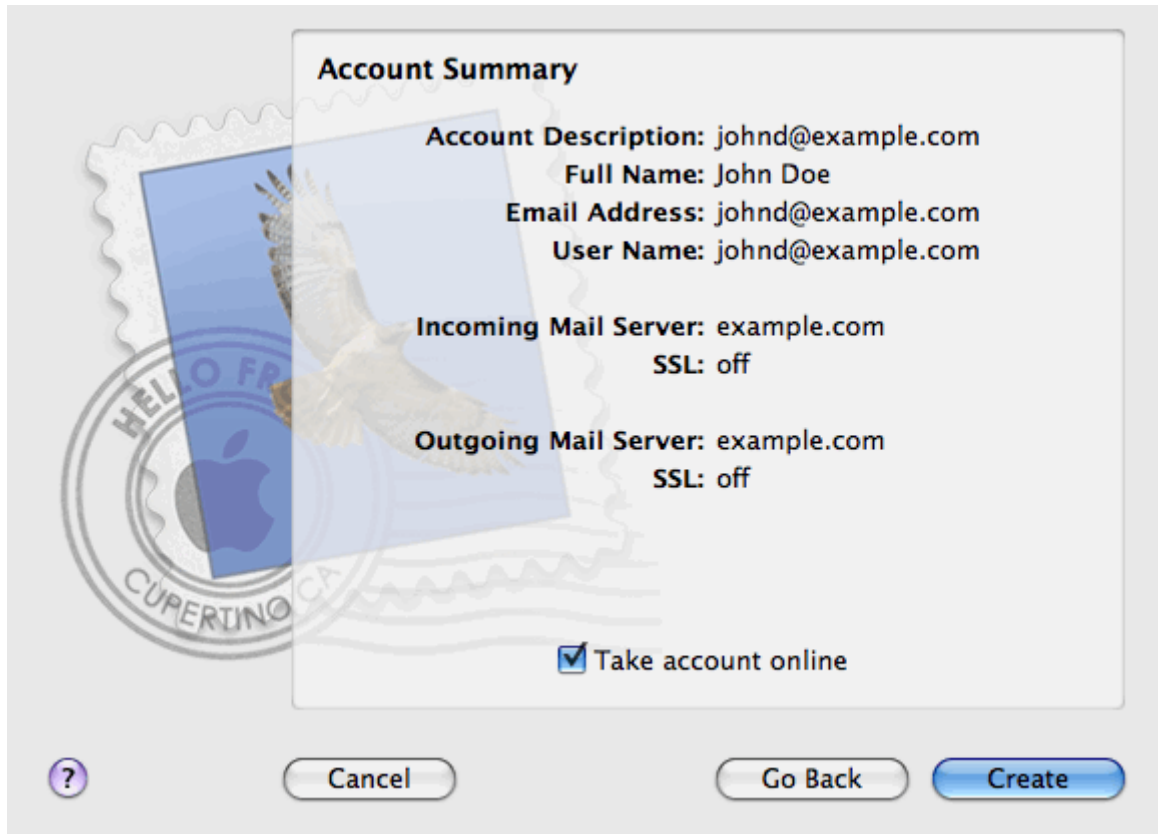
View Site Visit Statistics

Finally, when your site works fine and search engines return it in search results, it is the best time to evaluate site efficiency by viewing the visits statistics.

➢ *To find out how many people visited a site, from what countries, and what pages of the site they viewed:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the domain name for which you want to view the statictics

3. Click **Web Statistics**.

   The site visitor statistics will show in a new browser window.

4. To view statistics for web pages viewed from the SSL-secured area of your site, select **SSL Web Statistics** in the menu.

5. To view statistics for files downloaded over the file transfer protocol (FTP), select **FTP Statistics** in the menu.

Alternately, you can view the visits statistics for a site by visiting the following URL: https://your-domain.com/plesk-stat/webstat. When prompted for username and password, specify your FTP account username and password.

You have successfully completed the quick start part of the guide. Feel free to read about other features that are available to you in the Control Panel.

Customer Account Administration

As described in the section **Quick Start with Parallels Panel**, the first step in establishing your company's web presence is signing up to the services provided by a hosting company (hosting provider). After you subscribe to a hosting plan, a *customer account* in Panel is created to enable you to log in to Panel and use the hosting services and resources like mailboxes, disk space, and bandwidth.

Customer Account and Multiple Subscriptions

Panel allows you to subscribe to as many hosting plans as you need. For example, if you do not want your main site to share hosting resources with a company's branch site you can subscribe to another hosting plan under the same customer account. In other words, a customer account is a personalized access to all your subscriptions (see the picture below).
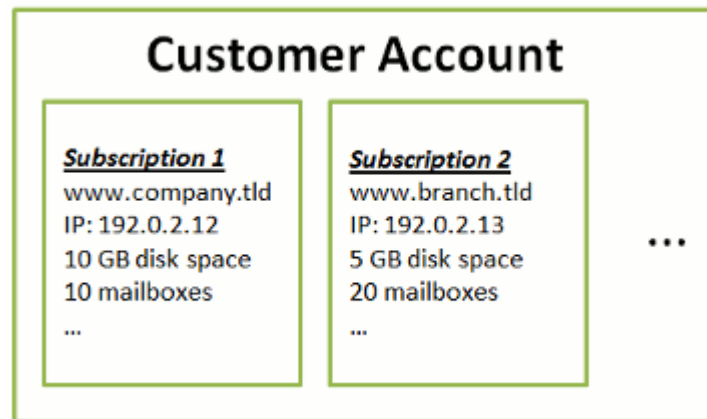
Another reason for using multiple subscriptions is that subscription is limited to *only one IPv4 and one IPv6 address*. Thus, all domains within a subscription share the same IP address (v4 or v6). If you need to host sites on different IP addresses, you should additionally order the same plan for as many IP addresses as you need. This can be useful, for example, if you want to secure connections to each of your sites with a separate SSL certificate. For information on how to purchase an additional subscription, refer to the section **Ordering More Resources** (on page 97).

If you have multiple subscriptions under a single customer account, you can easily switch among them from the **Account** tab. To be more specific, the **Account** tab provides access to operations that apply to *all your subscriptions*. All other tabs (like **Mail**, **Users**, or **Domains & Websites**) are, on the contrary, *subscription-wide*. This means that to change mail settings on a particular subscription, *you should first switch to it* before clicking **Mail**.

System Users

For each hosting subscription, Panel creates a *system user* - a user account in the Panel server operating system. Customers obtain their system users' access credentials from their service providers and use these credentials for connecting to the server through FTP, SSH, and so on. In addition, all operations with files and directories in Panel are performed on behalf of system users. For example, when a customer adds a new file in File Manager, the subscription's system user becomes the owner of the file.

Adding Resources to a Subscription

Purchasing a new subscription for extending hosting resources is not always necessary. You can always improve just one of your subscriptions. For example, add extra disk space or SSL support. This can be done by switching to another hosting plan or by purchasing hosting plan add-ons. Learn more in the section **Ordering More Resources** (on page 97).

Managing Customer Account

In Panel, you can perform a number of administrative operations on your customer account:

- Change an account password and personal information. Learn more in the section **Changing Your Password and Contact Information** (on page 85).
- View the list of services and resources provided by subscription on the **Account** tab. For detailed information about all subscription features, refer to the section **Viewing Subscription Summary** (on page 86).
- Make payments to renew your subscription. Learn more in the section **Managing Account Balance and Invoices** (on page 93).
- View statistics on your account: For example, disk space or traffic usage. Learn more in the section **Viewing Statistics** (on page 99).

Allowing Other Users to Access Your Account

If the number of hosting maintenance operations is too large to be handled by one person, you can delegate some of them to other people. For this purpose, you can create auxiliary user accounts grouped by means of user roles. For example, you can create a group that is allowed to only upload content to websites. Users in this group will not be able to perform any operations except for managing website content. For more information about auxiliary users, refer to the section **(Advanced) Managing Auxiliary User Accounts** (on page 101).

Next in this section:

Changing Your Password and Contact Information

➢ *To change your password for access to the Control Panel:*

1. Click a link with your name at the top of the screen.

2. Type a new password, and click **OK**.

➢ *To change a username or password that you use for connecting to your subscription over FTP or SSH:*

1. Click the **Websites & Domains** tab.

2. Click **Web Hosting Access**.

3. Type the new username or password, and click **OK**.

➢ *To change your contact information:*

1. Click a link with your name at the top of the screen.

2. Click the **Contact Details** tab.

3. Update your contact information and click **OK**.

Viewing Subscription Summary

When you subscribe to hosting services, a user account is created in the Panel to allow you to manage your websites and mailboxes on your own.

You can view the following information about your account:

- Current subscriptions to service plans.
  You can be subscribed to a number of service plans at once, and, therefore, can have several subscriptions associated with your account. If a billing system is connected to the Panel, then you can also purchase additional subscriptions, upgrade or downgrade them, and pay your invoices.
- Allocated and consumed resources.
- Hosting features available for your websites.
- Operations you can perform in your Panel.
- Account balance, unpaid invoices, and monthly fee for your hosting package.

> ➢ *To view the information about your account and your current subscriptions:*

1. Click the **Account** tab.

   A list of your current subscriptions is shown.

2. If the billing system is integrated with the Panel, then the following information is shown:

   - **Account credit balance**. This is how much money is available in your billing account.
   - **Due invoices balance**. This is how much money you owe to your provider. Here, you can pay all invoices at once by clicking **Pay All Outstanding Invoices**, or pay one of invoices by clicking a **Pay Now** link in the list titled **Latest Outstanding Invoices**. You can also view all invoices by clicking the link **Show all invoices**, or print an invoice by clicking an invoice number and then clicking **Print**.
   - **Latest to-do items**. This shows reminders from the system about the actions you need to take.
   - List of all your subscriptions. You can use links in the list to perform the following operations:
     - View subscription properties by clicking a link with subscription name.
     - Select a subscription that you want to manage through the Control Panel by clicking the corresponding link **Switch to Subscription**.
     - Order an SSL certificate for a site by clicking **Request SSL Certificate**. This operation is described in the section **Ordering SSL Certificates**.
     - View properties of already ordered SSL certificates by clicking **Show Certificate Info**.
     - View or change domain information, contact information, and DNS settings specified at a registrar's site, by clicking **Show Domain Info**. These operations are described in the section **Registrar's DNS Settings in Panel** (on page 122).

3. To view detailed information about resource allotments, available hosting options, and permissions for operations, click a subscription's name.

4. Do any of the following:

- To view a list of allocated and consumed resources, click the **Resources** tab.

- To view a list of hosting features available for your account, click the **Hosting Options** tab.

- To view a list of operations that you can perform in your Hosting Panel, click the **Permissions** tab.

Next in this section:

Allocated and Consumed Resources

If you are subscribed to a number of service plans at once, then you have several subscriptions. For each subscription, the following types of allocated resources are listed in the Panel at the **Account** tab > *subscription name* > **Resources** tab:

- **Disk space**. This is the total amount of disk space allocated to your account with subscription. This amount includes all data related to your websites, e-mail accounts, applications, backups, and log files.

- **Traffic**. This is the total amount of data in megabytes that can be transferred monthly from all your websites.

- **Domains**. This is the number of websites that can have separate second-level domain names, such as, for example, example.com.

  For information about setting up websites, refer to the sections **Set Up Your First Website** (on page 58) and **Adding Domains** (on page 110).

- **Subdomains**. This is the number of additional websites that can have third-level domain names, such as, for example, news.example.com.

  For information about setting up subdomains, refer to the section **Adding Subdomains** (on page 112).

- **Domain aliases**. This is the number of additional domain names that can be set up to point to one of your sites. For example, example.fr and example.de can both point to example.com.

  For information about setting up domain aliases, refer to the section **Adding Domain Aliases** (on page 114).

- **Mailboxes**. This is the number of mailboxes that can be created under all your websites.

  For information about creating mailboxes, refer to the chapter **Mail**.

- **Mailbox size**. This is the amount of disk space that can be occupied by a mailbox.

- **Total mailboxes quota**. This is the total amount of disk space that can be used by all mailboxes under all your domains. This option is available only on Windows-based customer accounts.

- **Mailing lists**. This is the total number of mailing lists that can be set up under all your websites. Note that there are mailing lists and mail groups, which serve the same purpose, but are slightly different in functionality. Mailing lists support archiving and pre-moderation of messages, while mail groups can only be used for sending one message to a number of recipients at once.

  For information about setting up and using mailing lists, refer to the section **Using Mailing Lists** (on page 266).

- **Additional FTP accounts**. This is the number of FTP accounts that can be set up for accessing the webspace, in addition to the main FTP account that was created when your subscription was activated.

  For information about setting up FTP accounts, refer to the sections **Changing FTP Access Credentials** (on page 252) and **Adding FTP Accounts** (on page 253).

- **Databases** (Linux). This is the number of databases that can be hosted for all your websites. Databases are a standard means of organizing data storage that allows dynamic websites, web applications, and their users to store, search, and retrieve information.

  For information about working with databases, refer to the chapter **(Advanced) Using Databases**.

- **MySQL databases** and **Microsoft SQL Server databases** (Windows). This is the maximum number of MySQL and Microsoft SQL Server databases respectively that can be created on the Panel database servers and used by the subscription's websites.
- **MySQL databases quota** and **Microsoft SQL databases quota** (Windows). This is the maximum amount of disk space (in megabytes) that the subscription's MySQL and Microsoft SQL Server databases respectively can occupy.
- **Java applications**. This is the number of Java applications packaged in WAR format that you can install on your sites.
- **Sites published with Presence Builder**. This is the number of sites that you can create and publish using Presence Builder, if Presence Builder option is included in your hosting package.
- **Mobile sites**.This is the total number of websites that you can host with the UNITY Mobile online service, which optimizes sites for viewing on mobile devices.
- **Web users**. This is the number of user accounts that you can create for hosting web pages for other users under your domains.
- **FrontPage accounts**. This is the number of Microsoft FrontPage user accounts that you can create for collaboration on site content using FrontPage. This option is available only for Windows-based customer accounts.
- **Shared SSL links**. This is the number of websites that you can secure with an SSL certificate shared by your provider. This option is available only for Windows-based customer accounts.
- **ODBC DSN connections**. This is the number of connections to external databases that you can create for web applications running on your customer account. This option is available only for Windows-based customer accounts.
- **ColdFusion DSN connections**. This is the number of connections to external databases that you can create for web applications written in Adobe ColdFusion, which are running on your customer account. This option is available only for Windows-based customer accounts.

Hosting Features Available for Your Websites

Depending on your service plan, the following hosting features may be available for your websites (listed at the **Account** tab > *subscription name* > **Hosting Options** tab):

- **SSL support**. This allows you to secure connections to websites with SSL encryption.

  For information about securing sites with SSL, refer to the section **Securing Connections with SSL Certificates** (on page 161).

- **Web statistics**. This allows you to view website visits statistics presented in diagrams and charts.

  For information about viewing website visits statistics, refer to the section **Viewing Statistics** (on page 99).

- **Custom error documents**. This allows you to create custom HTML pages and configure web server to show them instead of typical error messages, such as `404 Not Found`.

  For information about setting up custom error documents, refer to the section **Setting Up Custom Error Pages** (on page 170).

- **Support for programming and scripting languages**, such as PHP, CGI, Perl, Python, Microsoft ASP, ASP.NET, Adobe ColdFusion, SSI.

- **Microsoft FrontPage support** and **Microsoft FrontPage over SSL support**. These allow you to use Microsoft FrontPage to create and edit website content. These options are available only for Windows-based customer accounts.

- **Remote Microsoft FrontPage authoring** (Windows). This allows you to use Microsoft FrontPage to create and edit website content directly on the server. This option is available only for Windows-based customer accounts.

- **Dedicated IIS application pool** (Windows). This provides isolation and improved stability for web applications working on sites.

- **Additional write/modify permissions** (Windows). This option allows the web applications to use a file-based database (like Jet) located in the root of `httpdocs` folder.

- **Allow web users to use scripts**. This allows scripting at web pages available at URLs like http://example.com/~<username>/<webpage>, where *<username>* refers to a web user. Web users are individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.

The following is a list of permissions for operations that you can perform in your Panel (shown at the **Account** tab > *subscription name* > **Permissions** tab):

- **DNS zone management**. Manage resource records in the DNS zones of websites. DNS stands for Domain Name System. It is a service that enables web browsers to locate websites by domain names.

  For information about configuring DNS settings for your websites, refer to the section **(Advanced) Configuring DNS for a Domain** (on page 116).

- **Hosting settings management**. Manage web hosting settings, such as custom web server settings or support for scripting languages.

- **PHP safe mode management**. This option is available only for Linux-based customer accounts. It allows you to switch PHP safe mode on or off for websites. Safe mode is a security restriction that does not allow scripts written in PHP to perform potentially dangerous operations on the server. You might need to switch off the safe mode for PHP if you use some web applications written in PHP and if they do not function properly.

- **Management of access to the server over SSH** and **Management of access to the server over Remote Desktop**. Securely upload web content to the server through Secure Shell (Linux) or a Remote Desktop connection (Windows).

- **Anonymous FTP management**. Set up a folder on the server which should be accessible to the Internet users over FTP protocol. This folder can have an address like, for example, ftp://downloads.example.com. This feature is called anonymous FTP because the users will not need to specify a username and password to browse, download, or upload files.

  For information about setting up FTP folder with unrestricted access, refer to the section **Setting Up Anonymous FTP Access** (on page 255).

- **Scheduler management**. Schedule execution of programs or scripts in the server's operating system.

  For information about scheduling tasks, refer to the chapter **Scheduling Tasks**.

- **Spam filter management**. Set custom settings for protection from unsolicited commercial e-mail, also known as spam.

  For information about setting up spam filtering, refer to the section Protecting Mailboxes from Spam.

- **Antivirus management**. Set custom settings for protection from viruses and other malicious software that spreads itself through e-mail.

  For information about setting up virus protection, refer to the section Protecting Mailboxes from Viruses.

- **Data backup and restoration using the server repository**. Use the backup and restore functions of the Panel to back up and restore websites, mail accounts, settings, and keep your backup files on the server.

  For information about backing up and restoring data, refer to the chapter **(Advanced) Back Up and Restore Data**.

- **Data backup and restoration using a personal FTP repository**. Use the backup and restore functions of the Panel to back up and restore websites, mail accounts, settings, and save your backup files to an FTP folder on another server.

  For information about backing up and restoring data, refer to the chapter **(Advanced) Back Up and Restore Data**.

- **Web statistics management**. Set custom preferences for visitor statistics reports.

  For information about configuring and viewing website visitor statistics, refer to the section **Viewing Statistics** (on page 99).

- **Log rotation management**. Set custom preferences for recycling (rotation) of web server logs. Web server records information about connections to your sites and errors occurred on attempts to retrieve missing files. You can use these log files for website debugging purposes.

  For information about working with web server access logs, refer to the section **Log Files** (on page 100).

- **Access to Application Catalog**. View and install applications on websites. For information about applications, refer to the section **Employing Website Applications** (on page 151).

- **Setup of potentially insecure web scripting options that override provider's policy.** This allows you to override the hosting security policy, if it is applied by the provider.

- **Domain creation**. Set up and manage new websites.

  For information about setting up websites, refer to the sections **Set Up Your First Website** (on page 58) and **Adding Domains** (on page 110).

- **Subdomains management**. Set up and manage new websites with addresses like forum.example.com.

  For information about setting up subdomains, refer to the section **Adding Subdomains** (on page 112).

- **Domain aliases management**. Set up and manage additional domain names for a site.

  For information about setting up domain aliases, refer to the chapter **Adding Domain Aliases** (on page 114).

- **Additional FTP accounts management**. Set up and manage additional FTP accounts. To enable collaboration on website content, you can set up FTP accounts for other users and specify which directories of the site should be accessible to them.

  For information about setting up FTP accounts, refer to the section **Adding FTP Accounts** (on page 253).

- **Java applications management**. Install and manage Java applications distributed in WAR archives and obtained separately from third-party vendors or application developers.

  For information about installing Java applications, refer to the section Installing Java Applications.

- **Mailing lists management**. Set up and manage mailing lists.

  For information about setting up and using mailing lists, refer to the section **Using Mailing Lists** (on page 266).

- **Hosting performance settings management**. Limit the bandwidth and number of connections to websites.

  For information about restricting bandwidth usage for sites, refer to the section **Limiting Bandwidth and Number of Connections to Websites** (on page 177).

- **IIS application pool management**. Set custom preferences for IIS application pool (available only on Windows-based customer accounts).

  For information about setting up IIS application pool, refer to the section **Setting Up IIS Application Pool (Windows)** (on page 196).

- **Additional write/modify permissions management**. Set additional write/modify permissions for websites that use file-based databases (available only on Windows-based customer accounts).

- **Shared SSL management**. Secure connections to your sites with SSL protection by using an SSL certificate shared by your provider.

  For more information, refer to the section **Using Shared SSL Certificates (Windows)** (on page 165).

- **Hard disk quota assignment**. Adjust hard quotas on disk space if that is supported by your customer account.

- **Database server selection**. Select a database server for creating databases, if multiple database servers are available.

Managing Account Balance and Invoices

The operations described below are available if your Control Panel is integrated with Parallels Parallels Customer and Business Manager.

➢ *To view your account balance and pay for hosting services:*

1. Click the **Account** tab.

2. The following information is shown:

- *Account credit balance.* This is how much money is available in your account.

- *(Optional) Usage charge.* If your subscription allows consuming hosting resources over the plan limit, this number shows how much money you should pay for these resources in addition to your subscription price. To view the detailed information about how much resources you used over limits, click the link **See details** below the charge amount. To learn how the system calculates usage charges, see the section **Calculating Usage Charges** (on page 95).

- *Due invoices balance.* This is how much money you owe to your provider. Here, you can pay all invoices at once by clicking **Pay All Outstanding Invoices**, or pay one of invoices by clicking a **Pay Now** link in the list titled **Latest Outstanding Invoices**.

- *Latest to-do items.* This shows reminders from the system about actions you need to take.

- *(Optional) Affiliate programs.* Your provider may let you earn money for promoting their plans. To start earning, you should join their *affiliate programs*. Here you can find the link to join affiliate programs or the info about your money you earn if you already joined the programs. To learn how to get profit from affiliate programs, see the section **Earning Money by Promoting a Provider's Plans** (on page 95).

- *List of all your subscriptions.* You can use links in the list to perform the following operations:

  - To view subscription properties, click a link with subscription name.

  - To select a subscription that you want to manage through the Control Panel, click the corresponding link **Switch to Subscription**.

  - To order an SSL certificate for a site, click **Order a Certificate**. For more information about this operation, see the section **Ordering SSL Certificates**.

  - To view properties of already ordered SSL certificates, click **Show Certificate Info**.

  - To view or change domain information, contact information, and DNS settings specified at a registrar's site, click **Show Domain Info**. For more information about these operations, see the section **Registrar's DNS Settings in Panel** (on page 122).

➢ *To choose a payment method that you would like to use for paying for services:*

1. Go to the **Account** tab > **Billing Accounts**.

   A record about the payment method that you used for purchasing the services for the first time is shown.

2. Do any of the following:

   ▪ To view or change settings for a billing account, click the corresponding link in the **Billing account name** column, specify the information about your bank card or account, and select the subscriptions that should be paid by it. Click **OK**.

   ▪ To add a new billing account, click **Add New Billing Account**, select the payment method, and click **Next**. Then choose the account owner (you or an auxiliary user that will be able to use this account), specify the required information about your bank card or account, and select the subscriptions for which you will pay with it. Click **OK**.

   ▪ To remove a billing account, click the corresponding **Remove** link.

Next in this section:

Calculating Usage Charges

If the pay-as-you-go web hosting is allowed for a plan, Business Manager calculates *usage charges* - total costs of hosting resources overage - for the plan's subscribers basing on resource usage statistics that Business Manager collects from the connected Panels on a daily basis. No matter what billing mode and billing cycles you use, this happen on the first day of each month: The system finds the average daily overage of each resource except traffic and multiplies it by the month length and the monthly usage price of this resource.

Traffic

The traffic usage charge is calculated in the following way: Business Manager counts the total traffic overage for a month and multiplies it by the monthly traffic usage price. For example, if subscribers download 10 GB of files during a month while the plan limit is 5 GB, then the traffic overage is 5 GB. Assuming that the traffic usage price is $1 for a 1 GB, such subscribers will pay (10 GB - 5 GB) * $1 = $5 traffic usage fee.

Other Resources

For calculation usage charges for other resources, Business Manager uses the average daily usage values. For example, if a customer uses 500 MB of disk space over the subscription quota for 15 days and then uses extra 700 MB for other 15 days, the average overage will be (500 * 15 + 700 * 15)/30 = 600 MB. If the disk space usage price is $1 for 1 GB, then the customer will pay $0.6 for disk space overage this month.

Calculating Usage with Add-ons

If a customer purchases additional resources in the middle of a month, then the system subtracts the resource amount provided by the add-on from the daily resource usage of each day starting from the add-on purchasing day.

For example, if a customer uses 500 MB of disk space over the plan limit for a whole month and purchases the add-on that provides an additional 1 GB of disk space on the 7th day of the month, then the usage charge will include the payment for only 7 days of 500 MB of disk space overage.

Earning Money by Promoting a Provider's Plans

Panel lets you earn money for promoting your provider's service plans. Particularly, you can get a certain commission for each subscription ordered in the provider's online stores by people who signed up using your referral link.

Participants of affiliate programs (*affiliates*) distribute links to their provider's online stores. Each link is unique, so the system defines who brought a new customer and adds the commission to the link owner's *affiliate balance*. This commission is defined by the terms of the affiliate program and may vary depending on an online store. The commission consists of two different elements:

- *Initial rate* - a percentage that the affiliate earns from the price of each order placed using the affiliate's link.
- *Recurrent rate -* a percentage that the affiliate earns from each invoice issued for subscriptions that were ordered using the affiliate's link.

Affiliates can use money they earn only after the provider pays out the money to them. Depending on the affiliate program conditions, the provider can pay out the commission either to the affiliate's account credit balance or transfer the money outside the system, for example, by check or cash. Normally, the provider pays out affiliates' commissions when they exceed the affiliate program's *payment threshold*. When the threshold is exceeded, affiliates can request the provider to pay out the commission by using the button in the Control Panel. Alternatively, affiliates can delay payments in order to earn a larger amount.

Becoming an Affiliate

To start earning money, click the link **Become an Affiliate** on the **Account** tab. Once became an affiliate, you will get the access to the list of the provider's affiliate programs and your affiliate links. To see the programs list and your links, click the **Affiliate Programs** list on the **Account** tab.

Tracking Your Earnings

To see your current affiliate balance, go to the **Account** tab and find the balance in the **Affiliate Programs** group. If you want to see detailed information about your earnings, click the link **Revenue from Referrals**.

To request a payout after exceeding a payment threshold, go to the **Affiliate Programs** page, select the programs and click **Request Payout**.

Note: If none of your affiliate balances exceed the corresponding thresholds, you will not see the **Request Payout** button.

Example

For example, your provider offers you an affiliate program with *10%* commission rate and *$20* payment threshold. You share your affiliate link with your friends, and three of them subscribe to a web hosting plan which costs $50. The total commission that you get to your affiliate balance is $50 * 3 * 10% = $15. This amount is less than the program's payment threshold, so to receive credits, you should bring more customers to the online store with your link. When you do this and your balance exceeds the payment threshold which is $20, the provider will add this balance to your credits. When you receive them, you can use them to pay for your subscriptions or subscribe to new services in the provider's online stores.

Participating in Multiple Programs

Your hosting provider may have multiple online stores with different currencies. If the provider offers affiliate programs for stores with different currencies, you will receive separate commissions in the corresponding currencies. For example, if you distribute links to stores with *USD* and *EUR* currencies, your affiliate balance contains two separate affiliate balances, one for each currency. Your provider pays out the commissions separately as well. For example, your affiliate balance is USD 50 and EUR 40 and the payment thresholds of the corresponding programs are USD 40 and EUR 45, your provider will pay out USD 50 to your credits and your affiliate balances will be USD 0 and EUR 40.

Ordering More Resources

The operations described below are available if your Control Panel is integrated with a billing system.

➢ *To add more resources to your subscription or upgrade to another service plan:*

1. Click the **Account** tab.

2. In the list of subscriptions, locate the subscription that you want to upgrade to another service plan, and click a link with the currently used plan's name.

3. Click **Upgrade**.

   If there is no **Upgrade** link, then it means that you cannot upgrade to another hosting plan from your Control Panel, and you need to contact your provider.

4. Do any of the following:

   - To add resources to your subscription without upgrading to another plan, select the options you would like to add and click **Adjust Add-ons**.

   - To upgrade to another service plan, click **Order Upgrade**.

➢ *To reduce the amounts of resources or downgrade to another service plan:*

1. Click the **Account** tab.

2. In the list of subscriptions, locate the subscription that you want to downgrade to another service plan, and click a link with the currently used plan's name.

3. Click **Downgrade**.

   If there is no **Downgrade** link, then it means that you cannot downgrade to another hosting plan from your Control Panel, and you need to contact your provider.

4. Do any of the following:

   - To reduce the amounts of allocated resources without downgrading to another plan, select the options you would like to reduce and click **Adjust Add-ons**.

   - To downgrade to another service plan, click **Order Downgrade**.

➢ *To subscribe to a hosting plan in addition to your main plan:*

1. Go to the **Account** tab and click the **Add Subscription** link.

2. Select the hosting plan to which you want to subscribe, and click **Buy Now**. Follow the instructions on the screen to complete the order.

Viewing Statistics

➢ *To view the reports on disk space and traffic usage by your account:*

1. If you have several subscriptions associated with your account, in the **Subscription** menu at the top of the screen, select the required subscription.

2. Click the **Statistics** tab.

The following information is presented in charts:

- Disk space used by the following files and directories in the subscription:

  - Websites

  - Mail accounts

  - Databases

  - Logs

  - Backups

  - Chroot directories

  - Configuration files

  - Anonymous FTP directory

- Traffic used by FTP, web, and mail services during the current month.

  FTP field shows the information about the total size of files transferred to and from the webspace over the file transfer protocol.

  HTTP field shows the information about the total amount of data transferred from all of your websites over HTTP protocol, that is, retrieved by web browsers.

  POP3/IMAP field shows the total amount of data received by all mail accounts under your domains.

  SMTP field shows the total amount of data sent by all mail accounts under your domains.

3. Do any of the following:

- To view a report on the amount of data transferred to and from your sites over FTP, click **FTP Statistics**.

- To view a report on the amount of data transferred to and from your FTP directory, which is accessed without authorization, click **Anonymous FTP statistics**.

- To view a report on the amount of traffic used by services during a certain month, click **Data Transfer Statistics**, and select the required month from the menu.

Next in this section:

Log Files

All connections to the web server and requests for files that were not found on the server are registered in log files. These log files are analyzed by the statistics programs running on the server, which then present graphical reports on demand. You may want to download these log files to your computer for processing by third-party statistics programs, or view their contents for web server debugging purposes.

➢ *To prevent these log files from growing too large, you should enable automatic cleanup and recycling of log files:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Logs** > **Log Rotation**.

3. Click **Switch On**. If you see only the **Switch Off** button there, this means that log recycling is already switched on.

4. Specify when to recycle log files and how many copies of each log file to store on the server. Also specify whether they should be compressed and sent to an e-mail address after processing.

5. Click **OK**.

➢ *To view the contents of a log file or download it to your computer:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Logs**. A list of log files opens.

3. Do any of the following:

   ▪ To view all entries in a log file, click the log file name. If you want to view only a few last lines from the log file, type the number of lines into the input box under the **Settings** group, and then click the log file name.

   ▪ To download a file to your computer, click the corresponding icon ⬇.

   ▪ To remove a processed log file from the server, select the corresponding checkbox and click **Remove**. Confirm removal and click **OK**.

➢ *To download log files to your computer via FTP:*

1. Connect to the Panel server via FTP.

2. Go to the `/var/www/vhosts/<domain_name>/logs` directory and copy the log files to you computer.

(Advanced) Managing Auxiliary User Accounts

If you want to allow other users to access the Panel for managing websites and installed applications, or to use e-mail services under your domains, then you need to create user accounts for them.

Auxiliary Users and User Roles

Auxiliary user accounts are created based on user roles. The roles include privileges to access certain areas of the Panel and perform operations in the Panel. There are several predefined user roles, namely: Accountant, Application User, Owner, and Webmaster. You can review and modify the Accountant, Application User, and Webmaster roles to suit your needs, or you can create your own custom roles. For more information on user roles and user account creation, refer to the sections **User Roles** (on page 102) and **Auxiliary User Accounts (on page 104)** correspondingly.

