



# **Plesk 8.3 for Linux/Unix Client's Guide**

# Copyright Notice

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# Preface

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## Who Should Read This Guide

This guide is intended for hosting resellers and owners of multiple domains, who were provided with access to Plesk control panel as part of their shared, dedicated or reseller hosting package.

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## Typographical Conventions

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

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

<u>Formatting convention</u>	<u>Type of Information</u>	<u>Example</u>
<b>Special Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.	Go to the <b>System</b> tab.
	Titles of chapters, sections, and subsections.	Read the <b>Basic Administration</b> chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called <i>wildcard character</i> search.
Monospace	The names of commands, files, and directories.	The license file is located in the <a href="http://docs/common/licenses">http://docs/common/licenses</a> directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	<pre># ls -al /files total 14470</pre>
Preformatted Bold	What you type, contrasted with on-screen computer output.	<pre># cd /root/rpms/php</pre>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

---

## Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback to [userdocs@swsoft.com](mailto:userdocs@swsoft.com). Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.



# Getting Started

Plesk is the control panel software that you use for reselling shared hosting services, and hosting your own domain names and web sites.

You can manage the hosted domain names and web sites on your own, or delegate permissions to manage individual domains to other users. Upon delegation, a separate Domain Administrator's control panel environment is automatically created, providing your customer with site and e-mail management capabilities in accordance with the permissions you define.

Using the Domain Administrator's control panel, a site owner can:

- Change passwords for access to control panel and Web space through FTP,
- Publish and preview a Web site,
- Install, manage and remove databases and Web applications,
- Order and install SSL certificates to secure online transactions (this is possible for Web sites hosted on a dedicated IP address, which is not shared among other Web sites),
- Set up, manage and remove subdomains,
- Host personal Web pages for other users,
- Password protect areas of a Web site,
- Customize Web server error messages,
- Backup and restore a Web site with its databases and applications,
- Schedule automatic backups,
- Create, edit, remove mailboxes, and protect them against spam and viruses,
- Allow access to individual E-mail administration panel to mailbox owners (this is convenient when running mail hosting business or creating mailboxes for other users),
- Create, edit, remove mail forwarders and automatic replies,
- Create, manage, remove mailing lists, subscribe and unsubscribe users.

You have access to all these features from your own control panel, therefore, you will not need to use neither the Domain Administrator's nor E-mail Administrator's control panels.

To learn more about using Domain Administrator's control panel, please refer to the Domain Administrator Guide.

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## Logging In to Plesk

➤ *To log in to your Plesk control panel:*

- 1 Open your web browser, and in the address bar type the URL where your Plesk control panel is located.

For example, <https://your-domain.com:8443>, where your-domain.com is the domain name of your Web host.

- 2 Press ENTER. Plesk login screen will open.
- 3 Type the login name and password your provider gave you into the **Login** and **Password** boxes, respectively.
- 4 If you log in for the first time, select the language for your control panel from the **Interface language** drop-down box. If you had previously specified the interface language and saved it in your interface preferences, leave the **User default** value selected.
- 5 Click **Login**.

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**Note for hosting resellers:** Your customers who were granted access to control panel for managing their own web sites will need to specify their domain names in the **Login** box.

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## If You Forgot Your Password

➤ *To restore your forgotten password:*

- 1 In your web browser's address bar, type the URL where your Plesk control panel is located (for example, <https://your-domain.com:8443>)

- 2 Press ENTER.

Plesk login screen will open.

- 3 Click the **Forgot your password?** link.

- 4 Type your login name into the **Login** box, and type your e-mail address registered in the system into the **E-mail** box.

- 5 Click **OK**.

Your password will be sent to your e-mail address.

## Becoming Familiar with Plesk's Interface

When you log in to control panel, it can open in either a **standard view**, a simplified **desktop view**, or a combination of both. The standard view is a customary view of the control panel divided into two main areas: navigation pane on the left and the main screen where operations are performed on the right.

The desktop view can show site statistics and shortcuts to the operations you frequently perform—everything you may need can now be accessible from a single screen.



Figure 1: Desktop interface.

If your hosting plan includes the Web site creation and management service using Sitebuilder, the following shortcuts are also shown in your control panel's navigation pane:

- **Desktop.** This provides shortcuts to the task-oriented wizards. Here you can perform any operations on your account and Web sites through the Sitebuilder system. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/using\\_desktop\\_interface.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/using_desktop_interface.htm).
- **Users.** Here you can add and manage user accounts and service plans for your customers. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/signing\\_up\\_customers.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/signing_up_customers.htm).
- **Sites.** Here you can add and manage sites. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/managing\\_sites.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/managing_sites.htm).
- **Server.** Here you can view and manage the following system settings:

- **Trial Sites Settings.** Here you can configure settings for trial sites created by your prospective customers. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/setting\\_up\\_sitebuilder\\_wizard\\_for\\_anonymous\\_visits.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/setting_up_sitebuilder_wizard_for_anonymous_visits.htm)
- **Branding.** Here you can configure the logo and title setting for your prospective customers. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/setting\\_up\\_logo\\_and\\_title\\_bar\\_text.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/setting_up_logo_and_title_bar_text.htm)
- **Notifications.** Here you can configure settings for notifications sent by Sitebuilder to your users. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/configuring\\_email\\_message\\_sent\\_at\\_trial\\_site\\_publishing\\_attempt.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/configuring_email_message_sent_at_trial_site_publishing_attempt.htm).
- **Modules.** Here you can view the list of available modules. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/viewing\\_and\\_configuring\\_sitebuilder\\_wizard\\_presets\\_and\\_modules.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/viewing_and_configuring_sitebuilder_wizard_presets_and_modules.htm).
- **Page Sets.** Here you can view the list of available page sets. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/viewing\\_and\\_configuring\\_sitebuilder\\_wizard\\_presets\\_and\\_modules.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/viewing_and_configuring_sitebuilder_wizard_presets_and_modules.htm).
- **Site Families.** Here you can view the list of available templates that combine design templates and page sets. For more information, see [http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en\\_US/html/viewing\\_and\\_configuring\\_sitebuilder\\_wizard\\_presets\\_and\\_modules.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/reseller/en_US/html/viewing_and_configuring_sitebuilder_wizard_presets_and_modules.htm).


Also, on every domain management screen of your Plesk control panel, the **Sitebuilder Wizard** button is shown (**Home > domain name > Sitebuilder Wizard**). You should use it for accessing the Sitebuilder Web site creation and management wizard. For more information, refer to the section *Creating and Publishing Web Sites Using Sitebuilder* (on page 47).

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## Items in the Desktop View

The desktop view originally shows three sections:

- **Tools.** This group shows shortcuts to the operations that you can perform through the control panel. You can freely add and remove these shortcuts.
- **Statistics.** This shows the number of domains you have under your account, disk space and monthly bandwidth usage, and number of mailboxes on your hosted domains.
- **Favorites.** This group shows four types of shortcuts sorted by type and placed on the respective tabs. The **Domains** tab shows shortcuts to your favorite domains. The **Mail Accounts** tab shows shortcuts to the favorite e-mail accounts. The **Shortcuts** tab shows all other types of shortcuts that do not relate to domains and e-mail user accounts. The **Recent** tab shows last ten control panel screens you have been on. The **Favorites** group also provides search tool for finding domains and e-mail accounts. To use the search tool, type the search criteria (this can be any combination of symbols, search is case insensitive) and click  **Search**.

To customize your control panel in the Desktop view, refer to the Customizing Your Control Panel in the Desktop View (on page 22) section.

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## Using Wizards


When you work with Plesk in the Desktop view, you accomplish the tasks you need through wizards. Each wizard is a series of consecutive screens. To accomplish a task using a wizard, follow the instructions displayed on the wizard screens. For information on individual options, refer to the respective sections of this guide.

## Items in the Standard View

The navigation pane is located on the left. It gives you access to sets of administrative functions:

- **Home.** This is where you modify settings related to your account, manage Web sites and e-mail services.
- **Sessions.** When site and mailbox owners log in to control panel, or connect to the server via FTP protocol, they establish sessions that you can monitor and terminate.
- **Help Desk.** This is the help desk system integrated with your control panel. If your provider uses it, then you can use it to report your problems to provider's technical support staff.
- **Help.** Provides context sensitive help.
- **Log Out.** When finished working with control panel, click this icon to close your session.

Below the **Help** icon, there is a context help tip area. It provides a brief description of the current screen or available operations. When you place the mouse pointer over a system element or status icon, it displays additional information.

To navigate through Plesk, you can also 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  **Up Level** icon in the upper-right corner of the screen.

To find items in lengthy lists, use search boxes located above every list of items: type a search criterion into the input box, and click **Search**. A list will show the items matching the search criteria. To return back to viewing all items, click **Show All**.

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.

---

## Changing Your Contact Information and Password

➤ *If you need to update your contact information, or change password:*

- 1 On your Home page, click **Edit** in the **Tools** group.

- 2 Update your information as required, or type a new password, and click **OK**.

➤ *If you forgot your password:*

- 1 In your web browser's address bar, type the URL where your Plesk control panel is located.
- 2 For example, <https://your-domain.com:8443>.
- 3 Press ENTER. Plesk login screen will open.
- 4 Click the **Forgot your password?** link.
- 5 Type your login name into the **Login** box, type your e-mail address registered in the system into the **E-mail** box, and click **OK**.  
Your password will be sent to your e-mail address.

# Customizing Your Control Panel

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## Setting Up Global Account

Global Account is a Single Sign-On technology feature that allows you to log in to different SWsoft products using a single global login and password. If you have several accounts in Plesk, you can connect them all to a global account and switch between these accounts without entering a password every time. You can also connect all your accounts in other SWsoft products to your global account and switch between them without providing credentials.

After you create a global account and connect local accounts to it, you will be able to choose from any account connected to your global account when logging in under your global account.

---

**Note.** Single Sign-On technology and the ability to use global accounts can only be activated through API or Command Line Utility means. Please refer to your Service Provider or the respective documentation for more information on activating Single Sign-On.

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## Creating A Global Account

➤ *To create a global account:*

- 1 Log in to Plesk, go to **Global Account** and click **Connect To Global Account**.
- 2 Select **Create new global account** and provide the login and password for your global account.
- 3 Click **OK**.

Your global account is active now, so you can proceed with connecting other accounts to it. Refer to [Connecting Local Accounts to Your Global Account](#) (on page 17) section for more information.

## Connecting Local Accounts To Your Global Account

➤ *To connect a local Plesk account to your global account:*

- 1 Log in to Plesk under the local account you want to connect.
- 2 Go to **Global Account** and click **Connect To Global Account**.
- 3 Make sure that **Use existing global account** option is selected and provide the login and password for the global account you want to connect to.
- 4 Click **OK**.

Repeat steps 1-4 for other local accounts as necessary.

➤ *To connect an account in another product with SSO support to your global account:*

- 1 Log in to software product with SSO support under the account you want to connect.
- 2 Follow the instructions on connecting to a global account in respective software product documentation. Make sure that you provide the credentials for the existing global account when you are asked to.

Repeat steps 1-2 for other accounts or products as necessary.

---

**Note.** Different software products may use different names for the Global Account feature, such as Federated Identity or Global Login. Refer to respective software product documentation for more information.

---

After you have connected all required accounts to your global account, you can log in under your global account all the time in any product where you have a local account connected to your global account. You will be shown the list of local accounts connected to your global account every time you log in under it, so you can choose which account you would like to use now. You can switch to another account any time you want. Refer to [Switching Between Accounts](#) (on page 18) section for more information.

## Switching Between Accounts

➤ *To switch to another account:*

- 1 Click **Switch User** in the upper right corner.
- 2 Select the account you want to switch to:
  - Choose the required local account from the list of accounts connected to your global account
  - or
  - Select **Specify credentials for another account** and provide login and password for a local account not connected to your global account or to another global account. You can also specify the language for your control panel from the **Interface language** menu. If you had previously specified the interface language for that account and saved it in its interface preferences, leave the **Default** value selected.
- 3 Click **OK**.

## Changing Global Account Password

➤ *To change password of your global account:*

- 1 Log in to Plesk under your global account or any local account connected to it.
- 2 Go to **Global Account** and click **Change Password**.
- 3 Enter your old and new passwords, and click **OK**.

## Disconnecting Local Accounts From Global Account

➤ *To disconnect a local account from your global account:*

- 1 Log in to Plesk under the local account you want to disconnect.
- 2 Go to **Global Account** and click **Disconnect From Global Account**.
- 3 Confirm the disconnection and click **OK**.

Repeat steps 1-3 for other local accounts as necessary.

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## Customizing Your Control Panel in the Standard View

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## Setting Interface Language and Skin for Your Control Panel

To select an interface language and theme (skin) for your control panel:

- 1 On your Home page, click the **Preferences** icon in the **Tools** group.
- 2 Select the desired interface language and skin from the respective drop-down boxes.

Plesk's interface has been translated to a number of languages, so if you do not see your own language in the list, ask your provider to install the respective language pack.

- 3 Click **OK**.

## Setting a Custom Logo

➤ *To set up a custom logo image that will be visible to your customers when they log in to Plesk control panel:*

- 1 On your Home page, click **Branding**.
- 2 Click **Browse...** to navigate to the desired image file that you have on your local computer.

We recommend that you use an image that is 50 pixels in height, in GIF, JPEG or PNG format, and preferably not larger than 100 kilobytes to minimize the download time.

- 3 If you wish to attach a hyperlink to the logo image, type the URL into the **Enter new URL for logo** box.
- 4 Click **OK** to submit.

➤ *To restore the original Plesk logo image:*

- 1 On your Home page, click **Branding**.
- 2 Click **Default Logo**.

## Adding a Hyperlink Button to Your Control Panel

- *To add a custom hyperlink button to your Plesk control panel and specify whether your customers will see it in their control panels:*
- 1 On your Home page, go to **Custom Buttons** and click **Add New Button**.
  - 2 Specify properties of the button:
    - Type the text that will show on your button in the **Button label** field.
    - Choose the location for your button. To place it in the right frame of your Home page, select the **Client home page** value from the **Location** drop-down box. To place it on each domain's administration screen (**Home > domain name**), select the **Domain Administration page** value. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.
    - Specify the priority of the button. Plesk will arrange your custom buttons on the control panel in accordance with the priority you define: the lower the number – the higher is 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.
    - Type the hyperlink of your choice to be attached to the button into the **URL** box.
    - Using the checkboxes, specify whether to include the information, such as domain name, FTP login, FTP password and other data to be transferred within the URL. These data can be used for processing by external web applications.
    - In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.
    - Select the **Open URL in the Control Panel** checkbox if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this check box unchecked to open the URL in a separate browser window.
    - If you wish to make this button visible to the mailbox users with access to control panel, select the **Visible to all sub-logins** checkbox.
  - 3 Click **OK** to complete creation.




## Removing a Hyperlink Button from Your Control Panel

- *To remove a hyperlink button from your Plesk control panel:*
- 1 On your Home page, click **Custom Buttons** in the **Tools** group.
  - 2 Select a check box corresponding to the button that you wish to remove and click **✗ Remove Selected**.