After auxiliary user accounts are created, the users will be able to log in to their accounts in Panel and use shortcuts in their Panels to access their mailboxes and work with applications. In addition, you can extend the list of links available to your auxiliary users with your custom links. These can be links to corporate resources, sites on the web, and so on. Learn more in **Custom Links** (on page 106).

Auxiliary Users and Multiple Subscriptions

Since Panel 10.4, if your customer account includes more than one subscription, you can allow auxiliary users to access only a specified subscription. If the **Access to subscriptions** property of a user account is set to a certain subscription, the user will always log in to this subscription and will not be able to switch to other subscriptions.

Next in this section:

User Roles

➢ *To create a user role:*

1. Go to the **Users** tab > **User Roles** tab > **Create User Role**.

2. Specify the following:

   - **User role name**.
   - **Access to Panel services**. Grant the required permissions for operations to the user:
     - **Manage users and roles**. Add, modify, and remove user accounts and roles. Note that even if this permission is not granted to a user, the user will be able to browse contact information of other users after logging in to the Panel.
     - **Create and manage sites**. Set up, modify, remove domain names and subdomains, host websites and change web hosting settings.
     - **Configure log rotation**. Manage settings for recycling of web server access and error log files. View, download, and remove log files.
     - **Configure anonymous FTP service**. Set up a directory accessible to all Internet users over FTP without authorization.
     - **Create and manage scheduled tasks**. Schedule execution of scripts or programs on your customer account.
     - **Configure spam filter**. Set up spam protection for mailboxes.
     - **Configure antivirus**. Set up virus protection for mailboxes.
     - **Create and manage databases**. Add, modify, and remove databases stored on your customer account.
     - **Configure and perform data backup and restoration**. Back up and restore data related to your customer account, websites, and mailboxes under your domains.
     - **View statistics**. View reports on disk space and traffic usage by your websites, and website visits.
     - **Install and manage applications**. Install applications on websites and manage them.
     - **Design sites in Presence Builder**. Create websites using Presence Builder.
     - **Upload and manage files**. Manage files and directories located in the webspace by using the Panel's file manager.
     - **Create and manage additional FTP accounts**. Set up additional FTP accounts for other users.
     - **Manage DNS settings**. Manage DNS settings for domains.
     - **Install and manage Java applications**. Install on websites third-party Java applications.
     - **Create and manage mail accounts**. Create, modify, and remove e-mail accounts.
     - **Create and manage mailing lists**. Create, modify, and remove mailing lists.
   - **Access to apps**. Select the applications that the user should be able to access and use. All web applications installed on the server are listed in this area.

     For more information about installing applications and providing access to users, refer to the section **Granting Auxiliary Users Access to Apps** (on page 154).

- **Access to the billing operations**. Grant these permissions if you want users of this role to view and pay invoices for your subscriptions.

3. Click **OK**.

➢ *To modify user role properties:*

1. Go to the **Users** tab > **User Roles** tab.

2. Click a link with the role name that you want to change.

3. Change the role properties as required and click **OK**.

➢ *To remove a user role:*

1. Go to the **Users** tab > **User Roles** tab.

2. Select a checkbox corresponding to the role you want to remove and click **Remove**. Note that it is impossible to remove the **Owner** role and other roles that are assigned to one or more users.

3. Click **Yes** to confirm the removal.

Auxiliary User Accounts

➢ *To create a user account:*

1. Go to the **Users** tab > **Create User Account**.

2. Specify the following:

   - **Contact name**.

   - **E-mail address**. The e-mail address will be used as a user name for logging in to Panel, unless you specify another name in the **Username** box.

     - To create a new e-mail address for the user, select the option **Create an e-mail address under your account**,

       type the desired left part of the address which goes before the @ sign, and, if you have a number of domains on your account, select the domain name under which the e-mail address should be created.

     - To associate with this user account an external e-mail address, select the option **Use an external e-mail address**, and specify an existing external e-mail address.

   - **User role**. Select the required user role from the menu.

   - **Access to subscriptions**. Allow a user to access only a specified subscription. The **All** value grants them access to all subscriptions within your customer account.

   - **Username**. The user name for access to Panel.

   - **Password**. The password for access to Panel.

3. Leave the **User is active** checkbox selected. Otherwise, the user will not be able to access the Panel and use applications on your customer account.

4. Click **OK**.

5. Now, if you want to add contact information for the user, click a link with the user's name, and then click the **Contact Details** tab, and specify the user's contact information.

6. Click **OK**.

Now you can notify the user about creation of his or her account and ability to access Panel. Provide the user with the address to open in his or her browser, the username (which is the user's e-mail address), and the password that you specified in the account settings.

➢ *To change user account properties:*

1. Click the **Users** tab.

2. Click a link with the user's name.

3. Make the required changes and click **OK**.

➢ *To suspend or activate a user account:*

1. Click the **Users** tab.

2. Click a link with the user's name.

3. Do any of the following:

   ▪ To suspend a user account, clear the **User is active** checkbox. The user will no longer be able to log in to the Panel and access applications.

   ▪ To activate a user account, select the **User is active** checkbox.

4. Click **OK**.

➢ *To remove a user account:*

1. Click the **Users** tab.

2. Select a checkbox corresponding to the user account you want to remove, and click **Remove**. Note that you cannot remove your own account.

3. Click **Yes** to confirm the removal.

Custom Links

You can add custom hyperlinks to the Panel and make them visible for your users. The links may lead to web resources, such as your corporate site, or to a web application that can process online requests and accept additional information about the users who click these links.

You can specify what information about users should be passed:

- Subscription ID.
- Primary domain name associated with a subscription.
- FTP account username and password.
- Customer's account ID, name, e-mail, and company name.

You can place the links in the following locations of the Control Panel, and decide who should be able to see them:

- On the **Websites & Domains** page in the Control Panel, visible only to you. This is achieved by selecting the **Customer's Home page** option in the link properties.
- On the **Websites & Domains** page in the Control Panel, visible to you and your users who are allowed to log in to the Control Panel. This is achieved by selecting the **Common access** option in the link properties.
- On the **Websites & Domains** tab in the Control Panel, visible to you and your users who are allowed to log in to the Control Panel. This is achieved by selecting the **Websites & Domains page of Subscription** option in the link properties.

➢ *To add a custom hyperlink to the Control Panel:*

1. Go to the **Account** tab > **Additional Services**, and click **Add Link to Service**.

2. Specify the following settings:

- Type the text that will show on your button in the **Button label** box.
- Choose the location for your button.
- Specify the priority of the button. Your custom buttons will be arranged in the Panel in accordance with the priority you define: the lower the number, the higher the priority. Buttons are placed in the left-to-right order.
- To use an image for a button background, type the path to its location or click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixels GIF or JPEG image for a button to be placed in the navigation pane, and 32x32 pixels GIF or JPEG image for buttons placed in the main frame or desktop.
- Type the hyperlink of your choice to be attached to the button into the **URL** box.
- Using the checkboxes, specify whether you want the customer information and other data to be transferred within the URL. These data can be used for processing by external web applications.
- In the **Tooltip text** input field, type in the help tip that will be displayed when the users place the mouse pointer over the button.

- Select the **Open URL in Parallels Panel** checkbox if you want the destination URL to be opened in the main frame of the Panel, otherwise, leave this checkbox cleared to open the URL in a separate browser window or tab.

- If you want to make this button visible only to you, select the **Show to me only** checkbox.

3. Click **Finish** to complete creation.

➢ *To remove a hyperlink button from the Panel:*

1. Go to the **Account** tab > **Additional Services**.

2. Select a checkbox corresponding to the link that you want to remove and click **Remove**.

Websites and Domains

As described in the chapter **Quick Start with Parallels Panel**, creating your web presence always starts with purchasing a domain name. The *domain name* (or simply, *domain*) is the name people use to access your site from their browsers, for example, `www.example.com`. The domain registration is carried out by authorized companies - domain name registrars. Hosting providers often carry out this function. For detailed information about how to manage domains in Panel, refer to the section **Domains and DNS** (on page 109).

However, a domain is not a website. To make it accessible from the web and fill it with content, you should subscribe to hosting services (obtain a customer account). That is to supplement your domain with Internet connectivity, some disk space to store your content, mail services, and so on. Thus, *a website is a domain with provided hosting services*.

Panel provides a full range of operations in regard to domains and websites:

- Adding and removing domains, subdomains, and aliases.
- Managing the content of your websites.
- Installing various web apps.
- Securing connections to your websites and much more.

This chapter provides detailed information on all the possible operations on websites and domains in Panel. Note that some of these operations may be unavailable according to your hosting plan.

Next in this section:

Domains and DNS

As described above, a domain name is the name that people type in their browsers to access your website.

A domain name is hierarchical and can consist of a number of parts called labels:

- The label furthest to the right is called the *top-level domain*. For example, `com` is the top-level domain of `www.example.com`. The number of top-level domains is limited and all of them are managed by separate international authorities.
- *The second-level domain* is the label that we mainly use to imply the purpose of our website. In `www.example.com` it is the `example` part. The combination of the second-level and top-level domain names specifies the exact location of your website.
- Each label to the left is a subdomain of the domain to the right. For example, `www` is the subdomain of `example.com`. Subdomains can be convenient when you want to isolate some content from the main site, e.g. you can organize your personal blog on `myblog.example.com`. For information on how to add subdomains in Panel, refer to the section **Adding Subdomains** (on page 112).

If you want to host more than one website under your subscription, you can register more domains and add them to your subscription. Registering new domains may be available to you in the Control Panel if your hosting provider allows this. For information on how to purchase and add domains in Panel, refer to the section **Adding Domains** (on page 110).

In fact, domain names exist only for convenience; the real communication between browser and web servers uses IP addresses - the numerical host identifiers. For example, the real address of `www.example.com` may be 192.0.2.12 (IPv4). To resolve domain names into IP addresses, web hosts use DNS technology. For more details about how DNS is implemented in Panel, refer to the section **(Advanced) Configuring DNS for a Domain** (on page 116).

DNS allows several domains to be resolved into one IP address. Such additional names are called domain aliases. This is convenient when you have purchased several domains that you want to point to the same website. For information on how to add aliases to existing domains, refer to the section **Adding Domain Aliases** (on page 114).

Next in this section:

Adding Domains

If your hosting package includes more than one domain name (website), then you can easily add new domains to the server. Before you start adding a new domain that will use a second-level domain name, like *example.com*, be sure to register this domain name. If your hosting provider provides the domain name registration service, you can do this from the Control Panel as described below. Otherwise, you should register your domain name with another domain name registration authority.

You can set up the following types of site configurations through Panel:

- **Website addressed by a second-level domain name.** The following services are available for websites:
    - A unique Internet address (domain name), like *example.com*.
    - Additional domain names (domain aliases).
    - Subdomains - divisions of a site accessible by easy-to-remember addresses that are added to the main site, like mail.example.com.
    - Separate FTP accounts for collaboration on the site content. For every FTP account, you can specify which directories can be accessed.
    - Creating content using Presence Builder.
    - Simplified deployment of applications, such as content management systems, photo galleries, shopping carts, blogging platforms, and many more.
    - Secure data exchange implemented by SSL protocol. This requires that a site be hosted on a dedicated IP address, which is not shared among other users and sites.
    - Mailboxes and mailing lists.
    - Viewing statistics on site visits.
- **Website or a division of a website addressed by a third-level domain name (subdomain).** This is usually a division of an existing site. It has an Internet address comprising of three parts separated by dots. The following services are available for subdomains:
    - Separate document root from the main site. Document root is a directory on the server where web pages of a site are stored.
    - Access over FTP for content management.
    - Creating content using Presence Builder.
    - Simplified deployment of applications.
    - Secure data exchange implemented by SSL protocol.
    - Viewing statistics on site visits.

Adding More Domains

> ➢ *To host a new website with a second-level domain name:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.

2. Click the **Websites & Domains** tab, click **Add New Domain** and follow on-screen instructions.

   Note: If you select the recommended option, you should connect the DNS settings related and your domain name with the domain name at the registrar's side. To achieve this, enter the Panel name server IP address into the respective NS record of the registrar. The instruction on how to obtain the IP is as follows: go to **Websites & Domains** > *<domain name>* > **DNS Settings**, find the NS record, and then find the A record corresponding to the NS record value.
   For example, if your NS record is
   example.com.   NS   ns.example.com,
   find the A record with *ns.example.com, for example,*
   ns.example.com.   A   192.0.2.12

   The resulting value, *192.0.2.12*, is the Panel name server IP you need.

3. Click **OK**.

   The new domain name is now shown in the list at the bottom of the screen.

4. If the operation of changing hosting settings is available for your account, then you can click the domain name of the new website to view or change the hosting settings, as described in the section **Changing Hosting Settings** (on page **125**).

You can now start creating your website with Presence Builder or upload your web content to the webspace of the new website, as described in the section **Managing Website Content** (on page 143).

Registering Domains

If your service provider offers the domain name registration service as well as web hosting, you can initiate a domain registration directly from Panel. To register a domain name, add it as described above and then click the link **register it now** beside the new domain name on the **Websites & Domains** tab. This will redirect you to the provider's online store where you can complete the registration.

After you register a domain name, it appears in the **Registered domain names** list on the **Websites & Domains** tab. To get information about a domain name registration, for example, the registration price and next renewal date, click the domain name in this list.

Removing Domains

When you delete a domain from Panel, all data related to the corresponding site are deleted from the server. The first domain name (default domain) that was created for your account cannot be deleted; however, it can be renamed.

➢ *To remove a domain:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.

2. Go to the **Websites & Domains** tab and click the name of the domain or subdomain you want to remove.

3. Click **Remove Website** or **Remove Subdomain**.

4. Confirm removal and click **OK**.

Note: Removing domain names from the Control Panel does not cancel the registration of these names. If you registered these domains name, you still can use them for your websites.

Adding Subdomains

If your hosting package includes subdomains, which are additional third-level domain names, then you can use them to:

- Organize logically the structure of your site.
- Host additional websites or parts of a website on the same server without the need to pay for registration of additional domain names.

An example of using subdomains:

You have a website your-product.com dedicated to promoting and selling your product. For publishing information related to customer service and online order tracking, you can organize the subdomain "orders" so that your users will be able to access this information directly by visiting the Internet address "orders.your-product.com".

As subdomains have the same status with the additional domains, you can use the same set of tools and services for working with subdomains. For example, SSL protection, Presence Builder, web statistics, and so on.

➢ *To set up a subdomain for a site division or a separate site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.

2. Click the **Websites & Domains** tab.

3. Click **Add New Subdomain**.

4. Specify the following:

   a. In the **Subdomain name** box, type the portion of address that will be added to the domain name of your main site.

   b. In the **Document root** box, type the desired location of the directory where all files and subdirectories of this site will be kept. You can use the default directory of the main site, called httpdocs, or specify another directory.

5. Click **OK**.

   The new subdomain name is now shown in the list at the bottom of the screen.

You can now upload your web content to the subdomains webspace (directory on the server), as described in the section **Uploading Content over FTP**.

Wildcard Subdomains

If you enter the asterisk (*) symbol as a subdomain name, Panel will create a so-called *wildcard subdomain*.When site visitors enter *any* subdomain name that is not registered in Panel, they will be redirected to this wildcard subdomain. You can create wildcard subdomains on any domain name level. For example, you can create the **.mystore.example.com* subdomain. Learn more about wildcard subdomains in the section **Adding Wildcard Subdomains (Linux)** (on page 115).

Adding Domain Aliases

Domain aliases allow you to point several domain names to the same website. This can be useful, for example, for branding purposes.

> ➢ *To set up a domain alias in Panel:*

1. Run the **Add New Domain Alias** wizard in the **Websites & Domains** tab.

2. Specify the domain for which you are creating an alias (the *primary domain*) and the alias's domain name, for example `alias.tld`, and set up the following:

▪ **Synchronization of DNS zone with the primary domain**

If this option is enabled, the DNS zone of the domain alias will be in sync with the zone of the primary domain. Any changes made in the DNS zone of the primary domain will be automatically applied to the DNS zone of the alias. For example, if you create the CNAME record like `blog.primary_domain.tld`, the corresponding `blog.alias.tld` record will be added to the zone of the alias.

Note: If a domain alias's DNS zone is synced with the primary domain, you cannot modify resource records in the alias's DNS zone.

▪ **Mail service**

Panel does not allow creating mailboxes under domain aliases. Instead, the mailboxes of the primary domain are used. If you select the **Mail service** option, the mailboxes created under the primary domain will also be available under the alias. To enable users to read mail sent to mailboxes under the alias, Panel redirects it to the corresponding mailboxes under the primary domain.

For example:

You have an email address `mail@domain.tld`. Then you set up an alias for `domain.tld`, for example, `alias.tld`. If you select the **Mail service** option, all mail sent to `mail@alias.tld` will be available at `mail@domain.tld`. Otherwise, the mailbox `mail@domain.tld` will not receive mail sent to `mail@alias.tld`.

▪ **Web service**

If this option is turned on, the website will open in the browser at the alias's URL. If you clear the **Web service** check box, the alias will be used for mail only provided that **Mail service** is selected.

▪ **Redirect with the HTTP 301 code**

By default, Panel uses web server internal redirection for aliases. In this case, the alias appears to be a separate website for visitors and for web search engines. This causes the problem because search engines index the content of the alias separately, so your primary domain loses search engine rankings.

To avoid this, you can use redirection with the HTTP 301 code (Moved permanently) by selecting **Redirect with the HTTP 301 code**. In this case, only the primary domain will rank in search engines. Learn more at http://support.google.com/webmasters/bin/answer.py?hl=en&answer=93633

- **Java web applications**

  If you use hosting services based on a Linux platform, and you have Java applications installed on your site that you want to make accessible through the domain alias, select the **Java web applications** option.

Adding Wildcard Subdomains (Linux)

Use wildcard subdomains to redirect visitors from *non-existent subdomains* to one of your websites, commonly, to your main website. The typical use cases of this feature are:

- Improve website organization and run marketing campaigns.

  For example, you do not have the *vps-limited-offer* subdomain but wish to forward users from *limited-vps-offer.example.com* to *example.com*.

- Help users reach your website even if they mistyped a subdomain name.

  It is a widespread mistake to mistype a website name if it has the leading www prefix (for example, typing *ww.example.com)*.

- Finally, some website applications (WordPress) use wildcard subdomains to create dynamic subdomains for convenience and better user experience.

Note: Traffic to existent subdomains will not be affected in any way if you add a wildcard subdomain.

How to Add Wildcard Subdomains

You can add one wildcard subdomain per each of domain names under a subscription. For this, go to the **Websites & Domains** tab and add a new subdomain which name is "*" to one of your domain names. Example: **.example.com*. If you wish this subdomain to have a custom set of scripts or website content, specify a custom document root for this subdomain.

Limitations of Wildcard Subdomains

Wildcard subdomains act like typical subdomains with the following exceptions:

- *Linux-only feature*. Currently, wildcard subdomains are supported only on Panel for Linux.

- *Renaming is not available*. It is not possible to rename such subdomains.

- *No DNS zone*. This type of subdomains does not have own zone record in the Panel's DNS server. Instead, they have the A record that points to the IP address associated with a corresponding domain name.

- *Installation of APS apps is not allowed*. Panel users are unable to install APS apps to wildcard subdomains.

- *No Presence Builder sites.* Panel users are unable to edit and publish sites to these subdomains.

(Advanced) Configuring DNS for a Domain

The Domain Name System (DNS) is a hierarchical naming system that translates understandable domain names into the numerical identifiers (IP addresses) associated with web hosts. Such translation is called *resolving*. When you add a domain name (using **Websites & Domains** > **Add New Domain**), you should choose the role of Panel in resolving your resources: It can directly process all translation requests, be a backup server, or pass the translation requests to a remote server. This role can be changed for existing domain names (**Websites & Domains** > domain name > **DNS Settings**). We discuss details about each of the roles and provide instructions how to assign them next in this section.

Note: If your Panel does not use its own DNS service and does not allow configuring DNS settings on a remote DNS server, you can only view the information about your registered domain name. The link **DNS Settings** in **Websites & Domains** will be replaced with **Whois Information**.

DNS Name Resolving

DNS is based on a hierarchical tree structure called the domain namespace. This global namespace contains all possible domain names and is divided into logical parts - domain zones (see the picture below). A domain zone is a part of the namespace that contains the addresses of particular domains. Addresses are stored in a file on a separate name server with authority for that zone. For example, when a browser tries to access `www.example.com`, it gets the site's IP address from a server with authority for the `example.com` zone. For more information about how DNS works, refer to the respective documentation. You can find it in numerous sources on the Internet, for example, Microsoft TechNet.
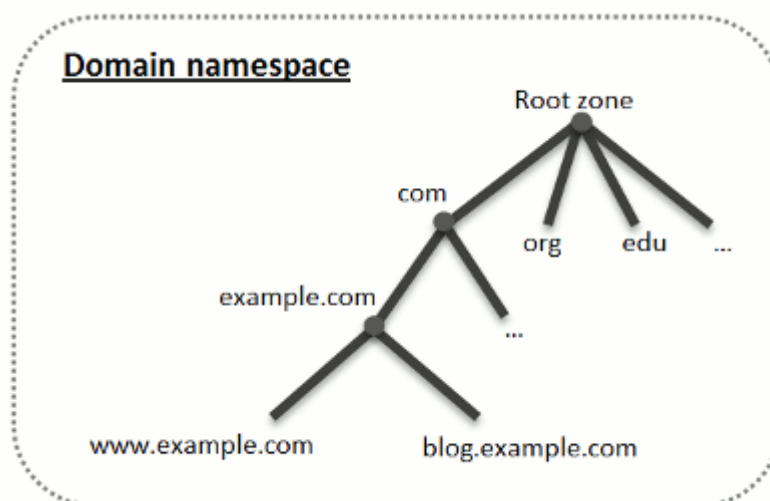
When you purchase a domain, a registrar gives you access to the settings for the DNS zone responsible for your domain and its subdomains. You can either allow the registrar to manage the zone, or delegate the zone to Panel. The latter option gives you the ability to manage a zone directly from your customer account. For information about how to delegate your zone to the Panel, refer to the section **Panel as a Master DNS Server** (on page 118).

If you are an advanced user and already have a DNS server that you want to give authority for your zone, you can set up Panel to be a slave (also called secondary) DNS server. In this case, Panel just stores a copy of your zone and you do not have the option to manage it from the Control Panel. The Panel DNS server will be used only if your primary name server becomes inaccessible or inoperable. For information about how to make Panel act as a secondary DNS server, refer to the section **Panel as a Slave DNS Server** (on page 122).

If you decide *not* to use Panel as a DNS server, all zone management should be performed on a domain registrar's site. Some registrars provide support for remote DNS zone management. If your hosting provider uses this feature, you will still be able to modify the DNS zone from the Control Panel regardless of where your authoritative name server is located. For information about how to switch off the Panel's DNS server and manage your zone remotely, refer to the section **Registrar's DNS Settings in Panel** (on page 122).

Next in this section:

Panel as a Master DNS Server

For each new domain name, the Panel automatically creates a DNS zone in accordance with the settings configured by your service provider. The domain names should work fine with the automatic configuration, however, if you need to perform custom modifications in the domain name zone, you can do that through your Panel.

> ➢ *To view the resource records in a DNS zone of a domain:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to view.

2. Click **DNS Settings**.

> ➢ *To add a new resource record to the zone:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage..

2. Click **DNS Settings**.

3. Click **Add Record**.

4. Select a resource record type, and specify the appropriate data:

   ▪ For an NS record, which specifies the domain name of a name server that is responsible for a DNS zone of a domain, you need to specify the domain name (or a subdomain), and then the corresponding name server's domain name. If you are defining an NS record for your main domain, then you should leave the domain name field empty. If you are defining a name server for a subdomain, then type the subdomain into the **domain name** field. After that, type the appropriate name server's domain name into the **name server** field. For example: ns1.mynameserver.com.

   ▪ For A and AAAA records, which associate IP addresses with domain names, you need to specify the domain name and IP address. If you are simply defining a record for your main domain, then you should leave the **domain name** field empty. If you are defining a record for a name server, then type ns1 or ns2 into the **domain name** field. Then specify the appropriate IP address with which to associate the domain name.

   ▪ For a CNAME record, which specifies which subdomains (or domain aliases that look like subdomains, for example, www) should be associated in the Domain Name System with the main domain address, you need to type the subdomain name or www alias, and then, the main domain name.

   ▪ For an MX record, which specifies the host name of the preferred mail server for the given domain, you need to specify the mail domain (or subdomain), the domain name of the mail exchange server responsible for receiving e-mail, and the server's priority. For the main domain, you would simply leave the available field blank. Then type the domain name of your mail server. If you are running a remote mail server named 'mail.myhostname.com', then simply type 'mail.myhostname.com' into the **Mail exchange server** field. After that, specify its priority: 0 is the highest and 50 is the lowest.

   ▪ For a PTR record, which is required for reverse DNS lookup (an IP address is translated to domain name), you need to enter the IP address/mask, and then type the appropriate domain name for this IP address to be translated to.

- For a TXT record, which is used for specifying arbitrary human-readable text, you can type an arbitrary text string, or an SPF record.

- For an SRV record, which is used for specifying location of services other than mail, you will need to enter the service name, protocol name, port number, and target host. You can also specify the priority of the target host, and relative weight (for records with the same priority) in the appropriate fields.

4. Click **OK**, and then click **Update**.

➢ *To modify the properties of a resource record:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click the hyperlink in the **Host** column corresponding to the resource record you want to modify.

4. Modify the record as required, click **OK**, and then click **Update**.

In addition to the resource records described above, there is also a Start of Authority record. This record indicates that this DNS name server is responsible for the domain's DNS zone. It also contains settings that affect propagation of information about the DNS zone in the Domain Name System.

➢ *To modify the entries in the Start of Authority (SOA) record for a domain:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **SOA Record**.

4. Specify the required values:

- **Refresh interval**. This is how often the secondary name servers check with the master name server to see if any changes have been made to the domain's zone file. The Panel sets the default value of three hours.

- **Retry interval**. This is the time a secondary server waits before retrying a failed zone transfer. This time is typically less than the refresh interval. The Panel sets the default value of one hour.

- **Expire interval**. This is the time before a secondary server stops responding to queries, after a lapsed refresh interval where the zone was not refreshed or updated. The Panel sets the default value of one week.

- **Minimum TTL**. This is the time a secondary server should cache a negative response. The Panel sets the default value of three hours.

- **Default TTL**. This is the amount of time that other DNS servers should store the record in a cache. The Panel sets the default value of one day.

5. Click **OK**, and then click **Update**.

Usage of serial number format recommended by IETF and RIPE is mandatory for many domains registered in some high-level DNS zones, mostly European ones. If your domain is registered in one of these zones and your registrar refuses your SOA serial number, using serial number format recommended by IETF and RIPE should resolve this issue.

The Panel-managed servers use UNIX timestamp syntax for configuring DNS zones. UNIX timestamp is the number of seconds since January 1, 1970 (Unix Epoch). The 32-bit timestamp will overflow by July 8, 2038.

RIPE recommends using YYYYMMDDNN format, where YYYY is year (four digits), MM is month (two digits), DD is day of month (two digits) and NN is version per day (two digits). The YYYYMMDDNN format will not overflow until the year 4294.

➢ *To change the Start of Authority (SOA) serial number format to YYYYMMDDNN for a domain:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **SOA Record**.

4. Select the **Use serial number format recommended by IETF and RIPE** checkbox.

> **Note:** See the sample of SOA serial number generated with the selected format. If the resulting number is less than the current zone number, the modification may cause temporary malfunction of DNS for this domain. Zone updates may be invisible to the Internet users for some time.

5. Click **OK**, and then click **Update**.

➢ *To remove a resource record from the zone:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Select a checkbox corresponding to the record you want to remove.

4. Click **Remove**.

5. Confirm removal, click **OK**, and then click **Update**.

➢ *To restore the original zone configuration in accordance with the default DNS template settings used on the server:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **Restore Defaults**.

4. In the **IP address** menu, select the IP address to be used for restoring the zone.

5. Specify whether a www alias is required for the domain.

6. Select the **Confirm the restoration of the DNS zone** checkbox, and click OK.

➢ *To restore the default Start of Authority (SOA) serial number format (UNIX timestamp) for a domain:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **SOA Record**.

4. Clear the Use serial number format recommended by IETF and RIPE checkbox.

> **Note:** See the sample of SOA serial number generated with the selected format. If the resulting number is less than the current zone number, the modification may cause temporary malfunction of DNS for this domain. Zone updates may be invisible to the Internet users for some time.

5. Click **OK**, and then click **Update**.

By default, transfer of DNS zones is allowed only for the name servers designated by NS records contained within each zone. If you are using a Windows-based account, then you can change zone transfer settings.

➢ *If your domain name registrar requires that you allow transfer for all zones you serve:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **Zone Transfers**. A screen will show all hosts to which DNS zone transfers for all zones are allowed.

4. Specify the registrar's IP or network address and click **Add Network**.

Panel as a Slave DNS Server

If you host websites on your account and have a standalone DNS server acting as a primary (master) name server for your sites, you may want to set up the Panel's DNS server to function as a secondary (slave) name server.

➢ *To make the Panel's DNS server act as a secondary name server:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **Switch DNS Service Mode**.

4. Click **Add Record**.

5. Specify the IP address of the primary (master) DNS server.

6. Click **OK**, and then click **Update**.

7. Repeat steps from 2 to 6 for each website that needs to have a secondary name server on your server.

➢ *To make the Panel's DNS server act as a primary back:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **Switch DNS Service Mode**.

   The original resource records for the zone will be restored.

Registrar's DNS Settings in Panel

If you have external primary and secondary name servers that are authoritative for some of your websites, switch off the Panel's DNS service for each of these sites.

➢ *To switch off the Panel's DNS service for a site served by external name servers:*

1. Go to the **Websites & Domains** tab and click the domain name whose DNS settings you want to manage.

2. Click **DNS Settings**.

3. Click **Switch Off the DNS Service**.

Turning the DNS service off for the zone will refresh the screen, so that only a list of name servers remains. Note that the listed name server records have no effect on the system. They are only presented on the screen as clickable links to give you a chance to validate the configuration of the zone maintained on the external authoritative name servers.

4. If you want to validate the configuration of a zone maintained on authoritative name servers, do the following:

a. Add to the list the entries pointing to the appropriate name servers that are authoritative for the zone: Click **Add Record**, specify a name server, click **OK**, and then click **Update**.

b. Repeat the step a for each name server you would like to test. The records will appear in the list.

c. Click the records that you have just created.

The Panel will retrieve the zone file from remote name servers and will check the resource records to make sure that domain's resources are properly resolved. The results will be interpreted and displayed on the screen.

If your Control Panel is integrated with a billing system, then the following operations on domains might be available from the Panel:

- Setting a password for access to domain management panel at a registrar's site.
- Locking and unlocking domain name for transferring to another provider.
- Changing domain registrant and other contact information.
- Changing DNS settings for domain zones served by a domain registrar.
- Configure automatic renewal of the domain account at the domain name registration company.

➢ *To set a new password for access to your domain management control panel at a registrar's site:*

1. Go to the **Account** tab.

2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.

3. Click **Change Domain Password.**

4. Type a new password and click **OK**.

➢ *To lock or unlock domain name for transferring to another provider:*

1. Go to the **Account** tab.

2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.

3. Click **Change Registrar Lock Setting**.

4. To allow domain name transfer, clear the **Lock** checkbox and click **OK**.

➢ *To change domain owner's contact, technical, administrative, or billing information:*

1. Go to the **Account** tab.

2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.

3. Click **Edit Contact Info**.

4. Make the necessary changes and click **OK**.

➢ *To change DNS settings for a domain:*

1. Go to the **Account** tab.

2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.

3. Click **Edit DNS Settings**.

4. Specify the domain name servers that serve the DNS zone for your website and IP address of the server where the website is hosted.

5. If the DNS zone of your website is served by your domain name registrar, then you can also specify other resource records that affect how your website's services are accessible over the Internet.

6. To save your changes, click **OK**.

➢ *To configure automatic renewal of the domain name:*

1. Go to the **Account** tab.

2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.

3. Click **Automatic Domain Renewal**.

4. To allow auto renewal of the domain registration, select the **Turn on auto renewal** checkbox and click **OK**.

Hosting Settings

The website's hosting settings are available on the **Websites & Domains** tab of the Control Panel. All per-website hosting settings form the following groups:

- *General*.
  Hosting type, security, scripting and statistics settings. See **General Settings** (on page 126).

- *PHP*.
  PHP scripting language settings. See **PHP Settings** (on page 132).

- *Web Server*.
  Web server settings *(Apache* (with *nginx*) or *IIS*). Web server type depends on Panel version: Apache with nginx is used on Panel for Linux, and IIS on Panel for Windows. See **Apache Web Server Settings (on page 138)** and **IIS Web Server Settings** (on page 140) correspondingly.

  Note that in the IIS web server settings you can configure basic website security settings, such as anonymous access, ssl usage, and directory browsing.

On Windows, you can also set up custom ASP.NET settings in **Websites & Domains** > select a domain > **ASP.NET Settings**. For details, see **ASP.NET Settings (Windows)** (on page 136).

Next in this section:

General Settings

To view a website's general hosting settings, click **Hosting Settings** beside its name on the **Websites & Domains** tab. The general website hosting settings are divided into groups:

Basic Settings

- **Domain name**. The domain name that you register with a domain registrar and will use for this website.
- **Hosting type**. The hosting type (**Website hosting**, **Forwarding**, and **No hosting**) defines the website behavior. By default, all webistes belong to the **Website hosting** type as they are physically hosted on the server.

  To change the hosting type, use the **Change** link. To learn more about hosting types, see **Hosting Types** (on page 127).

  To suspend the website with all mailboxes and mailing lists hosted under the website's domain name use the **Suspend** option.

  Note: Other basic settings depend on the selected hosting type. See **Hosting Types** (on page 127).

- **Website status**. The website status defines the site's accessibility in browsers and available hosting services. Apart from working as usual, the site can be suspended so it will not open in browsers, and even more, the hosting features of the site (such as the mail service and DNS service) can be disabled. You should change the status if you want the site to be temporarily unavailable, for example, for maintenance purposes. See **Website Status** (on page 130).
- **Document root**. Displayed for domains with the **Website** hosting type. See **Website Hosting** (on page 128).
- **Preferred domain**. Displayed for domains with the **Website** hosting type. See **Website Hosting** (on page 128).

Security Settings

- **Enable SSL support**. Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce websites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a web server that hosts several websites with different domain names on a single IP address is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for the website, select the **Enable SSL support** checkbox.

Web Scripting and Statistics

- **Scripting languages**. Specify programming and scripting languages you want the website to support. For PHP, you can also select the custom PHP version and handler type. More PHP settings are available on the **PHP** tab. To learn more about PHP handlers and PHP configuration, see **PHP Settings** (on page 132).

- **Microsoft FrontPage settings**. Microsoft FrontPage is a popular website authoring tool. To enable content creation and publishing through Microsoft FrontPage, select the options **Microsoft FrontPage support**, **Microsoft FrontPage over SSL support**, and **Remote FrontPage authoring allowed**.

- **Web statistics**. Select the web statistics software that you want to use for viewing graphical reports and charts on website visitors. Also, select the corresponding checkbox if you want to be able to access the statistical reports by visiting the password-protected directory `http://your-website/plesk-stat/webstat`.

- **Custom error documents**. When visitors coming to a site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. If you want to create your own error pages and use them on the web server, select the **Custom error documents** checkbox.

- **Additional write and modify permissions** (available only for Windows hosting). This option is required if web applications on the site will be using a file-based database (like Jet) located in the root of the `httpdocs` directory. Note that selecting this option will seriously compromise the website security.

Next in this section:

Hosting Types

The hosting type defines the website's behavior. Panel supports three types of hosting: **Website hosting**, **Forwarding**, and **No hosting**.

Next in this section:

Website Hosting

The **Website** hosting means that a website is physically located on the server.

For the website hosting type you can specify:

- **Document root**. The location of the directory where all files and subdirectories of the site will be kept. You can use the default directory `httpdocs` or specify another directory.

- **Preferred domain**. Typically, any website is available on two URLs: with the www prefix (like in `www.example.com`) and without it (like in `example.com`). We recommend that you always redirect visitors to one of these URLs (typically to the non-www version). For example, after you set the Preferred domain to the non-www version (`example.com`), site visitors will be redirected to this URL even if they specify `www.example.com` in their browsers.

   Panel uses the search engine friendly HTTP 301 code for such a redirection. This allows preserving search engine rankings of your site (preferred domain). If you turn off the redirection by choosing **None**, search engines will treat both URL versions (www and non-www) as URLs of different sites. As a result, rankings will be split between these URLs.

Forwarding

You can make one or more registered domain names to point to the same physical website, by using the domain name forwarding. This allows automatic redirection of visitors from the URL they specify in a browser to a site with a different URL. For example, visitors of the site `www.example.com` can be redirected to `www.somedomain.tld`. There are two types of forwarding in Panel: the standard and frame forwarding.

Standard Forwarding

With the **Standard forwarding**, users who have been redirected to another URL can see the destination URL in the browser address bar.

Depending on how long you intend to use the redirection, you can select the type of redirection – Moved permanently (code 301) or Moved temporarily (code 302). These are HTTP response codes which Panel sends to browsers to perform the redirection. From visitors' point of view, the response code does not matter: in both cases they will be simply redirected to the destination URL. For search engines, the code defines how they should treat the redirected site and affects search engine rankings.

- **Moved permanently (code 301)**.
  Use this redirection type if you want to keep search engine rankings of your site after moving it permanently to another address.
  For example, if `example1.com` has been moved permanently to the domain `example2.com`, the rankings will not be split between `example1.com` and `example2.com` – search engine crawlers will treat them as a single website.

- **Moved temporarily (code 302)**.
  Use this redirection type when the destination domain is used temporarily, for example, when you are testing a new version of your site with real visitors while keeping the old version intact. If you set this redirection for a newly created destination domain, this domain will not be indexed by search engines.

Frame Forwarding

With the **Frame forwarding**, when visitors are redirected to another site, the address bar of their browsers continues to show the source URL. Thus, visitors remain unaware of the redirection. This is called frame forwarding as the index page of the source site contains a frame with the destination site.

Domains Without Web Hosting

You can switch off web service and use only email services under that domain (**Websites & Domains** tab > domain name > the **Change** link > the **No web hosting** option).

Website Status

The *website status* defines whether a website is available over the Internet and what hosting services are provided for it. The hosting provider may need to change the status of a site if the client does not pay for the services. Site owners can change the status of their sites if they want the sites to be temporarily unavailable.

Panel supports three website statuses: **Suspended**, **Disabled,** and **Active**.

Suspended Sites

If you want to shut down a site for maintenance and let your visitors know that it is temporarily unavailable, you can suspend the website so that it will not open in browsers (**Websites & Domains** > domain name > the **Suspend** link). Visitors will be redirected with the search engine friendly 503 HTTP code (Service Unavailable) to the "503 Service Unavailable" error page. The site's search engine rankings will not be affected, and the hosting services such as mail will still be available and manageable by means of Panel.

You can customize the error page using the link **Edit maintenance error page** in **Control Panel** > **Websites & Domains** > domain name.

Note: The link **Edit maintenance error page** is displayed only if your hosting plan provides the option to customize web server error documents (the **Custom error documents** is **On** in the domain settings in **Websites & Domains** > domain name > **Edit)**.

Disabled Sites

If you stop supporting a website, you can disable it using **Websites & Domains** > domain name > the **Disable** link. Visitors will see the *web server's default page* set by the hosting provider, and the site's search engine rankings will drop.

Disabled websites stop being hosted on the server: They are excluded from the web server configuration. However, the physical directories and files of disabled sites can be accessed by FTP clients and File Manager. The hosting services such as mail will be unavailable.

Note: In Panel versions earlier than 11.5 this status was called **Suspended**.

Active sites

To bring the website back online, use **Websites & Domains** > domain name > the **Activate** link. The website will start working as usual.

Web Scripting Settings

For each website in your subscription you can specify which of the following programming and scripting languages should be supported by the web server: Active Server Pages (ASP), Microsoft ASP.NET, Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl and Python. Since Panel 10.4, you are able to configure PHP settings individually for each website (or subdomain) in your subscription. This is possible only if your subscription has the corresponding permissions. To get the details about custom PHP configuration, refer to the section **PHP Settings**.

Next in this section:

PHP Settings

PHP is one of the most popular scripting languages for creating dynamic web pages. The majority of today's websites and web applications are based on PHP scripts. This is why site administrators should clearly understand how they can control the execution of PHP scripts.

How PHP scripts are executed for a certain website is fully defined by two aspects: PHP handler and PHP settings for the site. You can set up these parameters for a certain website in the Control Panel as described below.

PHP Handler

When a visitor accesses a site based on PHP scripts, a web server interprets site scripts to generate a page that will be shown to the visitor. PHP handler calls PHP libraries needed for this interpretation. You can choose from a number of PHP handlers: ISAPI (Windows), Apache module (Linux), FastCGI, CGI, or PHP-FPM (Linux). The decision on what PHP handler to choose should depend on a number of factors like security considerations, script execution speed, and memory consumption.

> ➢ *To choose a PHP handler for your website:*

1. Go to **Websites & Domains**.

2. Click **Hosting Settings** near the domain name of a website for which you want to choose the PHP handler.

3. Choose one of the following PHP handlers as the value of the **Run PHP as** parameter (beside the **PHP support** option):

Run PHP as	Performance	Memory Usage	Security

Apache module (Linux only)	High. Runs as a part of the Apache web server.	Low	This handler (also known as mod_php) is the *least secure option* as all PHP scripts are executed on behalf of the `apache` user. This means that all files created by PHP scripts *of any plan subscriber* have the same owner (`apache`) and the same permission set. Thus, a user has a theoretical possibility to affect files of another user or some important system files.
			Note: You can evade some security issues by turning the PHP *safe_mode* option on. It disables a number of PHP functions that bring potential security risk. Note that this may lead to inoperability of some web apps. The safe_mode option is considered to be obsolete and is deprecated in PHP 5.3.
ISAPI extension (Windows only, *not supported since PHP 5.3*)	High. Runs as a part of the IIS web server.	Low	The ISAPI extension can provide site isolation in case a dedicated IIS application pool is switched on for subscriptions. Site isolation means that sites of different customers run their scripts independently. Thus, an error in one PHP script does not affect the work of other scripts. In addition, PHP scripts run on behalf of a system user associated with a hosting account.
			Note: The ISAPI extension handler is not supported since PHP 5.3.
CGI application	Low. Creates a new process for each request and closes it once the request is processed.	Low	The CGI handler provides PHP script execution on behalf of a system user associated with a hosting account. On Linux, this behavior is possible only when the suEXEC module of the Apache web server is on (default option). Otherwise, all PHP scripts are executed on behalf of the `apache` user. We recommend that you use the CGI handler only as a fall-back.
FastCGI application	High (close to Apache module and ISAPI extension). Keeps the processes running to handle further incoming requests.	High	The FastCGI handler runs PHP scripts on behalf of a system user associated with a hosting account.

| **PHP-FPM application** (Linux only) | High | Low | The PHP-FPM is an advanced version of FastCGI which offers significant benefits for highly loaded web applications. |
| | | | The PHP-FPM handler is available only if it was installed by hosting provider and if the option **Process PHP by nginx** in the website's settings is turned on (**Websites & Domains** > select a domain > **Web Server** tab). |

Note: Switching PHP from **Apache module** to **FastCGI application** may break functionality of existing PHP scripts. Switching to **PHP-FPM** by selecting **Process PHP by nginx** in the website's web server settings may do the same.

PHP Version

Panel supports different versions of PHP. For each handler, one or more PHP versions can be available. The list of available versions is defined by your hosting provider and available to you in the same location where you select the PHP handler: **Websites & Domains** tab > *<domain_name>* > **Edit**.

Note: Always use PHP 5.x except the cases when you need PHP 4.x to host some old PHP apps.

PHP Settings

PHP behavior is defined by a number of configuration settings. These settings specify various script execution aspects, like performance (for example, the amount of memory a script can use), security (for example, access to file system and services), and so on. You may adjust these settings for a number of reasons:

- Preventing a memory leak or server hang-up by poorly written scripts.
- Protecting data from malicious scripts.
- Meeting the requirements of a certain web app.
- Testing own scripts and other.

PHP settings are located in the Control Panel, **Websites & Domains** > select a website > **PHP Settings**. For convenience, all PHP settings are divided into two groups:

- **Performance settings**.
  These settings define how scripts work with system resources. For example: Use the `memory_limit` parameter to limit the amount of memory for a script to prevent a memory leak. In addition, you can prevent scripts from tying up the server by limiting the maximum time scripts are allowed to run using `max_execution_time`.

- **Common settings**.
  This group contains other commonly used PHP settings. Generally, these are: Security settings (for example, the PHP safe mode toggle or the permission to register global variables), error reporting settings (for example, the directive to log errors), and others.

You can set the value of each parameter in **PHP Settings** either by selecting a value from a preset, typing a custom value, or leaving the **Default** value. In the latter case, *Panel uses the values defined by the server-wide php.ini file.* For information about certain PHP settings, refer to the respective documentation. For example, http://php.net/manual/en/ini.list.php.

It is possible to use three placeholders in parameter values:

- `{DOCROOT}` for the document root directory of a domain that gets custom PHP configuration.
- `{WEBSPACEROOT}` for the root directory of a subscription (webspace).
- `{TMP}` for the directory which stores temporary files.

Note: Default values of PHP settings in Panel differ from the ones suggested by the official PHP documentation at http://php.net/manual/en/ini.list.php.

Note: Custom PHP configuration of a website acts as a preset for all subdomains of this site. You can perform further per-subdomain PHP configuration in the same way as for the websites.

ASP.NET Settings (Windows)

➢ *To configure ASP.NET Settings for a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click your website's domain name.

3. Click **ASP.NET Settings**.

4. Set up the strings that determine database connection data for ASP.NET applications that use databases. This option is available only for ASP.NET 2.0.x.

When you open the ASP.NET configuration screen for the first time, sample connection parameters with common constructions are displayed. You can delete them and specify your own strings.

- To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click ⊕ next to them.

- To remove a string, click ⊖ next to it.

5. Set up custom error messages that will be returned by ASP.NET applications in the **Custom Error Settings** field:

- To set the custom error messages mode, select an appropriate option from the **Custom error mode** menu:

  - **On** - custom error messages are enabled.

  - **Off** - custom error messages are disabled and detailed errors are to be shown.

  - **RemoteOnly** - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host users.

- To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click ⊕.

  - **Status Code** defines the HTTP status code resulting in redirection to the error page.

  - **Redirect URL** defines the web address of the error page presenting information about the error to the client.

  Due to possible conflicts, you cannot add a new custom error message with an error code that already exists, but you can redefine the URL for the existing code.

- To remove a custom error message from the list, click ⊖ next to it.

6. Configure compilation settings in the **Compilation and Debugging** field:

- To determine the programming language to be used as default in dynamic compilation files, choose an entry from **Default web page language** list.

- To enable compiling retail binaries, leave the **Switch on debugging** checkbox empty.

- To enable compiling debug binaries, select the **Switch on debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

Note. When running applications in debug mode, a memory and/or performance overhead occurs. It is recommended to use debugging when testing an application and to disable it before deploying the application into production scenario.

7. Configure encoding settings for ASP.NET applications in the **Globalization Settings** section:

- To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).

- To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).

- To set an encoding which must be used by default for parsing of `.aspx`, `.asmx`, and `.asax` files, enter an encoding value into the **File encoding** field (default is Windows-1252).

- To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.

- To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.

8. Set a code access security trust level for ASP.NET applications in the **Code Access Security** field.

CAS trust level is a security zone to which applications execution is assigned, defining what server resources the applications will have access to.

Important: When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permissions levels see http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010.

9. Enable the usage of the auxiliary scripts in the **Script Library Settings** field. Specifying the script library settings is necessary if the validation web controls are used on your web site. This option is available only for ASP.NET 1.1.x.

- If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.

- To initiate the auto-installation of files containing the scripts to the specified location, select the **Install** checkbox. If the files already exist there, they will be rewritten.

10. Set client session parameters in the **Session Settings** field:

- ▪ To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list. **Windows** authentication mode should be selected if any form of IIS authentication is used.

- ▪ To set up time that a session can remain idle, type the number of minutes into the **Session timeout** box.

11. Click **OK** to apply all changes.

Web Server Settings

Web server type depends on Panel version: *Apache* (with *nginx*) is used on Panel for Linux, and *IIS* on Panel for Windows. Depending on your Panel version, refer to **Apache Web Server Settings** (on page 138) or **IIS Web Server Settings** (on page 140).

Next in this section:

Apache Web Server Settings

Panel uses the *Apache web server* (http://en.wikipedia.org/wiki/Apache_HTTP_Server) to deliver the pages of your website to clients (such as browsers through which visitors access your website). By default, to achieve better performance, Apache is supplemented with another web server - *nginx*. For details about how Apache is integrated with nginx in Panel, see **Apache with nginx** in the Administrator's Guide.

Default web server settings are specified by the server administrator (hosting provider). For example, these settings can determine how web servers process different types of files, how they use SSL, where they store log files, and so on.

However, you (as a website owner) can set up *custom web server settings* for your website. For example, add a new type of the index file, restrict access to the site, and so on.

Note: You can adjust web server settings for your websites only if your hosting subscription provides the corresponding permission.

Next in this section:

Adjusting Apache Web Server Settings

All customizable web server settings are located on the **Websites & Domains** > *<domain_name>* > **Web Server Settings** page. Custom settings work only for the selected website. The settings are divided into two groups:

- **Common Apache settings**.

  These settings are typically changed by site owners, who may want to add a new type of index files (**Index files**), or a MIME type for files with a certain extension (**MIME types**), to restrict access to the site (**Deny access to the site**), or specify Apache handlers for a certain file type (**Handlers**).

- **nginx settings**.

  These settings define how the processing of web requests is divided between the Apache and nginx web servers to achieve better performance for a specific site.

  Important: nginx settings are for advanced users only. To learn more about nginx settings, see **Adjusting nginx Settings for Virtual Hosts** in the Administrator's Guide.

  - **Smart static files processing**.

    Caution: Turn off this option only to troubleshoot nginx related issues.

    Turning this option off will limit the role of nginx: It will only pass requests and responses without modification. Except for troubleshooting the nginx related issues, we recommend that you leave this option turned on.

  - **Serve static files directly by nginx**.

    For sites with a lot of static content (like image or video files) and high load, better performance can be achieved by delegating serving static files to nginx. Apache will not take any part in processing the requests for the files with the specified extensions.

    For example, to exclude Apache from delivering jpg and gif files, you should turn on the option **Serve static files directly by nginx** and specify file extensions like this

    ```
    gif jpg
    ```

    or

    ```
    gif|jpg
    ```

    Caution: Because requests for static files never reach Apache, they do not pass through Apache handlers. This means, for example, that rewrite rules or .htaccess directives will not be applied.

  - **Process PHP by nginx**.

    When the **Process PHP by nginx** option is on, Apache does not take any part in processing the requests for PHP files. All requests for PHP files are processed by nginx using the PHP-FPM handler. The handlers used by Apache are not available on nginx. The PHP-FPM is an advanced version of FastCGI which offers significant benefits for highly loaded web applications. To learn more about PHP-FPM, see http://php-fpm.org/about/.

    Caution: Because requests for PHP files do not reach Apache they do not pass through its handlers (CGI, FastCGI, or an Apache module), so some web apps may not work as expected.

Note that subdomains have their own web server settings, therefore, when you change web server settings for a site that has subdomains, the subdomains will not receive these changes.

If you do not find the necessary setting, contact your server administrator (hosting provider), who can set up more custom settings for websites.

The Default Value of Server Settings

You can set the value of each parameter either by typing a custom value, or leaving the **Default** value. In the latter case, Panel uses the values from the default web server configuration defined by the server administrator (hosting provider).

Your values override the default ones. The only exception is the **Deny access to the site setting** - IP addresses from the default configuration, as well as the IP addresses specified by you, will all be applied to your website. In case of a conflict (for example, when you allow the IP address that is denied in the default configuration), Apache uses your settings.

IIS Web Server Settings

Panel uses the IIS web server (http://en.wikipedia.org/wiki/Internet_Information_Services) to deliver the pages of your website to clients (such as browsers through which visitors access your website). The behavior of IIS is defined by variety of settings.

Default web server settings are specified by the server administrator (hosting provider). For example, these settings can determine how IIS process different types of files, how it uses SSL, and so on.

However, you (as a website owner) can set up custom web server settings for your website. For example, add a new type of the index file, restrict access to the site, and so on.

Note: You can adjust web server settings for your websites only if your hosting subscription provides the corresponding permission.

Next in this section:

Adjusting IIS Web Server Settings

All customizable web server settings are located in **Websites & Domains** > select a website > **Web Server Settings**. Custom settings work only for the selected website. The settings are divided into groups:

Common Settings

These settings are typically changed by site owners, who may want to:

▪ Allow site visitors to view the listing of files and subdirectories of the site's directory in their browsers (**Directory browsing**). The directory listing will be displayed if there are no matches for default index pages in the site's root directory.

▪ Add a new type of default index pages (**Default documents**).

▪ Add a new MIME type for files with a certain extension (**MIME types**).

Directory Security Settings

These settings allow site owners to:

▪ Restrict access to the site by username and password – only system users will be able to access the site (**Anonymous access**). Denying anonymous access may be useful if your site is not intended for any visitor, for example, it is a web application for internal use. Note that FTP users and additional FTP users created in Panel will have access to such a site if they were granted access to the site's directory.

▪ Force all clients (such as browsers or FTP clients) to use the secure HTTPS protocol to access their site (**Require SSL**). You need this option, for example, if the site contains and transmits personal information.

Access Restriction Settings

These settings allow site owners to restrict access to the site by IP address of the visitor (**Deny access to the site**) by denting and allowing access from certain IP addresses.

Note: Subdomains have their own web server settings, therefore, when you change web server settings for a site that has subdomains, the subdomains will not receive these changes.

If you do not find the necessary setting, contact your server administrator (hosting provider), who can set up more custom settings for websites.

The Default Value of Server Settings

You can set the value of each parameter either by typing a custom value, or leaving the **Default** value. In the latter case, Panel uses the values from the default web server configuration defined by the server administrator (hosting provider).

Your values override the default ones. The only exception is the **Deny access to the site** setting - IP addresses from the default configuration, as well as the IP addresses specified by you, will all be applied to your website. In case of a conflict (for example, when you allow the IP address that is denied in the default configuration), IIS uses your settings.

Website Content

To create your website and fill it with the content you need (text, images, videos, and so on), use one of the methods provided by the Panel:

▪ Using website creation and management tools. If you do not have a website yet, consider setting one up by yourself with a tool for creating, editing, and publishing websites. You can do this even if you do not possess the necessary web programming and design skills. The best tools of this sort are the following:

  ▪ *Presence Builder* - a website editor integrated with the Control Panel.

  ▪ *Third-party Content Management Systems* (*CMS*) - web applications for creating and editing websites.

▪ Uploading existing websites to your hosting account using one the following methods:

  ▪ *FTP client program.* You can obtain a free FTP client from the Internet, or, if you are using Windows, use Windows Explorer. This enables you to access your directory on the hosting server and manage your files. If you collaborate with other people when managing your website (such as programmers or designers), you can provide them with access to your directory using FTP to let them edit the website by themselves.

  ▪ *File Manager*. A tool for uploading and managing website files and directories through the Panel web interface.

Note: if you have a website created in Microsoft FrontPage editor, refer to the section **Working with Microsoft Frontpage Websites (Windows)** (on page 178) for details on managing this site in Panel.

Below you will find detailed descriptions of the ways to manage your content.

Presence Builder

Presence Builder is a great tool that enables users with no knowledge of HTML markup or graphic design skills to create professional-looking sites. Just pick a suitable page design and content template, add your text to the pages, and publish the site.

You can create and publish websites using Presence Builder if your hosting subscription provides this option. If it does not, or if you have already created and published the allowed number of sites, you still can create a new website with Presence Builder and edit it. However, to publish this website, you will need to upgrade your hosting plan.

To start creating a website using Presence Builder or edit an existing Presence Builder site, go the **Websites & Domains** tab, click you domain name, and click **Launch Presence Builder**. Find more information on creating and editing websites in Presence Builder in the chapter **Building Websites with Parallels Presence Builder** (on page 199).

Third-Party Content Management Systems

To create and maintain a website, you can use third-party *Content Management Systems* (*CMS*) - web applications that let you easily edit a website's structure and content with a graphical user interface. Examples of such systems are *Drupal* and *Joomla*.

CMS are usually server applications, so to start using one of them you should install it on your hosting account. Hence, if you plan to use a CMS, ensure that your hosting subscription allows such applications to be installed.

➢ *To create a website using a CMS:*

1. Go to the **Applications** tab.

2. Find the CMS you need in the list of available applications, and install it as described in the section **Employing Website Applications (on page 151).**

3. Create and edit your website in the CMS. For information on how to create websites with your CMS, refer to the relevant documentation.

Uploading Using FTP

If you already have all your website files and directories, consider uploading them to your hosting account using FTP. This is the quickest way for simple uploading of files when you do not need to edit or manage them on the server.

➢ *To upload files using FTP:*

1. Connect to your site's domain name with an FTP client program using your FTP access credentials. Learn how to configure these credentials in the section **Adding FTP Accounts** (on page **253**).

2. Copy the website files and directories to your directory on the server.

File Manager

Another way to publish a website created outside the Panel is File Manager - a tool that provides a set of file management functions through the web interface. File Manager is located on the **Files** tab of the Control Panel.

To upload a website from your computer to Panel server with File Manager, open the **Files** tab of the Control Panel and drag the website folder to the central area of this tab. If your website is compressed to a ZIP file, you can upload this file to the server and then extract it by clicking **Extract Files** in the **More** menu.

If you want to edit pages of your website, you can do it in File Manager. It provides an HTML editor that allows visual editing of HTML pages (without needing to manually type HTML tags). To edit a file in the HTML editor, place the mouse pointer over the file, click the link to open the file's context menu, and select **Edit in HTML Editor**.

You can also edit files in File Manager's text editor if you like. To open a file in the text editor, open the file's context menu and select the **Edit in Text Editor**.

If you have files or web pages that you want to make inaccessible on the Internet, change these files' access permissions in File Manager. To edit access permissions for a file or a directory, click the corresponding link in the **Permissions** column. To learn how to review and edit the permissions, refer to the sections **Setting File and Directory Access Permissions** (on page 146).

Next in this section:

Setting File and Directory Access Permissions

➢ *To review or change the permissions set for files and directories on Linux systems:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.

2. Go to the **Files** tab.

   The permissions set for files and directories are shown in the **Permissions** column. They are represented as three sets of symbols, for example, 'rwx rwx r--'. The first set tells what the owner of the file or directory can do with it; the second tells what the user group, the file or directory belongs to, can do with the file or directory; the third set indicates what other users (the rest of the world, that is, Internet users visiting a site) can do with the file or directory. R means the permission to read the file or directory, W means the permission to write to the file or directory, and X means the permission to execute the file or look inside the directory.

3. Locate the file or directory for which you want to modify permissions and click a hyperlink in the **Permissions** column.

4. Modify the permissions as desired and click **OK**.

➢ *To set access permissions for a file or directory on Windows systems:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Files** tab.

3. Locate the file or directory for which you want to set access permissions, and click the corresponding icon 🔒.

4. Do the following:

   ▪ To make the file or folder inherit permissions from a parent folder (if it does not), select the checkbox **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here**.

   ▪ To make the files and folders, which are contained in this folder, inherit the folder permissions you define, select the checkbox **Replace permission entries on all child objects with entries shown here that apply to child objects**.

   ▪ To change or remove permissions from a group or a user, click the required name in the **Group or user names** list. If the group or user is not listed in the **Group or user names** list, select the required user or group name from the menu located above the list and click ➕: the user/group appears in the list. Select it.

To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** checkboxes corresponding to permissions listed under **Permissions for <*user/group name*>**. If the checkboxes in the **Allow** or **Deny** columns are shown in grey, it means that the corresponding permissions are inherited from a parent folder.

- To deny the permissions, which are inherited from a parent object as allowed, select the required checkboxes under **Deny**. This will override inherited permissions for this file/folder.

- To allow the permissions, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox: this removes the inherited permissions. Then select the required checkboxes under **Allow** and **Deny**.

- To remove access permissions from a group or user, select the required name in the **Group or user names** list and click the icon 🔴 next to it.

5. If you need advanced fine-tuning of permissions, click the **Advanced** button, and do the following:

- To create a permission entry for a group or user, select the required name from the **Group or user names** list and click 🟢.

- To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** checkboxes corresponding to permissions listed under **Permissions for <*user/group name*>**.

- To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click 🔴.

- To make child objects of a folder inherit its permissions defined under **Permissions for <*user/group name*>**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** checkbox, and select checkboxes in the **Apply to** list which correspond to the objects that must inherit the permissions.

6. Click **OK**.

(Advanced) Restricting Access to Content

If you have directories in a site that only authorized users should see, restrict access to these directories with password protection.

> ➤ *To protect a directory in your site with a password and to specify authorized users:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the site's domain name.

3. Click **Password-protected Directories**.

4. Click **Add Protected Directory**.

5. In the **Directory name** box, specify the path to the directory that you want to protect with a password.

   This can be any directory existing in the site, for example: /private. If the directory that you would like to protect has not yet been created, specify the path and the directory name – the Panel will create it for you.

6. If you are using a Linux-based account, you can also protect your CGI scripts stored in the cgi-bin directory. To do this, leave '/' in the **Directory name** box and select the **cgi-bin** checkbox.

7. In the **Title of the protected area** box, type a resource description or a welcoming message that your users will see when they visit the protected area.

8. Click **OK**. The directory you specified will be protected.

9. To add authorized users, click **Add New User**.

10. Specify the username and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length. Click **OK**.

> ➤ *To add an authorized user of a protected directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the site's domain name.

3. Click **Password-protected Directories**.

4. Click on the name of the directory you need.

5. Click the **Add New User** icon.

6. Specify the username and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length.

7. Click **OK**.

➢ *To change password for an authorized user of a protected directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the site's domain name.

3. Click **Password-protected Directories**.

4. Click on the name of the directory you need. A list of authorized users will open.

5. Click on the user's name.

6. Specify the new password and re-type it for confirmation.

7. Click **OK**.

➢ *To revoke a permission to access the protected directory from a user:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the site's domain name.

3. Click **Password-protected Directories**.

4. Click on the name of the directory you need. A list of authorized users will open.

5. Select a checkbox corresponding to the user's name.

6. Click **Remove**. Confirm the operation and click **OK**.

➢ *To remove password protection and make the resource available to the public:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the site's domain name.

3. Click **Password-protected Directories**.

4. Select a checkbox corresponding to the name of the directory, from which you want to remove protection.

5. Click **Remove Protection**. The protection will be removed and the contents of the directory will be accessible to the public without restrictions.

Previewing Websites

After you purchase a domain, its registration can require some time. The reason for the delay is that name servers update their zone information periodically. Thus, until all name servers have received information about your zone, you will not be able to access your site by its domain name. Nevertheless, you can always access your site during domain name propagation using the **Preview** button on the **Websites & Domains** tab.

During domain name propagation other people can access your site too. For this purpose, Panel registers your website as a subdomain of one of the provider's sites. For example, if your website is *my-domain.tld* and a provider has configured the preview service on *provider-domain.tld*, you can access your site on *my-domain.tld.192-0-2-12.provider-domain.tld*. Here *192-0-2-12* is the site's IP address where dots are replaced with dashes.

Notes:

The contents of password-protected directories might be inaccessible in the Preview mode.

If you do not have the site preview button on the **Websites & Domains** page, contact your hosting provider.

Web Applications

You can significantly increase your website functionality by using different web apps. Apps installed on a website can perform a number of tasks. If you are an individual, you can, for example, present yourself with a blog or organize an online storage of your media files. Companies can move their business online using the e-commerce or CRM web apps. All these apps are available for installation from the **Applications** tab of the Control Panel.

The list of available apps is governed by your hosting plan. For example, it might include only free apps or no apps at all. For more information on available apps, contact your hosting provider.

App Types

There are two types of web apps:

- Apps installed directly on your website (for example, the *WordPress* blogging platform or the *Joomla!* content management system).
- Apps installed on external servers and provided by third-parties.

Regardless of the installation type, apps can be either *free* or *commercial.* Commercial apps require you to obtain a license key to start working with them. You can recognize commercial apps in the catalog on the **Application** tab by the button **Buy now** (instead of **Install** for free apps). If you decide to use commercial apps, read the **Managing Commercial App Licenses** (on page 156) section to learn more about acquiring and managing app licenses.

App Installation and Maintenance

The process of installation is fully automated and does not require any specific skills. To learn how to install web apps from the Control Panel, refer to the section **Installing Apps** (on page 153).

Further app management is also facilitated as you can update or remove apps directly in Panel. Moreover, you can access some functions that apps reveal to the Control Panel (without the need to log in to an app). For example, you can add SugarCRM user account right from your Control Panel. Such app functionality is a *service* provided by the app.