---

## Customizing Your Control Panel in the Desktop View

➤ *To add or remove items from the desktop:*


- 1 Go to **Desktop** >  **Customize Desktop**.
- 2 In the **Tools** group, specify what tasks you would like to accomplish through the control panel. The appropriate shortcuts will be placed to the desktop. The **Selected tasks** list shows the tasks for which shortcuts are already placed on the desktop. The **Available tasks** list shows the tasks for which you do not yet have shortcuts on your desktop.
  - To add a shortcut to the desktop, select the required tasks in the **Available tasks** list and click **Add >>**.
  - To remove a shortcut from the desktop, select the task that you do not need in the **Selected tasks** list and click **<< Remove**.
- 3 To show your custom buttons on the desktop, select the **Custom buttons** check box.
- 4 To show the shortcut for creating new custom hyperlink buttons at the bottom of the desktop, select the **Create a new domain custom button** check box.
- 5 Specify whether to show the **Statistics** and **Favorites** groups and what items to show there. Clearing check boxes will remove the respective items from the desktop. The **Favorites** group shows the links to items or control panel screens that you added to desktop by navigating to the respective control panel screens and clicking the  **Create shortcut** or  **Add to favorites** icons.
- 6 Click **OK**.

➤ *To add a domain to the Favorites group of the desktop:*


- 1 On your Home page, click the domain name you want to add to favorites.
- 2 Click the  **Add to favorites** icon at the upper right corner of the screen.
- 3 Specify the desktop shortcut label and the description.
- 4 Click **OK**.

➤ *To add a mail account to the Favorites group of the desktop:*


- 1 On your Home page, click the required domain name.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the e-mail address you want to add to favorites.

- 4 Click the  **Add to favorites** icon at the upper right corner of the screen.
- 5 Specify the desktop shortcut label and the description.
- 6 Click **OK**.


➤ **To add items to the Favorites group of the desktop:**

- 1 Navigate to the control panel screen you need.
- 2 Click the  **Create Shortcut** icon at the upper right corner of the screen.
- 3 Specify the desktop shortcut label and the description.
- 4 Click **OK**.

➤ **To remove items from the Favorites group of the desktop:**

- 1 On the desktop, click the shortcut that you wish to remove.
- 2 Click the  **Edit Favorites** icon in the upper right corner of the screen.
- 3 Click **Remove**.

OR

- 1 On the desktop, click the  icon corresponding to the shortcut that you wish to remove.
- 2 Click **Remove**.

# Viewing Resource Allotments and Hosting Features Included in Your Hosting Package

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## Viewing IP addresses Included in Your Hosting Package

To view the IP addresses included in your hosting package, on your Home page, click **IP Pool**. 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 Web site secured with Secure Sockets Layer encryption, or

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

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



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- The **Certificate** column shows which SSL certificate (for what domain name) is tied to an IP address. See the section "Securing e-commerce transactions with Secure Sockets Layer encryption" for details.
- The **FTP over SSL** column shows whether it is possible to use secure FTP connection (FTP over SSL) on one of the domains hosted on this IP. To switch on FTP over SSL for an exclusive IP address, select the check box corresponding to the required IP address under the **FTP over SSL** column.
- The **Hosting** column shows a number of web sites hosted on an IP address. To view the domain names of these web sites, click the number in the **Hosting** column.

---

## Viewing Resource Allotments for Your Account

To view the resource allotments for your account, on your Home page, click the **Limits** icon. The resource allotments are shown as follows:

- **Maximum number of domains.** The total number of domain names/web sites you can host on the server. This includes web sites that you host on this server, and domain forwarders that point to web sites hosted on other servers. Domain aliases (additional domain names for a site hosted on this server) are not limited by this resource type.
- **Maximum number of subdomains.** The total number of subdomains that can be hosted for your sites.
- **Maximum number of domain aliases.** The total number of additional alternative domain names that you can use for your sites.
- **Disk space.** The total amount of disk space in megabytes that can be occupied by your web sites and sites of your customers. It includes disk space occupied by all files related to all domains/web sites: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by the icon  shown in the control panel to the left of your name (see the top of the right frame on your Home page).
- **Maximum amount of traffic.** The amount of data in megabytes that can be transferred from your web sites during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by the icon  shown in the control panel to the left of your name (see the top of the right frame on your Home page).
- **Maximum number of web users.** The total number of personal web pages that you or your customers can host for other users. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>. Refer to the Hosting Personal Web Pages on Your Web Server section for details.
- **Maximum number of databases.** The total number of databases that can be hosted on the server.
- **Maximum number of mailboxes.** The total number of mailboxes that can be hosted on the server.
- **Mailbox quota.** The limit on amount of disk space in kilobytes that can be allocated to each mailbox for storing e-mail messages and autoresponder attachment files.
- **Maximum number of mail forwarders.** The total number of mail forwarders that can be set up on the server.
- **Maximum number of mail autoresponders.** The total number of automatic responses that can be set up on the server.

- **Maximum number of mailing lists.** The total number of mailing lists that can be hosted on the server. The mailing lists are served by the GNU Mailman software, which may or may not be installed on the server. If it is not installed and you or your customers would like to use it, ask your provider to install it.
- **Maximum number of Java applications.** The total number of Java applications or applets that can be hosted on the server.
- **Validity period.** The term of your hosting or reseller account. At the end of the term, your domains/web sites will be suspended, their Web, FTP and mail services will no longer be accessible to the Internet users, and domain owners will not be able to log in to their control panels.

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## Viewing the List of Operations You Can Perform within Your Control Panel

To view the list of operations you can perform within your control panel, on your Home page, click the **Permissions** icon. The permissions for operations are listed as follows:

- **Domain creation.** Shows whether you can host new domain names/web sites on the server.
- **Physical hosting management.** Shows whether you can fully control hosting accounts for your web sites. If it says **No**, then you can only change FTP password for accessing your web spaces.
- **Hosting performance settings management.** Shows whether you can limit connections and bandwidth usage for your sites.
- **PHP safe mode management.** Shows whether you can switch the PHP safe mode off for your sites. By default, PHP is configured to operate in safe mode with functional restrictions. To learn more about PHP safe mode, refer to <http://php.net/features.safe-mode>. Some web applications may not work properly with safe mode enabled: If an application on a site fails due to safe mode, switch the safe mode off (or ask your provider to do this) by clearing the **PHP 'safe\_mode'** on check box in the hosting account properties (**Home > domain name > Setup** icon in the **Hosting** group).
- **Management of shell access to the server.** Shows whether you can access the server shell and allow other users to do so.
- **Hard disk quota assignment.** Shows whether you can set up the hard quotas on disk space allocated to your sites.
- **Subdomains management.** Shows whether you can set up, modify and remove subdomains.
- **Domain aliases management.** Shows whether you can set up additional alternative domain names for your web sites.
- **Log rotation management.** Shows whether you can adjust the cleanup and recycling of processed log files for your site.
- **Anonymous FTP management.** Shows whether you can have an FTP directory where all users could download and upload files without the need to enter login and password. A web site should reside on a dedicated IP address in order to use anonymous FTP service.
- **Task scheduling.** Shows whether you can schedule tasks in the system. Scheduled tasks can be used for running scripts or utilities on schedule.
- **DNS zone management.** Shows whether you can manage the DNS zones of your domains.
- **Java applications management.** Shows whether you can install Java applications and applets on the web site through the control panel.
- **Mailing lists management.** Shows whether you can use mailing lists provided by the GNU Mailman software.
- **Spam filter management.** Shows whether you can use spam filter provided by the SpamAssassin software.

- 
- **Antivirus management.** Shows whether you can use server-side antivirus protection for filtering incoming and outgoing mail.
  - **Backup and restore functions.** Shows whether you can use the control panel's facilities to backup and restore your sites. Scheduled and on-demand backups are supported.
  - **User interface.** Shows what type of Plesk control panel interface you can use - standard, desktop, or both.
  - **Desktop management.** Shows whether you can customize and manage your desktop interface.
  - **Ability to use remote XML interface.** Shows whether you can remotely manage Web sites through custom applications. The XML interface 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 about using Plesk control panel's XML interface (also referred to as Plesk API RPC), please visit <http://download1.swsoft.com/Plesk/Plesk8.1/Doc/plesk-8.1-api-rpc/index.htm>.

# Implementing Hosting Plans Using Domain Templates

If you are going to resell hosting services or planning to host numerous domains and web sites, you may want to create hosting configuration presets, referred to as domain templates, that will simplify setting up hosting accounts for new domains and web sites. The templates cover all resource usage allotments, permissions and limits that you can define for a hosting account, plus mail bounce and Web statistics retention settings.

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## Creating Templates

To implement a hosting plan (or simplify setup of multiple domains), create a domain template, and define hosting services and resource allotments in accordance with your hosting plan:

- 1 On your Home page, click the **Domain Templates** icon in the **Tools** group.
- 2 Click **Add Domain Template**.
- 3 Specify the template properties:

**a Template name.** Specify a name for this template. During setup of a new hosting account, you will be prompted to select the required template by its name. Therefore, we recommend that you choose a meaningful name that corresponds to one of your hosting plans or describes the amount of allotted resources. For example, **Mail hosting, 1GB disk space, 500 mailboxes**.


**b Mail to nonexistent users.** Specify the domain-wide mail bounce options: When somebody sends an e-mail message to an e-mail address that does not exist under your domain, the mail server on your domain accepts mails, processes it, and when it finds out that there is no such a recipient under your domain, it returns the mail back to sender with the “this address no longer accepts mail” notice. You can choose to:

- change the default notice if you do not like it (leave the **Bounce with message** option selected and type another message into the input box),
- forward undelivered mail to another e-mail address (select the **Forward to address** option and specify the e-mail address you need), or
- reject mail without accepting it (select the **Reject** option). This setting can decrease mail server load caused by a large amount of spam, which is often directed at randomly generated user names. However, for spammers this can somewhat speed up scanning your mail server for valid e-mail addresses.

**c WebMail.** Specify whether the users of mailboxes in this domain should be able to read their mail through a browser based WebMail application.

**d Maximum number of subdomains.** Specify the number of subdomains that can be hosted under this domain.

**e Maximum number of domain aliases.** Specify the total number of additional alternative domain names that the site owner will be able to use for his or her web site.

**f Disk space.** Specify the total amount of disk space allocated to a hosting account associated with the domain. This amount is measured in megabytes. It includes disk space occupied by all files related to this domain/web site: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by the icon  shown in the control panel to the left of the domain name (see the list of domain names on your Home page). And then you can do the following:

- you can notify the domain owner and suspend the domain/web site after a grace period until you receive the payment (not so good for your business, but if you are going to follow that way, see the chapter "Suspending and Unsuspending Domains and Web Sites"),  
or
- upgrade the hosting plan for your customer (see the instructions on upgrading hosting plans further in this section).

**g Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the web site during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by a corresponding icon shown in the control panel to the left of the domain name (see the list of domain names on your Home page). When a web site starts attracting more visitors and requires more bandwidth, consider upgrading a hosting plan (see the instructions on upgrading hosting plan below).

**h Maximum number of web users.** Specify the number of personal web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>. If you wish to allow execution of scripts embedded in personal web pages, select also the **Allow the web users scripting** check box. See the Hosting Personal Web Pages on Your Web Server section for details.

**i Maximum number of databases.** Specify the number of databases that can be hosted in a domain.

**j Maximum number of mailboxes.** Specify the number of mailboxes that can be hosted in a domain.

**k Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated for storing e-mail messages and autoresponder attachment files to each mailbox in a domain.

**l Maximum number of mail forwarders.** Specify the number of mail forwarders that can be used in a domain.

**m Maximum number of mail autoresponders.** Specify the number of automatic responses that can be set up in a domain.

**n Maximum number of mailing lists.** Specify the number of mailing lists that the domain owner can run in a domain. The mailing lists are served by the GNU Mailman software, which may or may not be installed on the server. If it is not installed and you or your customers would like to use it, ask your provider to install it. To allow the use of mailing lists, you should also put a check mark into the **Mailing lists** check box under the Preferences group.

**o Maximum number of Java applications.** Specify the maximum number of Java applications or applets that the domain owner can install in a domain.

**p Validity period.** Specify the term for a hosting account. At the end of the term, the domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel. Hosting accounts cannot be automatically renewed, therefore, in order to bring the hosted domain name/web site back to operation, you will need to manually renew the hosting account: on your Home page, click the domain name you need, click the **Limits** icon, specify another term in the **Validity period** box, click **OK**, then click the **Enable** icon in the **Domain** group (**Home > domain name**).



**q Log rotation.** 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 statistical utilities running on the server, which then present graphical reports on demand. If you need to view the contents of these raw log files for debugging purposes, on your Home page, click the domain name you need, click **Log Manager**, and then click the log file name you need. To prevent these log files from growing too large, you should enable automatic cleanup and recycling of log files:

- select the **Switch on log rotation** check box,
- specify when to recycle log files,
- specify how many instances of each log file processed by Plesk's statistical utilities to store on the server,
- specify whether they should be compressed,
- specify whether they should be sent to an e-mail address after processing.

**r Web and traffic statistics retention.** Specify the number of months during which the Web and bandwidth usage statistics should be kept on the server.

**s DNS.** Specify whether the DNS server on your Web host should act as a master (primary) or slave (secondary) name server for the domain name zone. A primary name server stores locally the zone file it serves, while a secondary server only retrieves a copy of this file from the primary. You would normally leave the **Master** option selected.

**t Physical hosting account.** If you are going to host not only domain names, but also web sites, select the **Physical hosting** check box and specify the hosting features:

- **Hard disk quota.** In addition to the soft quota, you can specify the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get "Out of disk space" error.
- **SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites 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 web sites with different domain names on a single IP address (shared or name-based hosting) 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 Web sites, select the **SSL support** check box.
- **Create and publish site using Sitebuilder.** This will enable the domain administrator to create and manage a Web site using Sitebuilder.
- **Use a single directory for housing SSL and non-SSL content.** By default, when users publish their sites through their FTP accounts, they need to upload the web content that should be accessible via secure connections to the `httpsdocs` directory, and the content that should be accessible via plain HTTP, to the `httpdocs` directory. For the convenience of publishing all content through a single location – `httpdocs` directory, select the **Use a single directory for housing SSL and non-SSL content** check box.

- **FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable users to publish and modify their sites through Microsoft FrontPage, select the **FrontPage support** and **FrontPage over SSL support** check boxes and set the **FrontPage authoring** option to **allowed**.
  - **Support for programming and scripting languages widely used in development of dynamic Web sites and server-side Web applications.** Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the web server: Active Server Pages (ASP), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl, Python, ColdFusion, and Miva scripting required for running Miva e-commerce solutions.
  - **Web statistics.** To allow domain/web site owner to view the information on the number of people visited his or her site and the pages of the site they viewed, select the statistical package you need from the **Web statistics** menu (**AWStats** is recommended), and select the **accessible via password protected directory /plesk-stat/** check box. This will install the statistical software of your choice, which will generate reports and place them into the password-protected directory. The domain/web site owner will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/webstat> using their FTP account login and password.
  - **Custom error documents.** When visitors coming to your 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 wish to create your own error pages and use them on your web server or allow your customers to do that, select the **Custom error documents** check box.
  - **Shell access to server with FTP user's credentials.** This allows a site owner to upload securely web content to the server through a Secure Socket Shell connection, however, allowing shell access also poses a potential threat to the server security, so we recommend that you do not allow shell access. Leave the **Forbidden** option selected.
- 4 Click **OK** to complete creation of a template.

During setup of a hosting account for a new domain/web site, you will select the required template and the hosting account will be created and allocated the resources and hosting services you defined.

---

## Modifying Templates

- *To reflect the changes in your hosting package offerings that will apply to the newly created accounts:*
- 1 On your Home page, click **Domain Templates** in the **Tools** group.
  - 2 Click the template name corresponding to the hosting plan you wish to update.
  - 3 Modify the settings as required and click **OK**.