After you install an app, grant other auxiliary user accounts access to it if you want them to be able to use the app. To get started with managing apps, see the section **Managing Apps** (on page 154).

App Databases

If an app requires a database, Panel creates it automatically during installation of the app. To create a database, Panel uses *app database settings*, which you can change in the **Main configuration** section (**Show All Settings** link) when installing an app:

▪ A database name and a database server where the app will store the database.

▪ Database user credentials, which Panel will use to access the app database. It may be convenient to employ a single database user with access to all databases. In this case, you can create a universal user account and specify it when installing apps. To learn more, refer to the section **Managing Database User Accounts** (on page 275).

Note that if you exceed the maximum number of databases allowed for your subscription, a new app does not create a new database. Instead, it adds tables to one of the existing databases, and adds *prefixes* to table names. Prefixes make it easier to distinguish tables of different apps from each other. For example, the Wordpress app will add the "*wpress_*" prefix to the names of its tables.

Access to Apps

By default, after you install an app, it is available only for users with the **Owner** role. You can make your apps available to certain auxiliary users by adjusting their permissions. For details on setting up access to apps for auxiliary users, refer to the section **Granting Auxiliary Users Access to Apps** (on page 154).

Apps and Auxiliary User Accounts

Some apps let you create and manage user accounts directly in Panel. For example, the SugarCRM app allows you to add SugarCRM users without logging in to the app. All apps with such "account services" can associate their accounts with users of a Panel subscription (auxiliary users). To perform such an association, you should grant the auxiliary users access to that account service (in the same way as you grant access to apps). For details on account association, refer to the section **Linking Apps and Auxiliary (on page 155)User Accounts**.

Next in this section:

Installing Apps

Depending on your needs and expertise level, you can choose one of the following ways to install an app:

▪ *Quick*. This is the easiest way to install an app. If you choose this way, Panel will perform a typical installation of the latest app version of the selected app, Panel will use the default values for the app settings. For example, your Panel access credentials will be used as the app administrator's credentials.

Note: Some apps require you to fill in certain settings even if you select the quick installation.

▪ *Custom*. This way allows you to customize app installation settings such as administrator credentials and location, installation path, and other. Particularly, you should use custom installation if you want to switch off automatic upgrades of the app.

➢ *To install an app:*

1. Go to the **Applications** tab and find the app you need.

2. Click either the **Install** button for the quick installation or the **Install (Custom)** for the custom installation.

3. *(Optional)* Turn off automatic upgrades of the app.

If you do not want the app to be updated automatically, deselect the option **Automatically update this app when updates are available** on the installation settings page.

4. *(Optional)* Select the app version.

Sometimes, you may need to install a specific version of an app. For example, if you plan to use app extensions that are incompatible with the latest app version. In this case, click the app name > **Select another version** to select the version you need. Then install the app.

Note: For commercial apps, you should obtain a license key by clicking **Buy now** before starting the installation. To learn more about using commercial apps refer to the section **Managing Commercial App Licenses** (on page 156).

Managing Apps

Generally, all apps allow the configuration of their main parameters directly in the Control Panel. You can access app settings by selecting the app from the list in **Applications** > **Manage My Applications**. After you select an app, you can configure the following:

- *General settings*.
  These are basic settings (for example, the app administrator password) that can be changed with **Change Settings**.

- *Service settings*.
  If an app provides a part of its functionality to Panel by means of services, you have the option to configure them. For example, the SugarCRM app allows the creation of user accounts and provides this ability as a service in the Control Panel. After you select this service in **Provided services**, you can view all app user accounts and create new ones. For some apps, you can associate the app accounts with auxiliary user accounts. Learn more about account association in the section **Linking App and Auxiliary (on page 155)User Accounts**.

Granting Auxiliary Users Access to Apps

By default, after you install an app, only users with the **Owner** role can access it. To allow other subscription users to access the app:

- Grant permission to access the app to a certain user group in **Users** > **User Roles**.
- Be sure to add users of your choice to the group.

Once you allow users to access the app, a link to the app appears on their **Websites & Domains** page under the name of the corresponding website. Note that *you can control app access only for user groups*, so you should either modify the permissions of an existing group or create a new one, and then assign users to it.

By default, the app administrator is a subscription user with the **Owner** role. As well as accessing the apps from the **Websites & Domains** page, this user can also install and manage apps within a subscription. For these purposes, their interface has the additional **Applications** tab. You can provide the same administrative privileges to other subscription users by granting the **Install and manage applications** permission to their role in **Users > User Roles**. This gives users full administrative access to *all* apps within a subscription. As well as the administrator, the users with this permission can install, configure, update, and remove apps through the **Applications** tab in their Control Panel.

Linking Apps and Auxiliary User Accounts

Some apps let you create and manage user accounts without logging in to the app. If an app provides such an *account service*, you can link users of a Panel subscription with accounts in the app. To perform such an association:

1. Organize the users into a certain group (**Users > User Roles**).

2. Grant one of these group permissions:

   ▪ *Public access*.
     If granted, all users in the group will have access to the app through the link on the **Websites & Domains** page.

   ▪ *Personal access*.
     If granted, *the app will automatically create accounts* for all users in the group. After that, the users' **Websites & Domains** page will contain an additional link that allows logging in to a personal account in the app. Note that if you deny the **Personal access** permission, *the app will automatically remove all accounts* associated with this group.

Updating Apps

Automatic Updates

By default, Panel installs the latest available app versions and updates apps immediately once the newer versions are available. However, updating an app can significantly change its functionality: For example, plug-ins or extensions developed for a particular app version may be incompatible with newer versions. Therefore, you might want to turn off automatic updates for a certain app.

➢ *To turn automatic updates on or off:*

1. Go to **Applications** > **Manage My Applications** and click the app's name.

2. Click **Change Settings**.

3. Select or deselect the option **Automatically update this app when updates are available**.

Manual Updates

If you prohibit automatic updates for an app, Panel will inform you about the availability of newer versions by adding the link **Update available** under the app name in **Applications** > **Manage My Applications**. Click this link to review the changes available in the new version and decide whether to update the app or continue with the current version.

Managing Commercial App Licenses

If you decide to buy an application license in the Control Panel and click the corresponding button on the **Applications** tab, you will be forwarded to *Storefront*, the online store where you complete your order. Actually it is not only a store, it also includes its own web interface to help you perform various operations with the licenses you own. For example, from this web interface you can renew a license, cancel it, change your payment methods and so on. This section explains how to carry out these operations.

Storefront Basics

When you order a first license in Storefront, it creates an *account* for you. This account contains your personal and financial information; if you log in to Storefront under this account, you will be able to do various operations with your licenses.

Each time you successfully check out in Storefront, a purchase *order* is generated. It is a document that lists the cart items you ordered. Storefront assigns different statuses to orders. These statuses explain the current state of your purchase - whether it is unpaid, canceled, or successfully delivered.

Storefront and Panel share the service plans business model. In Storefront, each application is presented by a separate *service plan*, and when you order an application license you *subscribe* to one of the service plans. In other words, each license you purchase is shown as a *subscription* in the web interface. For instance, if you would like to view a license price, terms, or an expiration date, you should open the corresponding subscription.

How to Get a License File or Key

After you order a license and pay for it, Storefront sends you an e-mail with your license file or key. We recommend that you keep the information in a safe place because there is no way to request it again or view it from the web interface. If you did not receive the e-mail with a license file or key, contact us at https://support.parallels.com/.

Available Operations

The operations you can carry out in Storefront fall into three groups:

- *Operations with your user account*. These operations include viewing and modifying your personal information and preferences and changing the password to your user account.
- *Operations with payments and payment methods.* This group comprises operations with your credit cards, payments, and orders.
- *Operations with subscriptions.* Use them to acquire new licenses, obtain information about your existing licenses, and check the subscription renewal method for a particular subscription.

Learn more about these operations in the subsections of this section.

Next in this section:

User Account

You can do the following operations with your user account.

View and Change Your Account Information

The system uses your account information to add your personal and financial details into invoices. If you see that you need to update your details, open the **My Contact Info** submenu on the Navigation menu and select **Account Info**.

View and Change Your Personal Information

Your personal information mostly duplicates the account information. It does not appear in financial documents, but some services use this information as technical contact details. For example, it is possible to order a domain name through Storefront, and if you do so, Storefront will send your personal information (as the technical contact) to a domain name registrar.

To view user personal information, open the **My Contact Info** > **Personal Info** menu on the left panel. Here you can also edit your personal information and change password to your Storefront account.

Configure e-mail notifications

E-mail notifications are sent on different events to your account contact e-mail address. They fall into a number of categories. For example, subscription renewal and expiration, your credit card(s) expiration, etc. You can select messages format for every group of messages and decide whether to send certain messages or not. To configure messages types to receive, open **My Contact Info** > **Notification Methods**.

Payments and Payment Methods

This section describes operations with payments and credit cards available to you in Storefront.

Registering a Credit Card

Before a credit card becomes available for making online payments, it is necessary to register it in Storefront. To register a credit card, open **Billing Manager** > **My Financial Info** > **Payment Methods** and click the appropriate button.

Configuring Automatic Payments

You can assign one of the registered credit cards to be used for paying orders automatically. In this case, you will not need to pay each order manually. If you assign a payment method to be used for automatic payments, the previous default one is unselected automatically. Thus, only one payment method can be used for automated payments.

To turn on automatic payments from a card, go to **Billing Manager** > **My Financial Info** > **Payment Methods**, select the card by clicking on its **ID** or **Type**, and, finally, enable automatic payments on the card properties screen.

Making a Payment

To add new payment, open the **Billing Manager** > **New Payment** link on the dashboard. The adding new payment wizard starts. The list of pending documents appears on the screen. If there are no pending documents, click **Cancel** to finish the wizard. Otherwise, walk through the wizard by providing the payment settings.

Viewing Open Orders

Your open orders are available in the **Billing Manager** > **My Financial Info** > **Open Orders** submenu.

Subscriptions

Storefront offers you a powerful and comprehensive mechanism of subscriptions (licenses) management, allowing you to perform the following operations.

Buying a Subscription

If you want to purchase one more app license or another service offered by Storefront, there is no need for you to go to the Control Panel. The Storefront web interface provides all facilities for making the purchase. To start the subscription ordering wizard, open **Billing Manager** > **Subscription Management** and click **Buy New Subscription**.

Renewing a Subscription Manually

If you did not configure the auto renewal feature, your subscription will expire unless you do not renew it manually. The auto renewal setup instructions are given later in this section. To renew a subscription manually, open **Billing Manager** > **Subscription Management** > **Renew Subscription** and follow the wizard steps.

Renewing Subscriptions Automatically

Configuring a subscription for auto renewal helps renewing your subscriptions in time. To allow the auto renewal, open **Billing Manager** > **Subscription Management** > **Renew Subscription**, click a subscription for which you want to turn the option on, and click **Turn On AutoRenew Option**. Clear the option to cancel the auto renewal.

Canceling a Subscription

A subscription cancelation results in termination of the subscription services and money refund. To cancel a subscription, open **Billing Manager** > **Subscription Management** > **Renew Subscription**, click a subscription you want to cancel, and start the cancelation wizard by clicking **Cancel Subscription**.

(Advanced) Website Security

Next in this section:

Securing Connections with SSL Certificates

If your website transfers private data, for example, visitors' credit card numbers, we recommend that you use the SSL secure channel for this website. To set up such a channel, you should purchase an *SSL* certificate for your website.

SSL certificates are used not only for establishing secure communication channels on the Internet but also for verifying a website's identity as well. When users visit your secure online store, they are notified that your website is really what it claims to be and that all sensitive data, such as credit card numbers, will be transferred over a secure channel.

SSL certificates are issued by specific organizations - *SSL certificate providers*. However, some hosting providers allow customers to purchase SSL certificates directly from Panel.

Purchasing SSL Certificates

Depending on your hosting provider, you can have the following ways of purchasing SSL certificates:

- *Order an SSL certificate from Panel*. This way is available to you if your provider configures the corresponding Panel settings. The links for purchasing SSL certificates from Panel may let your purchase certificates either from your provider in their online store or from Parallels in the MyPlesk outlet. To learn how to order an SSL certificate through Panel, see the section **Purchasing SSL Certificates through Panel** (on page 162).

- *Order an SSL certificate from the SSL certificate provider you like.* In this case, you should create a *certificate signing request (CSR)* for your website in Panel and submit it to an SSL certificate provider. To learn how to create such request and purchase a certificate with it, refer to the section **Generating Certificate Signing Requests** (on page 163).

Securing Websites

After you obtain a certificate for your website, you should secure the connection to the website with the certificate. The section **Securing Websites** (on page 164) explains how to do this.

Securing Websites with Shared SSL Certificates

On Windows systems, you may be able to secure your websites without purchasing your own SSL certificates. This feature is available to you if your hosting provider offers *shared SSL certificates*. The section **Using Shared SSL Certificates (Windows)** (on page 165) explains how to secure a website with a shared SSL certificate.

Next in this section:

Purchasing SSL Certificates Through Panel

The links for purchasing SSL certificates in Panel let you purchase either certificates from your provider if they offer their own certificates, or certificates from Parallels in the *MyPlesk outlet*. These links may also be unavailable to you if your provider decides so.

> ➢ *To purchase an SSL certificate through Panel:*

1. Open the corresponding subscription in the Control Panel

2. Go to the **Websites & Domains** and select the website you want to protect with an SSL certificate.

3. Click **Secure Your Sites**.

4. Click **Add SSL Certificate**.

5. Specify the following certificate parameters:

   - *Certificate name*. This will help you identify this certificate in the repository.

   - *Encryption level*. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.

   - *Your location and organization name*. The values you enter should not exceed the length of 64 symbols.

   - *The domain name for which you want to purchase an SSL certificate.* This should be a fully qualified domain name. Example: *your-domain.com*.

   - *The website administrator's e-mail address*.

6. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.

7. Click **Buy SSL Certificate**.

8. Complete all steps of an SSL certificate purchase in the online store and you will receive your SSL certificate by e-mail.

Generating Certificate Signing Requests

If your hosting provider does not allow purchasing SSL certificates through Panel, you can create a certificate signing request and submit it to an SSL certificate provider. The provider will generate an SSL certificate for your website basing on this request.

➢ *To generate a certificate signing request:*

1. Open the corresponding subscription on the Control Panel

2. Go to the **Websites & Domains** and select the website you want to protect with an SSL certificate.

3. Click **Secure Your Sites**.

4. Click **Add SSL Certificate**.

5. Specify the following certificate parameters:

   ▪ *Certificate name*. This will help you identify this certificate in the repository.

   ▪ *Encryption level*. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.

   ▪ *Your location and organization name*. The values you enter should not exceed the length of 64 symbols.

   ▪ *The domain name for which you want to purchase an SSL certificate.* This should be a fully qualified domain name. Example: *your-domain.com*.

   ▪ *The website administrator's e-mail address*.

6. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.

7. Click **Request**. Panel will generate your private key and certificate signing request and add them to your certificates repository (**Websites & Domains** > **Secure Your Sites**).

8. In the list of certificates, click the name of the certificate you need.

9. Locate the **CSR section** on the page, and copy the text that starts with the line **-----BEGIN CERTIFICATE REQUEST-----** and ends with the line **-----END CERTIFICATE REQUEST-----** to the clipboard.

10. Visit the website of the certification authority from which you want to purchase an SSL certificate, and follow the links on their site to start a certificate ordering procedure. When you are prompted to specify CSR text, paste the data from the clipboard into the online form and click **Continue**. The certification authority will create an SSL certificate in accordance with the information you supplied.

Securing Websites

After you receive an SSL certificate for your website, secure the website with this certificate.

➢ *To secure a website with an SSL certificate:*

1. Log in to the Control Panel and select the subscription that contains the website you want to secure in the **Subscriptions** menu at the top of the screen.

2. Go to the **Websites & Domains** and select the website you want to protect with an SSL certificate.

3. Click **Secure Your Sites**.

Upload the SSL certificate: Click **Browse** in the middle of the screen and navigate to the location of the saved certificate. Select it, and then click **Send File**.

This will upload and install the certificate against the corresponding private key.

1. To install the certificate on a site, return to the **Websites & Domains** tab, and click the domain name of the website that you want to secure.

2. To switch on SSL protection, select the **Enable SSL support** checkbox.

3. From the **SSL certificate** menu, select your SSL certificate and click **OK**.

Using Shared SSL Certificates (Windows)

If your hosting service provider offers shared SSL for securing access to sites, then you can switch on SSL encryption without purchasing your own SSL certificate.

> ### ➢ *To secure connections to a site by using an SSL certificate shared by your provider:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** and select the website you want to protect with an SSL certificate.

3. Click **Shared SSL**.

4. Select the domain name of the site that you want to secure.

5. Select the **Switch on shared SSL** checkbox.

6. Specify the virtual directory name in the corresponding input field. The virtual directory with the supplied name will be created under the domain whose SSL certificate is shared (called master SSL domain). This directory will be used for accessing your site through SSL.

   For example, let us suppose that you have a domain named mydomain.com, the master SSL domain is defined as master_ssl_domain.com, and the virtual directory name you supplied is `my_virtual_dir`. In this case, to access your site through SSL, you need to use the following address: https://master_ssl_domain.com/my_virtual_dir.

   Note: You cannot use your domain name (for example, mydomain.com) to access your site via SSL if you are using shared SSL.

7. Select the directory where protected content is located under your website. The documents within the specified directory will be accessible only through SSL.

8. To make your domain accessible via SSL only, select the checkbox **Make this website accessible only through secure connections**.

9. Click **OK**.

Protecting Sites from Hotlinking (Windows)

Hotlinking (also called file leeching, remote linking, direct linking, bandwidth stealing or bandwidth banditism) is a term used for describing a situation when a web page of one domain owner is directly linking to images (or other multimedia files) on the web pages of another domain owner, usually using an <IMG> tag. If your domains are hotlinked, you may face the problem of excessive bandwidth usage.

➢ *To protect a website from hotlinking:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Hotlink Protection**.

4. Click **Switch On** to enable the protection from hotlinking.

5. Specify the extensions of files that you want to protect from hotlinking (for example, jpg, bmp, and so on) in the **Protected files extensions** field. When listing several file extensions, separate them with white spaces.

6. If you want to allow direct linking to your files from certain sites, type the website addresses into the **Addresses of friendly websites** field, and click **Add**.

7. Click **OK**.

(Advanced) Extended Website Management

Panel provides a number of operations on websites and domains for advanced users: Working with third-party applications and services, fine tuning of some system services, and much more. This section contains the detailed instructions on all these operations.

Next in this section:

Working with a Staging Site

If you have a production website and are planning major site changes, consider setting up a staging site — a separate location on the server where you can conveniently update and test a copy of the site before putting it into production.

We recommend that you work with a staging site in the following way:

1. Decide where you want to host the development copy and prepare the development environment. You can choose to host it in the same webspace, in a separate webspace on the same server, or upload it to an FTP account on another server.

    If you choose the same webspace, then you first need to set up a new website by adding a domain or a subdomain.

2. (Optional step.) If you set up your development environment under your account in the Panel and your production site has APS applications installed via the Panel (at the **Applications** tab), install the desired site applications in your development environment in the same subdirectory as you have on your production site. This step is optional; however, it will help you avoid changing manually database connection settings in the application scripts.

3. Make a copy of the website and place it in the staging environment.

4. Make copies of the databases used by the site and deploy them in the staging environment.

5. Change database connection settings in the scripts to point at the databases in the staging environment.

6. (Optional step.) Complete APS applications setup. Go to the **Applications** tab for your development site, locate the application in the list of installed applications, open its **Settings** screen and re-save the parameters. With this operation, the APS scripts should stop pointing at the production database and reconnect the application to the database copy. This step is needed if your production site has APS apps installed via the Panel and you performed Step 2 of the current instruction.

7. Make the required changes to the site copy in the staging environment, and test them to make sure everything works as intended.

8. Publish the updated site. This is done by pointing the document root of the production site to the staging site location.

➢ *To set up a site for staging purposes:*

1. Go to the **Websites & Domains** tab.

2. Click either **Add New Domain** or **Add New Subdomain**.

    We recommend that you use a subdomain for staging purposes.

3. Proceed as described in **Adding Domains** (on page **110**) or **Adding Subdomains** (on page **112**).

If you do not want your staging site to be accessible to the Internet users, do not register the newly added domain or subdomain name with a domain name registrar, or use an `.htaccess` file (on Linux hosting) to restrict access to it.

➢ *To make a copy of website files:*

1. Go to the **Websites & Domains** tab and click the name of the website you want to copy.

2. Click **Website Copying**.

3. To copy website files to the document root of an existing site:

   a. Select the option **Website in the Panel**.

   b. Select the destination site from the **Site name** menu.

   c. Specify what to do with the files that might already be present in the destination directory.

4. To copy website files to an FTP account on this or another server:

   a. Select the option **FTP storage**.

   b. Specify the server's host name and credentials for connecting to the FTP account.

   c. In the **FTP connection method** field, leave the **Active mode** option selected. If the Panel fails to connect to the external FTP account, select the **Passive mode** option here.

5. Click **OK**.

If the site uses scripts that work with a database, copy the database to the staging environment:

▪ If the database is hosted on the same server managed by Panel 10, use the procedure below to copy it.

▪ If the database is hosted on a server which is not managed by Panel 10, use the `mysqldump` utility to export the database, move the resulting data dump file to the staging environment and deploy it there. Modify the site's scripts in the staging environment so that they connect to the copied database.

➢ *To make a copy of a database from the Panel-managed server:*

1. Go to the **Websites & Domains** tab > **Databases**.

2. Click **Copy** in the databases list for the database you want to copy.

3. Specify the following:

   ▪ **Destination database server**. You can select the same Panel-managed database server, or a database server located elsewhere. For an external database server, specify the host name or IP address, and access credentials: the username and password of a database management system user authorized to create new databases and database tables.

   ▪ **Destination database**. You can choose to create a new database or copy the data to an existing database.

   ▪ **Create a full copy**. Leave this option selected to copy the database structure and all data.

4. Click **OK**.

The copy of the database will be deployed on the destination server.

5. Modify the site's scripts in the staging environment so that they connect to the copied database.

When the site copy in the staging environment is updated and ready to go live, publish it as described in the following steps.

➢ *To publish the updated site to the production environment:*

1. Go to the **Websites & Domains** tab.

2. In the list of domain names, locate the address of your production site and click it.

3. In the **Document root** box, specify the document root directory of the staging site.

4. Click **OK**.

This will make the updated site copy in the staging site location accessible to visitors of your production site address.

Setting Up Mobile Sites

Your service plan may include the option to create website copies optimized for viewing on mobile devices. The copies are hosted with external UNITY Mobile online service.

Important: In Panel 10.4, if a customer ordered the Unity Express offering from the Applications tab, the system could confuse the offering with Unity One. If you faced this problem, we recommend that you remove the site created with Unity One and create the new one in order to get Unity Express.

➢ *To create a copy of your website optimized for viewing on mobile devices, or set up a new mobile website:*

1. Go to **Websites & Domains** tab and click the site's domain name.

2. Click **Mobile Websites**.

3. Click the corresponding **Create Mobile Site** link.

4. Specify an address for the mobile site.

If your site is accessible, for example, by domain name `example.com`, you can type a prefix like `mobile`, and then the optimized copy of your website will be accessible by the address `mobile.example.com`.

5. Click **OK**.

6. Click **Edit Site Content**. A UNITY Mobile site opens in a new browser window or tab, and you are logged on under your account.

7. In the **Import from the web section** showing your main website's domain name,

click the button .

8. Complete the website import wizard by following instructions presented on the screen.

After the mobile site is created, you can add a link to it to your main site.

You can now perform the following operations on the mobile site using links in Control Panel:

- Open site editor.
- Remove mobile site.

Setting Up Custom Error Pages

When visitors coming to a site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. You may want to create your own error pages and use them for your sites or individual virtual directories. The following error messages are the ones customized most often:

- 400 Bad File Request. Usually means the syntax used in the URL is incorrect (for example, uppercase letter should be lowercase letter; wrong punctuation marks).
- 401 Unauthorized. Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.
- 403 Forbidden/Access denied. Similar to 401; a special permission is needed to access the site – a password or username, if it is a registration issue.
- 404 Not Found. Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered. This is the most common error.
- 500 Internal Server Error. Could not retrieve the HTML document because of server configuration problems.
- 503 Service Temporarily Unavailable. The site is temporarily unavailable due to maintenance.

Next in this section:

Setting Up Custom Error Pages on Windows Servers

➢ *To configure the web server to show custom error pages for a site or a directory within a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Switch on support for custom error documents.

   a. Go to the **Websites & Domains** tab and click the **Hosting Settings** button beside domain name you need.

   b. Select the **Custom error documents** checkbox.

   c. Click **OK**.

3. Go to the **Websites & Domains** tab.

4. Click the domain name you need.

5. Click **Virtual Directories** to see the list of error documents for the root web directory. Error documents located here are used for all web pages of the selected site. If you want to customize error pages for a specific virtual directory, navigate to that directory.

6. Click **Error Documents** tab and click the required error document in the list.

   ▪ To use the default document provided by IIS for this error page, select **Default** in the **Type** menu.

   ▪ To use a custom HTML document already located in the `error_docs` directory in the virtual host directory of the domain, select **File** in the **Type** menu and specify the file name in the **Location** field.

   ▪ To use a custom HTML document located in a directory other than `error_docs` on a domain, select **URL** in the **Type** menu and enter the path to your document in the **Location** field. The path should be relative to the virtual host root (that is, `<vhosts>\<domain>\httpdocs`).

     For example, you have created a file `forbidden_403_1.html` and saved it in the `my_errors` directory located in the `httpdocs`. To use this file as an error document, you need to type the following path into the **Location** field: `/my_errors/forbidden_403_1.html`.

   Note: You can use a connection over FTP or File Manager in the Panel to upload your custom error document to the server. By default, all error documents are stored in the `/vhosts/your-domain.com/error_docs/` directory (located in `C:\InetPub` by default).

7. Once the web server is restarted, it will start using your error documents.

Setting Up Custom Error Pages on Linux Servers

➢ *To configure the web server to show custom error pages for a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Switch on support for custom error documents.

   a. Go to the **Websites & Domains** tab and click the **Hosting Settings** button beside domain name you need.

   b. Select the **Custom error documents** checkbox.

   c. Click **OK**.

3. Connect to your FTP account, and go to the `error_docs` directory.

4. Edit or replace the respective files. Be sure to preserve the correct file names:

- 400 Bad File Request - bad_request.html
- 401 Unauthorized - unauthorized.html
- 403 Forbidden/Access denied - forbidden.html
- 404 Not Found - not_found.html
- 405 Method Not Allowed - method_not_allowed.html
- 406 Not Acceptable - not_acceptable.html
- 407 Proxy Authentication Required - proxy_authentication_required.html
- 412 Precondition Failed - precondition_failed.html
- 414 Request-URI Too Long - request-uri_too_long.html
- 415 Unsupported Media Type - unsupported_media_type.html
- 500 Internal Server Error - internal_server_error.html
- 501 Not Implemented - not_implemented.html
- 502 Bad Gateway - bad_gateway.html
- 503 Service Temporarily Unavailable - maintenance.html

The web server will start using your error documents in a few hours, after it is restarted.

Using Google Services

Using links in the Panel, you can generate code for inserting a custom Google search engine into your site, submit your website to Google through Webmaster Tools area, enroll in the AdSense program, embed YouTube videos, Google Translate service, or other Google products into your site.

Google Custom Search is a search engine provided by Google. It adds search functions to your site and allows you to apply your website's look and feel to the search results page. It can be used for free on websites of individuals and non-profit organizations. Websites related to for-profit businesses can either use a Custom Search Engine that will show advertisements from Google, or purchase a subscription to Google Site Search service, which starts from $100 per year. To learn more about Google Site Search and current prices, visit http://www.google.com/sitesearch.

Google Webmaster Tools allow webmasters to submit a website to Google and view search statistics. To learn more about Webmaster Tools, visit http://www.google.com/support/webmasters/?hl=en.

Google AdSense allows webmasters to earn money for displaying targeted Google ads on their websites. To learn more about AdSense, visit https://www.google.com/adsense/login/en/.

Google Web Elements allows webmasters to easily add their favorite Google products to websites. Embed content, such as news, maps, YouTube videos, and social conversations from Google Friend Connect to Web pages with simple cut-n-paste. To learn more about Google Web Elements, visit http://www.google.com/webelements/.

Before you start using Google services, you need to confirm acceptance of Google Terms of Services, and then confirm ownership for your sites.

➢ *To confirm acceptance of Google terms of service and then confirm ownership of your sites:*

1. Go to the **Websites & Domains** tab, and click the **Google Services for Websites** link.

2. Click the appropriate links in the Panel to open and read the Terms of Service documents.

3. To confirm that you accept the Terms of Service, select the checkbox and click **Confirm**.

Now you can do the following:

- Submit your site to Google and improve site visibility in search results by clicking **Google Webmaster Tools**.
- Add search functions to a site by clicking **Add New Custom Search Engine**.
- Enroll in the AdSense program by clicking **Google AdSense**.
- Embed Google products into your site by clicking **Google Web Elements.**

➢ *To submit a site to Google:*

1. Go to the **Websites & Domains** tab and click the site's domain name.

2. Click the **Google Services for Websites** link.

3. Click **Google Webmaster Tools**.

   The Google Webmaster Tools area opens in a new browser window or tab.

4. Create a *Sitemap* and submit it to Google by following instructions at
   http://www.google.com/support/webmasters/bin/answer.py?hl=en&answer=1 56184.

➢ *To add a custom search engine to a site:*

1. Go to the **Websites & Domains** tab and click the site's domain name.

2. Click the **Google Services for Websites** link.

3. Click **Custom Site Search**.

4. Click **Add New Custom Search Engine**.

5. Type a search engine name and select the website you need.

6. Select the checkbox to confirm your acceptance of Terms of Service, and click **OK**.

   The record corresponding to the new search engine is added to the Panel.

7. Click the corresponding **Get Code** link, copy the generated code to the clipboard and paste it into the source code of your website pages.

The other links in the list of Custom Search Engines will help you perform the following operations:

▪ **Make Money**. Connect your Custom Search Engine to a Google AdSense account. You make money when users click on an ad they see in your search results. If you have more than one Custom Search engine, all of your search engines will automatically be associated with the same AdSense account.

▪ **Manage**. Manage your Custom Search Engines.

▪ **Look and Feel**. Adjust the appearance of search box and search results page.

▪ **Upgrade**. Upgrade a Custom Search Engine to ads-free Google Site Search.

▪ **Statistics**. Review site search reports.

▪ **Delete**. Delete a Custom Search Engine.

➢ *To participate in the Google AdSense program:*

1. Go to the **Websites & Domains** tab and click the site's domain name.

2. Click the **Google Services for Websites** link.

3. Click **Google AdSense**.

4. Click **Google AdSense** account.

5. Fill in all the required fields to create a new AdSense account, or select an existing account, and click **OK**.

   A confirmation e-mail with further instructions will be sent to your e-mail address.

Hosting Personal Web Pages Under Your Domains

You can host on your web server personal web pages for users who do not need their own domain names. These pages usually have web addresses like http://your-domain.com/~username.

> ➤ *To accommodate a personal web page under your domain and set up an FTP account for publishing:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the domain name under which you want to create a personal web page.

3. Click **Web Users**.

4. Click **Settings**.

5. If you want to allow execution of scripts embedded in personal web pages, select the **Allow web users to use scripts** checkbox.

6. Click **OK**.

   The settings you have defined at the step 4 are common for all personal web pages you might host on your account. Therefore, you will not need to perform the steps from 3 to 5 next time you set up a new web user account.

7. Click **Add New Web User**.

8. Specify a username and a password that will be used for accessing the webspace through FTP and publishing the web pages.

   You can use only lower-case alphanumeric, hyphen and underscore symbols in the username. The username should begin with an alphabet character. It cannot contain white spaces. The password cannot contain quotation marks, white space, username, and should be between 5 and 14 characters in length.

9. If you want to limit the amount of disk space that can be occupied by the web page content, type the desired value in megabytes into the **Hard disk quota** box.

   When the specified limit is exceeded, the web page owner will not be able to add files to his or her webspace.

10. Specify the programming languages that should be supported for the web page.

    For example, if the web page is written in PHP, select the **PHP support** checkbox.

11. If you use a Windows-based hosting account and this personal web page's applications need to use a file-based database (like Jet) located in the root of `httpdocs` directory, select the **Additional write/modify permissions** option. Note that selecting this option might seriously compromise the website security.

12. Click **OK**.

Now you can tell your user the FTP account credentials, so that he or she can publish their web page.

> ➢ *To change FTP password for a web page owner:*

1. Go to the **Websites & Domains** tab and click the name of the domain that contains the personal page.

2. Click **Web Users**.

3. Click the user name you need.

4. Type the new password into the **New password** and **Confirm password** boxes.

5. Click **OK**.

> ➢ *To allocate more disk space to the web page owner:*

1. Go to the **Websites & Domains** tab and click the name of the domain that contains the personal page.

2. Click **Web Users**.

3. Click the user name you need.

4. Type the amount of disk space in megabytes into the **Hard disk quota** box.

5. Click **OK**.

> ➢ *To remove a web page owner's account together with their web page:*

1. Go to the **Websites & Domains** tab and click the name of the domain that contains the personal page.

2. Click **Web Users**.

3. Select a checkbox corresponding to the user account you want to remove and click **Remove**.

4. Confirm removal and click **OK**.

Limiting Bandwidth and Number of Connections to Websites

To avoid excessive usage of bandwidth, and protect your site from Denial Of Service attacks, you can limit bandwidth usage for a site and number of simultaneous connections.

> ➢ *To limit bandwidth usage and number of connections to a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the site's domain name.

3. Click **Bandwidth Limiting**.

4. Select the **Switch on bandwidth limiting** checkbox.

5. In the **Maximum bandwidth usage (KB/S)** box, specify the maximum speed, measured in kilobytes per second, that a website can share among all its connections.

6. Select the **Switch on connections limiting** checkbox.

7. In the **Connections limited to** box, specify the maximum number of simultaneous connections to the site.

8. Click **OK**.

Working with Microsoft FrontPage Websites (Windows)

Microsoft FrontPage deals with two kinds of websites: disk-based and server-based. In short, a disk-based site is a FrontPage website you create on your local hard disk and then later publish to the server. A server-based site is one you create and work with directly on the server, without the extra step of publishing. This section provides you with instructions on publishing only disk-based websites.

You can publish disk-based websites either through FTP or HTTP. If your hosting server is running FrontPage Server Extensions, you would publish your site over HTTP. For example: http://your-domain.com/MyWebSite. If your hosting server supports FTP, you would publish to an FTP location. For example: ftp://ftp.your-domain.com/myFolder.

After publishing, you can manage your site through FrontPage Server Extensions.

➢ *To access FrontPage Server Extensions management interface:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Websites & Domains** tab and click the name of the website you want to manage in Frontpage.

3. Click **FrontPage.**

4. Do either of the following:

   ▪ To manage a site over HTTP connection, click **Frontpage Webadmin**.

   ▪ To manage a site over a secure SSL connection, if SSL support is enabled for the site, click **Frontpage SSL Webadmin**.

5. Type your FrontPage administrator's username and password, and click **OK**.

For instructions on using FrontPage server extensions, see online help (**Frontpage Webadmin** > **Help**) or visit Microsoft website.

The following FrontPage settings are changeable through the Panel:

   ▪ The use of Microsoft FrontPage IIS Index Server for building the full-text index of your website.

   ▪ SMTP mail server and sender's e-mail address. These options are applicable if you use FrontPage forms that submit information from your site by e-mail. By default, SMTP server specified in the domain's DNS zone is used for sending mail. If no SMTP server is specified in the zone, then FrontPage uses the mail service running on the server where the domain (site) is hosted.

➤ *To change any of these settings:*

1. Click the **Websites & Domains** tab and click the name of the website you want to manage in Frontpage.

2. Go to **FrontPage** > **Settings.**

3. Make the required changes and click **OK**.

Next in this section:

Publishing FrontPage Websites

> ➢ *To publish files through FTP:*

1. Open your FrontPage program.

2. Open a FrontPage website: open **File** menu and select the **Open Site** item.

3. Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.

4. Set up your Remote Web Site Properties:

   ▪ Click the **Remote Web Site Properties** button in the upper-right corner of the window.

   ▪ Select **FTP** as the remote Web server.

   ▪ In the **Remote Web site location** box, type your host name (for example, ftp://ftp.your-domain.com)

   ▪ In the **FTP directory** box, type your FTP directory if your hosting company provided one. Leave it blank if they did not specify one.

   ▪ Select the **Use Passive FTP** check box if your computer or network is protected by a firewall.

5. Click **OK** to connect to the remote site.

   The Remote Web site view will show files that you have in your local and remote sites.

6. Click the **Publish Web site** button in the lower-right corner of the window.

> ➢ *To publish files through HTTP on a server that supports FrontPage Server Extensions:*

1. Open your FrontPage program.

2. Open a FrontPage website: open **File** menu and select the **Open Site** item.

3. Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.

4. Click the **Remote Web Site Properties** button in the upper-right corner of the window.

5. On the **Remote Web Site** tab, under **Remote Web server type**, click **FrontPage or SharePoint Services.**

6. In the **Remote Web site location** box, type the Internet address, including the protocol, of the remote website that you want to publish folders and files to, for example, http://www.your-domain.com, or click **Browse** to locate the site.

7. Do any of the following:

- To use Secure Sockets Layer (SSL) for establishing a secure communications channel to prevent the interception of critical information, click **Encryption connection required (SSL)**. To use SSL connections on your web server, the server must be configured with a security certificate from a recognized certificate authority. If the server does not support SSL, clear this check box. Otherwise, you will not be able to publish folders and files to the remote website.

- To remove specific types of code from web pages as they are being published, on the **Optimize HTML** tab, select the options you want.

- To change the default options for publishing, on the **Publishing** tab, select the options you want.

8. Click **OK** to connect to the remote site.

The **Remote Web site** view will show files that you have in your local and remote sites.

9. Click the **Publish Web site** button in the lower-right corner of the window.

Adding FrontPage Accounts

If you are using Microsoft FrontPage for collaborating on website content with other users, then you need to create additional Microsoft FrontPage accounts.

➢ *To create an additional Microsoft FrontPage account:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the domain name of the website for which you create the account.

3. Click **FrontPage.**

4. Click **Add New FrontPage Account**.

5. Specify the following:

   ▪ Username and password for the account.

   ▪ Limit on disk space. If you wish to limit the amount of disk space that can be used by this account, clear the **Unlimited** check box and type the desired value in megabytes into the **Hard disk quota** box.

   When the specified limit is exceeded, the user will not be able to upload more files to the webspace.

6. Click **OK**.

➢ *To change settings for an additional Microsoft FrontPage account:*

1. Go to the **Websites & Domains** tab and click the domain name of the website that contains the account.

2. Click **FrontPage**.

3. Click the required account name in the list.

4. Adjust the settings as necessary and click **OK** to save changes.

➢ *To remove an additional Microsoft FrontPage account:*

1. Go to the **Websites & Domains** tab and click the domain name of the website that contains the account.

2. Click **FrontPage**.

3. Select the checkbox corresponding to the account you want to remove.

4. Click **Remove**.

5. Confirm the removal and click **OK**.

Using Virtual Directories (Windows)

A virtual directory is a link to an existing physical directory that is present on the server's hard disk. Virtual directories can have a number of specific settings like custom ASP.NET configuration, access permissions, and protection with a password.

Because any virtual directory can have its own settings, including customized ASP.NET configuration, virtual directories are very useful in setting up your web applications, especially those written in ASP.NET. For example, if you have three web applications that use ASP.NET version 1.1, and you need to install one web application that uses ASP.NET version 2.0, you can create a virtual directory for the ASP.NET 2.0 application, configure ASP.NET settings for this directory so as to enable support for version 2.0, and then successfully install the required application.

Virtual directories can also be used as aliases. For example, you have a web application installed on your domain "example.com" in the physical directory "`/my_data/web_apps/forum`". To access this web application, users need to type "`example.com/my_data/web_apps/forum`", which is hard to remember and too long to type. You can create virtual directory called `forum` in the root of your virtual host, and link this virtual directory to "`/my_data/web_apps/forum`", so the users who want to access the web application will need to type "`example.com/forum`", which is much shorter and easier to remember.

Next in this section:

Creating Virtual Directories

> ➤ *To create a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**. You are in your web site root now.

4. Navigate to the directory in which you want to create a new virtual directory.

5. Click **Create Virtual Directory**.

Note: To create a physical directory instead of virtual directory, click **Create Directory**, specify the name of the directory and click **OK**.

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6. Specify the required parameters:

- **Name** - specify the virtual directory name.

- **Path** - specify the virtual directory path:

  - Select the **Create physical directory with the same name as virtual directory** checkbox to automatically create a physical directory with the same name as the virtual directory you are creating.

  - Clear the **Create physical directory with the same name as virtual directory** checkbox and specify the path in the field to select a physical directory that already exists.

- **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.

- **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.

- **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.

- **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.

- **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.

- **Create application** - select this checkbox to make the directory an IIS application. The directory becomes logically independent from the rest of the website.

- **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.

  - **None** - allow access only to static files such as HTML or image files.

  - **Scripts only** - allow running scripts only, not executables.

  - **Scripts and Executables** - remove all restrictions so that all file types can be executed.

- **ASP Settings** - set specific settings for ASP-based web applications.

  - If you are using ASP-based applications that cannot operate correctly under data transfer restrictions currently set by IIS, clear the **Defined by parent directory** checkbox corresponding to the field you want to change and type in the required number.

  - If you want to enable debugging of ASP applications on the server side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP server-side script debugging** checkbox.

  - If you want to enable debugging of ASP applications on the client side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP client-side script debugging** checkbox.

  Note that if you are trying to change ASP Settings for the root virtual directory, the default checkbox names will be **Defined by IIS** instead of **Defined by parent directory**.

7. Click **OK**.

➢ *To remove a virtual directory from a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Select the checkbox corresponding to the directory you want to remove.

5. Click **Remove**.

6. Confirm the removal and click **OK**.

Configuring ASP.NET for Virtual Directories

> ➢ *To configure ASP.NET settings for a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Browse to the required directory and click a link with its name.

5. Click **ASP.NET Settings**.

6. Set up the strings that determine database connection data for ASP.NET applications that use databases. This option is available only for ASP.NET 2.0.x.

   When you open the ASP.NET configuration page for the first time, sample connection parameters with common constructions are displayed. You can delete them and specify your own strings.

   ▪ To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click 🟢 next to them.

   ▪ To remove a string, click 🔴 next to it.

7. Set up custom error messages that will be returned by ASP.NET applications:

   ▪ To set the custom error messages mode, select an appropriate option from the **Custom error mode** menu:

      ▪ **On** - custom error messages are enabled.

      ▪ **Off** - custom error messages are disabled and detailed errors are to be shown.

      ▪ **RemoteOnly** - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host.

   ▪ To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click 🟢.

      ▪ **Status Code** defines the HTTP status code resulting in redirection to the error page.

      ▪ **Redirect URL** defines the web address of the error page presenting information about the error to the client.

   Due to possible conflicts, you cannot add a new custom error message with an error code that already exists, but you can redefine the URL for the existing code.

   ▪ To remove a custom error message from the list, click 🔴 next to it.

8. Configure compilation settings in the **Compilation and Debugging** field:

- To determine the programming language to be used as default in dynamic compilation files, choose an entry from the **Default web page language** menu.

- To enable compiling of retail binaries, leave the **Switch on debugging** checkbox empty.

- To enable compiling of debug binaries, select the **Switch on debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic message.

Note: When running applications in debug mode, a memory and performance overhead occurs. We recommended that you use debugging when testing an application, and disable it before deploying the application into production scenario.

9. Configure encoding settings for ASP.NET applications in the **Globalization Settings** section:

- To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).

- To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).

- To set an encoding which must be used by default for parsing of `.aspx`, `.asmx`, and `.asax` files, enter an encoding value into the **File encoding** field (default is Windows-1252).

- To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.

- To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.

10. Set a code access security trust level for ASP.NET applications in the **Code Access Security** field.

CAS trust level is a security zone to which applications execution is assigned, defining what server resources the applications will have access to.

Important: When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permission levels, see http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010.

11. If you are using ASP.NET 1.1.x, then you can enable the usage of the auxiliary scripts in the **Script Library Settings** field. Specifying the script library settings is necessary if the validation web controls are used on your web site.

- If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.

- To initiate installation of files containing the scripts to the specified location, select the **Install** checkbox. If the files already exist there, they will be rewritten.

12. Set client session parameters in the **Session Settings** field:

- To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list. **Windows** authentication mode should be selected if any form of IIS authentication is used.

- To set up the allowed session idle time, enter appropriate number minutes into the **Session timeout** field.

13. Click **OK** to apply all changes.

Configuring PHP for Virtual Directories

To be able to use web applications that require PHP4 or PHP5, you can select the required PHP version for individual virtual directories.

➢ *To select PHP version for a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Browse to the required directory and click a link with its name.

5. In the **Tools** group, click **PHP Settings**.

6. Select the required version of PHP and click **OK**.

Setting Up Access to Virtual Directories

➢ *To set access permissions for a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. To set access permissions for the current virtual directory, in the **Tools** group, click **Directory Access Permissions**. If you want to set permissions for a subdirectory located within the current directory, click the corresponding icon .

5. Do the following:

   ▪ To make the file/folder inherit permissions from a parent folder (if it does not), select the checkbox **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here**.

   ▪ To make the files and folders, which are contained in this folder, inherit the folder permissions you define, select the checkbox **Replace permission entries on all child objects with entries shown here that apply to child objects**.

   ▪ To change or remove permissions from a group or a user, click the required name in the **Group or user names** list. If the group or user is not listed in the **Group or user names** list, select the required user or group name from the menu located above the list and click : the user/group appears in the list. Select it.

     To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** checkboxes corresponding to permissions listed under **Permissions for** *<user/group name>*. If the checkboxes in **Allow** or **Deny** columns are shown in grey, it means that the corresponding permissions are inherited from a parent folder.

   ▪ To deny the permissions, which are inherited from a parent object as allowed, select the required checkboxes under **Deny**. This will override inherited permissions for this file/folder.

   ▪ To allow the permissions, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox: this removes the inherited permissions. Then select the required checkboxes under **Allow** and **Deny**.

   ▪ To remove access permissions from a group or user, select the required name in the **Group or user names** list and click the icon next to it.

6. If you need advanced fine-tuning of permissions, click the **Advanced** button, and do the following:

   ▪ To create a permission entry for a group or user, select the required name from the **Group or user names** list and click ⊕.

   ▪ To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** checkboxes corresponding to permissions listed under **Permissions for <*user/group name*>**.

   ▪ To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click ⊖.

   ▪ To make child objects of a folder inherit its permissions defined under **Permissions for <*user/group name*>**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** checkbox, and select checkboxes in the **Apply to** list which correspond to the objects that must inherit the permissions.

7. Click **OK**.

➢ *To restrict access to files and directories located within a virtual directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Navigate to the directory you want to protect and click the **Protection** tab.

5. Click **Protect**.

6. To specify users who will be able to access the directory, click **Add User**, specify username and password, and click **OK**.

7. If you want to specify a title for the protected area that will be shown to users when they attempt to access the directory, click **Settings**, specify a title, and click **OK**.

➢ *To revoke a permission to access a directory from a user:*

1. Go to the **Websites & Domains** tab and click the website's domain name.

2. Go to the **Virtual Directories** > **Protection** tab.

3. Select the checkbox corresponding to the user's name and click **Remove**.

➢ *To remove protection from a directory and allow the general public to see the directory contents without restrictions:*

1. Go to the **Websites & Domains** tab and click the website's domain name.

2. Go to the **Virtual Directories** > **Protection** tab.

3. Click **Remove Protection**.

4. Click **OK** to confirm removal.

Changing Virtual Directory Settings

➢ *To change settings of a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Browse to the directory whose preferences you want to change, and click the corresponding icon 🌼, or click **Directory Properties** when inside the required directory.

5. Change the settings as required:

    *   **Name** - specify virtual directory name.

    *   **Path** - specify the path to the physical directory to which the virtual directory is linked.

    *   **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.

    *   **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.

    *   **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.

    *   **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.

    *   **Log visits** - select this checkbox if you want to store the information about visits to the virtual directory.

    *   **Create application** - select this checkbox to make the web directory an IIS application. The directory becomes logically independent from the rest of the website.

    *   **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.

        *   **None** - allow access only to static files such as HTML or image files.

        *   **Scripts only** - allow running scripts only, not executables.

        *   **Scripts and Executables** - remove all restrictions so that all file types can be executed.

    *   **Allow to use parent paths** - select this checkbox to allow using double period in the path name when referring to a folder above the current directory. This enables users to move up the folder tree without knowing the folder name or the whereabouts in the hierarchy. If the option is selected, parent path directories should not have the **Execute permission** checkbox selected in their properties, so that applications do not have the ability of unauthorized running of programs in the parent paths.

- **Allow application execution in MTA (multi-threaded apartment) mode** - select this checkbox to allow the application execution in multi-threaded apartment (MTA) mode. Otherwise, the application will run in a single-threaded apartment (STA) mode. Using STA, each application pool is executed in a dedicated process. With MTA, several concurrent application pools are executed in one thread which can increase performance in some cases.

- **Use default documents** - select this checkbox to allow the use of default documents for the current directory. The default document is sent when users access the directory on the web without a specific file name (for example, using http://www.example.com as opposed to http://www.example.com/index.html). If this checkbox is cleared and the **Directory browsing** checkbox is selected, the web server returns a folder listing. If this checkbox is cleared and the **Directory browsing** checkbox is cleared as well, the web server returns an "Access Forbidden" error message.

- **Default documents search order** - specifies the order in which IIS searches for the default document, sending user the first available file it finds. If no match is found, IIS behaves as in the cases when the default content page is disabled.

- **Allow anonymous access** - select this checkbox if you want to make the directory public so that the Internet users could access it without authentication.

- **Require SSL** - select this checkbox to enable access to the folder only via SSL-encrypted connections.

- **ASP Settings** - set specific settings for ASP-based web applications.

  - If you are using ASP-based applications that cannot operate correctly under data transfer restrictions set by IIS, clear the **Defined by parent directory** checkbox corresponding to the field you want to change and type in the required number.

  - If you want to enable debugging of ASP applications on the server side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP server-side script debugging** checkbox.

  - If you want to enable debugging of ASP applications on the client side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP client-side script debugging** checkbox.

    Note that if you are trying to change ASP Settings for the root directory, the default checkbox names will be **Defined by IIS** instead of **Defined by parent directory**.

6. Click **OK** to save changes.

Adding and Removing MIME Types

Multipurpose Internet Mail Exchange (MIME) types instruct a web browser or mail application how to handle files received from a server. For example, when a web browser requests an item on a server, it also requests the MIME type of the object. Some MIME types, like graphics, can be displayed inside the browser. Others, such as word processing documents, require an external application to be displayed.

When a web server delivers a web page to a client web browser, it also sends the MIME type of the data it is sending. If there is an attached or embedded file in a specific format, IIS also tells the client application the MIME type of the embedded or attached file. The client application then knows how to process or display the data being received from IIS.

IIS can only operate files of registered MIME types. These types could be defined both on the global IIS level and on the website or virtual directory level. Globally-defined MIME types are inherited by all websites and virtual directories while ones defined on the website main or virtual directory level are used only for the area where they are defined. Otherwise, if the web server receives request for a file with unregistered MIME type, it returns the 404.3 (Not Found) error.

➢ *To add a new MIME type for a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Navigate to the required virtual directory and click the corresponding link with its name.

5. Click the **MIME Types** tab.

6. Click **Add MIME Type**.

7. Specify the following:
   - Type the file name extension in the **Extension** field. File name extension should begin with a dot (.), or a wildcard (*) to serve all files regardless of file name extension.
   - Specify the file content type in the **Content** field.
   - You can either select the appropriate value from the list or define a new content type. To do this, select **Custom** and enter the content type in the input box provided.

8. Click **OK** to finish the creation.

➢ *To edit a MIME type for a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Navigate to the required virtual directory and click the corresponding link with its name.

5. Select the **MIME Types** tab.

6. Select the required MIME type in the list.

   ▪ Type the file name extension in the **Extension** field. File name extension should begin with a dot (.), or a wildcard (*) to serve all files regardless of file name extension.

   ▪ Specify the file content type in the **Content** field.

   ▪ You can either select the appropriate value from the list or define a new content type. To do this, select **Custom** and enter the content type in the input box provided.

7. Click **OK** to save changes.

➢ *To remove a MIME type for a virtual directory within a website:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab and click the website's domain name.

3. Click **Virtual Directories**.

4. Navigate to the required virtual directory and click the corresponding link with its name.

5. Select the **MIME Types** tab.

6. Select the checkbox corresponding to the MIME type you want to remove.

7. Click **Remove**.

8. Confirm removal and click **OK**.

Setting Up IIS Application Pool (Windows)

IIS Application Pool contains all web applications installed on your sites. If your service provider allocated a dedicated IIS application pool for your sites, then you can have a level of isolation between web applications used by your sites and web applications used by other hosting users who host their websites on the same server. Because each application pool runs independently, errors in one application pool will not affect the applications running in other application pools.

Once you switch on the application pool, all web applications on your websites will be using it.

➢ *To switch on dedicated IIS application pool for your websites:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites**.

3. Click **Switch On**.

4. To limit the amount of CPU resources that this application pool can use, select the **Switch on CPU monitoring** checkbox and type a number in percents into the Maximum **CPU use (%)** box.

5. Click **OK**.

➢ *To stop all applications running in the application pool:*

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites**.

2. Click **Stop**.

➢ *To start all applications in the application pool:*

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites**.

2. Click **Start**.

If you run applications that are known to have memory leaks or become unstable after working for a long time, then you might need to restart them from time to time.

➢ *To restart all applications running in the application pool:*

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites**.

2. Click **Recycle**.

➢ *To switch off the dedicated IIS application pool for your websites:*

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites**.

2. Click **Switch Off**.

Web Publishing with Web Deploy (Windows)

Web Deploy (Web Deployment Tool) is a Microsoft tool that significantly simplifies the migration, management, and deployment of your websites and web applications. More precisely, you can write a code in your local environment, for example, in *Visual Studio®* (IDE) or *WebMatrix®* (development tool), and then periodically publish the updates to your production server by means of Web Deploy.

Differences Between Visual Studio® and WebMatrix®

If you are looking for an environment that allows you to seamlessly publish code updates to your account, it is likely you will choose between Visual Studio® and WebMatrix®.

- Visual Studio® is a classic integrated development environment (IDE) for writing .NET applications and sites of any scale. It has a variety of plugins that extend its basic functionality. However, to run and debug your applications in Visual Studio®, you should perform extra configuration (such as preparing a database and adjusting environment settings). Thus, this tool is more suitable for advanced users.

- With WebMatrix® you have a built-in set of application templates and even working applications (WordPress, Joomla) right out of the box. If you wish to instantly add an app to your customer account or run it, you just need to select the app from the list and WebMatrix® will transparently configure it for you. Moreover, you can promptly find and subscribe to a hosting plan for your project without leaving WebMatrix®. Summing up, this tool is suitable even for novice users, and encourages fast development by providing ready-to-run applications and templates. The details on how to install and use WebMatrix® are available at http://www.microsoft.com/web/webmatrix/.

It is up to you to decide which is better for your project.

How to Configure Web Publishing in Visual Studio® and WebMatrix®

To set up web publishing in your environment, you should open the publishing settings and specify the IP address of your customer account and the username and password you use to log in to the Control Panel.

In WebMatrix®, the publishing settings are found in **Home > Publish**. You can provide these settings either manually or as an XML file that Panel automatically generates. To download the file for a certain website, click on a corresponding **Download** link in **Websites & Domains** > *<domain_name>* > **Web Deploy Publishing Settings**. The settings are only available if Web Deploy is installed on the Panel server and is running. If you do not see these settings, contact your hosting provider.

For step-by-step instructions on how to set up web publishing in WebMatrix®, see http://www.microsoft.com/web/post/how-to-publish-a-web-application-using-webmatrix.

To learn more about publication settings in Visual Studio®, see http://msdn.microsoft.com/en-us/library/7z83t16a.aspx.

> **Note**: You can decide whether to transfer updates securely to your customer account by selecting the corresponding option in the publication settings. If your hosting provider does not have a valid SSL certificate, you will receive an error message on attempting publication. To resolve the problem, contact your hosting provider for assistance or avoid using the secure connection.

Securing WebMatrix® Publishing Settings

An XML file which keeps WebMatrix® publishing settings may include the password to a customer's account. Administrators have the option to configure Panel so that it excludes these passwords from the XML files. If the administrators wish to improve the security of the system and prevent stealing the passwords, they can specify to exclude the password from the XML file. The customers then will have to enter the password directly in WebMatrix®. The option is available on the **Tools & Settings** > **Server Settings** page.

Creating Sites with Presence Builder

Parallels Presence Builder (also referred to as *editor*) is a visual editor that lets small business owners and individuals create their websites quickly and easily. With Presence Builder, you do not have to write code or configure servers to start a blog, open an online store, or set up any other form of website. You just add the content blocks that comprise your site (text, image gallery, online store) by dragging them to pages, fill these blocks with your content, and publish the result. That's it!

Start Creating a Website

When you start working on your website, you do not have to write text, search for the images, and adjust the site look. Just choose a topic that best suits your website, and Presence Builder will generate a site template that already contains a set of pages, pictures, and text relevant to the selected topic. Each time Presence Builder generates a website, it uses a random set of element designs, so you can be sure that your website design is never repeated.

Once you have selected the topic, you will be prompted to enter some additional information that Presence Builder will add to the website's pages, for example, your phone number, which will appear on the *Contact Us* page.

Import Websites Created in SiteBuilder 4.5

Fill the Site with Content

As soon as Presence Builder creates your website, you can fill it with your content. Your main editing tool is the Presence Builder's main menu. You can do the following by using the menu:

- *Change the structure of your site*: Add or remove pages.
- *Edit the website design*: Change colors and layout.
- *Fill the site with your content*: Remove unused predefined content and add your own elements:
  - Text
  - Images and image galleries
  - Videos
  - Scripts
  - Blogs
  - Search boxes
  - Other elements
- *Let your visitors share the information in your website in social media* such as Facebook or Twitter: Add the corresponding buttons to the pages of your site.

To learn more about actions available to you in the editor, refer to the section **Getting Familiar With the Presence Builder Editor** (on page 202).

Find instructions on managing website look and content in the section **Editing a Website** (on page 206).

Make the Site Available on the Internet

After you finish editing the website, make it available on the Internet. To let people see your site at your domain name, *publish* the website by clicking the corresponding button in the main menu. When you click this link, Presence Builder generates the static pages and scripts that comprise your website and places them in the appropriate locations on the server so that people see them when they enter your domain name in their browsers. Learn more about publishing websites in the section **Publishing a Website to the Internet** (on page 247).

You can also attract more visitors to your sites by placing a site copy on *Facebook* - a popular social network. Refer to the section **Publishing a Website Copy to Facebook** (on page 248) for detailed instructions on how to do this.

Next in this section:

Getting Familiar With Presence Builder

The interface of the Presence Builder editor has two main parts: your website and the main menu.

A website consists of a number of elements, or modules. Each module can be edited separately. Here we will familiarize you with the basic principles of website module editing. These are similar for all modules.

When adding a module to a page, you can choose whether it should be shown only on the current page (page-specific module) or on all pages of the site (site-wide module). The only exceptions are the **Search**, **Advertisement**, **Site Logo**, **Navigation**, and **Breadcrumbs** modules: when you add them, they are placed on all pages of the website.

To place a module only on the current page, select the module under the **Modules** tab, and drag it to any of the areas marked with the text **ONLY ON THIS PAGE**. Such areas are located within the main content block and near the top of each sidebar.

To place a module on all pages of the website, select the module under the **Modules** tab, and drag it to any of the areas marked with the text **ON ALL PAGES**. Such areas are located above and below the main content block, in sidebars, header, and footer.

To locate or edit a website module, hover the mouse pointer over the part of the website you want to change. A dotted frame will appear around the module. A control panel prompting you to move, edit, or remove the module will appear next to the dotted frame.

The dotted frame around page-specific modules is green, but around site-wide modules it is blue.

The editor's main menu offers website editing options grouped under five tabs:

- **Modules**. Here you can choose necessary modules and drag them to any place on the page to fill your website with content.
- **Design**. Here you can select the layout and general color scheme for your website, change colors of different elements, and select fonts and border style.
- **Pages**. Here you can add and delete pages, rename them, edit page meta information such as descriptions and keywords for use by search engines, or mark a page as hidden so that your visitors cannot access it from the site menu.
- **Documents**. Here you can upload documents, images, and other files in various formats to your hosting account. You can then easily insert links to these documents into your website pages. Or, you can just keep the files on the hosting account for your own needs.
- **Settings**. Here you can edit your website name, description and keywords for search engines, upload a site icon (favicon), optimize the ranking of your website in search engine results, connect your site to Google Analytics, and add a copy of your site to a Facebook page.

From the main menu, you can also do the following:

▪ Access the **Dashboard** to perform the following operations:

 ▪ View statistics on website visits. The statistics are provided by Google Analytics.

 ▪ View new comments left by site visitors on your website pages. The commenting functionality is provided by Disqus.

 ▪ View new orders from customers visiting your online stores. The online store functionality is provided by Ecwid.

▪ Save and load copies of your website by using the **Save** and **Revert** options.

▪ Access **Presence Builder Getting Started** video tutorial, view **User's Guide**, or send us your feedback. To do this, select the corresponding option from the **Help** menu.

▪ Publish your website by using the **Publish** button.

▪ Discard any changes made to a site and start creating the site anew by selecting **More** > **Start Over**. This does not delete your already published site copy.

▪ Delete a current website draft from the editor by selecting **More** > **Remove Site**. This does not delete your already published site copy.

You can drag the main menu to any place on the page for your convenience, or minimize it.

You can also access all options of the main menu in the context menu at any place on the page. To open the context menu, click the right mouse button.

Creating a Website

To minimize your efforts when creating a website, Presence Builder offers you a set of predefined website topics. When you start creating a website, choose a topic that is most appropriate for you, and Presence Builder will generate a website with the content relevant to this topic. For example, it will include a price list template for a retail store or an image gallery for an artist's site. If you cannot find a suitable topic, you can contact your service provider to ask them to create the corresponding template and add it to the list of available topics.

When you start creating a website, Presence Builder also prompts you to provide information about yourself or your company. Presence Builder will automatically add this information to certain pages as appropriate, for example, to the *About Us* and *Contact Us* pages.

Note: Presence Builder will not store or use the information you provide anywhere except for your website pages. You can change or remove this information later.

➢ *To start creating a website in Presence Builder:*

1. Go to the **Websites & Domains** tab and click the desired domain name.

2. Click **Launch Presence Builder**.

3. Select a website topic.

4. Type the website name and select website language.

5. Provide the information to pre-fill your website.

6. Click **Create Site**.

Importing Sites from SiteBuilder 4.5

If you have a site created with SiteBuilder 4.5, you can import it to Presence Builder.

Note: The import of sites from earlier versions of SiteBuilder or other content management systems is not supported.

If your site was created with an earlier version of SiteBuilder (4.4 or earlier), and you would like to transfer your site, you can do the following:

- Contact your hosting provider and ask them to upgrade your account to the latest version of Presence Builder.
- Transfer your site manually by copying and pasting the content.

During site import, most parts of the site structure and content can be transferred successfully. However, we cannot guarantee that all content will be transferred.

In most cases, the following elements are imported successfully:

- Site map.
- Static pages, including links and images in text modules. Note that text blocks exceeding 30 kilobytes may be cut; therefore, some parts of the text may be missing.
- Banner (if it is not a custom image).
- Slogan, site title.
- Logo (if it is not a custom image).
- Footer text.
- Meta info (keywords, description).

The other modules can be imported only as text widgets with static content, links and images. Buttons will not work. The image gallery structure can be imported without images.

➢ *To import a site from SiteBuilder 4.5:*

1. Open the Presence Builder editor, and on the topic selection screen, click **Import Site from SiteBuilder 4.5**.

2. Type the Internet address (domain name) of the site that you want to import. For example: `http://example.com`.

3. Select the checkbox to confirm that you are aware of possible import issues, and click **Import Site**.

4. After the site is imported, review and edit it as required (on page 206). You can compare the imported site version with your original site and add the missing information manually.

5. When finished with editing, publish the site to your customer account (on page 247).

If you are publishing your new site to the same webspace on which your site created with SiteBuilder 4.5 was hosted, the old site will be overwritten.

Editing Websites

In Presence Builder, you can change almost any element of your website. Most of the elements are changed in place - you open a page where the element is used, edit it and see the result right away. Site-wide elements, such as **Search** block and **Advertisement** block are changed in one place but the changes are applied to each page of your website.

Note: If you are using Internet Explorer, we strongly recommend that you avoid using browser zoom to change the size of text displayed in your browser window. Please note that websites in Presence Builder will perform and look best at normal zoom (100%).