Note that modifying templates does not affect the existing domains and web sites.

---

## Removing Templates

- *To remove a template that you no longer need:*
  - 1 On your Home page, click **Domain Templates** in the **Tools** group.
  - 2 Select a check box corresponding to the template you no longer need.
  - 3 Click **✗ Remove Selected**. Confirm removal and click **OK**.

# Hosting Web Sites

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## Predefining Content for New Web Sites

You can set your control panel to automatically include specific files and directories into Web spaces created for newly hosted Web sites. This can be a set of useful scripts, custom error messages, a placeholder index.html page, or any other files of your choice. These files can then be replaced, edited or removed on a per-site basis.

To set up the control panel so as to automatically include your web content into web spaces:

- 1 On your local file system, create the required directories: `httpdocs`, `httpsdocs`, `cgi-bin`, `anon_ftp`, `error_docs`.
- 2 Place the files you need into the directories you have created: Place web pages into `httpdocs` and `httpsdocs` directories, scripts to `cgi-bin` directory, and custom error messages to `error_docs` directory.
- 3 Pack the directories and files into an archive file in `tgz`, `tar`, `tar.gz`, or `zip` format.

Make sure that the directories are in the root of the archive file and not in a subdirectory.

- 4 Log in to your Plesk control panel.
- 5 On your Home page, click the **Skeleton** icon in the **Tools** group.
- 6 Click the **Browse** button to locate the archive file on your local computer, select the file, and click the **Send File** button.

To revert back to the original structure of web server directories and files:

- 1 On your Home page, click the **Skeleton** icon.
- 2 Click the **Default** button.

---

## Obtaining Domain Names

Before you publish a site on the Internet, you must register your unique domain name with a domain name registration authority. A domain name is an easy-to-remember web site address.

When you want to visit a web site, you enter a domain name (e.g. `your-domain.com`) or a Uniform Resource Locator (e.g. <http://www.your-domain.com>) into your browser's address bar. In order to show you the requested site, your browser first needs to find out the IP address corresponding to the requested domain name because machines address each other by IP addresses—domain names were devised for humans. So, the browser queries the name servers in the distributed Domain Name System, which translates the requested domain name to IP address and returns the IP address to the browser. Finally, the browser connects to the web server at the specified IP address and retrieves the web pages from there. Thus, to allow other users to find your site by its domain name, you must register your domain name with the Domain Name System.

When choosing a domain name for your site, consider a word or combination of words that is relevant to your business, brand name, or topic of interest. A domain name should be easy to remember. If your domain name will comprise several words, you may want to separate these words with hyphens: this will help search engines distinguish between words, therefore, the users will be able to find your site faster.

To increase the chances to find your site for your customers, you may also want to buy the non-hyphenated version of the same domain name, for example, `yourdomain.com` and redirect it to your original domain - `your-domain.com`. To protect your domain name, you may want to register it in different top level domains: `your-domain.com`, `your-domain.net`. For a domain name comprising a single word that users can misspell and type incorrectly, you may also want to purchase one or few misspelled versions of your domain name that you will point to your original site. To give you a real life example of how this can be: there is the Google search engine with a primary web site address [www.google.com](http://www.google.com). Knowing that people sometimes swap two adjacent letters or type more letters than required, the three additional domain names pointing to the original site were set up: [www.gogle.com](http://www.gogle.com), [www.goolge.com](http://www.goolge.com), and [www.qooogle.com](http://www.qooogle.com).

Once you have decided on the right domain name, you can register it with a domain name registration authority, or ask your service provider to do that for you. Registration cost varies between registrars (usually from 4 to 10 US dollars per year).

It is possible to register and manage domain names through Plesk, if your service provider enabled this option.

- To register a domain name through Plesk, click **Register** on your Home page. You will be taken to MyPlesk.com website, where a simple step-by-step wizard will guide you through the registration procedure.
- To manage domain names through Plesk, click **Manage** on your Home page. You will be taken to MyPlesk.com website, where you can log in and manage your domain names.

# Setting Up Hosting Account for a Web Site

To host a web site on the server:

- 1 On your Home page, click **Add New Domain**.
- 2 Specify the domain name just as you have registered it. Leave the **www** check box selected if you wish to allow users to access your site by a common and habitual URL like [www.your-domain.com](http://www.your-domain.com).

Having the www alias preceding your domain name will not cost you anything, but it will allow users to get to your site no matter what they type in their browsers: [www.your-domain.com](http://www.your-domain.com) and your-domain.com will both point to your site.

- 3 If you have previously created a domain template and predefined all hosting features and resource usage allotments (as described in the chapter "Implementing Hosting Plans"), select the required template from the **Select template** box.
- 4 If you have a number of IP addresses to choose from, select the required address from the **Select an IP address** drop-down box.

Bear in mind that e-commerce sites need a dedicated IP address (not shared among other sites) to implement Secure Sockets Layer data encryption.

- 5 Make sure that there is a check mark in the **Proceed to hosting setup** check box and click **OK**.
- 6 Select the **Physical hosting** option to host the Web site on this machine.

Upon completion of this procedure, your control panel will set up the domain name server on this machine to serve the new domain name and prepare the web server to serve the new Web site: a new zone file with appropriate resource records will be added to the Domain Name Server's configuration files, a web space will be created inside the Web server's directory, and necessary user accounts will be created on the server.

**Note:** If your site is hosted on another machine, and you wish to set up your control panel's DNS server only to serve the DNS zone for that site, select either **Frame forwarding** or **Standard forwarding** option. With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location. For example: your customer has a free personal web site with his or her Internet Service Provider or a free Web host, and the Web site address is <http://www.geocities.com/~myhomepage>. The customer purchased a second level domain name [www.myname.com](http://www.myname.com) and wants you to provide domain forwarding to his Web site. In this case you would normally choose the **Frame forwarding** service. See the chapter "Serving the Domain Names for Sites Hosted on Other Servers (Domain Forwarding)" for details.

- 7 Specify the properties of a hosting account:

- **SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites 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 web sites with different domain names on a single IP address (shared or name-based hosting) 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 Web sites, select the **SSL support** check box.
- **Use a single directory for housing SSL and non-SSL content.** By default, when users publish their sites through their FTP accounts, they need to upload the web content that should be accessible via secure connections to the httpsdocs directory, and the content that should be accessible via plain HTTP, to the httpdocs directory. For the convenience of publishing all content through a single location – `httpdocs` directory, select the **Use a single directory for housing SSL and non-SSL content** check box.
- **FTP login and FTP password.** Specify the user name and password that will be used for publishing the site to the server through FTP. Retype the password into the **Confirm Password** box.
- **Hard disk quota.** Specify the amount of disk space in megabytes allocated to the web space for this site. This is the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get the "Out of disk space" error. Hard quotas should be enabled in the server's operating system, so if you see the "Hard disk quota is not supported" notice to the right of the **Hard disk quota** field, but would like to use the hard quotas, contact your provider or the server administrator and ask to enable the hard quotas.
- **Create and publish Web site using Sitebuilder.** This allows a site owner to create and manage his or her Web site using the Sitebuilder program installed on your server.
- **Shell access to server with FTP user's credentials.** This allows a site owner to upload securely web content to the server through a Secure Socket Shell connection, however, allowing shell access also poses a potential threat to the server security, so we recommend that you do not allow shell access. Leave the **Forbidden** option selected.
- **FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable users to publish and modify their sites through Microsoft FrontPage, select the **FrontPage support** and **FrontPage over SSL support** check boxes, set the **FrontPage authoring** option to **allowed**, and specify the **FrontPage Administrator's login and password**.



- **Support for programming and scripting languages widely used in development of dynamic Web sites and server-side Web applications.** Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the web server: Active Server Pages (ASP), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl, Python, ColdFusion, and Miva scripting languages. By default, PHP is configured to operate in safe mode with functional restrictions. To learn more about PHP safe mode, refer to <http://php.net/features.safe-mode>. Some web applications may not work properly with safe mode enabled: If an application on a site fails due to safe mode, switch the safe mode off (or ask your provider to do this) by clearing the **PHP 'safe\_mode' on** check box in the hosting account properties (**Home > domain name > Setup** icon in the **Hosting** group).
- **Web statistics.** To allow domain/web site owner to view the information on the number of people visited his or her site and the pages of the site they viewed, select the statistics program you need from the **Web statistics** menu (**AWStats** is recommended), and select the **accessible via password protected directory /plesk-stat/** check box. This will install the statistics program of your choice, which will generate reports and place them into the password protected directory. The domain/web site owner will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/webstat> using his or her FTP account login and password.
 

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**Note:** When you switch from one statistics program to another, all reports created by the previously used statistics program are deleted and new reports are created in accordance with the information read from log files kept on the server. This means that if you configured the system (at **Home > domain name > Log Manager > Log Rotation**) so as to keep log files only for the last month, then Web statistics will be available only for the last month.

---
- **Custom error documents.** When visitors coming to your 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 wish to create your own error pages and use them on your web server or allow your customers to do that, select the **Custom error documents** check box.

**8 Click OK.**

Now the server is ready to accommodate the new web site, and the site owner can publish the site to the server. For instructions on publishing a Web site, refer to the Publishing a Site (on page 47) section of this guide.

**Note:** If you transferred this domain name from another Web host, you will need to update the host DNS address with the domain name registrar so as to point to your name servers: log in to your registrar's web site, locate the forms used to manage the domain host pointers, and replace the current DNS host settings with your name servers' hostnames. The information on new name servers will spread across the DNS system within 48 hours.

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If you have registered several domain names that you would like to point to a site hosted on this server, you should set up domain aliases. Refer to the Setting Up Additional Domain Names for a Site (Domain Aliases) section for details.

If you need to host on your account several domains, which will point to a site hosted on another server, you should set up domain forwarding. Refer to the Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding) chapter for details.



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## Limiting the Amount of Resources a Site Can Consume

By default, new web sites that you set up without the help of domain templates, are allowed to consume unlimited amounts of bandwidth (data transfer) and disk space.

To limit the amount of resources a site can consume:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Limits** icon.
- 3 Adjust the resource usage allotments as required:
  - a **Maximum number of subdomains.** Specify the number of subdomains that can be hosted under this domain.
  - b **Maximum number of domain aliases.** Specify the number of additional alternative domain names that the site owner will be able to use for his or her web site.
  - c **Disk space.** Specify the total amount of disk space allocated to a hosting account associated with the domain. This amount is measured in megabytes. It includes disk space occupied by all files related to this domain/web site: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by a corresponding icon  shown in the control panel to the left of the domain name (see the list of domain names on your Home page). And then it is up to you to decide what to do with the web site:
    - you can notify the domain owner and suspend the domain/web site after a grace period until you receive the payment (not so good for your business, but if you are going to follow that way, see the Suspending and Unsuspending Hosting Accounts section),
    - or
    - upgrade the hosting plan for your customer (see the instructions on upgrading hosting plans in the chapter Implementing Hosting Plans).
  - d **Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the web site during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by a corresponding icon  shown in the control panel to the left of the domain name (see the list of domain names on your Home page). When a web site starts attracting more visitors and requires more bandwidth, consider upgrading a hosting plan (see the instructions on upgrading hosting plan in the chapter Implementing Hosting Plans).
  - e **Maximum number of web users.** Specify the number of personal web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>. If you wish to allow execution of scripts embedded in personal web pages, select the **Allow the web users scripting** check box. See the Hosting Personal Web Pages on Your Web Server section for details.
  - f **Maximum number of databases.** Specify the number of databases that can be hosted in a domain.

**g Maximum number of mailboxes.** Specify the number of mailboxes that can be hosted in a domain.

**h Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated for storing e-mail messages and autoresponder attachment files to each mailbox in a domain.

**i Maximum number of mail forwarders.** Specify the number of mail forwarders that can be used in a domain.

**j Maximum number of mail autoresponders.** Specify the number of automatic responses that can be set up in a domain.

**k Maximum number of mailing lists.** Specify the number of mailing lists that the domain owner can run in a domain. The mailing lists are served by the GNU Mailman software, which may or may not be installed on the server. If it is not installed and you or your customers would like to use it, ask your provider to install it.

**l Maximum number of Java applications.** Specify the maximum number of Java applications or applets that the domain owner can install in a domain.

**m Validity period.** Specify the term for a hosting account. At the end of the term, the domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel. Hosting accounts cannot be automatically renewed, therefore, in order to bring the hosted domain name/web site back to operation, you will need to manually renew the hosting account: on your Home page, click the domain name you need, click the **Limits** icon, specify another term in the **Validity period** box, click **OK**, then click the **Enable** icon in the **Domain** group (**Home > domain name**).

**4** Click **OK**.

➤ *To protect your site from DoS attacks and to ensure that your site responds promptly when there are many visitors, you can limit the number of simultaneous connections to the site and limit the amount of bandwidth that visitors to the site can consume:*

**1** Click the **Domains** shortcut in the navigation pane.

**2** Click the domain name you need.

**3** Click **Performance**.

**4** Select the **Switch on bandwidth limiting** check box, and in the **Maximum network use (KB/S)** box, type the maximum speed in kilobytes per second that a site can share among all its connections. For example: 128.

**5** Select the **Switch on connections limiting** check box, and in the **Connections limited to** box, type the maximum number of simultaneous connections. For example: 100.

**6** Click **OK**.

## Allowing the Site Owner to Log in to Control Panel

To allow the site owner to log in to control panel for managing his or her web site:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Domain Administrator** icon in the **Domain** group.
- 3 Select the **Allow domain administrator's access** check box.
- 4 Type the password for access to the site owner's control panel.  
For security reasons, the password should be more than 8 symbols, and it should comprise a combination of letters, numbers, and punctuation; dictionary words and proper names should be avoided.
- 5 Specify the settings related to the appearance of user's control panel, if desired: interface language, theme (skin), the limit on number of characters that can appear on custom buttons placed into the control panel by the site owner.
- 6 Leave the **Allow multiple sessions** check box selected to allow the site owner to have several simultaneous sessions in the control panel.
- 7 Leave the **Prevent users from working with the control panel until interface screens are completely loaded** check box selected.

This will forbid users from submitting data or performing operations until the control panel is ready to accept them.

- 8 Specify the operations that the site owner will be able to perform in his or her control panel:
  - **Physical hosting management.** Allow or disallow full control of the hosting account and Web space.
  - **FTP password management.** Allow or disallow the user to change his or her FTP account password.
  - **Management of shell access to the server.** It is recommended that you leave the **Client cannot allow or disallow shell access** option selected.
  - **Hard disk quota assignment.** Allow or disallow the site owner to adjust the hard quota on disk space allocated to his or her web space.
  - **Subdomains management.** Allow or disallow the site owner to set up, modify and remove subdomains.
  - **Domain aliases management.** Allow or disallow the site owner to set up additional alternative domain names for his or her web site.
  - **Log rotation management.** Allow or disallow the site owner to adjust the cleanup and recycling of processed log files.
  - **Anonymous FTP management.** Allow or disallow the site owner to have an FTP directory where all users could upload and download files without the need to enter login and password. A web site should reside on a dedicated IP address in order to use anonymous FTP.
  - **Task scheduling.** Allow or disallow the site owner to schedule tasks in the system. Scheduled tasks can be used for running scripts or utilities on schedule.

- **DNS zone management.** Allow or disallow the site owner to manage the DNS zone of his or her domain. This is recommended only for experienced users.
- **Java applications management.** Allow or disallow the site owner to install Java applications and applets on the web site.
- **Mailing lists management.** Allow or disallow the site owner to use mailing lists provided by the GNU Mailman software.
- **Spam filter management.** Allow or disallow the site owner to use spam filter provided by the SpamAssassin software.
- **Antivirus management.** Allow or disallow the site owner to use server-side antivirus protection for filtering incoming and outgoing mail.
- **Backup and restore functions.** Allow or disallow the site owner to use the control panel's facilities to backup and restore his or her site. Scheduled and on-demand backups are supported.
- **User interface.** Choose what type of Plesk control panel interface site owner can use - standard, desktop, or both.
- **Desktop management.** Allow or disallow the site owner to customize and manage their desktop interface.

**9** Specify the site owner's contact information.

**10** Click **OK**.

Now you can tell your customer the control panel's URL, login and password. The URL is [https://<user's\\_domain\\_name>:8443](https://<user's_domain_name>:8443), where <user's\_domain\_name> is the domain name without the www alias. The login name that the site owner should specify in order to log in to the control panel is his or her domain name, for example, your-domain.com.

# Creating and Publishing a Site

If your hosting plan includes the Web site creation and management service using Sitebuilder, you can create and publish Web sites using Sitebuilder. Or you can create your site content (Web pages, scripts and graphic files that compose your site) on your home or office computer and then publish it to the server in any of the following ways:

- Through FTP connection (most common and easiest way)
- Through Plesk File Manager
- Through Secure Shell connection (only for users of Linux and FreeBSD operating systems)
- Through Adobe Dreamweaver or Microsoft FrontPage software (only for users of Microsoft Windows operating systems)

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# Creating and Publishing Web Sites Using Sitebuilder

➤ *To start creating a Web site using Sitebuilder:*

- 1 On your Home page, click the domain name you need and then click **Sitebuilder Wizard**. The Sitebuilder wizard opens.
- 2 Select the **Create your site** option and click **Next** at the bottom of the screen.

For further instructions on creating or editing your site, refer to the online Sitebuilder Wizard user's guide at

[http://download1.swsoft.com/SiteBuilder/4.0.0/doc/user/en\\_US/html/index.htm](http://download1.swsoft.com/SiteBuilder/4.0.0/doc/user/en_US/html/index.htm).

## Publishing Sites Through FTP

- 1 Connect to the server with an FTP client program, using FTP account credentials that you specified during setup of hosting account or obtained from your provider.

Enable the passive mode if you are behind a firewall.

- 2 Upload files and directories that should be accessible through HTTP protocol to the `httpdocs` directory, and files/directories that should be transferred securely over SSL protocol to the `httpsdocs` directory.
- 3 Place your CGI scripts into the `cgi-bin` directory.
- 4 Close your FTP session.

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## Changing FTP Password

➤ *To change FTP password for a Web site owner:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Setup** in the **Hosting** group.
- 3 Specify new password.
- 4 Click **OK**.






## Publishing Sites Through Plesk File Manager

➤ *To upload files through Plesk File Manager:*

- 1 Log in to Plesk control panel.
- 2 Click the domain name you need.
- 3 Click the **File Manager** icon in the **Hosting** group.
- 4 Create and upload files and directories.


Place the files and directories that should be accessible via HTTP protocol to the `httpdocs` directory, and files/directories that should be transferred securely over SSL protocol to the `httpsdocs` directory. Place your CGI scripts into the `cgi-bin` directory.


- To create a new directory within your current location, click the  **Add New Directory** button.
- To create new files in the required directory, click  **Add New File**, in the **File creation** section specify the file name, select the **Use html template** check box, if you want file manager to insert some basic html tags to the new file, and click **OK**. A page will open allowing you to enter the content or html-formatted source of a new file. After you are done, click **OK**.
- To upload a file from the local machine, click  **Add New File**, specify the path to its location in the **File source** box (or use the **Browse** button to locate the file), and click **OK**.

When you upload web content through File Manager or FTP, your control panel automatically sets the appropriate access permissions for files and directories. The permissions 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, i.e. 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.


To modify permissions for a file or directory, in the **Permissions** column, click the respective hyperlink representing the set of permissions. Modify the permissions as desired and click **OK**.


To edit the source code of a file, click .


To edit the Web page in the built-in visual editor (available only to users of Microsoft Internet Explorer), click . When editing an HTML file, Plesk opens internal WYSIWYG editor by default. If you want to edit the source code of the HTML file, click **HTML**. To return back to WYSIWYG mode, click **Design**.

To view the file, click .

To rename a file or directory, click . Type in a new name and click **OK**.

To copy or move a file or directory to another location, select the required file or directory using the appropriate check box, and click  **Copy/Move**. Specify the destination for the file or directory to be copied or renamed to, then click **Copy** to copy, or **Move** to move it.

To update the file or directory creation date, click  **Touch**. The time stamp will be updated with the current local time.

To remove a file or directory, select the corresponding check box, and click  **Remove Selected**. Confirm removal and click **OK**.

## Publishing Sites Through SSH Connection

If you are using a Linux or FreeBSD operating system on your local computer and have access to server shell, use the 'scp' command to copy files and directories to the server: `scp your_file_name login@remoteserver.com:path` to copy files, and `scp -r your_directory_name login@remoteserver.com:path` to copy entire directories.

After publishing, you will be able to work with files and directories on your account using SSH terminal web application integrated in your Plesk control panel (**domain name > SSH Terminal**).

## Publishing Sites with Microsoft FrontPage

Microsoft FrontPage deals with two kinds of Web sites: disk-based and server-based. In short, a disk-based site is a FrontPage Web site you create on your local hard disk and then later publish to a Web server. A server-based site is one you create and work with directly on a Web server, without the extra step of publishing. This section provides you with instructions on publishing only disk-based web sites.

You can publish disk-based web sites either through FTP or HTTP. If your server is running FrontPage Server Extensions, you would publish your site to an HTTP location. For example: <http://your-domain.com/MyWebSite>. If your 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 Log in to Plesk.
- 2 Click the domain name you need.
- 3 To manage a site, which is not protected by SSL, click **FP Webadmin**. To manage an SSL-enabled site, click **FP-SSL Webadmin**.
- 4 Type your FrontPage administrator's login name and password, and click **OK**.

For instructions on using FrontPage server extensions, see online help (**FP Webadmin > Help**) or visit Microsoft web site.

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**Publishing from Microsoft FrontPage through FTP**

➤ *To publish files through FTP:*

- 1 Open your FrontPage program.
- 2 Open a FrontPage Web site: 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 (e.g., <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.

## Publishing from Microsoft FrontPage through HTTP

- *To publish files through HTTP on a server that supports FrontPage Server Extensions:*
- 1 Open your FrontPage program.
  - 2 Open a FrontPage Web site: 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 Web site 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 Web site.
    - 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.

## Publishing Sites with Adobe Dreamweaver

Before publishing a site from Dreamweaver, you need to define the site properties, that is, you need to tell Dreamweaver where your site files are located on your computer, and to specify the server to which you want to publish the site.

➤ **To define a site in Dreamweaver:**

- 1 From the **Site** menu, choose **New Site**. The Site Definition screen opens.
- 2 Click the **Advanced** tab.
- 3 In the **Local Info** category, specify the following:
  - **Site name**. This will show in Web browser's title bar.
  - **Local root folder**. This is the folder on your computer where all of your site files are stored. For example `c:\My Site`
  - **Default images folder**. Specify the folder where your site's graphic files are stored. For example `c:\My Site\images`
  - **HTTP address**. Specify your domain name. For example, <http://your-domain.com>
- 4 From the **Category** menu, select the **Remote Info** item.
- 5 From the **Access** menu, select the **FTP** option. Most likely, your server supports publishing through FTP (File Transfer Protocol, commonly used for transferring files over the Internet).
- 6 Specify the following settings:
  - **FTP host**. Type your FTP host name without the `ftp://` prefix. For example, `your-domain.com`.
  - **Host directory**. Specify the directory on the server where your site will reside. In most cases, this is `htdocs`.
  - **Login and password**. Specify the login name and password for access to the FTP account.
  - **Use passive FTP**. Select this option only if your computer is behind a firewall.
- 7 To ensure that you specified the correct login and password, and that Dreamweaver can connect to the server, click the **Test** button.
- 8 To save the settings, click **OK**.

➤ **To publish your site:**

- 1 Open your site in Dreamweaver.
- 2 From the **Site** menu, select the **Put** option (or press **Ctrl+Shift+U** simultaneously).

---

## Previewing a Site

Once you published a site on the server, you may want to make sure that it functions properly in the actual hosting environment. You can preview the site through your favorite Web browser, even if the information on the domain name has not yet propagated in the Domain Name System. Note that Adobe Flash and CGI scripts will not work during preview. Also, site preview does not work for Web sites and Web pages that include absolute paths to other files (like `<a href="http://domain.tld/image.gif">`).

➤ **To preview a site:**

- 1 On your Home page click the domain name you need.
- 2 Click **Site Preview** in the **Hosting** group.

---

## Deploying Databases

If your web server incorporates data processing applications or is designed to generate web pages dynamically, you will likely need a database for storing and retrieving data. You can either create a new database for your site or import the data from your previously backed up MySQL or PostgreSQL database.

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## Creating or Importing a Database

To create a new database on your hosting account:

- 1 On your Home page, click the domain name you need.
- 2 Click **Databases**.
- 3 Click **Add New Database**.
- 4 Enter a name for the database.  
We recommend that you choose a name that starts with a Latin alphabet symbol and comprises only alphanumeric and underscore symbols (up to 64 symbols).
- 5 Select the database type that you are going to use: MySQL or PostgreSQL. Click **OK**.
- 6 To set up database administrator's credentials, click **Add New Database User**.
- 7 Type a user name and a password that will be used for accessing the contents of the database.
- 8 Click **OK**.

To import an existing database:

- 1 On your Home page, click the domain name you need.
- 2 Click **Databases**.
- 3 Click **Add New Database**.
- 4 Enter a name for the database. We recommend that you choose a name that starts with a Latin alphabet symbol and comprises only alphanumeric and underscore symbols (up to 64 symbols).
- 5 Select the database type that you are going to use: MySQL or PostgreSQL. Click **OK**.
- 6 To set up database administrator's credentials, click **Add New Database User**.
- 7 Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.
- 8 Click the **DB WebAdmin** icon in the **Tools** group. An interface to phpMyAdmin (or phpPgAdmin) database management tool will open in a separate browser window.
- 9 Click on the **Query window** icon in the left frame.
- 10 Click the **Import files** tab.
- 11 Select the text file that contains the data and click **Go**.
- 12 Click the **Insert data from a text file** link.

To manage your databases and their contents, use your favorite MySQL or PostgreSQL client or the web based database management tool accessible from Plesk control panel (**Home > domain name > Databases > Database name > DB WebAdmin**).

## Creating Database User Accounts

If you collaborate with other people on managing a web site and wish to give them access to the database, you should create separate user accounts for them.

➤ *To create a database user account:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Databases** in the **Services** group.
- 3 Click the required database name. A list of database users will open.
- 4 Click **Add New Database User**.
- 5 Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.

## Changing Database User Passwords

➤ *To change password for a database user:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Databases** in the **Services** group.
- 3 Click the required database name. A list of database users will open.
- 4 Click the database user's name.
- 5 Type a new password and click **OK**.

## Removing Database User Accounts

➤ *To remove a database user account:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Databases** in the **Services** group.
- 3 Click the required database name. A list of database users will open.
- 4 Select a check box corresponding to the user account that you wish to remove.
- 5 Click **✗ Remove Selected**. Next, confirm removing and click **OK**.



## Removing Databases

➤ *To remove a database with its contents:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Databases** in the **Services** group.
- 3 Select a check box corresponding to the database that you wish to remove.


If the required check box appears grayed out, this means that this database is used by a site application and you can remove it only by uninstalling the respective application.

- 4 Click **X Remove Selected**.
- 5 Confirm removal and click **OK**.

## Installing Applications

To enhance your web site with valuable features, such as guest books, forums, hit counters, photo galleries, and e-commerce solutions, you can install the respective applications from the control panel's script library (**Home > domain name > Web Applications**). The number and variety of available applications depend on your provider's policy and your hosting plan.

To install an application on your site:


- 1 On your Home page, click the domain name you need.
- 2 Click **Web Applications** in the **Hosting** group. A list of applications installed on your site will be displayed.
- 3 Click **Add New Application** icon in the **Tools** group. A list of site applications available for installation will be displayed.
- 4 To specify the site where you want to install and deploy an application, select it in the **Target domain** menu in the upper-right corner of the screen.
- 5 To specify which application you wish to install, select a radio button corresponding to the application of your choice.
- 6 Click  **Install**.
- 7 Specify whether you wish to create a hyperlink to the application's interface and place it on your Home page in the control panel.
- 8 Specify the installation preferences and other information that may be required by the application (the requirements may vary among applications). When finished, click **OK**.
- 9 If you have chosen to create a hyperlink button inside your control panel, specify its properties:
  - Type the text that will show on your button in the **Button label** box.
  - Choose the location for your button. To place it on the domain administration screen (**Home > domain name**), select the **Domain Administration page** value as the location. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.
  - Specify the priority of the button. The buttons you create will be arranged on the control panel in accordance with the priority you define: the lower the number – the higher is 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.
  - Type the hyperlink to be attached to the button into the **URL box**.
  - Using the checkboxes, specify whether to include the data, such as domain id and domain name to be transferred within the URL. These data can be used for processing by external web applications.


- In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.
- Select the **Open URL in the Control Panel** checkbox if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this checkbox unchecked to open the URL in a separate browser window.
- If you wish to make this button visible to the domain owners and e-mail users who you granted access to control panel, select the **Visible to all sub-logins** checkbox.

**10** Click **OK** to complete creation.

Now the application is installed and you can insert a link to this application into the web pages of your site, for example, on your home page. Otherwise, you and your users will have to access this application by typing its URL, which can be too long to remember.

To access the web interface of an application, do any of the following:

- Type the URL in your browser. For example: <http://your-domain.com/forum/>.
- Go to **Home > domain name > Web Applications**, and click an icon , corresponding to the application you need.
- If you chose to add a hyperlink button to your Plesk control panel during installation of an application, then click the respective button on the domain administration screen (**Home > domain name**) or navigation pane.

To reconfigure an application, change the application administrator's password, or to install a license key for a commercial application, go to **Home > domain name > Web Applications**, and click an icon , corresponding to the application.

To upgrade an application to a newer version (if it is available on the server), go to **Home > domain name > Web Applications**, and click a corresponding shortcut in the **U** column.

To uninstall an application, go to **Home > domain name > Web Applications**, and select a check box corresponding to the application that you no longer need. Then click **Remove Selected**. The application will be uninstalled and its databases removed from the server.

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## Installing Java Web Applications

You can install Java Web application packages in the Web archive format (WAR). These Java applications are not distributed with Plesk, therefore you should obtain them separately.

➤ **To install a Java Web application:**

- 1 From your Home page, go to **domain name > Web Applications > Java Applications** tab and click **Switch On**.

This will start the Tomcat service, which provides an environment for Java code to run in cooperation with a web server.




- 2 Click **Install New Application**.
- 3 Specify the path to an application package you wish to install (this can be an application package in WAR format saved on your computer's hard drive), or click **Browse** to navigate to it, then click **OK**.

Now the application is installed and the respective entry is added to the list of installed Java applications (**domain name > Web Applications > Java Applications**).