Next in this section:

Structure: Pages and Navigation

This section describes how to add pages to a site, set their location in the site structure, and add navigation links.

Next in this section:

Adding and Removing Pages

Your site can have two levels of nested pages. The total number of pages you can create depends on your hosting plan. The editor will let you know when you have reached the allotted number of pages: an icon with the dollar sign (**$**) will be shown over the **Add page** button.

➢ *To add a new page to your website:*

1. Go to the **Pages** tab.

2. Click **Add page**. The new page appears highlighted in green.

3. Position the new page by dragging it to the right place or by clicking the arrows.

4. Specify the page title.

5. Give a concise description of the page content that will be displayed on search engine results pages and the keywords by which the page will be found by search engines.

   Note: Page name and **Page link name** are required fields. **Description** and **Keywords** are optional fields. If you specify keywords for a page, they should be separated by commas without white spaces.

6. If you want to make the page invisible to your website visitors, select the **Hidden page** checkbox.

7. If you want to restrict access to the page with password authentication, select the **Protected page** checkbox and specify a username and a password.

8. Click **OK** to save changes.

➢ *To change the location or properties of a page:*

1. Go to the **Pages** tab.

2. Select the page you want to edit.

3. Change the page position by dragging it to the right place or by clicking the arrows.

4. Edit the page title.

5. Edit or remove the concise description of the page content that will be displayed on search engine results pages and the keywords by which the page will be found by search engines.

   Note: Page name and **Page link name** are required fields. **Description** and **Keywords** are optional fields. If you specify keywords for a page, they should be separated by commas without white spaces.

6. If you want to make the page invisible to your website visitors, select the **Hidden page** checkbox.

7. If you want to restrict access to the page with password authentication, select the **Protected page** checkbox and specify a username and a password.

8. Click **OK** to save changes.

➢ *To delete a page from your website:*

1. Go to the **Pages** tab.

2. Select the page you want to delete.

3. Click **Delete page**.

4. Click **OK** to save changes.

Adding and Removing Navigation Links

By default, a horizontal navigation bar with links to site pages is inserted below or above the header of your site. It is automatically updated every time you add, change, move, or remove pages from the site.

If you use sidebars on the site, then the horizontal bar under the header includes only links to the first level pages, and the sidebars show the links of the second and third levels.

You can move navigation blocks by dragging them to other areas of the site.

For each navigation block, you can specify what levels of pages should be included in the menu, change menu alignment (for example, show it in the middle of the page instead of the default alignment to the left), and change the color, style, and size of the font used for the links. To change any of these settings, place the mouse pointer over a navigation block and click **Edit**.

If you occasionally remove a navigation block, you can re-insert it. To do this, go to the **Modules** tab, select **Navigation**, and drag the block to the area on the page where you want to add it. The navigation block will be inserted into all pages of the website.

For the convenience of your site visitors, you might also want to add breadcrumb navigation blocks. Breadcrumb navigation is a chain of links that represents the user's path from the site's main page to a current page. To add a breadcrumb navigation block, go to the **Modules** tab, select **Breadcrumbs**, and drag the module to the area on the page where you want to add it. The navigation block will be inserted into all pages of the website.

Design: Design Templates, Layout, Styles, Color Scheme, and Header

This section describes how to change the layout, color scheme, and header elements of the site.

Next in this section:

Selecting a Website Design Template

When a new website is generated, the editor applies a random design template to the site. A design template is a combination of website elements (banner, footer, sidebars), page layout settings, and colors.

The editor provides a selection of 24 design templates, 16 of which are randomly generated, and 8, created by graphic designers especially for Presence Builder.

You can review the list of design templates and select the design you like the most, or you can individually adjust the layout and colors of website elements, as described further in this document.

You can also prepare your own design templates and save them to ZIP archives, upload them to the editor, and apply to websites.

Selecting and Applying a Design Template

Note: When you apply a design template, all site-wide elements and modules are overwritten along with the content they might contain.

> ## ➤ *To select a design template and apply it to a site:*

Go to the **Design** tab > **Templates**, select the template you want, and click **OK**.

Randomly generated designs are listed in the **Generated** section, and the templates prepared by designers, in the **Special** section.

Preparing a Custom Design Template

The following site elements and settings can be saved in a design template:

- The website layout: the location and size of the header, footer, content areas, and sidebars.
- The banner image.
- All site-wide modules.
- The color scheme or individually selected colors.
- The fonts.
- The information about the borders and shapes of the page elements' corners.

➢ *To create a custom design template:*

1. Adjust the layout and design, as described in **Changing Your Website Layout** (on page **212**) and **Selecting Website Colors, Fonts, and Styles for Borders and Corners** (on page **214**).

2. Add the necessary site-wide modules and a banner, as described in the chapter Content: Text, Tables, Images, Video, Forms, and Scripts (on page 217), and in the section Changing the Website Header Elements (on page 216).

3. Save the design template: Go to the **Design** tab, and click **Export Design**.

Importing and Applying a Custom Design Template

Note: When you import and apply a design template, all site-wide elements and modules contained on the site are overwritten along with the content they might contain.

➢ *To upload and apply a design template:*

1. Go to the **Design** tab, and click **Import Design**.

2. Select the ZIP archive containing the design template.

Changing Your Website Layout

The layout of your site can consist of the following elements:

- **Header**. This is the topmost area where a banner image and a company logo are usually placed. You can do the following to the header:
    - Move the banner image and logo from the header area to any place on the page.
    - Reduce the header height to 25 pixels by removing all elements from it.
    - Change the header width from the default size to 100 percent, so that it is expanded to fit the page width.
- **Content area**. This is the main part of a webpage where most of the content is placed. You can do the following to the content area:
    - Adjust the height of the content area.
    - Divide the content area into several columns. You can do this by dragging new modules to the left or right edge of the content area and inserting them.
    - Change location of the columns in the content area by moving the content to the left or to the right.
- **Sidebars**. These are vertical columns that can be used for placing all kinds of modules, site-wide and page-specific. You can do the following to sidebars:
    - Add one sidebar and place it to the left or to the right of the content area.
    - Add two sidebars. They will be placed to the left and to the right of the content area.
    - Adjust the height and width of the sidebars.
    - Move the sidebars to the top of the page and place them to the left or to the right of the header area.
    - Switch places of the sidebars.
- **Footer**. This is the lowest area where the company name, contact information, or a copyright notice are usually placed. You can do the following to the footer:
    - Reduce the footer height to 25 pixels by removing all elements from it.
    - Change the footer width from the default size to 100 percent, so that it is expanded to fit the page width.
- **Advertisement block below the footer**. Depending on your hosting plan, an additional text block containing some advertisement from your hosting provider might appear below the website footer. If that advertisement block appears on your site, you might want to upgrade to another hosting plan to remove it.

➢ *To change the layout of your site:*

1. Go to the **Design** tab > **Layout** tab.
2. Select the number of sidebars: Under **Sidebars**, select **No**, **One**, or **Two**.

3. Select the locations of sidebars:

- To move a sidebar to another side of your website, or to switch places of sidebars (if you have two sidebars on your site), click **Switch sidebars**.

- To move the sidebars to the top of the page, click them in the layout model.

4. Set the size of page elements:

- To set the total width of the website pages, under **Website width**, select either of the following:

  - **Fixed layout**: your website will be of a specific size regardless of the size of the browser window viewing the page. In this case, specify your website width in pixels.

  - **Liquid layout**: based on percentages of the current browser window's size. In this case, specify your website width as a percentage of the browser window's size.

- To change the width of the header, footer, and the main content area to fit the page width, click the corresponding elements in the layout model.

- Under **Minimal column height in pixels**, specify the height of the main content area and each sidebar, if you have chosen to use them.

  This value shows the height of your website elements without content. When you add content to the main content area and to the sidebars, they will stretch in height to fit the content.

- To ensure that the sidebars and the content area are vertically aligned, select the checkbox **Stretch the sidebars and the content area down to the footer**.

- If you use one or two sidebars, under **Sidebar width in pixels**, specify the width of each sidebar. The size of the main content area will be determined automatically.

- Under **Margin sizes in pixels**, specify the size of vertical and horizontal margins. A margin is the space between the edges of neighboring elements.

5. Click **OK** to save changes.

Selecting Website Colors, Background Images, Fonts, and Styles for Borders and Corners

The general color scheme, or styleset, of your website comprises four colors. Each color is used for several website elements at once. You can adjust colors of individual elements on the **Design** tab > **Colors** tab.

➢ *To select the general color scheme for your website:*

1. Go to the **Design** tab > **Scheme** tab.

2. Select the color scheme, or styleset, of your website in the menu.

   You will see the four colors used in the color scheme of your website.

3. To adjust one of the colors of your website color scheme, click the respective color field and change the hexadecimal color code value or select a color with the color picker.

   Note: These changes will override any previous changes of individual elements' colors made on the **Colors** tab.

4. Click **OK** to save changes.

➢ *To set colors or background images for individual website elements:*

1. Go to the **Design** tab > **Colors** tab.

2. Select the website element in the **Page area** menu.

3. Click the arrow in the **Color or image** menu.

4. Do any of the following:
   - To fill with a solid color, leave the **Solid color** option selected, and select a color with the color picker.
   - To fill with a gradient, select the **Gradient** option, and then select a pattern from the library.
   - To fill with a background image, select the **Image** option, select a pattern from the library or click **Upload** to upload your own image. Specify where it should be placed and whether it should be tiled.

5. For an element with text, adjust font colors by clicking the respective color field and editing the hexadecimal color code value or by selecting a color with the color picker.

   Note: Modifying the styleset on the **Scheme** tab will override the changes made on the **Color** tab.

6. Click **OK** to save changes.

➢ *To select fonts for headings and body text of your website:*

1. Go to the **Design** tab > **Fonts** tab.

2. For each font type, select the font face and size in the menus.

3. For headings, select the font decoration. You can use bold (the **B** icon) and italics (the *I* icon).

> **Note:** The settings made here define only general rules for your website fonts. You can always adjust fonts of individual elements in place.

4. Click **OK** to save changes.

➢ *To select the shape of corners (square or rounded) for website elements:*

1. Go to the **Design** tab > **Corners** tab.

2. In the **Page area** menu, select the element whose corners you want to change.

3. Do any of the following:

   ▪ To make rounded corners, select the corresponding checkboxes.

   ▪ To make square corners, clear the corresponding checkboxes.

4. Click **OK** to save changes.

➢ *To select borders for website elements:*

1. Go to the **Design** tab > **Borders** tab.

2. Select the border type for elements inside your website from the **Internal containers border** menu.

3. Select the elements that will have the border.

> **Note:** You can select only one internal border type for all elements on your website, but you can select whether this border will be used for certain elements.

4. Select the external border for your website from the **External site border** menu.

5. Click **OK** to save changes.

Changing the Website Header Elements

The site header consists of the following elements:

- **Banner**. You can do the following to the banner:
  - Upload your own banner image or a Flash file in SWF format.
  - Select and apply a banner from the Presence Builder library.
  - Remove the banner and use a background filled with a color or images.
  - Remove the banner and all other elements from the header area to reduce its height to 25 pixels.
  - Move the banner to the content area and insert it into a specific page or into all pages of the website.

    Note: You can use only one banner per site. If you choose to insert it into a specific page, you will not be able to add it to other pages of the website. For this reason, we recommend that you place it into the site-wide areas.

- **Logo image**. You can do the following to the logo:
  - Upload your own logo image or a Flash file in SWF format.
  - Move the logo from the header area to other parts of webpages, such as sidebars and content area.
  - Insert any number of logo images into the site-wide areas.
  - Resize the logo by specifying the desired dimensions in pixels, or by dragging the sides and corners of the image with a mouse pointer.
  - Remove the logo.
- **Site name**. This usually contains a company name or a brief site description like, for example, "John Doe's Recipes".
- **Site slogan**. This usually includes a description of your site or a company slogan.

➢ *To change the banner image or other elements of the header (logo, site name, or slogan):*

1. Click the banner image.
2. Select the option **Use an image**, and then click the image in the **Image list** menu.
3. Do any of the following:
   - To use an image from the library, select it. To find relevant images, type a keyword into the input box.
   - To use your own image or a Flash file in the SWF format, click **Upload**, and select the file that you want to use. Images should be in the GIF, JPEG, and PNG formats, preferably not wider than 900 pixels.
4. If you want to scale a banner to fit the header area, select the **Fit image size** checkbox.
5. Under **Show banner elements**, select the checkboxes corresponding to the elements that you want to show in the header.

6. If you want to remove a logo image or upload your own logo, click the logo image.

7. If you want to change the site name or slogan, click the corresponding fields on the header and change them as you want.

To make it easier to see the site name or slogan, select the **Outline** checkbox. This adds a black or white outline around text, one pixel in width. If the font color in site title or slogan is black, then the outline is white, and vice versa.

Note that you can freely move the blocks with website name, description, and logo within the header area.

If you occasionally remove the banner, you can re-insert it.

➢ *To remove the banner:*

Click the banner, select.the option **Do not use an image**, and specify the height of the header block in pixels. Click **OK**.

➢ *To insert a banner:*

Go to the **Modules** tab, select **Banner**, and drag the module to any of the site-wide areas on the page where you want to add it.

➢ *To insert a logo:*

Go to the **Modules** tab, select **Site Logo**, and drag the module to any of the site-wide areas on the page where you want to add it. You can upload a new logo image or a Flash file in the SWF format, and align it to the left, center, or right.

You can also resize the logo image by specifying the desired dimensions in pixels, or by dragging the sides and corners of the image with a mouse pointer.

Note: When you resize the image with a mouse pointer, the option to **keep the original aspect ratio** is switched off automatically.

Content: Text, Tables, Images, Video, Forms, and Scripts

This section describes how to fill your site with content and enhance it with useful functions provided by the editor's modules.

When adding a module to a page, you can choose whether it should be shown only on the current page (page-specific module) or on all pages of the site (site-wide module). The only exceptions are the **Search**, **Advertisement**, **Site Logo**, **Navigation**, and **Breadcrumbs** modules: when you add them, they are placed on all pages of the website.

▪ To place a module only on the current page, select the module under the **Modules** tab, and drag it to any of the areas marked with the text **ONLY ON THIS PAGE**. Such areas are located within the main content block and near the top of each sidebar.

To divide the content area into columns and insert a module into one of them, drag the module to the left or right edge of the content area and then insert it. Note that sidebar areas cannot be divided into columns.

▪ To place a module on all pages of the website, select the module under the **Modules** tab, and drag it to any of the areas marked with the text **ON ALL PAGES**. Such areas are located above and below the main content block, in sidebars, header, and footer.

The number of modules that you can add to a website depends on your hosting plan. The editor will let you know when you have used the allotted number of modules: icons with the dollar sign ($) will be shown over the module icons in the editor's toolbar.

Next in this section:

Text, Tables, Hyperlinks, Flash Files, and Images

Before you start working on website content, we suggest that you select the appropriate website language in **Settings** tab > **Languages** > **Website language** menu.

The website language is a site-wide setting that defines the language in which you will be adding content to your website. It affects the following:

- The language in which certain website elements (in particular those provided by third-party services), such as Google Search and navigation buttons in image galleries, will be shown. Note that not all third-party services and modules provided by the editor support all available languages.
- The direction in which you will type text in the editor (from left to right or from right to left). If you select a right-to-left language, your website content and design will be RTL-enabled.

Note: Changing a website language does not reload the currently selected website topic in a different language. The topic language will remain unchanged, however, the text orientation will change.

➢ *To add text, lists, tables, or images to a page:*

1. Go to the **Modules** tab, select **Text & Images**, and drag the module to the page:

- To add a block with text and images to the current page, drag the module to any of the areas marked with the text **ONLY ON THIS PAGE**. Such areas are located within the main content block and near the top of each sidebar.

  To divide the content area into columns and insert a block into one of them, drag the module to the left or right edge of the content area and then insert it. Note that sidebar areas cannot be divided into columns.

- To add a block with text and images to all pages of the site, drag the module to any of the areas marked with the text **ON ALL PAGES**. Such areas are located above and below the main content block, in sidebars, header, and footer.

2. Type the text on the screen and use the icons on the module's toolbar to format the text, add tables, hyperlinks, and images.

The toolbar of the **Text & Images** module provides access to the following tools and functions.
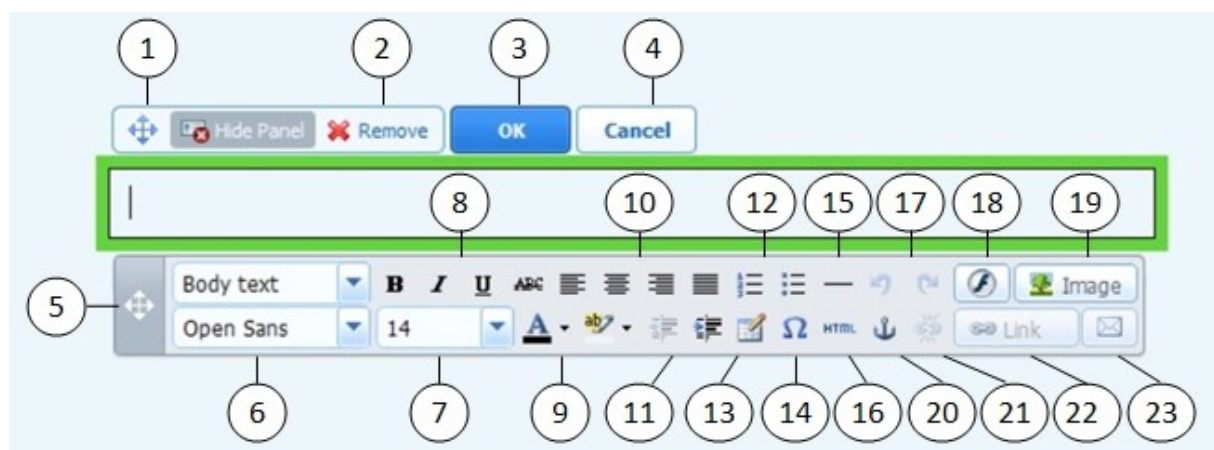
1. Move the text and image block within the webpage.

2. Remove the block with its contents.

3. Save changes.

4. Cancel the changes made.

5. Move the toolbar.

6. Select the paragraph style and font face. Note that the Terminal font is not supported by Google Chrome.

7. Select the font size.

8. Select the font style: bold, italics, underlined, and strikethrough.

9. Select the text and background colors.

10. Select text alignment: left, center, right, or justified (aligned to both the left and right margins with added extra spaces between words).

11. Increase and decrease the indent level of the paragraph.

12. Start a numbered or bulleted list.

13. Insert a table and specify the number of rows and columns.

    After you insert a table, a number of additional icons become accessible from the toolbar. Use them to change the properties of the table rows and cells, to insert and remove rows and columns, or to split and merge table cells.

14. Insert symbols that are not on your keyboard, such as copyright and trade mark signs, and other Unicode symbols.

15. Insert a horizontal line.

16. Edit the HTML source code of the page.

17. Undo and redo changes.

18. Insert a Flash object in the SWF format.

19. Insert an image, adjust its size, specify a description, and text wrapping.

    You can choose to show the description below the image, show it over the image only when users hover the mouse pointer over it, or to not show it. The description also serves as alternative text: In browsers that do not support or are configured to not show images, the description will be shown instead.

    If you want to insert many pictures into a single page, consider using the **Image Gallery** module instead of the **Text & Images** module. With **Image Gallery**, you can upload pictures from your local computer or use pictures published to the Picasa Web Albums photo sharing service. To learn more about the **Image Gallery** module, see the section **Image Gallery** (on page 224).

    If you want to add a slide show with multiple images, use the **Image Slider** module. To learn more about the **Image Slider** module, see the section **Image Slider** (on page 226).

20. Insert HTML anchors into particular sections of webpages so that you can link to them from the same or other pages of your site.

21. Remove hyperlinks from selected text.

22. Add hyperlinks to pages of your website or external resources.

23. Add a link to an e-mail address.

To learn more about adding hyperlinks, see the section **Hyperlinks, Links to E-mail Addresses, and Anchors** (on page 222).

Next in this section:

Hyperlinks, Links to E-mail Addresses, and Anchors

Creating Links to Other Pages

➢ *To insert a hyperlink into text:*

1. Select the text that you want to make a link.

2. On the toolbar of the **Text & Images** module, click the icon ⬚Link .

3. Do any of the following:

- To add a link to another webpage on your site, select the option **A page of this site**. In the **Select page** menu, select the target webpage or a webpage section where you have placed an anchor.

- To add a link to a webpage or a file located on another site, select the option **A webpage or file on the Internet**, and type the address. For example, `http://example.com`.

- To add a link to a document or another downloadable file that you have previously uploaded through the Document Manager (as described in Documents and Other Downloadable Files (on page 234)), select the option **A document on this site**, and select the target file.

4. In the **Open link in** menu, select where you want to open the target page. You can choose to open it in the same or in a new browser window or tab.

5. In the **Title** box, type the description that should appear when users place the mouse pointer over the link.

6. Click **OK**.

Creating Links to Different Sections of a Webpage

If you have a lengthy webpage consisting of several sections, consider inserting a table of contents with links to these sections in the top of the page, to help your site visitors navigate through the page content. You can do this with the help of so-called anchors.

➢ *To add links to different sections within a webpage:*

1. Insert an anchor in the beginning of each section.

a. In the text block, highlight with the mouse pointer a section heading or, if there is no heading, a first letter at the beginning of a paragraph.

b. On the **Text & Images** module's toolbar, click the icon ⚓.

c. Specify a name for the anchor and click OK.

Anchor names should begin with a Latin alphabet letter. They can contain Latin alphabet letters, underscore, and numbers. For example: `section_1`.

    d. Repeat these steps to add as many anchors as needed.

2. Insert a table of contents or a list of sections in the top of the page.

3. Add hyperlinks to the table of contents or the list of sections.

    a. Highlight with the mouse pointer a section name.

    b. On the **Text & Images** module's toolbar, click the icon ⬚ Link .

    c. Leave the option **Link to a page of this site** selected.

    d. In the **Select page** menu, select the required anchor name.

    e. Click **OK**.

    f. Repeat these steps to add hyperlinks to all the sections you need.

Creating Links to E-mail Addresses

➢ *To insert a link to an e-mail address into text:*

1. Select the text that you want to make a link.

2. On the toolbar of the **Text & Images** module, click the icon ⬚ .

3. Specify the e-mail address and click **OK**.

If you want to specify multiple e-mail recipients or predefine the message subject, use the following alternative method:

1. Select the text that you want to make a link.

2. On the toolbar of the **Text & Images** module, click the icon ⬚ Link .

3. Select the option **A webpage or file on the Internet**, and type `mailto:<address>`. For example, `mailto:postmaster@example.com`.

    You can also:

    ▪ Specify multiple recipients in the To field, separating addresses with a comma (,) or a semicolon (;). For example: `mailto:postmaster@example.com,mail@example.com`.

> **Note:** It is better to separate addresses with a semicolon because users of Microsoft Office Outlook might experience issues with sending e-mail to recipient addresses separated with commas. Microsoft Office Outlook 2003 and later versions do not recognize a comma as an e-mail address separator, unless they are specifically configured to do so. For details, see the article at http://support.microsoft.com/kb/820868.

    ▪ Predefine the message subject line. For example: `mailto:postmaster@example.com?subject=My%20Subject`.

- Add recipients to CC and BCC lists. For example:
  `mailto:postmaster@example.com?subject=My%20Subject&cc=addres`
  `s1@example.com&bcc=address2@example.com`.

- Predefine text to put in the message body. For example:
  `mailto:postmaster@example.com?subject=My%20Subject&body=This`
  `%20is%20sent%20from%20your%20site!`

Note: You should replace white spaces with `%20`.

4. Click **OK**.

Image Gallery

> ➢ *To add an image gallery to your site and upload pictures:*

1. Go to the **Modules** tab, select **Image Gallery**, and drag the module to the page.

2. In module settings, on the **Image Storage** tab, select where you want to keep pictures:

- If you do not have a Picasa Web Albums account that you would like to use, leave the **Presence Builder** option selected. All images you use on your site will be kept on your customer account.

- If you have an account in Picasa Web Albums and want to use pictures that you store there on your site, do the following:

  a. Select the **Picasa** option, click the link on the **Image Storage** tab to sign in to Google, and grant access to your albums from Presence Builder.

  b. Select the album whose pictures you want to use or click **Create Album** to create a new album.

  c. If you want Presence Builder to remove images from Picasa Web Albums when you remove them from the gallery, select the checkbox **Delete images when I remove them from gallery**.

  When you upload images to an image gallery through the Presence Builder editor, they are automatically copied to your Picasa Web Albums account. When you remove images from the gallery, they are removed from Picasa Web Albums only if you have selected the option **Delete images when I remove them from gallery**.

3. (Optional steps.) If you want to select the size of image thumbnails to be shown in the image gallery, change the gallery alignment (place it to the left, in the center, or to the right), or adjust the number of images to be displayed per page, click the **Gallery Properties** tab and make the desired changes.

The following thumbnail sizes are available:

- Small (95 x 75 pixels).
- Normal (140 x 130 pixels). This is the default setting.
- Large (170 x 170 pixels).

4. To add images to the gallery, on the **Image Storage** tab, click the text **Click here to upload your images**, select the images that you want to upload, and click **OK.**

You can select and upload multiple images at once. Only images in GIF, JPEG, and PNG formats are supported.

We recommend that you use resized images that do not exceed 1024 x 768 pixels.

5. To change image title and description, click the corresponding thumbnail, click the title or description, and edit the text.

If you delete the default text entirely, it will not be shown on your published site; however, it will still be shown when you edit the site in the Presence Builder editor.

6. To rearrange images in the gallery, drag them to the desired location.

➢ *To remove an image from the gallery:*

Place the mouse pointer over the image thumbnail and click the icon **[x]**.

➢ *To remove an image gallery with all pictures:*

Place the mouse pointer over the image gallery block and click **Remove**.

Image Slider

The Image Slider module enables you to add a slide show with multiple images and various transition effects. The following image formats are supported: GIF, JPEG, and PNG.

Images are not resized automatically; for this reason, we recommend that you upload images of the same dimensions. Otherwise, the slide show will not look good.

When adding images, you can add descriptions to them and link the images to specific pages of your website.

The following transition effects are supported:

- Random
- Slice down and to the right
- Slice down and to the left
- Slice up and to the right
- Slice up and to the left
- Slice up and down
- Slice up and down and to the left
- Fold
- Fade
- Box random
- Box rain
- Reverse box rain
- Growing box rain
- Reverse growing box rain

The effect names might tell you little about how the effects look, so it is better to see them in action. To do this, add the Image Slider module, upload at least two images, go to the module settings (**Settings** tab), and select an effect from the **Transition effect** menu.

➢ *To add Image Slider to your site and upload pictures:*

1. Go to the **Modules** tab, select **Image Slider**, and drag the module to the page.

2. Click **Add Images**, select the images that you want to upload, and click **OK.**

You can select and upload multiple images at once. We recommend that you use resized images that do not exceed 1024 x 768 pixels.

Once you have uploaded images, you can arrange them in the desired order, and remove them. To do any of these actions, place the mouse pointer over an image thumbnail, and use the corresponding icons: ⬆ ⬇ ✖.

3. To add an image description, select a thumbnail, and type the text into the **Description** box.

4. To add a link to a webpage, select a thumbnail, select the option **Link to a webpage**, and select the page from the menu below.

5. Click the **Settings** tab and select the desired transition effect from the **Transition effect** menu.

6. Specify how long each image must be shown.

7. Specify whether the round navigation icons for switching between slides must be shown.

   The option **Inside** will show the icons over the images, in the upper right corner of Image Slider, and **Below** will show the icons below the images.

8. Specify whether the navigation arrows for switching between slides must be shown.

9. Click **OK**.

➢ *To remove an image from the slide show:*

Click on the slide show block, place the mouse pointer over the image thumbnail, and click the icon .

➢ *To remove a slide show with all pictures:*

Place the mouse pointer over the slide show block and click **Remove**.

Embedded Video

You can embed into website pages video clips located on popular video sharing sites, such as YouTube (youtube.com), Vimeo (vimeo.com), MySpace (myspace.com), and Dailymotion (dailymotion.com).

> ➤ *To insert a video into a webpage:*

1. Go to the **Modules** tab, select **Embedded Video**, and drag the module to the page.

2. Insert a link to the video or select the option **Embed code** if you have obtained a code from a file sharing site, and then paste the code.

3. Click **OK**.

> ➤ *To remove a video:*

Place the mouse pointer over the video and click **Remove**.

Contact Form

If you want your site visitors to be able to send you messages from your site, you can add a contact form.

> ➤ *To add a contact form:*

1. Go to the **Modules** tab, select **Contact Form**, and drag the module to the page.

2. On the **Settings** tab, specify the following:

   - Recipient's e-mail address. You can specify several e-mail addresses separating them with commas (,) or semicolons (;).

   - Message subject.

   - Text to be shown on the button that sends the message.

   - Protection from automated spam postings. Leave the checkbox **Enable the protection from automated spam postings** selected if you want to avoid receiving spam sent by scripts or spam bots through the contact form.

     The protection is based on a highly efficient mechanism, called reCAPTCHA. In the contact form, it is shown as an input box accompanied by a combination of distorted words or symbols that can be recognized only by humans. Before a message can be sent through the contact form, a user is prompted to recognize the symbols and type them in.

3. If you want to add, move, or remove input fields from the form, or change their labels, click the **Fields** tab, and make the required changes.

4. If you want to change the default message "Your message was sent. Thank you." which is shown when a message is sent, click the **Reply** tab and type the new text.

5. Click **OK**.

➢ *To remove a contact form:*

Place the mouse pointer over the form and click **Remove**.

Blog

If you want to maintain an online diary on your site, or regularly publish articles on a subject and automatically present them in a chronological order, then you need a blog.

A blog module can be added only to the first-level pages that do not have subpages. Within blog posts, you can use text, images, embedded videos and scripts. Each blog post can have its distinctive page description and meta information to be used by search engines. Note that blog posts are not listed on the Pages tab (on page 207).

To let your visitors comment on your blog posts, you need to register with Disqus, a free third-party service that provides commenting functions for your sites and keeps all comments.

➢ *To add a blog to your webpage:*

1. Go to the **Modules** tab, select **Blog**, and drag the module to the page.

2. In the module properties, specify the following:
   ▪ Number of blog posts to show on the page.
   ▪ Specify whether the site visitors will be able to leave their comments.

3. Click **OK**.

4. To enable commenting, click the link **Click here to add a new blog post.**

5. Click within the gray information box at the bottom of the blank blog post.

6. To register with Disqus, click the **Register** button. A registration form will open in a new browser window or tab.

7. Specify the following:
   ▪ Your site's URL, desired name and shortname (unique ID). You will need to specify this site ID (shortname) later in the Blog module settings to enable commenting.
   ▪ Comment moderator's username, password, and e-mail address. A confirmation message will be sent to this e-mail address, so be sure that it is valid.

8. Click **Continue**.

9. Specify your language and other settings, and click **Continue**.

10. On the last step of the registration form, no further action is required. Just log out of the Disqus site.

11. Check your e-mail inbox for the confirmation message from Disqus. In this message, click the link to verify your address.

12. Return to the browser window where you have the Presence Builder editor with the Blog module properties opened.

13. In the box titled **Apply here the website ID (shortname) received during registration**, type or paste the site ID that you specified during registration with Disqus in step 7.

14. Click **Apply**.

15. Click **OK**.

Now your blog can accept comments from visitors, and you can make the first post.

➢ *To add a blog post:*

1. Go to the website page containing a blog module.

2. Click the link **Click here to add a new blog post** (might also appear as **New Post Title**).

3. Type the post title and content.

   If you want to change the date of posting, click within the field **Posted dd.mm.yy** and then select a date from the calendar.

   If your post is lengthy and contains numerous text blocks, images, and embedded videos, you might want to show only a portion (beginning of the post) to site visitors in your blog's main page. To do this, while editing a blog post, move the divider element (containing the line **-------- Drag this above modules that should not appear in the list of posts --------**) to the desired area.

4. Click **OK**.

5. If you want to view, edit, or remove a concise description of the page that will be displayed on search engines results pages and the keywords by which the page will be found by search engines, click in a blank area to the right of the post title, and then click the **SEO Settings** tab.

   Note: Post link name is a required field. **Meta description** and **Meta keywords** are optional fields. If you specify keywords for a page, they should be separated by commas without white spaces.