➤ **To access the web interface of a Java Web application, do any of the following:**

- From your Home page, go to **domain name > Web Applications > Java Applications** tab, and click a respective hyperlink in the **Path** column.
- Type the URL in your browser. For example: <http://your-domain.com:9080/storefront/>.

➤ **To stop, start or restart a Java Web application:**

- 1 From your Home page, go to **domain name > Web Applications > Java Applications** tab. A list of installed applications will open.
- 2 Locate an application on the list, and use the icons in the right part of the list to perform the required operations:
  - To start an application, click the icon .
  - To stop an application, click the icon .
  - To restart an application, click the icon .

➤ **To uninstall a Java Web application:**

- 1 From your Home page, go to **domain name > Web Applications > Java Applications** tab.
- 2 Select a check box corresponding to the application that you no longer need. Click **✗ Remove Selected**, confirm the removal and click **OK**.

The application will be uninstalled and its databases removed from the server.

---

## Installing Ruby Web Applications

You can install on your site custom Web applications developed in the Ruby programming language.

➤ **To install on your site an application written in Ruby:**

- 1 On your Home page, select the domain name you need, then, under **Hosting**, click **Setup**.
- 2 Select the **CGI** and **FastCGI** check boxes, and click **OK**.
- 3 Connect to your FTP account, change to the `/htdocs` directory, and create a subdirectory where the application files will reside. Let's call this directory `your_application`, for illustration purposes.
- 4 Upload the application files to the `htdocs/your_application` directory.
- 5 Create a file with name `.htaccess` in this directory, open it with a text editor of your choice and add the following lines into the file:

```
RewriteEngine On RewriteRule ^$ /public/index.html [L]
RewriteCond %{REQUEST_URI} !^/your_application/public

RewriteRule ^(.*)$ /public/$1 [L] RewriteCond
%{REQUEST_FILENAME} !-f RewriteRule ^(.*)$
public/dispatch.fcgi/$1 [QSA,L]
```
- 6 Save the file.
- 7 Remove the file `your_application/public/.htaccess`
- 8 Open the file `your_application/public/dispatch.fcgi` with a text editor and put the following lines there: `#!/usr/bin/ruby`
- 9 Save the file.

Now the web application will be accessible at the following URL: [http://your-domain.com/your\\_application](http://your-domain.com/your_application).

---

## Securing E-commerce Transactions with Secure Sockets Layer Encryption

If you are running an e-commerce business, you need to secure transactions between your customers and your site. To prevent the valuable data, such as credit card numbers and other personally identifiable information from stealing, you should use the Secure Sockets Layer protocol, which encrypts all data and transfers them securely over the SSL connection. And even if someone intercepts the data for malicious intent, they will not be able to decrypt and use them.

To implement the Secure Sockets Layer protocol on your web server, you should purchase an SSL certificate from a reputable certificate vendor (these vendors are called Certificate Authorities), and then install this certificate on your site. To enable SSL protection, you must host your site on a dedicated IP address, which is not shared among other web sites.

There are numerous certificate authorities to choose from. When considering one, pay attention to reputation and credibility of the CA. Knowing how long they have been in business and how many customers they have will help you make the right choice.

Your Plesk control panel provides facilities for purchasing SSL certificates from GeoTrust, Inc.

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## Obtaining and Installing SSL Certificates from GeoTrust, Inc. or GoDaddy

- *To purchase an SSL certificate through MyPleskCom online store and secure your site:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
  - 3 Click **Add New Certificate**.
  - 4 Specify the certificate properties:
    - 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.
    - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
    - Specify the domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: [www.your-domain.com](http://www.your-domain.com).
    - Enter the domain administrator's e-mail address.
  - 5 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
  - 6 Click **Buy Cert**. Your private key and certificate signing request will be generated — do not delete them. MyPlesk.com login page will open in a new browser window.
  - 7 Register or login to an existing MyPlesk.com account and you will be taken step by step through the certificate purchase procedure.
  - 8 Choose the type of certificate that you wish to purchase.
  - 9 Click **Proceed to Buy** and order the certificate. In the **Approver E-Mail** drop-down box, please select the correct Approver e-mail.
  - 10 The approver e-mail is an e-mail address that can confirm that certificate for specific domain name was requested by an authorized person.
  - 11 Once your certificate request is processed, you will be sent a confirmation e-mail. After you confirm, the SSL certificate will be sent to your e-mail.
  - 12 When you receive your SSL certificate, save it on your local machine or network.
  - 13 Return to the SSL Certificates repository (**Home > domain name > Certificates**).
  - 14 Click **Browse** in the middle of the page 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.

**15** Return to your domain's administration screen (**Home > domain name**) and click **Setup** in the **Hosting** group.


**16** Select the SSL certificate that you wish to install from the **Certificate** drop-down box.

If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your hosting provider.

**17** Select the **SSL support** check box and click **OK**.



## Obtaining and Installing SSL Certificates from Other Certification Authorities

- *To secure your site with an SSL certificate from other certificate authorities:*
- 1 On your Home page, click the domain name you need.
  - 2 Click **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
  - 3 Click **Add New Certificate**.
  - 4 Specify the certificate properties:
    - 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.
    - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
    - Specify the domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: [www.your-domain.com](http://www.your-domain.com).
    - Enter the domain administrator's e-mail address.
  - 5 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
  - 6 Click **Request**. Your private key and certificate signing request will be generated and stored in the repository.
  - 7 Download the certificate signing request (CSR) file and save it on your machine. To do this, click the respective  icon.
  - 8 Once downloaded, open the file in a text editor, copy the text that starts with the line `-----BEGIN CERTIFICATE REQUEST-----` and ends with the line `-----END CERTIFICATE REQUEST-----` to the clipboard. Be sure to include the lines `-----BEGIN CERTIFICATE REQUEST-----` and `-----END CERTIFICATE REQUEST-----` into your certificate signing request because they are part of it.
  - 9 Using your favorite mail client software, create a new e-mail message and paste the text from the clipboard. Send this message to the Certification Authority that will create an SSL certificate in accordance with the information you supplied.
  - 10 When you receive your SSL certificate, save it on your local machine or network.
  - 11 Return to the SSL Certificates repository (**Home > domain name > Certificates**).
  - 12 Click **Browse** in the middle of the page 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.

**13** Return to your domain's administration screen (**Home > domain name**) and click **Setup** in the **Hosting** group.

**14** Select the SSL certificate that you wish to install from the **Certificate** drop-down box.

If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your provider.

**15** Select the **SSL support** check box and click **OK**.

## Creating and Installing Free Self-signed SSL Certificate

If you do not feel like paying money for SSL certificates, but still need to secure your site, you can create a self-signed certificate and install it on your web server. This will provide data encryption; however, your customers' browsers will show warning messages telling that your certificate is not issued by a recognized authority. Thus, using self-signed certificates is not recommended as it will not instill confidence in customers, and is likely to adversely affect your online sales.

➤ **To secure your site with a self-signed SSL certificate:**

- 1 On your Home page, click the domain name you need.
- 2 Click **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
- 3 Click **Add New Certificate**.
- 4 Specify the certificate properties:
  - 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.
  - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
  - Specify the domain name for which you wish to generate an SSL certificate. For example: [www.your-domain.com](http://www.your-domain.com).
  - Enter the domain owner's e-mail address.
- 5 Click **Self-Signed**. Your certificate will be generated and stored in the repository.
- 6 Return to your domain's administration screen (**Home > domain name**) and click **Setup** in the **Hosting** group.
- 7 Select the self-signed SSL certificate from the **Certificate** drop-down box.

If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your hosting provider.
- 8 Select the **SSL support** check box and click **OK**.

## Uninstalling a Certificate from Your Site

- *To uninstall a certificate from your site and disable SSL protection:*
- 1 Make sure that the certificate you want to remove is not used at the moment.
  - 2 On your Home page, click the domain name you need and then click **Setup**. The **Certificate** drop-down box indicates which SSL certificate is currently used.
  - 3 If the certificate that you want to remove is currently in use, you should first release it: in the **Certificate** drop-down box, select another certificate and click **OK**.
  - 4 Remove the certificate from repository.
  - 5 To permanently remove the certificate from repository, on your Home page, click the domain name you need and then click **Certificates** in the **Services** group.
  - 6 Select a check box corresponding to the certificate that you no longer need and click **✗ Remove Selected**.
  - 7 Confirm removal and click **OK**.
  - 8 Disable SSL support if you no longer need it.
  - 9 On your Home page, click the domain name you need and then click **Setup**.
  - 10 Clear the **SSL support** check box and click **OK**.

---

## Restricting Access to Web Server's Resources with Password Protection

If you have URLs on your site that only authorized users should see, restrict access to these URLs with password protection.

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## Protecting a Resource

To password protect a directory in your site and to specify authorized users:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Directories** icon in the **Hosting** group.
- 3 Click **Add New Directory**.
- 4 Specify the path to the directory that you wish to password protect.  
This can be any directory existing in your 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 – Plesk will create it for you.
- 5 Specify in what location (also called document root) your password protected directory resides or will reside. For example:
  - To protect the `httpdocs/private` directory, type `'/private'` in the **Directory name** box and select the **Non-SSL** check box.
  - To protect the `httpsdocs/private` directory, type `'/private'` in the **Directory name** box and select the **SSL** check box.
  - To protect your CGI scripts stored in the `cgi-bin` directory, leave `'/'` in the **Directory name** box and select the **cgi-bin** check box. Make sure there are no white spaces after the slash symbol; otherwise, a protected directory will be created with the name consisting of white spaces.
- 6 In the **Header Text** box, type a resource description or a welcoming message that your users will see when they visit your protected area.
- 7 Click **OK**. The directory you specified will be protected.
- 8 To add authorized users, click **Add New User**.
- 9 Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length. Click **OK**.
- 10 To add more authorized users for this protected resource, repeat the steps 7 and 8.

## Specifying Authorized Users

To add an authorized user of a protected directory:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Directories** icon in the **Hosting** group.
- 3 Click on the name of the directory you need.
- 4 Click the **Add New User** icon.
- 5 Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length.
- 6 Click **OK**.

To change password for an authorized user of a protected directory:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Directories** icon in the **Hosting** group.
- 3 Click on the name of the directory you need. A list of authorized users will open.
- 4 Click on the user's name.
- 5 Specify the new password and re-type it for confirmation.
- 6 Click **OK**.

To revoke a permission to access the protected directory from a user:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Directories** icon in the **Hosting** group.
- 3 Click on the name of the directory you need. A list of authorized users will open.
- 4 Select a check box corresponding to the user's name.
- 5 Click **✗ Remove Selected**. Confirm the operation and click **OK**.

## Unprotecting a Resource

To remove password protection and make the resource available to the public:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Directories** icon in the **Hosting** group. A list of password protected directories will open.
- 3 Select a check box corresponding to the name of the directory, from which you want to remove protection.
- 4 Click **✕ Remove Selected**. The protection will be removed and the contents of the directory will be accessible to the public without restrictions.

---

## Organizing Site Structure with Subdomains

Subdomains are additional domain names that enable you to:

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

An example of using subdomains:

You have a Web site `your-product.com` dedicated to promoting your software product. For publishing user's guides, tutorials and list of frequently asked questions, you can organize the subdomain 'userdocs' so that your users will be able to access online user documentation directly by visiting the domain name `userdocs.your-product.com`.

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## Setting up Subdomains

To set up a subdomain:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Subdomains** icon.
- 3 Click the **Add New Subdomain** icon.
- 4 Type the subdomain name as desired. This can be, for example, a topic of your site, organization department, or any other combination of letters, numbers and hyphens (up to 63 characters in length).

The subdomain name must begin with an alphabet character. Subdomain names are case insensitive.

- 5 If this subdomain will hold a part of your own Web site that you manage on your own, leave the **Use the FTP user account of the parent domain** option selected. If this subdomain will hold a separate web site that will belong to or will be managed by another person, select the **Create a separate user account for this subdomain** option, and specify the login name and password that will be used for accessing the web space through FTP and publishing web site content.
- 6 If this subdomain will require secure transactions, select the **SSL support** checkbox. Then, the SSL certificate installed under the parent domain will be used for encrypting transactions.

By default, when you publish the site, you need to upload the web content that should be accessible via secure connections to the `httpsdocs` directory, and the content that should be accessible via plain HTTP, to the `httpdocs` directory. For your convenience, you can choose to publish all content through a single location – `httpdocs` directory, to do this, select the option **Use a single directory for housing SSL and non-SSL content**.

- 7 Specify the programming languages in which your web site is developed. Otherwise, your web site may not function properly.

For example, if your web site is written mainly in ASP and uses some applications written in PHP, such as those from the Application Vault (**Home > domain name > Application Vault**), select the **ASP support** and **PHP support** check boxes.

- 8 If you wish to limit the amount of disk space that can be occupied by web content under this subdomain, type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, you will not be able to add files to the web space, and editing existing files may corrupt them.

- 9 To complete the setup, click **OK**. It may take up to 48 hours for the information on new subdomain to spread in the Domain Name System and become available to the Internet users.

To publish web content to the subdomain's web space, follow the instruction presented in the Publishing a Site (on page 47) section.



## Removing Subdomains

- *To remove a subdomain with its web content:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Subdomains**.
  - 3 Select a check box corresponding to the subdomain name that you wish to remove, and click **✗ Remove Selected**.
  - 4 Confirm removal and click **OK**. The subdomain configuration and its web content will be removed from the server.

---

## Setting Up Additional Domain Names for a Site (Domain Aliases)

If you have registered with a domain name registrar several domain names that you would like to point to the same web site that you host on this server, you should set up domain aliases.

If you need to serve several domain names that point to a web site hosted on another server, you should set up domain forwarding: see the *Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding)* (on page 88) section for instructions.

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## Setting Up a Domain Alias

➤ *To set up a domain alias:*

- 1 On your Home page, click the domain name for which you wish to set up additional domain names.
- 2 Click the **Domain Aliases** icon.
- 3 Click the **Add Domain Alias** icon.
- 4 Type the desired domain alias name, for example alias.com.

Domain aliases can comprise letters, digits and hyphens. Each part of the domain alias between dots should not be longer than 63 symbols.

- 5 Select the **Synchronize DNS zone with the primary domain** check box if you want the domain alias to use the same DNS zone resource records as in primary domain. With this setting, any subsequent changes in resource records of the primary domain's zone will be applied to the DNS zone of this domain alias.
- 6 Select the **Mail** check box, if you want e-mail directed at the e-mail addresses under the domain alias to be redirected to the e-mail addresses under your original domain name.  

Example: You have an e-mail address [mail@yourdomain.com](mailto:mail@yourdomain.com). You have set up an alias for your domain name, for example, alias.com. If you want to receive mail to your mailbox [mail@yourdomain.com](mailto:mail@yourdomain.com) when it is sent to [mail@alias.com](mailto:mail@alias.com), select the **Mail** check box.
- 7 Select the **Web** check box. Otherwise, the web server will not serve the web content to users coming to your site by typing the domain alias in their browsers.
- 8 Select the **Java Web applications** check box if you have Java applications installed on your site and you want them to be accessible through the domain alias.
- 9 Click **OK**.

## Modifying Properties of a Domain Alias

➤ *To change the properties of an alias:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Domain Aliases**.
- 3 Click the alias name you need.
- 4 Click **Preferences** in the **Tools** group.

➤ *To modify resource records in the DNS zone of a domain alias:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Domain Aliases**.
- 3 Click the alias name you need.
- 4 Click **DNS Settings**.
- 5 Add, edit or remove the resource records as required:
  - To add a resource record to the zone, click **Add New Record**. Specify the required values and click **OK** to write the values to the zone.
  - To modify a resource record, under the **Host** column, click a hyperlink corresponding to the record you need.
  - To remove a record, select a check box corresponding to the record you wish to remove and click **✗ Remove Selected**.

## Removing a Domain Alias

➤ *To remove an alias from a domain:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Domain Aliases**.
- 3 Select a check box corresponding to the domain alias that you want to remove.
- 4 Click **✗ Remove Selected**.
- 5 Confirm removal and click **OK**.

---

# Hosting Personal Web Pages on Your Web Server

You can host on your Web server personal Web pages for 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.

These pages usually have Web addresses like <http://your-domain.com/~username>.

➤ *To accommodate a personal Web page on your server, allocate a separate Web space and set up an FTP account for publishing:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Web Users** in the **Hosting** group.
- 3 Click **Preferences**.
- 4 If you wish to allow execution of scripts embedded in personal web pages, select the **Allow the web users scripting** check box.
- 5 Click **OK**.

The settings you have defined at the step 4 are common for all personal Web pages you might host on your Web server. Therefore, you will not need to perform steps 3 to 6 next time you set up a Web space for a personal Web page.

- 6 Click **Add New Web User**.
- 7 Specify a user name and password that will be used for accessing the web space through FTP and publishing the Web page.

You can use only lower-case alphanumeric, hyphen and underscore symbols in user name. The user name should begin with an alphabet character. It cannot contain white spaces. The password cannot contain quotation marks, white space, user's login name, and should be between 5 and 14 characters in length.

- 8 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** check box.

- 9 If you wish 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 Web space.

- 10 Click **OK**.

Now you can tell your user the FTP account credentials, so that he or she can publish their Web page.

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## Changing FTP Password for a Web Page Owner

- *To change FTP password for a web page owner:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Web Users** in the **Hosting** group.
  - 3 Click the user name you need.
  - 4 Type the new password into the **New password** and **Confirm password** boxes.
  - 5 Click **OK**.

## Allocating More Disk Space to the Web Page Owner

- *To allocate more disk space to the web page owner:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Web Users** in the **Hosting** group.
  - 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**.

## Removing Web Page Owner's Account

- *To remove a web page owner's account together with their web page:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Web Users** in the **Hosting** group.
  - 3 Select a check box to the right of the user name you wish to remove and click **✗ Remove Selected**.
  - 4 Confirm removal and click **OK**.

---

## Setting Up Anonymous FTP Access to the Server

If you host a site on a dedicated IP address, 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 enabled, the users will be able to log in to the <ftp://ftp.your-domain.com> with the "anonymous" login name and any password.

To allow anonymous FTP access:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Anonymous FTP** icon.
- 3 To activate anonymous FTP service, click the **Switch On** icon.
- 4 To set up a welcoming message to be displayed when users log in to FTP site, select the **Display login message** check box and type the message text in the input field as desired.

Note that not all FTP clients display welcoming messages.

- 5 To allow visitors to upload files to the `/incoming` directory, select the **Allow uploading to incoming directory** check box.
- 6 To allow users to create subdirectories in the `/incoming` directory, select the **Allow creation of directories in the incoming directory** check box.
- 7 To allow downloading files from the `/incoming` directory, select the **Allow downloading from the incoming directory** checkbox.
- 8 To limit the amount of disk space that can be occupied by uploaded files, clear the **Unlimited** check box 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.

- 9 To limit the number of simultaneous connections to the anonymous FTP server, clear the **Unlimited** check box corresponding to the **Limit number of simultaneous connections** option and specify the number of allowed connections.
- 10 To limit the bandwidth for anonymous FTP connections, clear the **Unlimited** check box corresponding to the **Limit download bandwidth for this virtual FTP domain** option and enter the maximum bandwidth in kilobytes per second.
- 11 Click **OK**.

To modify settings for anonymous FTP server or switch it off:

- 1 On your Home page, click the domain name you need.

- 2 Click the **Anonymous FTP** icon.
- 3 Adjust the settings as required and click **OK**. To switch off the anonymous FTP service, click the **Switch Off** icon in the **Tools** group.

---

## Customizing Web Server Error Messages

When visitors coming to your site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. The standard error messages may inform of problems, but they do not usually say how to resolve them or how to get the lost visitor on his way, and they also look dull.

You may want to create your own error pages and use them on your web server. With Plesk you can customize the following error messages:

- **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 and/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.
- **405 Method Not Allowed.** The method specified in the Request-Line is not allowed for the resource identified by the Request-URI.
- **406 Not Acceptable.** The resource identified by the request is only capable of generating response entities which have content characteristics not acceptable according to the accept headers sent in the request.
- **407 Proxy Authentication Required.** This code is similar to 401 (Unauthorized), but indicates that the client must first authenticate itself with the proxy.
- **412 Precondition Failed.** The precondition given in one or more of the request-header fields evaluated to false when it was tested on the server. This response code allows the client to place preconditions on the current resource metainformation (header field data) and thus prevent the requested method from being applied to a resource other than the one intended.
- **414 Request-URI Too Long.** The server is refusing to service the request because the Request-URI is longer than the server is willing to interpret. This rare condition is only likely to occur when a client has improperly converted a POST request to a GET request with long query information, when the client has descended into a URI "black hole" of redirection (e.g., a redirected URI prefix that points to a suffix of itself), or when the server is under attack by a client attempting to exploit security holes present in some servers using fixed-length buffers for reading or manipulating the Request-URI.
- **415 Unsupported Media Type.** The server is refusing to service the request because the entity of the request is in a format not supported by the requested resource for the requested method.
- **500 Internal Server Error.** Could not retrieve the HTML document because of server-configuration problems.
- **501 Not Implemented.** The server does not support the functionality required to fulfill the request. This is the appropriate response when the server does not recognize the request method and is not capable of supporting it for any resource.



- **502 Bad Gateway.** The server, while acting as a gateway or proxy, received an invalid response from the upstream server it accessed in attempting to fulfill the request.

To configure Plesk's web server to show your custom error pages:

- 1** Switch on support for custom error documents through Plesk. On your Home page, click the domain name you need, and then click **Setup**. Select the **Custom Error Documents** check box. Click **OK**.
- 2** Connect to your FTP account on the Plesk server, and go to the `error_docs` directory.
- 3** 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`
- 4** Wait for a few hours till your Web server is restarted. After that, the Web server will start using your error documents.

---

## Customizing DNS Zone Configuration for Domains

For each new domain name, your control panel automatically creates DNS zone in accordance with the configuration preset defined by your 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 control panel.

To view the resource records in a DNS zone of a domain, click the required domain name on your home page and click **DNS Settings** in the **Services** group. A screen will show all resource records for the selected domain.

To learn about modifying resource records in the DNS zone of a domain alias, refer to the Setting Up Additional Domain Names for a Site (Domain Aliases) (on page 73) section.

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## Viewing Resource Records

To view the resource records in a DNS zone of a domain:

- 1 On your Home page, click the domain name you need.
- 2 Click the **DNS** icon in the **Services** group. A screen will show all resource records for a given domain.

## Adding Resource Records

To add a new resource record to the zone:

- 1 On your Home page, click the domain name you need.
- 2 Click the **DNS** icon in the **Services** group.
- 3 Click the **Add New Record** icon in the **Tools** group.
- 4 Select a resource record type, and specify the appropriate data:
  - For an A record you will need to enter the domain name for which you wish to create an A record. If you are simply defining an A record for your main domain, then you should leave the available field empty. If you are defining an A record for a name server then you will need to input the appropriate entry for the given name server (ie. ns1). Then, you need to enter the appropriate IP address to which to associate the domain name.
  - For a NS record, you will need to enter the domain name for which you wish to create the NS record. If you are defining an NS record for your main domain, then you will leave the available field blank. Then enter the appropriate name server name in the field provided. You will need to enter the complete name (i.e. ns1.mynameserver.com).
  - For a MX record, you will need to enter the domain for which you are creating the MX record. For the main domain, you would simply leave the available field blank. You will then need to enter your mail exchanger, this is the name of the mail server. If you are running a remote mail server named 'mail.myhostname.com' then you would simply enter 'mail.myhostname.com' into the field provided. You will then need to set the priority for the mail exchanger. Select the priority using the drop-down box: 0 is the highest and 50 is the lowest. Keep in mind you would also need to add the appropriate A record, and/or CNAME if applicable for the remote mail exchange server.
  - For a CNAME record, you will need to first enter the alias domain name for which you wish to create the CNAME record. You then need to enter the domain name within which you want the alias to reside. Any domain name can be entered. It does not need to reside on the same server.
  - For a PTR record you will first enter the IP address/mask for which you wish to define the pointer. Then enter the appropriate domain name for this IP to be translated to.
  - For a TXT record, you will be able to enter an arbitrary text string, which could be a description or an SPF record.
- 5 Click **OK** to submit the data.

## Modifying Resource Records

To modify the properties of a resource record:

- 1 On your Home page, click the domain name you need.
- 2 Click the **DNS** icon in the **Services** group.
- 3 Click the hyperlink in the **Host** column corresponding to the resource record you want to modify.
- 4 Modify the record as required and click **OK**.

To modify the entries in the Start of Authority (SOA) record for a domain:

- 1 On your Home page, click the domain name you need.
- 2 Click the **DNS** icon.
- 3 Click **SOA Preferences**.
- 4 Specify the desired values:
  - **TTL**. This is the amount of time that other DNS servers should store the record in a cache. Plesk sets the default value of one day.
  - **Refresh**. This is how often the secondary name servers check with the primary name server to see if any changes have been made to the domain's zone file. Plesk sets the default value of three hours.
  - **Retry**. This is the time a secondary server waits before retrying a failed zone transfer. This time is typically less than the refresh interval. Plesk sets the default value of one hour.
  - **Expire**. 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. Plesk sets the default value of one week.
  - **Minimum**. This is the time a secondary server should cache a negative response. Plesk sets the default value of three hours.
- 5 Click **OK**.

## Removing Resource Records

➤ *To remove a resource record from the zone:*

- 1 On your Home page, click the domain name you need.
- 2 Click **DNS Settings** in the **Services** group.
- 3 Select a check box corresponding to the record you wish to remove.
- 4 Click **✗ Remove Selected**.
- 5 Confirm removal and click **OK**.

## Restoring the Original Zone Configuration

To restore the original zone configuration in accordance with the configuration preset defined by your provider:

- 1 On your Home page, click the domain name you need.
- 2 Click the **DNS** icon in the **Services** group.
- 3 In the **IP address** drop-down box, select the IP address to be used for restoring the zone, specify whether a **www** alias is required for the domain, and click the **Default** button. The zone configuration will be recreated.

---

## Serving Sites with External Domain Name Servers

If you host web sites on this server and have a standalone DNS server acting as a primary (master) name server for your sites, you may want to set up your control panel's DNS server to function as a secondary (slave) name server:

- 1 On your Home page, click the domain name you need.
- 2 Click **DNS Settings**.
- 3 Click **Switch** in the **Tools** group.
- 4 Specify the IP address of the primary (master) DNS server.
- 5 Click **Add**.
- 6 Repeat steps from 1 to 5 for each web site that needs to have a secondary name server on this machine.

➤ ***To make the control panel's DNS server act as a primary for a zone:***

- 1 On your Home page, click the domain name you need.
- 2 Click **DNS Settings**.
- 3 Click **Switch** in the **Tools** group. The original resource records for the zone will be restored.

If you host web sites on this server and rely entirely on other machines to perform the Domain Name Service for your sites (there are two external name servers - a primary and a secondary), switch off the control panel's DNS service for each site served by external name servers:

- 1 On your Home page, click the domain name you need.
- 2 Click **DNS Settings**.
- 3 Click **Switch Off** in the **Tools** group. Turning the DNS service off for the zone will refresh the screen, so that only a list of name servers remains.

---

**Note:** 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 Repeat the steps from 1 to 3 to switch off the local domain name service for each site served by external name servers.

➤ ***If you wish to validate the configuration of a zone maintained on authoritative name servers:***

- 1 On your Home page, click the domain name you need.
- 2 Click **DNS Settings**.

- 3** Add to the list the entries pointing to the appropriate name servers that are authoritative for the zone: click **Add**, specify a name server, and click **OK**. Repeat this for each name server you would like to test.  
The records will appear in the list.
- 4** Click on the records that you have just created. Plesk will retrieve the zone file from a remote name server and check the resource records to make sure that domain's resources are properly resolved.  
The results will be interpreted and displayed on the screen.

---

## Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding)

If you need to serve a domain name or several domain names that point to a web site hosted on another server:

- 1 On your Home page, click **Add New Domain**.
- 2 Specify the domain name.

Leave the **www** check box selected if you wish to allow users to access the site by a common and habitual URL like [www.your-domain.com](http://www.your-domain.com). Having the **www** alias preceding the domain name will allow users to get to the site no matter what they type in their browsers: [www.your-domain.com](http://www.your-domain.com) and [your-domain.com](http://your-domain.com) will both point to the site.
- 3 Leave the **Create domain without template** option selected in the **Select template** menu.
- 4 If you have a number of IP addresses to choose from, select the required address from the **Select an IP address** drop-down box.

Notice that e-commerce sites need a dedicated IP address (not shared among other sites) to implement Secure Sockets Layer data encryption.
- 5 Make sure that there is a check mark in the **Proceed to hosting setup** check box and click **OK**.
- 6 Choose the forwarding type: select either **Frame forwarding** or **Standard forwarding** option.

With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location, therefore, **Frame forwarding** should be preferred.
- 7 Click **OK**.
- 8 Specify the destination URL: the current web site address that you would like this domain to point to.
- 9 Click **OK**.
- 10 Repeat the steps from 1 to 9 to add as many domain forwarders as required.



---

## Suspending and Unsuspending Domains

➤ *To suspend a domain/web site:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Switch Off** icon.

The domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel.

➤ *To unsuspend a domain/web site:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Switch On** icon.

---

## Removing Domains

➤ *To delete a domain with its Web content:*

- 1 On your Home page, select a check box corresponding to the domain name you wish to remove.
- 2 Click **✗ Remove Selected**, confirm removal and click **OK**.

➤ *To delete a subdomain with its Web content:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Subdomains** icon in the **Hosting** group.
- 3 Select the check box corresponding to the subdomain you wish to remove.
- 4 Click **✗ Remove Selected**, confirm removal and click **OK**.

# Managing Hosting Accounts

This chapter explains how to manage hosting accounts.


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## Upgrading Hosting Accounts

To modify settings for a single domain or Web site:

- 1 On your Home page, click the domain name you need.
- 2 To allocate more disk space, bandwidth and other resources, click the **Limits** icon in the **Domain** group, adjust the following settings as required:
  - **Maximum number of subdomains.** Specify the number of subdomains that can be hosted under this domain.
  - **Disk space.** Specify the total amount of disk space allocated to a hosting account associated with the domain. This amount is measured in megabytes. It includes disk space occupied by all files related to this domain/web site: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by the icon  shown in the control panel to the left of the domain name (see the list of domain names on your Home page).
  - **Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the web site during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by a corresponding icon shown in the control panel to the left of the domain name (see the list of domain names on your Home page).
  - **Maximum number of web users.** Specify the number of personal web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>. If you wish to allow execution of scripts embedded in personal web pages, select also the **Allow the web users scripting** check box.
  - **Maximum number of databases.** Specify the number of databases that can be hosted in a domain.
  - **Maximum number of mailboxes.** Specify the number of mailboxes that can be hosted in a domain.
  - **Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated for storing e-mail messages and autoresponder attachment files to each mailbox in a domain.
  - **Maximum number of mail forwarders.** Specify the number of mail forwarders that can be used in a domain.
  - **Maximum number of mail autoresponders.** Specify the number of automatic responses that can be set up in a domain.