6. To return to the blog's main page, click the **Back** link below the post you have just created.

➢ *To remove a blog post:*

1. Go to the website page containing a blog module.

2. Place the mouse pointer over the post title and click **Remove**.

3. Click **Yes** to confirm removal.

➢ *To edit a blog post:*

1. Go to the website page containing a blog module.

2. Click the post title.

3. Make the required changes and click **OK**.

➢ *To remove a blog with all posted content:*

1. Go to the website page containing a blog module.

2. Place the mouse pointer over the link **Click here to add a new blog post** and click **Remove**.

3. Click **Yes** to confirm removal.

Commenting

If you want to let your site visitors leave comments on webpages, you need to insert the Commenting module into those webpages.

The commenting functionality is powered by Disqus, a third-party service that stores and processes all comments. Before your visitors can leave comments, you need to register an account with Disqus and then specify a site ID in the Commenting module settings.

You can insert several Commenting modules into a single website. Because all Commenting modules on the site will use the same site ID, you will only need to specify the site ID once in the module settings, when inserting the first Commenting module.

➢ *To add commenting functions to a webpage:*

1. Go to the **Modules** tab, select **Commenting**, and drag the module to the page.

2. If you have not registered an account with Disqus yet, click the **Register** button. A registration form will open in a new browser window or tab.

3. Specify the following:

   ▪ Your site's URL, desired name and shortname (unique ID). You will need to specify this site ID (shortname) later in the Commenting module settings to enable commenting.

   ▪ Comment moderator's username, password, and e-mail address. A confirmation message will be sent to this e-mail address, so be sure that it is valid.

4. Click **Continue**.

5. Specify your language and other settings, and click **Continue**.

6. On the last step of the registration form, no further action is required. Just log out of the Disqus site.

7. Check your e-mail inbox for the confirmation message from Disqus. In this message, click the link to verify your address.

8. Return to the browser window where you have the Presence Builder editor with the Commenting module properties opened.

9. In the box titled **Apply here the website ID (shortname) received during registration**, type or paste the site ID that you specified during registration with Disqus in step 3.

10. Click **Apply**.

11. Click **OK**.

Now you can publish your website to the customer account and start receiving comments from your visitors.

In addition to adding and viewing comments, you can do the following:

- Edit comments.
- Delete comments.
- Mark comments as spam.
- Ban users (by e-mail or IP address) from posting comments on your site.
- Change the settings, such as appearance of comments, and remove the trackback URL. You can do this by logging in to your account at www.disqus.com, and going to the **Settings** tab.

➢ *To moderate comments:*

1. Log in to Disqus as the site administrator. You can do this in either of the following ways:

   - Visit the Disqus site at www.disqus.com and log in there.

   - In the Presence Builder editor, go to the page where you have the Commenting module and click inside the **Add New Comment** field. Click the **Post as** button, click the **Disqus** link in the left navigation pane, type your username and password, and click **Login**.

2. After you are logged in to Disqus, you can moderate comments in either of the following ways:

   - On the Disqus site, use the items in the **Dashboard** and **Admin** areas.

   - In the Presence Builder editor or on the published site, go to the page where you have the Commenting module, place the mouse pointer over the comment you want to moderate, and use the **Moderate** link that will appear next to the comment.

Alternately, you can moderate comments by using links in the notification messages that Disqus sends you when someone leaves a comment on your site.

➢ *To remove commenting functions from a webpage:*

1. In the Presence Builder editor, go to the website page containing the Commenting module.

2. Place the mouse pointer over the **Add New Comment** field and click **Remove**.

3. Click **Yes** to confirm removal.

Documents and Other Downloadable Files

The editor now provides a convenient control panel for working with files in your customer account. You can upload your documents, images, and other files in various formats to the editor (on the **Documents** tab), and then insert links to them in your website pages. Alternatively, you can just keep them in your customer account for your own needs.

> ➢ *To upload a file to the customer account:*

1. Go to the **Documents** tab.

2. Click **Upload**.

3. Select the file and click **Open**.

Now, to let your site visitors download this file, you can insert a link to it in a webpage.

> ➢ *To insert a link to file:*

1. Select the text that you want to make into a link.

2. On the **Text & Images** module's toolbar, click the icon ⏚ Link .

3. Select the option **A document on this site.**

4. Select your file and click **OK**.

> ➢ *To remove a file from the customer account:*

1. Go to the **Documents** tab.

2. Select the file and click **Remove**.

3. Confirm removal and click **OK**.

Buttons for Sharing on Social Networks

If you want to let your visitors easily share your content on social networks or online bookmarking services, you can insert a toolbar with buttons for sharing on Facebook, Twitter, Myspace, and other popular services.

➢ *To add the Share on Social Media toolbar to a webpage:*

1. Go to the **Modules** tab, select **Social Sharing**, and drag the module to the page.

2. Select the appearance of the toolbar.

3. If you want to modify the list of social networks and sharing services shown on the toolbar, place the mouse pointer over the icon **[+]** and click the **Settings** link.

 The changes you make to the list of services will be visible after you publish the site.

4. Click **OK**.

Note: When someone shares your content on Twitter by using the Tweet button, the counter of tweets is not increased immediately. It can take several hours for the counter to update.

➢ *To remove the Social Media toolbar:*

Place the mouse pointer over the toolbar and click **Remove**.

Site Search

If you want to let your visitors search for information on your website, you can add a search bar to the site. After inserting the search bar into a webpage, it is automatically added to all pages of the site.

By default, the search bar is configured to use the Google search engine. If you want to use another search engine, you can obtain the search script code and insert it into the **Search** module.

➢ *To add a search bar to the site:*

1. Go to the **Modules** tab, select **Search**, and drag the module to the page.

2. Do any of the following:

 ▪ If you want to use the search service provided by Google, leave the **Google** option selected.

 ▪ If you want to use another search engine, select **Other** and paste the code that you have obtained from that service.

 Make sure that the code you insert is correct, as Presence Builder does not validate it.

3. Click **OK**.

The search bar will appear on your site after publishing.

➢ *To remove a search bar:*

Place the mouse pointer over the search bar and click **Remove**.

Online Store

If you want to sell products or services through your site, you can use the **Online Store** and **Shopping Cart** modules to add a fully functional online store to the site. You can add only one store per site.

The store functionality is provided by Ecwid - a third-party SaaS solutions provider that securely stores and processes all your data, including product catalogs, images, orders, and customers' payments.

➢ *To add an online store to your site:*

1. Go to the **Modules** tab, select **Online Store**, and drag the module to the page.

2. Create an account with Ecwid if you do not have one yet, or specify the ID of an existing store if you have previously created a store at Ecwid through Presence Builder and want to show it on your site.

   If you do not have an account with Ecwid yet, do the following:

   a. In module settings, on the **General** tab, select the option **Register with Ecwid**.

   b. Type your name, e-mail address, and password. You will use the e-mail address and password to sign in to Ecwid and manage your store.

   c. Click **Send**. A confirmation message from Ecwid will be sent to your e-mail address. You will need to confirm that you own this e-mail address within three days, otherwise the online store will be deactivated.

   If you already have an account with Ecwid, select the option **Enter an ID of an existing shop**, specify the store ID and e-mail address that you specified during account registration, and click **Apply**.

   Note: If the online store was created directly at the Ecwid website without using Presence Builder, you can do the following: Create a new Ecwid account through Presence Builder, log in to the previously existing Ecwid account, export all the goods to a CSV file. After that, log in to the new account and import the file.

3. (Optional step.) If you want to let your customers add items to the cart by dragging them to a shopping bag icon, go to the **Modules** tab, select the **Shopping Cart** module, and drag it to the page.

   Note that the shopping bag icon will be inserted into all pages of your site. If you do not want that, do not use the **Shopping Cart** module. Your customers will still be able to add items to the cart and proceed to checkout by using the **Shopping Bag** link that appears at the top of the product catalog area.

4. (Optional step.) If you want to change the appearance of the product catalog, in module settings, go to the **View** tab.

5. To set up your store, fill the product catalog with items, and remove the default fruit and vegetable items added by Ecwid, click the **Manage** link on the module's toolbar.

The Ecwid control panel will open in a new browser window or tab.

6. After you have finished setting up the store in the Ecwid control panel, return to the Presence Builder editor and click the **Reload** link on the **Online Store** module's toolbar.

You must use the **Reload** link to synchronize the content of your online store with online store at Ecwid.

7. Click **OK** to finish setting up the store.

➢ *To manage a store:*

Place the mouse pointer over the product catalog and click **Manage**. The Ecwid control panel will open in a new browser window or tab.

Note: After publishing your site, you can also view information about new orders on the Dashboard (on page 250).

➢ *To remove a store:*

Place the mouse pointer over the product catalog and click **Remove**.

Map

With the Map module, you can easily add a map with your location to a website. Maps are provided by the Google Maps service, which is available free of charge.

The following functions are supported:

- Searching for an object on a map by address or by latitude and longitude coordinates.
- Selecting the mode of map display by switching between **Map**, **Satellite**, **Satellite with labels**, and **Terrain** views.
- Adjustment of the map scale: zoom in or out on **House**, **Street**, or **Town**.

When you add a map, the module uses the information about your location that you specified after selecting a website topic. You can specify a new location at any time.

➢ *To add a map to your site:*

1. Go to the **Modules** tab, select **Map**, and drag the module to the page.

2. Specify the desired location and click **Search**. You can type an address or coordinates. For example: `37.754481,-122.383772`.

3. Select the desired map view from the **Map mode** menu, and the zoom level from the **Zoom level** menu. To show your organization's location on the map, you might want to choose the **Map** option and the **Street** zoom level.

4. Select the desired map size from the **Map size** menu.

5. Click **OK**.

➢ *To remove a map:*

Place the mouse pointer over the map and click **Remove**.

Custom Scripts

You can insert custom scripts written in PHP, JavaScript, or VBScript in any page of your website.

➢ *To insert a script in a webpage:*

1. Go to the **Modules** tab, select **Script**, and drag the module to the page.

2. Paste the code into the input field.

For PHP, use the opening tag `<?php`. Make sure the code you insert into this field is correct, as Presence Builder does not validate it.

3. Click **OK**.

Your code will be active only on the published website.

➢ *To remove a script:*

Place the mouse pointer over the script block and click **Remove**.

Advertisements

If you are participating in a banner exchange or other online advertising programs, you might want to add an advertisement block to your site. After inserting the block in a webpage, it will be automatically added to all pages of your site.

➢ *To add an advertisement block:*

1. Go to the **Modules** tab, select **Advertisement**, and drag the module to the page.

2. Paste the code provided by your advertising vendor into the input field.

Make sure that the code you insert into this field is correct, as Presence Builder does not validate it. With some advertising vendors, you will need to validate your account first.

3. Click **OK**.

Advertisements will appear on your website after publishing.

➢ *To remove an advertising block:*

Place the mouse pointer over the block and click **Remove**.

Settings and Tools for Webmasters

This section describes how to do the following:

- Change website name, description, and keywords.
- Upload a site icon (favicon) for your website.
- Make your website more visible in search results, and embed various search engine services.
- Prevent certain pages or areas of your website from being indexed by search engines and shown in search results.
- Notify site visitors about the use of non-essential cookies on your site. This might be of interest only to webmasters residing in the European Union.

Changing Website Name, Description, and Keywords

Website name is a line of text that is shown in the title bar of a user's browser when they visit your website. By default, it is "My website", but you can change it to anything you want.

Website description is shown by search engines when your website is listed in search results. Website keywords are analyzed by search engines and are used for displaying your website when people search for these keywords.

You can specify the site description and keywords that the editor will use for all pages of your website (in **Settings** tab > **Basic**), and specify custom values for specific pages (in **Pages** tab > page name > **Edit page description and keywords**).

> ➢ *To edit your website name, description, and keywords:*

1. Go to the **Settings** tab > **Basic** tab.

2. Specify the website name that your visitors will see as the title of their browser window when they visit your website.

3. To show both your website name and the current page name in the browser title window and to increase your website recognition in search engine results, select the **Add website name to page titles** checkbox.

4. Add short description (up to 255 symbols) of your website.

5. Provide a list of keywords that describe your website (10-15 keywords are recommended).

   The description and keywords will be used by default for new and existing pages.

6. Click **OK** to save changes.

Uploading a Site Icon (Favicon)

A favicon is a small icon displayed in the browser's address bar when you visit a website, and also appears next to the website name in the list of favorite bookmarks. You can create a favicon using a variety of online tools and then upload your favicon through the Presence Builder editor. All your website visitors will see this favicon.

➢ *To upload a favicon for your website:*

1. Go to the **Settings** tab > **Basic** tab.

2. Click **Browse** and select the location of the favicon to upload. The favicon will be uploaded.

3. Click **OK** to save changes.

➢ *To remove a favicon from your website:*

1. Go to the **Settings** tab > **Basic** tab.

2. Click **Remove** in the **Favicon** section. The favicon will be removed.

3. Click **OK** to save changes.

Verifying Website Ownership

Most search engines require you to verify website ownership when you register your website or sign up for webmaster assistance services. Verification is typically done by uploading or creating a file with a specific file name.

➢ *To verify website ownership:*

1. Go to the **Settings** tab > **Advanced** tab.

2. Provide the verification file:

   ▪ If you know the name of the verification file requested by a search engine, provide the verification file name in the **Create verification file** field and click **OK**. Presence Builder will create it in the correct place.

   ▪ If you have already downloaded your verification file from a search engine, upload the verification file to the **Upload verification file** field and click **OK**.

3. After the verification file is created or uploaded and your website is published, confirm your ownership on the search engine website.

4. Click **OK** to save changes.

➢ *To edit the HTML `<head>` section of your website (for example, to add ownership verification meta code):*

1. Go to the **Settings** tab of the Presence Builder's main menu, then go to the **Advanced** subtab.

2. Click **Edit Metadata**.

3. Insert the code into the provided field and click **Add**.

Note: Only valid HTML tags permitted for `<head>` section by HTML standards are supported. Metadata changes will be available only after you publish your website.

4. Click **OK** to save changes.

Embedding Google Analytics Code

Google Analytics is a tool that allows you to obtain information about your visitors. After you register with Google Analytics and acquire the required code, you can embed Google Analytics on your website.

➢ *To embed Google Analytics:*

1. Register with the Google Analytics service and acquire the code.

2. Go to the **Settings** tab > **Advanced** tab.

3. Click **Embed Google Analytics**.

4. Insert the code you have received from Google Analytics into the provided field and click **Add**.

Note: Google Analytics will start working only after you publish your website.

5. Click **OK** to save changes.

Downloading the Sitemap

Some search engines will ask you to provide your sitemap for analysis and optimization purposes. You can download your sitemap from the Presence Builder editor.

➢ *To download your website sitemap:*

1. Go to the **Settings** tab > **Advanced** tab.

2. Click **Download Sitemap**.

3. Click **OK** to start downloading the `sitemap.xml` file.

Preventing Search Engines from Indexing Certain Pages of Your Site

To prevent search engines from indexing certain pages of your website, you can add the appropriate directives into the `robots.txt` file. This file is stored on the customer account to which your site is published.

> ➢ *To prevent search engines from indexing certain areas of your website:*

1. Go to the **Settings** tab > **Advanced** tab.

2. Click the link **Edit robots.txt**.

3. Type your directives into the input field. Place each directive on a new line.

   For example, to prevent all search engine robots and crawlers from indexing the contents of the directory `/private` and the file `/my_secret.html` on your customer account, add the following lines:

   ```
   User-agent: *
   Disallow: /private/
   Disallow: /my_secret.html
   ```

For more information about the `robots.txt` file and directives you can use, refer to http://www.robotstxt.org/robotstxt.html.

Notifying Site Visitors About the Cookie Policy

If you are located in the European Union, your site must inform its visitors about the use of non-essential cookies and obtain informed consent.

Cookies are small files that web servers save on visitors' computers. Cookies may be used for a number of purposes, from remembering personal preferences to tracking users' behavior for presenting targeted advertisements. Non-essential cookies are those that are not required for websites to function properly. Examples of non-essential cookies include those from analytics, advertising, and affiliate networks such as Google Analytics and Google AdSense.

Most likely, your site uses non-essential cookies if it uses the following functions:

- Google Analytics
- Publishing to Facebook
- Embedded video
- Image gallery module (with Picasa selected as storage)
- Online store module
- Map module
- Commenting module
- Social sharing module
- Script module
- Site search

If you choose to show a notice on the site, its visitors will be prompted to confirm that they accept your policy.
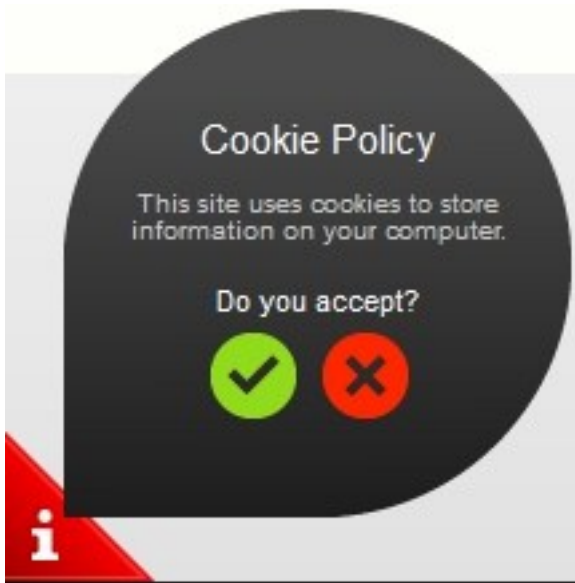
If they accept it, the notice is no longer shown (the icon is shown instead in the page corner), and they can continue browsing your site. If they do not accept it, they are taken to google.com.

➢ *To show a cookie notice on the site:*

1. Go to the **Settings** tab > **Advanced** tab.

2. Click the link **Notify Site Visitors About the Cookie Policy**.

3. Select the checkbox **Show the cookie notice on the site** and click **OK**.

Saving and Loading Copies of a Website

While working on the content and design of a website, you can save several copies of each site to the server and restore sites from the saved copies (also referred to as *snapshots*). Saving site copies can be useful in the following cases:

- You want to prepare several versions of the same website, so that you can later load them for review, choose the best designed or the most appropriate version, and publish it to the Internet.
- You want to make significant changes or experiment on the site design or content, but be sure that you can safely undo the changes should anything go wrong.

Note: Pictures from the **Image Gallery** modules are not saved in snapshots. Images are stored on your customer account or Picasa Web Albums (if you use that option).

➢ *To save the current design and content of a site:*

1. In the Presence Builder editor's main menu, click the icon ⁻ next to the **Save** option.

   Note: If you click **Save**, a quick-save site copy will be saved under the name **auto-saved snapshot**. You will be able to restore a site from this copy later, by clicking **Revert** in the main menu.

2. In the list that opens, select a free saving slot, type a name for the backup copy, and click **Save**.

➢ *To restore a site from a saved copy:*

1. In the Presence Builder editor's main menu, click the icon ⁻ next to the **Revert** option.

   Note: If you click **Revert**, a site will be restored from the quick-save copy that was made the last time you clicked **Save**.

2. In the list that opens, select a site copy and click **Load**.

3. Click **Yes** to confirm you want to restore.

➢ *To download a site copy:*

1. In the Presence Builder editor's main menu, click the icon ⁻ next to the **Save** option.

2. Locate the copy that you want to download and click the 🖫 (Download) icon.

3. Select the directory on your computer where you want to save the file and click **OK**.

To upload a site copy:

1. In the Presence Builder editor's main menu, click the icon ⌄ next to the **Revert** option.

2. Click the 📤 (Upload) icon next to the slot to which you want to upload the copy.

3. Browse to the site snapshot file in the SSB format and select it.

4. If you want to restore a site from the uploaded snapshot, select it and click **Load**.

To remove a site copy:

1. In the Presence Builder editor's main menu, click the icon ⌄ next to the **Save** option.

2. Locate the site copy that you want to remove and click the corresponding ✖ (Remove) icon.

Publishing a Website to the Internet

When your website design and content are ready to be published to the Internet, click **Publish** in the top right corner of the main menu. Presence Builder will publish your website automatically to the location specified by your hosting provider.

Publishing a Website Copy to Facebook

After publishing a site on the Internet, you can drive more visitors to it by publishing a site copy to the popular social network site - Facebook (www.facebook.com).

A site copy on Facebook will show most of the content from your site; however, the following changes will be applied to its design, layout, and functionality:

- Headers, sidebars, and footers will not be shown.
- The navigation menu will be shown only at the top of the site pages.
- Page width will be limited to 520 pixels. For pages wider than 520 pixels, a horizontal scrollbar will be shown.
- The font face, size, and color will be changed to comply with the Facebook design, unless these font properties were specifically selected by the site owner in the Presence Builder editor.
- Image galleries, online store, and links for sharing on social media sites will not be shown.
- Any links pointing to other pages on Facebook will not work.

> ➢ *If you want to add a site copy to Facebook, do the following:*

1. In the main menu, click the **Settings** tab > **Social Media** tab.

2. Leave the checkbox **Show a copy of my site on Facebook** selected.

3. Click the link **Add your site copy to Facebook**. The Facebook home page opens in a new browser window or tab.

4. To log in to your Facebook account, type your e-mail address and password, and click **Log In**.

5. If you do not have a Facebook page where you want to show a site copy, create one. To do this, click **Create It Now**, and follow the onscreen guidelines. After your page is created, return to the **Parallels Presence Builder at Facebook** page, which is shown in another browser window or tab.

6. Click **Add Parallels Presence Builder Application**. This application provides synchronization between the website on your hosting account and its copy on Facebook.

7. To confirm that you want to add the application to your page, click **Add Parallels Presence Builder**.

Now your site copy is added. To see it, click the **Website** link in the Facebook navigation pane on your left.

Whenever you make changes to your site and republish it through the Presence Builder editor, your site copy on Facebook will be updated accordingly.

➢ *To remove a site copy from Facebook, do the following:*

1. In the Presence Builder editor's main menu, click the **Settings** tab > **Social Media** tab.

2. Clear the checkbox **Show a copy of my site on Facebook**.

3. Click **Yes** to confirm.

4. Go to your Facebook page and remove the Presence Builder application from there.

Viewing Site Visits Statistics, Comments, and New Orders on the Dashboard

After publishing a site, you can access the Dashboard from the Presence Builder's main menu to perform the following tasks:

- View statistics on website visits. The statistics are provided by Google Analytics and are available after you specify the code for Google Analytics in website settings, as described in the section Settings and Tools for Webmasters (on page 240).

- View new comments left by site visitors on your website pages. The comments are visible on the Dashboard after you set up the commenting functionality, as described in the sections Blog (on page 229) and Commenting (on page 232).

- View new orders from customers visiting your online stores. The new orders are visible on the Dashboard after you set up an online store, as described in the section Online Store (on page 236).

➢ *To view website visits statistics:*

1. On the main menu, click **Dashboard**.

2. If you access the dashboard for the first time, confirm association of your site with your Google Account:

   a. Click **Log In to Google Analytics**.

   b. Log in to your Google Account.

   c. Confirm that you want to allow access to your account.

3. Under the **Website Visits Statistics** chart, click the link **See more charts**, or click the

   icon.

   The **Overview** section shows the following statistics for the past 30 days:

   - A detailed chart for the metric currently selected under **Profile report**.

   - The total number of visits during the past 30 days.

   - The number of new visits.

   - Average time spent on a site by users.

   - The total number of page views.

   - The number of page views per each visit.

   - The percentage of new visits.

   The **Traffic sources overview** section shows the addresses of websites from which your visitors were coming during the past 30 days. The **(direct)** item shows the percentage of visitors who accessed your site by typing its address directly in their browsers.

   The **Visitors' locations** section shows the geographic locations of the visitors for the past 30 days.

➢ *To view comments from your site visitors:*

1. On the main menu, click **Dashboard**.

2. Under **Comments,** click the link **See them**, or click the icon.

3. To go to the webpage where the comment was left, click **Link to the comment**.

4. To go to the Disqus site for moderating the comments, click **Manage Comments**.

➢ *To view orders submitted by the customers visiting your online stores:*

1. On the main menu, click **Dashboard**.

2. Under **Orders,** click the link **See them**, or click the icon, and then click the **Orders** tab.

3. To go to the Ecwid site for processing the orders, click **Manage Orders**.

Deleting Websites

When you delete a site from the Presence Builder editor, only the current site draft opened in the editor and saved site copies (snapshots) are removed.

By default, the site copy published to your hosting account is not removed. However, this policy might be changed by your hosting provider.

➢ *To delete a current site copy from the editor:*

In the Presence Builder editor's main menu, select **More** > **Remove Site**.

FTP Access to Your Websites

All files and directories related to your sites are kept on the server in a single directory, commonly referred to as webspace. To connect to the webspace over FTP for uploading, downloading, and deleting files, you use FTP account username and password.

Next in this section:

Changing FTP Access Credentials

➢ *To change FTP account username or password:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the webspace where the website is hosted.

2. Click the **Websites & Domains** tab.

3. Click **Web Hosting Access**.

4. Type a new username or password.

5. Click **OK**.

Adding FTP Accounts

If you are working on your website together with someone else or host subdomains for other users, you might want to create separate FTP accounts for them.

➢ *To create an additional FTP account:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Websites & Domains** tab.

3. Click **FTP Access**.

4. On the **Additional FTP Accounts** tab, click **Create Additional FTP Account**.

5. Specify the following:

   - **FTP account name**. Type an arbitrary name.

   - **Home directory**. Select the directory to which the user will be taken when he or she connects to the FTP account.

   - **FTP password**.

   - **Hard disk quota** (on Windows hosting). To limit the amount of disk space on the server that the FTP user can occupy, clear the **Unlimited** checkbox next to the **Hard disk quota** box, and type the amount of disk space in megabytes.

   - **Read permission** (on Windows hosting). To allow the FTP user to view the contents of the home directory and download files from it, select the **Read permission** checkbox.

   - **Write permission** (on Windows hosting). To allow the FTP user to create, view, rename and delete directories in the home directory, select the **Write permission** checkbox.

     On Window hosting, if you do not grant any permissions, a connection to the FTP account will be made, but the contents of the home directory will not be shown to the user.

6. Click **OK**.

➢ *To change the properties of an additional FTP account:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Websites & Domains** tab.

3. Click **FTP Access**.

4. On the **Additional FTP Accounts** tab, click the required FTP account name in the list.

5. Make the required changes and click **OK**.

➢ *To remove an additional FTP account:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Websites & Domains** tab.

3. Click **FTP Access**.

4. On the **Additional FTP Accounts** tab, select the checkbox corresponding to the FTP account you want to remove and click **Remove**.

5. Confirm removal and click **OK**.

Setting Up Anonymous FTP Access

If your site is hosted on a dedicated IP address (not shared by other users or sites), you can set up a directory within the site, where other users will be able to anonymously download or upload files through FTP. Once anonymous FTP is switched on, the users will be able to log in to the directory at an address like ftp://ftp.your-domain.com with the "anonymous" username and any password.

➢ *To allow anonymous FTP access:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Websites & Domains** tab.

3. Click **FTP Access**.

4. Click the **Anonymous FTP** tab.

5. Do the following:

   a. To activate anonymous FTP service, click **Switch On**.

   b. To set up a welcoming message to be displayed when users log in to FTP site, select the **Display login message** checkbox and type the message text in the input field as desired.

      Note that not all FTP clients display welcoming messages.

   c. To allow visitors to upload files to the `/incoming` directory, select the **Allow uploading to incoming directory** checkbox.

   d. To allow users to create subdirectories in the `/incoming` directory, select the **Allow creation of directories in the incoming directory** checkbox.

   e. To allow downloading files from the `/incoming` directory, select the **Allow downloading from the incoming directory** checkbox.

   f. To limit the amount of disk space that can be occupied by uploaded files, clear the **Unlimited** checkbox corresponding to the **Limit disk space in the incoming directory** option, and specify the amount in kilobytes.

      This is the hard quota: The users will not be able to add more files to the directory when the limit is reached.

   g. To limit the number of simultaneous connections to the anonymous FTP server, clear the **Unlimited** checkbox corresponding to the **Limit number of simultaneous connections** option and specify the number of allowed connections.

   h. To limit the bandwidth for anonymous FTP connections, clear the **Unlimited** checkbox corresponding to the **Limit download bandwidth for this virtual FTP domain** option and enter the maximum bandwidth in kilobytes per second.

6. Click **OK**.

> ➢ *To change settings for anonymous FTP service or switch it off:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Click the **Websites & Domains** tab.

3. Click **FTP Access**.

4. Click the **Anonymous FTP** tab.

5. Perform the operation you need:

   ▪ Adjust the settings as required and click **OK**.

   ▪ To switch off the anonymous FTP service, click **Switch Off**.

Mail Accounts

You can create and remove mail accounts right from the Control Panel, set up mail forwarding, protection from spam and viruses, and so on.

Panel allows you to configure mail services on two levels:

▪ *Configuring mail account settings.* These settings affect mail account only. For example, where to forward received messages or what to do with potential spam. Learn more about possible operations on mail accounts in the section **Configuring Mail Account** (on page 258).

▪ *Configuring global mail settings.* These are subscription-wide settings that affect all mailboxes within a subscription. For example, which webmail system Panel should use, or what to do with mail sent to nonexistent users. These settings may be unavailable in your hosting plan. To get the details on how to change global mail settings, refer to the section **(Advanced) Configuring Global Mail Settings** (on page 265).

If you want to use some of your e-mail addresses to distribute news and promotions, or set up group discussions, consider setting up mailing lists. These are e-mail addresses to which a number of users are subscribed. Learn more in the section **Using Mailing Lists** (on page 266).

Next in this section:

Adding Mail Accounts

> ➢ *To create an e-mail address:*

1. Run the **Create E-mail Address** wizard from the **Mail** tab of the Control Panel.

2. Specify the following mailbox settings:

- **E-mail address**. Type the left part of the e-mail address before the @ sign, and, if you have several domain names on your account, select the domain name under which the e-mail address will be created.

- **Access to the Control Panel**. Select this option if you want Panel to create an auxiliary user for the mail account owner. By default, this user has the role Application user. However, you can change this role and other user's properties later. For details, see the section **(Advanced) Managing Auxiliary User Accounts** (on page 101).

- **Password**. Set the password for accessing the mailbox. If you leave the option **Access to the Control Panel** selected, the same password will be used for logging the user in to to the Control Panel.

- **Mailbox**. Turning off this option makes sense only if you want to use this address as a mail forwarder, which will forward all incoming mail to another address.

- **Mailbox size**. If you leave the option Mailbox selected, specify the mailbox size or use the default size defined by the provider's policy or your service plan.

Configuring Mail Account

If the provider's policy allows setting up mail accounts and services , then you can set up and use multiple email services services located on the following tabs of the mail account page:

- **General**. General mail account properties, such as its address, password and size.
- **Forwarding**. Email forwarding service that will send copies of all incoming messages to another email address.
- **Email Aliases.** Additional email addresses that are associated with a user's primary (or main) email address. Email aliases can be used as temporary disposable addresses that can be published on the Internet. When spam starts coming to an address that was set up as an email alias, you can remove that alias and create another one.
- **Auto-Reply**. Automatic response service that sends a predefined email message in reply to any incoming message. This is useful for sending "out of office" or "on vacation" notices when you are away.
- **Spam Filter**. Checking all incoming messages by antispam filter. In addition, you can specify what to do with messages identified as spam: Remove them, move to a special folder, or just add some text to the message subject.
- **Antivirus**. Checking all incoming and outgoing mail for viruses.
- **Additional Services**. If you use web apps that provide email-related services, for example, antispam or webmail, you can define if each of these services is able to access this mail account.

Next in this section, we will provide instructions on how to configure these services for mail accounts.

Next in this section:

Setting Up Mail Forwarding

> ## *To set up e-mail forwarding for an e-mail address:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > *e-mail address* > **Forwarding** tab.

3. Select the **Switch on mail forwarding** checkbox.

4. Specify one or several e-mail addresses to which e-mail must be forwarded. When specifying e-mail addresses, separate them with white spaces, commas, semicolons, or type each of them on a new line.

5. Click **OK.**

6. If you do not want to keep copies of forwarded messages in the mailbox, go to the **Mail** tab > *e-mail address*, clear the **Mailbox** checkbox, and click **OK.**

> ## *To switch off mail forwarding:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > *e-mail address* > **Forwarding** tab.

3. Clear the **Switch on mail forwarding** checkbox, and click **OK.**

Creating Mail Aliases

> ## *To add or remove additional e-mail addresses (e-mail aliases) for a mail account:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > *e-mail address* > **E-mail Aliases** tab.

3. Do any of the following:

   - To add an address, type it into the **E-mail alias** box, and click **OK.**

   - To remove an address, click the **Remove** link to the right of the address you want to remove.

Setting Up Auto-Reply

➢ *To set up automatic reply settings for an e-mail address:*

1. Go to the **Mail** tab > *e-mail address* > **Auto-Reply** tab.

2. Select the **Switch on auto-reply** checkbox, and specify the following settings:

   ▪ **Auto-reply message subject**.

   ▪ **Message format**. We recommend that you leave the option Plain text selected because some of your recipients might be unable to see the text formatted with HTML.

   ▪ **Encoding**. We recommend that you leave the UTF-8 encoding selected to ensure that the letters in your message are displayed properly.

   ▪ **Message text**.

   ▪ **Forward to**. If you want to forward incoming messages to another email address, type an email address in this box.

   ▪ **Send an automatic response to a unique e-mail address no more than...** The default value is "1 time a day", meaning that if your mailbox receives several messages from the same email address in one day, Panel will send automatic response only to the first message. If the value is "2", than Panel will send automatic response to the first and the second messages, and so on.

   ▪ **Attached files**. If you want to attach a file to your message, click **Browse** and select a file.

3. Click **OK**.

To switch off automatic reply, deselect the **Switch on auto-reply** option and click **OK.**

Protecting from Spam

➢ *To switch on spam filtering for a mailbox:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > *e-mail address* > **Spam Filter** tab.

3. Select the checkbox **Switch on spam filtering for this e-mail address**.

4. Specify what to do with messages classified as spam.

   ▪ If you want to filter mail with the software on your local computer, select the option **Mark spam messages by adding the following text to message subject**, and then specify how spam filter should mark the messages recognized as spam. "X-Spam-Flag: YES" and "X-Spam-Status: Yes" headers are added to the message source by default, and if you want, the spam filter will also add a specific text string to the beginning of the subject line and to the message body.

- If you are sure that your spam filter is accurate, you may want to set the filter to automatically delete all incoming messages recognized as spam. To do this, select the option **Delete all spam messages**.

- If you are accessing your mailbox over IMAP protocol and want the spam filter to move all messages considered spam to the IMAP folder called Spam, select the option **Move spam to the Spam folder**.

   Because all messages are automatically removed from the Spam folder after 30 days, you will need to review the contents of the Spam folder on a regular basis to make sure you do not miss any important messages, and move all non-spam messages back to the Inbox folder.

   When the option **Move spam to the Spam folder** is selected, you can train the spam filter and improve its accuracy by moving spam messages from Inbox to Spam, and non-spam messages from Spam to Inbox.

5. If you want to adjust spam filter sensitivity, click **Show Advanced Settings**, and type a number of points that a message must score to be considered spam.

   SpamAssassin performs a number of different tests on contents and subject line of each message. As a result, each message scores a number of points. The higher the number, the more likely a message is spam. For example, a message containing the text string "BUY VIAGRA AT LOW PRICE!!!" in subject line and message body scores 8.3 points. By default, the filter sensitivity is set so that all messages that score 7 or more points are classified as spam.

   - If you receive lots of spam messages with the current setting, to make filter more sensitive, try setting a lesser value in the **Spam filter sensitivity** box; for example, 6.

   - If you are missing your e-mails because your spam filter thinks they are junk, try reducing filter sensitivity by setting a higher value in the **Spam filter sensitivity** box.

   Note: To further improve spam filter accuracy, you may want to train your spam filter on e-mail messages you receive, as described further in this section.

6. If you want to be sure that you will not miss e-mail from specific senders, type e-mail addresses or domain names into the **White list** field.

   Place each address in one row, or separate addresses with a coma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example: address@mycompany.com, user?@mycompany.com, *@mycompany.com. Specifying *@mycompany.com will add to the white list all e-mail addresses that are under the mycompany.com mail domain.

7. If you do not want to receive e-mail from specific domains or individual senders, type e-mail addresses or domain names into the **Black list** field.

   Place each address in one row, or separate addresses with a coma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example: address@spammers.net, user?@spammers.net, *@spammers.net. Specifying *@spammers.net will block the entire mail domain spammers.net.

8. If you use a Windows-based customer account, then you can also specify trusted languages and character sets. E-mail messages written in the specified languages and with the defined character sets will pass the spam filter and will not be marked as spam.

9. On Windows-based customer accounts, you can also specify IP addresses of computers or networks from which e-mail must always be accepted. When specifying network addresses, type an address and add a network mask after a slash. For example, 192.168.10.10/24.

10. Click **OK**.

You can improve accuracy of spam detection if SpamAssassin spam filter on the server is switched on for your account and you are accessing your mailbox over IMAP protocol.

➢ *To improve accuracy of spam detection:*

1. Access your mailbox with webmail or a mail client program on your computer.

2. Review the messages in your **Inbox** folder. Move all spam messages to the **Spam** folder. This will make the SpamAssassin spam filter recognize spam more efficiently.

Protecting from Viruses

To defend your system from viruses, do not open suspicious e-mail attachments, enable antivirus protection on the server side, if this service is provided by your hosting company, and be sure to have a firewall and antivirus software installed on your personal computer. Also keep your operating system up-to-date and timely install security hot fixes and patches.

> ### ➤ *To switch on antivirus protection for a mailbox:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > *e-mail address* > **Antivirus** tab.

3. Select the checkbox **Switch on antivirus protection for this e-mail address**.

4. Choose the desired mail scanning mode. You can switch on scanning for incoming mail, outgoing mail, or both.

5. Click **OK**.

When an infected message comes, you will be notified by e-mail. If Kaspersky Antivirus is used by your provider, then you might be able to configure it at the **Mail** tab > *e-mail address* > **Antivirus** tab.

> ### ➤ *To switch off antivirus protection for a mailbox:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > *e-mail address* > **Antivirus** tab.

3. Clear the checkbox **Switch on antivirus protection for this e-mail address**.

4. Click **OK**.

Additional Services

Some email-related web apps (like webmail or antispam) are able to provide a part of their functionality right in your Control Panel. For example, you can associate a mail account with an account in the *Open-Xchange* webmail. In this case, the mail user will see the link to webmail right in their Control Panel.

To integrate an app in such a way, you should allow these app to access a certain mail account. You can do this on the mail account settings page during the account creation or editing.

➢ *To allow certain apps to access an email account:*

1. Go to the **Mail** tab > select an email address > **Additional Services** tab.

2. In the list of installed apps that provide email-related services, select the **Granted** option for the apps that should access this email account.

3. Click **OK**.

➢ *To deny certain apps to access an email account:*

1. Go to the **Mail** tab > select an email address > **Additional Services** tab.

2. In the list of installed apps that provide email-related services, select the **Denied** option for the apps that should not access this email account.

3. Click **OK**.

(Advanced) Configuring Global Mail Settings

You can configure the following mail service settings that apply to all domains created under a subscription:

- Mail service status. You can switch the mail service on or off. If the mail service is switched off, then e-mail messages cannot be sent or received.
- Mail bounce settings. When somebody sends an e-mail message to an e-mail address that does not exist under your domain, the mail server, by default, accepts mail, processes it, and when it finds out that there is no such a recipient under the domain, it returns the mail back to sender with an error message. You can choose to:
  - Continue returning all such mail back to senders (**Bounce with message** option),
  - Forward all such mail to the specified e-mail address (**Forward to address** option),
  - Forward all such mail to another mail server with the specified IP address using the option **Redirect to external mail server with IP address** (available only for Windows hosting),
  - Reject such mail without accepting it and without notifying senders (**Reject** option).
- Webmail. If your service plan provides the option to choose which webmail program to use for your account, then you can select it in the global mail settings.

➢ *To configure the mail service settings:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab, and then click **Change Settings**.

3. Select the required options, and click **OK**.

Using Mailing Lists

Mailing list is a group e-mail address to which a number of users are subscribed. Mailing lists are used for sending e-mail messages to multiple recipients at once. E-mail messages sent to mailing list subscribers can include anything from plain text to colorful newsletters and promotions with embedded images and links, and attached multimedia and presentation materials.

How it all works: you create a mailing list e-mail address in the Panel, and subscribe users to it. Then you send your message to the mailing list address, and all subscribers receive it.

➢ *To set up a mailing list and subscribe users to it:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > **Mailing Lists** tab.

3. Click **Create Mailing List**.

4. Type the mailing list address and, if you have several websites, select the website under which the mailing list will be created.

5. To subscribe users to the mailing list, type their e-mail addresses, one address per line.

6. To notify the mailing list administrator about mailing list creation, select the checkbox **Notify administrator on the mailing list creation**.

7. Click **OK**.

➢ *To subscribe or unsubscribe users:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > **Mailing Lists** tab.

3. Click the mailing list address.

4. Do any of the following:

   ▪ To subscribe users to the mailing list, type their e-mail addresses into the **Subscribers** field, one address per line.

   ▪ To unsubscribe users, remove their addresses from the **Subscribers** field.

5. Click **OK**.

➢ *To remove a mailing list:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Mail** tab > **Mailing Lists** tab.

3. Select a checkbox corresponding to the mailing list you want to remove and click **Remove**.

4. To confirm removal, click **Yes**.

➢ *To switch off the mailing lists service and all mailing lists created under the currently selected subscription:*

1. Go to the **Mail** tab > **Mailing Lists** tab.

2. Click **Switch Off the Service**.

➢ *To switch on the mailing lists service for the currently selected subscription:*

1. Go to the **Mail** tab > **Mailing Lists** tab.

2. Click **Switch On the Service**.

Scheduling Tasks

If you need to run scripts on your hosting account at specific time, use the task scheduler in the Panel to make the system automatically run the scripts for you.

Next in this section:

Scheduling Tasks (Linux)

If you need to run scripts on your hosting account at specific time, use the task scheduler in the Panel to make the system automatically run the scripts for you.

During installation of the Panel, the following tasks are automatically created:

- `autoreport.php` – delivers daily, weekly and monthly reports on domains (three separate tasks)
- `backupmng` – initiates scheduled backing up of domains once every 30 minutes
- `statistics` – generates statistics on resource usage by domains
- `mysqldump.sh` - creates a backup copy of three MySQL databases: psadump, MySQL, and Horde databases

As all these tasks are related to statistics, databases, and reports, it is strongly recommended that you neither change nor remove them.

➢ *To schedule a task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Click **Schedule New Task**.

4. Leave the **Switched on** checkbox selected.

5. Specify when to run your command:

   - **Minute** - enter the value from 0 to 59
   - **Hour** - enter the value from 0 to 23
   - **Day of the month** - enter the value from 1 to 31
   - **Month** - enter the value from 1 to 12, or select the month from a drop-down box
   - **Day of the week** - enter the value from 0 to 6 (0 for Sunday), or select the day of the week from a menu.

   You can schedule the time using the UNIX crontab entry format. In this format, you can:

   - Enter several values separated by commas. Two numbers separated by a hyphen mean an inclusive range. For example, to run a task on the 4th, 5th, 6th, and 20th of a month, type 4-6,20.
   - Insert an asterisk to specify all values allowed for this field. For example, to run a task daily, type * in the **Day of the month** text box.

   To schedule the task to run every Nth period, enter the combination */N, where N is a value for this field (minute, hour, day, month). For example, */15 in the **Minute** field schedules the task to start every 15 minutes.

   You can type the contracted names of months and days of the week, which are the first three letters: Aug, Jul, Mon, Sat, and so on. However, the contracted names cannot be separated with commas or used together with numbers.

6. Specify which command to run. Type it into the **Command** input box.

   For example, if you want to run the backup creation task at the specified time and have the backup file sent to your e-mail, you need to specify the following command in the **Command** input box:

   ```
   /usr/local/psa/admin/sbin/backupmng
   ```

7. Click **OK**.

> *To receive notifications when the tacts are started:*

1. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

2. Click **Settings** and specify the notification policy.

> *To temporarily suspend execution of a scheduled task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Locate the task that you want to suspend and click the corresponding link in the **Command** column.

4. Clear the **Switched on** checkbox and click **OK**.

> *To resume execution of a scheduled task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Locate the task whose execution you want to resume and click the corresponding link in the **Command** column.

4. Select the **Switched on** checkbox and click **OK**.

> *To cancel a task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Select a checkbox to the left of the task that you want to cancel and click **Remove**.

4. Confirm removal and click **OK**.

Scheduling Tasks (Windows)

If you need to run scripts on your hosting account at specific time, use the task scheduler in the Panel to make the system automatically run the scripts for you.

During installation of the Panel, the following tasks are automatically created:

▪ Update antivirus database – updates Parallels Premium Antivirus database.

▪ Statistics calculation - generates statistics on resource usage, such as traffic and disk space.

As all these tasks are related to site statistics, databases and reports, it is strongly recommended that you neither change nor remove them.

➢ *To schedule a task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Click **Schedule New Task**.

4. Leave the **Switched on** checkbox selected if you want your scheduled task to be active immediately after the creation.

5. Type a name for your task in the **Description** field.

6. In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:

   ▪ **Switched off** - do not notify you.

   ▪ **Send to the default e-mail** - send the notification to your default e-mail address.

   ▪ **Send to the e-mail I specify** - send the notification to the e-mail specified in the corresponding field. After selecting this option, you need to type the required e-mail address in the field on the right.

7. Specify which command or executable file to run. Type it into the **Path to executable file** input box. If you need to run the command with certain options, type them in the **Arguments** field.

   ▪ For example, if you want to run the statistics calculation task to count disc space and see more detailed information for the example.com and example.net domains, you need to specify the following path in the **Path to executable file** input box:

   ```
   C:\Program Files\Parallels\Parallels
   Panel\admin\bin\statistics.exe
   ```

   and the following options in the **Arguments** field:

   ```
   --disk-usage --process-domains=example.com, example.net –
   verbose
   ```

- If you want to run your own PHP script using the task scheduler, you need to specify the following path in the **Path to executable file** input box:

```
C:\Program Files (x86)\Parallels\Parallels
Panel\Additional\PleskPHP5\php.exe
```

  and specify the script location in the **Arguments** field:

```
C:\Inetpub\vhosts\mydomain.tld\httpdocs\myscript.php
```

8. Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.

9. Specify when to run your command by selecting the appropriate checkboxes in the **Hours**, **Days of month**, **Months** or **Days of week** fields.

10. Click **OK** to schedule the task or click **Run Now** to schedule the task and immediately run it.

➢ *To temporarily suspend execution of a scheduled task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Choose a task that you want to suspend and click the corresponding link in the **Description** column.

4. Clear the **Switched on** checkbox.

5. Click **OK**.

➢ *To resume execution of scheduled task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Choose a task whose execution you want to resume and click the corresponding link in the **Description** column.

4. Select the **Switched on** checkbox.

5. Click **OK**.

➢ *To cancel a task:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Websites & Domains** tab > **Scheduled Tasks**.

3. Select a checkbox to the left of the task that you want to cancel and click **Remove**.

4. Confirm removal and click **OK**.

Website Databases

If your website incorporates custom data processing applications or is designed to generate web pages dynamically, you will probably need a database for storing and retrieving data.

In Panel, you can manually create a new database (on page 273) for your site, make a database copy (on page 274) and manage database user accounts (on page 275). These operations are available in **Websites & Domains** tab > **Databases**. In addition, you can use the third-party database management tools supplied with Panel to edit tables in databases, export and import data (on page 274), and run SQL queries. These tools are available under the **Webadmin** link in **Websites & Domains** tab > **Databases** and may vary depending on the database type. For example, Panel employs phpMyAdmin to manage MySQL databases.

Note that when you install an app from the Application Catalog, all required databases and database user accounts are created automatically. Alternatively, you can assign a manually created user account to a database created by a web app. For more information, see the section **Using Website Applications** > **App Databases**.

Accessing Databases with ODBC

If you wish to deploy an application which works with a database through an Open Database Connectivity (ODBC) driver, you will need to create an appropriate ODBC data source in the operating system. In Panel for Windows you can add new ODBC data sources for a number of supported ODBC drivers. For more information, see **Accessing Databases with ODBC (Windows)** (on page 276).

For the details on operations with databases and database users, refer to the relevant sections of this chapter.

Next in this section:

Creating Databases

Panel allows you to create and remove databases on the **Websites & Domains tab** > **Databases** page.

You can create a database by specifying its name. If your subscription grants you the corresponding permission, you can choose a database type and the database server on which the database should be created.

A database must have at least one user account associated with it. Otherwise, it will be impossible to access the database. You can create a database user while creating a database by selecting the **Create a new database user** checkbox. Alternatively, you can clear the checkbox and select a user later, for example, if you want to use one of the existing user accounts. For more information, see **Database User Accounts** (on page 275).

Note that you can only remove the databases and database users that are not used by APS apps. If the required checkbox appears grayed out, it means that this database is used by an app and you can remove it only by removing the respective app.

Accessing Databases

After you have created a database and assigned a database user to it, you can access it from Panel using the **Webadmin** link on the **Websites & Domains tab** > **Databases** page. In this case, Panel automatically uses the corresponding database user credentials.

If you want to access your database using other tools (like SQL Server Management Studio) or want to give other applications access to it, you will need to provide these tools and applications with the following:

- To connect to *MySQL* and *PostgreSQL*, you will need to provide the host name (or IP address) and the database user login and password.

- To connect to *Microsoft SQL Server*, you will also need to specify the Microsoft SQL Server instance. For *Microsoft SQL Server 2008*, Panel uses the `MSSQLSERVER2008` named instance. Therefore, the host can be specified as `mydomain.com\MSSQLSERVER2008` or `123.123.123.123\MSSQLSERVER2008`. For *Microsoft SQL Server 2005*, Panel uses the default instance (`MSSQL 2005`), and you do not need to specify the instance name.

Copying Databases

Panel allows you to copy databases from one database server registered in Panel to another, as well as to any remote server, provided that the source and the destination servers are of the same type, for example, MySQL.

You can copy a database by running **Websites & Domains** > **Databases** > **Copy** for this database and specifying the destination server, the subscription and the database name. For a remote server, you should select **Other** in the **Database destination server** list and provide the following additional information:

- *Host name* or *IP address* of the remote database server.
- *Username* and *password* of the remote database server's administrator. For example, the MySQL administrator's credentials.

Note: When you choose an existing database as a destination, those tables in the destination database whose names also appear in the source database will be fully replaced.

Types of Copy

When you copy a database, you can choose whether to create a full database copy including data in the tables (the **Create a full copy** option), or to copy only the database structure. In the latter case, Panel will create tables without data in the destination database.

Exporting and Importing Databases

With Panel, to export a database means to save a source database in a file which can be used for storage or distribution. To import a database means to restore data from the file to a destination database. You can import a database to the same or another database server. The only restriction is that the destination database should be of the same type, for example, MySQL.

One reason for exporting databases is to back them up. While Panel for Windows offers a separate functionality for backing up databases (on page 282), on Panel for Linux, exporting is the only option for creating separate database backup files.

The export and import functionality is provided by the database management tool available through the **Webadmin** link in **Websites & Domains** > **Databases.**

Note: It is recommended that you import data into a new database.

For the instructions on how to perform import and export with database management tools, refer to the tools' built-in help sections.

Managing Database User Accounts

When you work with a database in Panel, the latter accesses the database on behalf of a user account associated with the database. Therefore, every database should have at least one associated user account; otherwise, you will be unable to access it.

Any database user can be set as *default* for a certain database. Panel will always access the database using this default user even if there are other users associated with it. If a database has several associated user accounts, none of which are default, the first account from the list will be used.

Types of Database Users

There are two types of database user accounts in Panel:

- *User accounts which have access to only one particular database*.
  If you collaborate with other people on managing a website and wish to give them access to the database, you should create separate user accounts for them. Each of these accounts is used to access only one database. In this case, you first create a database and then user accounts.

- *Universal user accounts which have access to all databases*.
  Universal users have access not only to *all* existing databases, but to all newly created databases as well.

  If you plan to install a number of web apps on your site, it may be convenient to create one universal user account, so that all the apps can access their databases using this account. In this case, you first create a user account and then specify it when installing apps.

  Note: A universal user acts only within one database server. If you use several database servers, create a separate universal user account for each server.

Operations with Database Users

You can create, update or remove a database user by going to **Websites & Domains** > **Databases**, and selecting the **Users** tab of the required subscription.

When creating a database user, you will be prompted to provide the user credentials for accessing the database and the name of the database which the specified user will access. A *universal* database user can be created by selecting **Any** for a **Database name**.

Notes:
1. You can remove a default database user only by removing the database associated with this user. Alternatively, you can edit the user and clear the **Make the user default for this database** option, and then remove the user.
2. If a database user was created by an APS app, you can remove this user only by removing the respective app.

Accessing Databases with ODBC (Windows)

If your application needs to access external databases through ODBC, you can create the necessary ODBC connection in Panel. After you have created the ODBC connection, you can customize the application to use that ODBC connection to access information in the database.

Note that the database does not necessarily need to be external; ODBC can be used to access local databases as well.

Operations with ODBC Connections

You can create, change or remove ODBC connections on the **Websites & Domains** > **<*domain_name*>** > **ODBC Data Sources** page.

When you create an ODBC connection, you should provide the connection name and description as well as the required driver. Depending on the selected driver, you will be prompted to specify some additional parameters, such as the path to the database, user credentials, and other connection options.

Backing Up and Recovering Websites

Unfortunately, data loss events are quite common problem today. The reasons of these events may vary: Hardware failures, hacking attacks, and so on. To minimize the consequences of data loss, Panel provides the back up / restore feature. During the backup Panel saves your account configuration along with all websites content into a number of files. You can restore the backup at any time later to recover corrupted data, or just to return Panel to stable state.

This chapter describes how to perform the following operations in your Panel:

▪ Back up all data related to your account and sites. Learn more in the section **Backing Up Account and Websites** (on page 280).

▪ Back up databases (Windows). Learn more in the section **Backing Up Databases (Windows)** (on page 282).

▪ Schedule backups. Learn more in the section **Scheduling Backups** (on page 283).

▪ Restore data from backup archives. Learn more in the section **Restoring Data** (on page 286).

Next in this section:

Backing Up Data

Depending on your needs, Panel can perform two types of backup:

- *Customer account configuration*. Such backups have small size and are convenient for restoring account settings in case of configuration problems.
- *Customer account configuration and websites content*. This type of backup requires more disk space and system resources because the Panel also saves the content of all websites. Such full backups are the best way to prevent data loss.

You can perform backup manually at any time, or schedule it for a specific time. For example, make the full backup once a day at night time when the number of site visits is minimal. To get the details on scheduling backups, refer to the section **Scheduling Backups** (on page 283).

Storing Backups

There are two ways of storing backups in Panel:

- *On the Panel-managed hosting server*. All backup files are stored on your Panel server along with other account content. Note that in this case backup files occupy the disk space provided by your subscription.
- *On a remote FTP server*. All backup files are stored on a remote FTP repository. In this case, backup files do not occupy the disk space provided by your subscription. The instructions on how to configure Panel to save backups to an FTP account are provided below in this section.

Creating Password-protected Backups

Since Panel 11.0, you are able to secure sensitive data in your backups by protecting them with a password. Protection makes it impossible for an attacker to reveal backup data if the security of your external backup storage is compromised.

You can specify a backup password in the following circumstances:

- In your FTP repository settings (**Websites & Domains** > **Backup Manager** > **Personal FTP Repository Settings**).
- When downloading a backup file from the Panel internal repository to some external location.

When uploading these backups back to Panel and restoring them, you will be prompted to provide the password you used for protection.

> **Important:**
> If you forget the password you used for backup protection, it cannot be recovered. Therefore, it is strongly recommended to keep a list of your passwords and corresponding backup file names in a safe place.

Configuring Panel for Working with an FTP Repository

If you are going to use an FTP server for storing backup files, you should specify its settings in **Account** tab > **Back Up My Account and Websites** > **Personal FTP Repository Settings**:

- FTP server's IP address or host name.
- Directory on the server where you want to store backup files.
- User name and password for access to the FTP account.
- Password that Panel will use for protecting backup files.

Next in this section:

Backing Up Account and Websites

➢ *To back up all data related to your account and all your subscriptions:*

1. Go to the **Account** tab > **Back Up My Account and Websites** > **Back Up**.

2. Specify the following:

   ▪ Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the Panel to add a prefix to backup file names. Note that the Panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.

   ▪ Splitting of the backup file. To create a multivolume backup, select the corresponding checkbox and specify volume size in megabytes.

   ▪ Location where to store the backup file. Select the repository where you would like to store the backup file.

   ▪ E-mail notification on backup completion. If you want to be notified of the backup completion, type your e-mail address.

   ▪ What data to back up. You can back up only the account settings or account settings and all data (including databases).

   ▪ **Suspend domains until backup task is completed.** Select this option to prohibit users from making changes to content or settings of websites while they are being backed up.

   > **Note:** If you select this option, then, after restoring the data from this backup file, you will need to manually switch on every domain alias for every site that needs to have domain aliases. This can be done at **Websites & Domains** tab > *domain alias name* > **Switch On**.

3. Click **Back Up**.

When backing up is finished, the backup file will be saved to the repository you selected.

➢ *To back up all websites related to a subscription:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.

2. Go to the **Account** tab > **Back Up Websites** > **Back Up**.

3. Specify the following:

   ▪ Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the Panel to add a prefix to backup file names. Note that the Panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.

   ▪ Splitting of the backup file. To create a multivolume backup, select the corresponding checkbox and specify volume size in megabytes.

   ▪ Location where to store the backup file. Select the repository where you would like to store the backup file.

- E-mail notification on backup completion. If you want to be notified of the backup completion, type your e-mail address.

- What data to back up. You can choose to back up:

  - Only settings of websites.

  - All settings and data with or without mail accounts and messages in mailboxes.

  - Only mail accounts with messages.

- **Suspend domains until backup task is completed.** Select this option to prohibit users from making changes to content or settings of websites while they are being backed up.

  Note: If you select this option, then, after restoring the data from this backup file, you will need to manually switch on every domain alias for every site that needs to have domain aliases. This can be done at **Websites & Domains** tab > *domain alias name* > **Switch On**.

4. Click **Back Up**.

When backing up is finished, the backup file will be saved to the repository you selected.

Backing Up and Restoring Databases (Windows)

If you are using a Windows-based customer account, then you can back up and subsequently restore databases, database user accounts, and data used by your websites.

You can:

- Back up your domain databases with all data and user accounts.
- Restore databases from backup files.
- Download, upload and remove database backup files.
- Recover users who became orphaned after the restoration.

Important: Panel does not back up stored procedures, views, and triggers. The backup utility ignores them and, therefore, they cannot be restored.

➢ *To back up databases:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**.

2. Using the **Database** menu, select the databases you want to back up.

3. Click **Back Up**.

4. Specify the name of the backup file and click **OK**.

5. If you want to download the resulting backup file, click the file name on the next page after the backup process was finished. Specify the location where you want to save the file and click **Save**.

6. Click **OK**.

➢ *To restore a database:*

1. Log in to Control Panel.

2. Go to **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**, select the checkbox corresponding to the backup file you want to restore and click **Restore**.

   If you do not have the backup file on your server, you can upload the backup file to the server repository from your local machine.

3. Confirm the restoration by selecting the corresponding checkbox and click **OK**.

➢ *To upload a backup file to a backup repository:*

1. Go to Control Panel > **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository,** and click **Upload Backup File**.

2. In the **Database name** menu, select the database in whose repository you want to upload the backup file.

3. Click **Browse...** and select the required backup file.

4. Leave the **Restore database backup immediately upon uploading** check box selected if you want the database contents to be restored immediately after the backup file is uploaded.

5. Click **OK**.

The database backup file will be uploaded to the backup repository of the specified database.

Scheduling Backups

➢ *To schedule backing up of data:*

1. Go to the **Account** tab > **Back Up My Account and Websites** > **Scheduled Backup Settings**.

2. Select the **Activate this backup task** checkbox and specify the following:

- When and how often to run the backup.

- A prefix that should be added to the backup file name.

- Splitting of the backup file. To create a multivolume backup, select the respective checkbox and specify volume size in megabytes. Note that volume size cannot exceed 4095 megabytes.

- Location where to store the backup file. Select the repository where you would like to store the backup file.

- Maximum number of backup files stored in the repository. Type a number if you want to recycle backup files: When this limit is reached, the oldest backup files are removed.

- E-mail notification on backing up errors. If you want to send an e-mail notice when something goes wrong during backing up, type the e-mail address you need.

- What data to back up. You can back up only account settings, or account settings and all related data.

- **Suspend domains until backup task is completed.** Select this option to prohibit users from making changes to content or settings of websites while they are being backed up.

3. Click **OK**.

Managing Backup Files

Next in this section:

Uploading and Downloading Backup Files

Downloading Backup Files from Panel

To download a backup file from the Panel repository, choose the corresponding backup file name in **Account** tab **> Back Up My Account and Websites** and specify the location for the file. Before starting the download, Panel will prompt you to enter the backup password.

Uploading Backup Files to Panel

To upload a backup file to the Panel repository, use the **Account** tab **> Back Up My Account and Websites > Upload Files to Server Repository** wizard. Before starting the upload, Panel will prompt you to enter the following backup parameters:

- *Backup file location*.
- *Password*.
  This is the password that you used for protecting the backup data. If you did not use password-protection, leave the corresponding field blank.

  Note: If the password you provide is incorrect, Panel will warn you, but will upload the backup to the server anyway. During the backup restoration, you will be prompted to enter the password again.

Removing Backup Files

To remove a backup file from the Panel repository, select a checkbox corresponding to the backup file you want to remove in **Account** tab **> Back Up My Account and Websites** and click **Remove**.

Uploading and Downloading Database Backup Files (Windows)

➢ *To upload a backup file to backup repository:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository** and click **Upload Backup File**.

2. Select the database in whose repository you want to upload the backup file to in the **Database name** menu.

3. Click **Browse...** and select the required backup file.

4. Leave the **Restore database backup immediately upon uploading** checkbox selected if you want the database contents to be restored immediately after the backup file is uploaded.

5. Click **OK**.

The database backup file will be uploaded to the backup repository of the specified database.

➢ *To download a backup file from backup repository:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository.**

2. In the **Database** menu, select the database whose backup files you want to browse. Leave **All domain databases** selected if you want to browse backup files of all databases on a domain.

3. Click the icon 💾 corresponding to the database backup file you want to download.

4. Select the location where you want to save the backup file and click **Save**.

The backup file will be downloaded from the backup repository.

➢ *To remove a backup file from backup repository:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository.**

2. In the **Database** menu, select the database whose backup files you want to remove. Leave **All domain databases** selected if you want to browse backup files of all databases on a domain.

3. Select a checkbox corresponding to the database backup file you want to remove. Click **Remove**, confirm removal and click **OK**.

Restoring Data

Next in this section:

Restoring Backups

You can restore data from backup files kept in:

- *The Panel internal repository*.
  To restore backup files from Panel repository, choose the backup file name you want to restore on the **Account** tab > **Back Up My Account and Websites** > **Server Repository** tab.

- *An external FTP repository*.
  To restore backup files from Panel repository, choose the backup file name you want to restore on the **Account** tab > **Back Up My Account and Websites** > **Personal FTP Repository** tab.

After you choose the backup file, Panel will start the restoration wizard. You will be prompted to specify the following restoration parameters:

- **Types of data to be restored.**

- **Suspend website until restoration task is completed.** Select this if you want to avoid possible conflicts that may occur when users modify site content or settings while they are being restored.

- **Send an e-mail notice when restoration task is completed.** Type your e-mail address if you want the control panel to notify you when restoring is completed.

- **Conflicts resolution policy.** Specify what to do if any conflicts occur during restoration.

- **Backup security settings.** If the backup was protected with a password, enter the password into the **Password** field. Note that Panel is unable to check whether the password you enter is wrong: The backup will be successfully restored but the data will be corrupted. If you wish to reset user passwords, clear the **Provide the passwords** option.

If any errors or conflicts occur during restoration of data, the wizard will prompt you to select an appropriate resolution. Follow the instructions provided on the screen to complete the wizard.

Restoring Databases (Windows)

➢ *If the database already exists and you only need to restore its contents:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**.

2. Select the required backup file from the list and click **Restore Selected**.

   If you do not have the backup file on the server, you can upload the backup file to the server repository from your local machine. For more information, refer to the section Uploading, Downloading, and Removing Database Backup Files.

3. Confirm the restoration by selecting the corresponding checkbox and click **OK**.

   If you are restoring an MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them. For more information, refer to the section Recovering Orphaned Database Users.

Next in this section:

Post-Restoration Database Repair

If you are restoring an MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them.

➢ *To check if a database has orphaned users and to repair them:*

1. Go to **Websites & Domains** tab > **Databases** > *database name*.

2. If you see a warning saying that there are several orphaned users that should be repaired in order to function properly, you have orphaned users who need to be repaired.

3. To repair orphaned users, click the **Repair now** button corresponding to the users you want to repair.

4. Provide password for the users and click **Repair**.

   If a user is supposed to be a system user without a password, run repair with empty password field.