- **Maximum number of mailing lists.** Specify the number of mailing lists that the domain owner can run in a domain. The mailing lists are served by the GNU Mailman software, which may or may not be installed on the server. If it is not installed and you or your customers would like to use it, ask your provider to install it.
- **Maximum number of Java applications.** Specify the maximum number of Java applications or applets that the domain owner can install in a domain.
- **Validity period.** Specify the term for a hosting account. At the end of the term, the domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel.

**3** Click **OK**.

**4** To add hosting features, such as support for programming languages and scripts, click the **Setup** icon in the **Hosting** group, and adjust the following settings as required:

- **IP address.** If you have a number of IP addresses to choose from, select the required address from the **IP address** drop-down box. Bear in mind that e-commerce sites need a dedicated IP address (not shared among other sites) to implement Secure Sockets Layer data encryption.
- **SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites 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 web sites with different domain names on a single IP address (shared or name-based hosting) 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 Web site, select the **SSL support** check box.
- **Certificate.** If you have a number of SSL certificates to choose from, select the SSL certificate that must be used by Web server to encrypt online transactions to this web site.
- **Use a single directory for housing SSL and non-SSL content.** By default, when users publish their sites through their FTP accounts, they need to upload the web content that should be accessible via secure connections to the `httpsdocs` directory, and the content that should be accessible via plain HTTP, to the `httpdocs` directory. For the convenience of publishing all content through a single location – `httpdocs` directory, select the **Use a single directory for housing SSL and non-SSL content** check box.
- **FTP login and FTP password.** Specify the user name and password that will be used for publishing the site to the server through FTP. Retype the password into the **Confirm Password** box.

- **Hard disk quota.** Specify the amount of disk space in megabytes allocated to the web space for this site. This is the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get the "Out of disk space" error. Hard quotas should be enabled in the server's operating system, so if you see the "Hard disk quota is not supported" notice to the right of the **Hard disk quota** field, but would like to use the hard quotas, contact your provider or the server administrator and ask to enable the hard quotas.
- **Shell access to server with FTP user's credentials.** This allows a site owner to upload securely web content to the server through a Secure Socket Shell connection, however, allowing shell access also poses a potential threat to the server security, so we recommend that you do not allow shell access and leave the **Forbidden** option selected.
- **FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable users to publish and modify their sites through Microsoft FrontPage, select the **FrontPage support** and **FrontPage over SSL support** check boxes, set the **FrontPage authoring** option to **allowed**, and specify the **FrontPage Administrator's login** and **password**.
- **Support for programming and scripting languages widely used in development of dynamic Web sites and server-side Web applications.** Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the web server: Active Server Pages (ASP), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Perl, Python, ColdFusion, and Miva scripting language required for running Miva e-commerce solutions. By default, PHP is configured to operate in safe mode with functional restrictions. To learn more about PHP safe mode, refer to <http://php.net/features.safe-mode>. Some web applications may not work properly with safe mode enabled: If an application on a site fails due to safe mode, switch the safe mode off (or ask your provider to do this) by clearing the **PHP 'safe\_mode' on** check box in the hosting account properties (**Home > domain name > Setup** icon in the **Hosting** group).
- **Web statistics.** To allow domain/web site owner to view the information on the number of people visited his or her site and the pages of the site they viewed, select the **Web statistics** and **accessible via password protected directory /plesk-stat/** check boxes. This will install the Webalizer statistical software, which will generate reports and place them into the password protected directory. The domain/web site owner will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/webstat> using his or her FTP account login and password.
- **Custom error documents.** When visitors coming to your 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 wish to create your own error pages and use them on your web server or allow your customers to do that, select the **Custom error documents** check box.

5 Click **OK**.

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## Renewing Hosting Accounts

Hosting accounts cannot be automatically renewed, therefore, in order to bring the hosted domain name/web site back to operation, you need to manually renew the hosting account:

- 1 On your Home page, click the domain name your need.
- 2 Click **Limits**.
- 3 Specify another term in the **Validity period** box and click **OK**.
- 4 Click **Switch On** in the **Domain** group.

---

## Changing Web Hosting Type From Physical to Forwarding

If you hosted a site on the server with virtual (or physical) hosting account, and now you need only domain forwarding service for that site because it has been moved to another server, you should delete the hosting configuration and reconfigure the hosting account.

Before deleting hosting configuration for a site that was previously on a physical hosting account, make sure that the site owner has a local copy of his or her site because all files and directories related to a site are removed from the server when a hosting account is removed.

➤ **To reconfigure a hosting account:**

- 1 On your Home page, click the domain name you need.
- 2 Click **Delete** in the **Hosting** group. Confirm removal and click **OK**. All directories and files related to the site will be removed.
- 3 Click **Setup**.


---

**Note:** Refer to the Hosting Web Sites (on page 36) chapter for detailed instructions on setting up hosting accounts.

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## Introducing Similar Changes to Numerous Hosting Accounts

- *To change hosting options for a number of hosting accounts at once:*
- 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Select the check boxes corresponding to the domain names you wish to perform group operations on.
  - 3 Click  **Group Operations**.
  - 4 In the **Limits** section, you can see the list of all domain-specific limits. To change a certain limit, select an appropriate menu on the left side of the list. Adjust the settings as required:
    - Select **Unlimited** to remove the corresponding limit.
    - Select **Value** and type the numeric value to set the corresponding limit to the specified value.
    - Select **Increase (+)**, select the type of value (specific units or percentage) and type the numeric value to increase the corresponding limit by the specified value (in specific units or percents).
    - Select **Decrease (-)**, select the type of value (specific units or percentage) and type the numeric value to decrease the corresponding limit by the specified value (in specific units or percents).
    - Leave the **Do not change** value selected, to leave it as is.
  - 5 In the **Hosting** section, you can see the list of hosting parameters. To change a certain feature availability for the domains, select an appropriate option button to **Enable**, **Disable**, or **Do not change** to leave it as is.
  - 6 In the **Preferences** section, you can see the list of domain preferences. To set a certain preferences setting for the domains, select an appropriate option button to **Enable**, **Disable**, or **Do not change** to leave it as is.
  - 7 In the **Services** section, you can define availability of various domain services. To do this, select an appropriate option button to **Enable**, **Disable**, or **Do not change** to leave it as is.
  - 8 Click **OK**.

---

## Suspending and Unsuspending Hosting Accounts

➤ *To suspend a domain/web site:*

- 1 On your Home page, click the domain you need.
- 2 Click **Switch Off**.

The domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel.

➤ *To unsuspend a domain/web site:*

- 1 On your Home page, click the domain you need.
- 2 Click **Switch On**.

---

## Removing Hosting Accounts

➤ *To remove a domain/Web site with its Web content:*

- 1 On your Home page, select a check box corresponding to the domain name you wish to remove.
- 2 Click **✗ Remove Selected**, confirm removal and click **OK**.

➤ *To remove a subdomain with its Web content:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Subdomains** in the **Hosting** group.

## Viewing Statistics

- 3 Select the check box corresponding to the subdomain you wish to remove.
- 4 Click **✗ Remove Selected**, confirm removal and click **OK**.



To find out the amount of bandwidth and disk space used by a site, in the list of domain names at the bottom of your Home page, see the **Disk Usage** and **Traffic** columns.

To find out the detailed statistics regarding the amount of bandwidth used by a site, click **Traffic** on your Home page and select the required site by clicking its name in the **Domain name** column.

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

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 View the statistics for the web pages or files downloaded from or uploaded to specific areas of your site:
  - To view the statistics for web pages transferred from your site over hypertext transfer protocol (HTTP), click **Web Stats**.
  - To view the statistics for web pages transferred from your site over secure hypertext transfer protocol (HTTPS), click **Web Stats SSL**.
  - To view statistics for files transferred over file transfer protocol (FTP), click **FTP Stats**.
  - To view the bandwidth usage by months, click the **Traffic History** icon.
  - To view the bandwidth usage by FTP, Web and mail services in this domain, click the **Traffic** icon.

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**Note:** If you use the Webalizer statistical package on your account, you can customize the graphical reports shown by Webalizer. For instructions, refer to the Adjusting Preferences for Web Statistics Presentation by Webalizer (see page 98) section.



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

To view a detailed report on server resources and hosting features used by a specific domain name/web site, on your Home page, click the domain name you need, and then click the **Report** icon. A report will open.

To view a consolidated report on all your web sites and your hosting account, on your Home page, click the **Report** icon. A report will open.

Common operations on reports:

- To get more details, select the **Full Report** option from the **Report** drop-down menu.
- To adjust the amount of information presented in a report, click the  **Customize** icon, and then modify an existing report template (to do this, click a report template name) or create a new report template (to do this, click the **Add New Layout** icon). Next, specify how much information you want in each section of the report: select **None** if you do not want any information, select **Summary** if you want a concise overview, or select **Full** if you need a detailed report. Select the **Use as default report** check box and click **OK**. To delete a custom report layout, select the checkbox corresponding to the report layout name and click  **Remove Selected**.

- To print the report, click the  **Print** icon. A report will open in a separate browser window. Select the **File > Print** option from the browser's menu to print the report.
- To send the report by e-mail, type the recipient's e-mail address into the input box located to the right of the Report group and click the  **Send by E-mail** icon. If you are the recipient, then you do not need to specify an e-mail address: the system assumes by default that you are the report recipient and specifies your e-mail address registered with your control panel account.
- To have the reports automatically generated and delivered by e-mail on a daily, weekly, or monthly basis, click the **Report Delivery** icon and follow the instructions supplied in the "Automating report generation and delivery by e-mail" section.

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---

## Adjusting Preferences for Web Statistics Presentation by Webalizer

By default, statistical utility counts and reports the requests for web pages and other files made from your site—by your own web pages. So, when a user's browser requests from your site a single web page that contains references to other files, such as scripts, cascading style sheets, media files, and the like, the statistical utility reports these references to files as if they were visits to your web page. Thus, with the default settings your usage statistics is inaccurate.

You may want to:

- Hide these internal references, and references from other sites.
- Group references from a number of sites, so as to show them as if they originated from a single location.
- Hide direct requests. Direct requests are sent to your web server when users access your site by typing the URL in their browsers.

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## Hiding and Unhiding Internal References from Your and Other Sites

To hide the internal references or references from other sites:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 Click the **Web Statistics Preferences** icon.
- 4 Click the **Hide Entries** icon.
- 5 In the **Entry type** drop-down box, leave the **Referrer** value selected.
- 6 In the **Referrer** field, type the domain name from which you do not want the referrers shown in web statistics reports.

You can use the '\*' wildcard character to specify a part of domain name.

- 7 Click **OK**.

To unhide references:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 Click the **Web Statistics Preferences** icon. All hidden entries will be presented in a list.
- 4 Select the check boxes corresponding to the entries you wish to unhide and click **✗ Remove Selected**.
- 5 Confirm the operation and click **OK**.

## Grouping and Ungrouping References from Other Sites

To group references from a specific site:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 Click the **Web Statistics Preferences** icon.
- 4 Click the **Grouped referrers** tab.
- 5 Click the **Group Referrers** icon.
- 6 Type the group name that you wish to be shown for all referrers on the specific site.
- 7 In the **Referrer** input box, specify the site (domain name) from which all referrers should be grouped.

You can use the '\*' wildcard character to specify a part of domain name.

- 8 Click **OK**.

To ungroup references from a specific site:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 Click the **Web Statistics Preferences** icon.
- 4 Click the **Grouped referrers** tab. All referrer group names will be presented in a list.
- 5 Select the check box corresponding to the required group name and click **✕ Remove Selected**.
- 6 Confirm the operation and click **OK**.

## Hiding and Unhiding Direct Requests

To hide direct requests:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 Click the **Web Statistics Preferences** icon.
- 4 Click the **Hide Entries** icon.
- 5 In the **Entry type** drop-down box, select the **Direct request** value.
- 6 Click **OK**.

To unhide direct requests:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Report** icon.
- 3 Click the **Web Statistics Preferences** icon. All hidden entries will be presented in a list.
- 4 Select the check box corresponding to the **Direct request** entry and click **✗ Remove Selected**.
- 5 Confirm the operation and click **OK**.

---

## Automating Report Generation and Delivery by E-mail

- *To receive consolidated reports on your account status on a regular basis:*
  - 1 On your Home page, click **Report**.
  - 2 Click **Layouts**.
  - 3 Under the **Name** column, click the report type you need.
  - 4 Click **Report Delivery**.
  - 5 Click **New Delivery Schedule**.
  - 6 To receive the report to your e-mail address registered with the system, select the **the client** value from the **Deliver to** drop-down menu. To receive the report to another e-mail address, select the **the e-mail address I specify** option and type the e-mail address.
  - 7 Select the delivery interval from the **Delivery frequency** drop-down menu. You can have the report delivered each day, each week, or each month.
  - 8 Click **OK**.
  
- *To change the delivery schedule for an account status report:*
  - 1 On your Home page, click **Report**.
  - 2 Click **Layouts**.
  - 3 Under the **Name** column, click the report type you need.
  - 4 Click **Report Delivery**.
  - 5 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.
  - 6 Adjust the settings as required and click **OK**.
  
- *To stop receiving the account status reports:*
  - 1 On your Home page, click **Report**.
  - 2 Click **Layouts**.
  - 3 Under the **Name** column, click the report type you need.
  - 4 Click **Report Delivery**.
  - 5 Select a check box corresponding to the delivery schedule and click **✗ Remove Selected**. Confirm removal and click **OK**.
  
- *To receive detailed reports on a specific domain/web site on a regular basis:*
  - 1 On your Home page, click the domain name you need.

- 2 Click **Report**.
- 3 Click **Layouts**.
- 4 Under the **Name** column, click the report type you need.
- 5 Click **Report Delivery**.
- 6 Click **Add Delivery Schedule**.
- 7 To receive the report to your e-mail address registered with the system, select the **client** value from the **Deliver to** drop-down menu. To receive the report to another e-mail address, select the **e-mail address I specify** option and type the e-mail address.
- 8 Select the delivery interval from the **Delivery frequency** drop-down menu. You can have the report delivered each day, each week, or each month.
- 9 Click **OK**.

➤ *To change the delivery schedule for a detailed domain/web site report:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Report**.
- 3 Click **Layouts**.
- 4 Under the **Name** column, click the report type you need.
- 5 Click **Report Delivery**.
- 6 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.
- 7 Adjust the settings as required and click **OK**.

➤ *To stop receiving the account status reports:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Report**.
- 3 Click **Layouts**.
- 4 Under the **Name** column, click the report type you need.
- 5 Click **Report Delivery**.
- 6 Select a check box corresponding to the delivery schedule and click **✗ Remove Selected**. Confirm removal and click **OK**.


## Viewing Log Files and Configuring Recycling of 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 statistical utilities 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 statistical utilities, 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 On your Home page, click the domain name you need.
- 2 Click **Log Manager** in the **Hosting** group.
- 3 Click **Log Rotation** in the **Tools** group.
- 4 Click **Switch On** in the **Tools** group. If you see only **Switch Off** there, this means that log recycling is already switched on.
- 5 Specify when to recycle log files and how many instances 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.
- 6 Click **OK**.

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

- 1 On your Home page, click the domain name you need.
- 2 Click **Log Manager** in the **Hosting** group. A list of log files will show.
  - To specify the number of lines from the end of the log file that you would like to view, type a number into the input box under the **Preferences** group.
  - To view the contents of a log file, click its filename.
  - To download a file to your computer, click an icon , corresponding to the file you need.
  - To remove a processed log file from the server, select a corresponding check box and click **✗ Remove Selected**. Confirm removal and click **OK**.



# Backing Up And Restoring Your Data

With the current version of backup and restore utilities installed with your control panel, you can:

**Back up your account with domains.** The backup archive will include all control panel configurations and data related to your account and your domains (Web sites).

**Back up individual domains (Web sites).** The backup archive will include all data related to domain administrator's account, domain (web site) and mail services, including the contents of mailboxes, Horde Turba address book contact lists, antispam and antivirus settings.

**Schedule backups.** Scheduling backup can be done both for your account and your domains.

**Restore your data from backup archives.**

---

**Note for hosting resellers:** Your customers (domain administrators) granted with the permission to use the backup and restore facilities can back up and restore their own account settings and Web sites through the control panel. Your customers will find shortcuts to their backup repositories on their Home pages (**Home > Backup**).

---

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---

## Configuring 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 Navigate to the repository you need:
  - For a repository at your account level, go to **Home > Back Up > FTP Repository > FTP Account Properties.**
  - For a repository on a domain level, go to **domain name > Back Up > FTP Repository > FTP Account Properties.**
- 2 Specify the following properties:
  - 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 Domains

➤ *To back up your account with domains:*

- 1 Click the **Backup** icon in the **Tools** group on your Home page.
- 2 If you want to back up and store the backup file on an FTP server, click the **FTP repository** tab, then click **FTP Account Properties** to specify the destination FTP server (as described in the Configuring Control Panel for Using FTP Repository (see page 106) section), if you have not done so yet.
- 3 Click the **Backup Now** icon in the **Tools** group.
- 4 Specify the backup file name and give a description to the backup file.
- 5 To create a multivolume backup, select the respective check box and specify volume size in megabytes.
- 6 Select the repository where you would like to store the backup file.
- 7 To save your account settings, select the **Backup client information** check box.
- 8 Select the domains to back up.
  - To back up individual domains, select the corresponding check boxes in the list of domains.
  - To back up all your domains, select the check box in the upper right corner of the list of domains.
- 9 Click **Back Up Now**.
- 10 The backup will start and the progress will be shown.
  - To update the information on the screen, click **Refresh**.
  - To cancel the backup, click **Cancel** and confirm the cancellation by clicking **OK**.
- 11 Upon completion of the backup process you will be shown a window displaying the backup results, including errors, if they were encountered. Click **OK**.

The backup file will be saved to the repository you selected, and will be accessible either from the FTP server, or from the location **Home > Backup**.

---

## Backing Up Individual Domains (Web Sites)

To back up your domain (web site):

- 1 Click the domain name you need on your Home page.

- 2 Click the **Back Up** icon in the **Domain** group.
- 3 If you want to back up and store the backup file on an FTP server, click the **FTP repository** tab, then click **FTP Account Properties** to specify the destination FTP server, if you have not done so yet.
- 4 Click the **Back Up Now** icon in the **Tools** group.
- 5 Specify the backup file name and give a description to the backup file.
- 6 To create a multivolume backup, select the respective check box and specify volume size in megabytes.
- 7 Select the repository where you would like to store the backup file.
- 8 Click **Back Up Now**.
- 9 The backup will start and the progress will be shown.
  - To update the information on the screen, click **Refresh**.
  - To cancel the backup, click **Cancel** and confirm the cancellation by clicking **OK**.
- 10 Upon completion of the backup process you will be shown a window displaying the backup results, including errors, if they were encountered. Click **OK**.

The backup file will be saved to the repository you selected, and will be accessible either from the FTP server, or from the location **Home > domain name > Backup**.

---

## Scheduling Backups

To schedule backup of your account and your sites:

- 1 Click the **Backup** icon in the **Tools** group on your Home page.
- 2 Click the **Schedule Backup** icon in the **Tools** group.
- 3 Specify when and how often to perform backup.
- 4 To enable recycling of backup files, clear the **Unlimited** check box and type the maximum allowed number of files in the repository.

When this limit is reached, the oldest backup files are removed.
- 5 Specify the combination of symbols that backup file names should begin with.

This will help you distinguish between backup files.
- 6 Select the repository where you would like to store the backup file.
- 7 To create a multivolume backup, select the respective check box and specify volume size in megabytes.
- 8 To save the user account settings, select the **Back up client's preferences and account details** check box.
- 9 Select the domains to back up.
  - To back up all domains, select the check box in the upper left corner of the list of domains.

- To back up individual domains, select the corresponding check boxes in the list of domains.

**10** Click the **Switch On** icon in the **Tools** group.

**11** Click **OK**.

To schedule backup of a single domain (web site):

- 1** Click the domain name you need on your Home page.
- 2** Click the **Backup** icon in the **Tools** group.
- 3** Click the **Schedule Backup** icon in the **Tools** group.
- 4** Specify when and how often to perform backup.
- 5** To enable recycling of backup files, clear the **Unlimited** check box and type the maximum allowed number of files in the repository.  
When this limit is reached, the oldest backup files are removed.
- 6** Specify the combination of symbols that backup file names should begin with.  
This will help you distinguish between backup files.
- 7** Select the repository where you would like to store the backup file.
- 8** To create a multivolume backup, select the respective check box and specify volume size in megabytes.
- 9** Click the **Switch On** icon in the **Tools** group.
- 10** Click **OK**.

---

## Restoring Data From Backup Archives

To restore your account with domains:

- 1 Click the **Backup** icon in the **Tools** group on your Home page.
- 2 If you wish to restore data from a file stored on an FTP server, click the **FTP Repository** tab.
- 3 Click the backup file name you need.
- 4 Select the **Restore client's preferences and account details** check box.
- 5 Select the domains that you would like to restore.
- 6 Click **Next >>**.

If your account or any of its domains were assigned other IP addresses or database servers than specified in the backup file, you will be prompted to resolve the conflicts by selecting the new IP address and database server to use. Click **Next >>**.

- 7 Restoring will start and its progress will be shown.
  - To update the information on the screen, click **Refresh**.
  - To cancel the restoring process, click **Cancel** and confirm the cancellation by clicking **OK**.
- 8 Upon completion of the restoring process you will be shown a window displaying the restoration results, including errors, if they were encountered. Click **OK**.

To restore a domain (Web site):

- 1 Click the domain name you need on your Home page.
- 2 Click the **Backup** icon in the **Tools** group.
- 3 If you wish to restore data from a file stored on an FTP server, click the **FTP Repository** tab.
- 4 Click the backup file name you need.
- 5 Click **Restore Now**.
  - To update the information on the screen, click **Refresh**.
  - To cancel the restoring process, click **Cancel** and confirm the cancellation by clicking **OK**.
- 6 Upon completion of the restoring process you will be shown a window displaying the restoration results, including errors, if they were encountered. Click **OK**.

---

## Maintaining Your Backup Files Repository

This section provides instructions on:

- Uploading backup files stored on another computer.
- Downloading backup files to another computer.
- Removing redundant backup files from the backup repository.

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## Uploading Backup Files to Server


To upload a backup file to the backup repository within the control panel:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Backup** icon in the **Tools** group.
- 3 Click **Upload Files to Local Repository**.
- 4 Click **Browse** and select the required backup file.
- 5 Click **OK**.

The backup file will be uploaded to the backup repository.

## Downloading Backup Files from Server


➤ *To download backup file from the backup repository:*

- 1 Click the domain name you need on your Home page.
- 2 Click **Backup** in the **Tools** group.
- 3 Click the  icon corresponding to the backup file you wish to download.
- 4 Select the location where you wish to save the backup file and click **Save**.

The backup file will be downloaded from the backup repository.

## Removing Backup Files from Server

➤ *To remove backup file from the backup repository:*

- 1 Click the domain name you need on your Home page.
- 2 Click **Backup** in the **Tools** group.
- 3 Select a checkbox corresponding to the backup file you wish to remove.
- 4 Click  **Remove Selected**.
- 5 Confirm removal and click **OK**.



# Using E-mail Services

You can use a number of different e-mail services with a single e-mail account. For example, you can have an e-mail address that will accept mail as any standard mailbox, forward to a number of recipients, and send an automatic response to the original message sender.

If you are going to serve mailboxes under a specific domain with an external mail server, follow these steps:

- 1 Go to **Home > domain name > DNS Settings**.
- 2 In the **Record type** column, locate an MX record, and click the respective link in the **Host** column on the left.
- 3 In the **Enter mail exchanger** box, type the external mail server's host name, for example, `mailserver.example.com`.
- 4 Click **OK**.
- 5 Click **Up Level** to return to the domain management screen.
- 6 Click **Mail**.
- 7 Click **Switch Off**.

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## Creating Mailboxes

If you wish to have an e-mail address associated with a site, like [yourname@domain.com](mailto:yourname@domain.com), you should create a mailbox. To do this:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** in the **Services** group.
- 3 Click **Add New Mail Account**.
- 4 Your domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

This can be, for example, your first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot and underscore symbols.

- 5 Specify a password that you will use for accessing your mailbox.
- 6 Make sure that a check mark is present in the **Mailbox** check box.
- 7 Click **OK**.

Now your mailbox is created on the provider's server, and you can set up your favorite e-mail program so as to receive and send e-mail messages through your new mailbox.

➤ **To create mailboxes for other users:**

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click **Add New Mail Account**.
- 4 Your domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

This can be, for example, user's first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash dot and underscore symbols.

- 5 Specify a password that mailbox owner will use for accessing his or her mailbox.
- 6 Make sure that a check mark is present in the **Mailbox** check box.
- 7 If required, limit the amount of disk space that this mailbox and it's autoresponder attachment files can use. To do this, under **Mailbox quota** select the **Enter size** option and type the desired value in kilobytes.
- 8 To allow the mailbox owner to manage his or her mailbox through a mailbox administration panel, select the **Control panel access** check box and specify the language for the user's control panel.
- 9 Click **OK**.

- 10** To allow the mailbox owner configure and use spam filter and antivirus, click **Permissions**, select the respective check boxes and click **OK**.

Now, the mailbox is created, and a separate e-mail administration panel has been set up in Plesk. To enter it, the mailbox owner should visit the URL <https://your-domain.com:8443>, type his or her e-mail address into the **Login** box, type the password for the mailbox into the **Password** box, and then click **Login**.

## Setting Up Your E-mail Program for Retrieving Mail from Your Mailbox

➤ *To set up Microsoft Outlook Express:*

- 1 Open Microsoft Outlook Express.
- 2 Go to **Tools > Accounts**.
- 3 Click the **Mail** tab to open a list of your mail accounts.
- 4 Click the **Add >** button and select the **Mail ...** item.
- 5 Enter your name as you want it to appear in any messages you send, and click **Next >**.
- 6 Type your e-mail address that you created through Plesk (for example, [your.name@your-domain.com](mailto:your.name@your-domain.com)), and click **Next >**.
- 7 Select the protocol of your incoming mail server.
- 8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.
- 9 Type your e-mail address in the **Account name** box (for example: [your.name@your-domain.com](mailto:your.name@your-domain.com)).
- 10 Type your password. This should be the password that you specified during creation of the mailbox through Plesk.
- 11 Leave the **Remember password** box checked, if you do not wish 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 >**.
- 12 To complete setting up your e-mail program, click **Finish**.

➤ *To set up Mozilla Thunderbird:*

- 1 Open Mozilla Thunderbird.
- 2 Go to **Tools > Account Settings...**
- 3 Click **Add Account**. The Account Wizard will open.
- 4 Leave the **Email account** option selected, and click **Next >**.
- 5 Enter your name as you want it to appear in any messages you send.
- 6 Type your e-mail address that you created through Plesk.  
For example, [your.name@your-domain.com](mailto:your.name@your-domain.com). Click **Next >**.
- 7 Select the protocol of your incoming mail server.
- 8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.
- 9 In the Incoming User Name box, specify your full e-mail address (for example, [your.name@your-domain.com](mailto:your.name@your-domain.com)), and click **Next >**.

- 10 Enter the name by which you would like to refer to this account (for example, Work Account) and click **Next** >.
- 11 Verify that the information you entered is correct, and click **Finish**.
- 12 Click **OK** to close the Account Settings wizard.

---

## Accessing Your Mail From a Web Browser

You can read your mail and compose new messages even if you are far from your home or office computer. To do this, you first need to allow access to the Horde Webmail interface that is integrated with your control panel. Then you can work with your mail from any computer with Internet connection and Web browser installed, or a WAP-enabled cellular phone or a handheld computer (PDA).

➤ ***To allow access to the Webmail interface:***

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon.
- 3 Click **Preferences**.
- 4 Select the **WebMail** check box.
- 5 Click **OK**.

---

**Note:** Activation and deactivation of Webmail for your domain involves modifications in DNS zone, therefore, there is actually a certain delay present when activating and deactivating Webmail due to the speed of DNS registration mechanisms.

---

➤ ***To access your mailbox through Webmail:***

- 1 Open a Web browser (or a WAP browser, if you are working from a handheld device), and type the URL: <http://webmail.your-domain.com>, where your-domain.com is the name of your domain. Press ENTER. The webmail login screen will open.
- 2 Type the user name and password that you specified during creation of your mailbox and click **Log in**.

---

## Protecting Mailboxes From Spam

To protect your mailbox from undesirable correspondence, do not publish your e-mail address on Internet forums and switch on the server-side spam filter provided by the SpamAssassin software.

When you need to publish your e-mail address, create a disposable e-mail address - e-mail alias - for your primary e-mail address, and publish it instead. All messages sent to the e-mail alias will come into your mailbox. Once you start getting spam, remove that alias and create another one. If you have a mailbox at another domain or mail server, you may want to set up a disposable e-mail forwarder.

We would advise that you do not read spam e-mails when you receive them, just delete them at once. Even if you have read them, do not respond to them and do not click those “click here to unsubscribe” URLs: spammers will then know that your e-mail address is valid and you will get even more spam.


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## Setting Up Additional Disposable E-mail Addresses (Mail Aliases)

➤ *To set up an e-mail alias for a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the e-mail address you need.
- 4 Click **Add New Mail Alias**.
- 5 Type a desired name and click **OK**.

The messages addressed to your additional e-mail address (e-mail alias) will get to your mailbox. You can see the list of currently used mail aliases by clicking  **Show Aliases** on the page that lists mail accounts under the domain.

➤ *To remove an e-mail alias from a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the e-mail address you need.
- 4 Select the check box corresponding to the alias that you wish to remove, and click  **Remove Selected**.

## Setting Up Spam Filter

If you receive undesirable correspondence to an e-mail address that you cannot or do not want to remove, consider setting up spam filter for your mailbox. To do this,

- Enable SpamAssassin spam filter on the Plesk server, if supported by your provider, and
- Install spam filtering software of your choice to work with e-mail program on your home or office computer.

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## Switching on Spam Filter

To switch on spam filtering for a mailbox:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the e-mail address you need.
- 4 Click the **Spam Filter** icon in the **Tools** group.
- 5 Configure the following settings as desired:

- **The score required before a mail is considered spam.** This setting adjusts spam filter sensitivity. 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 **The score required before a mail is considered spam** 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 **The score required before a mail is considered spam** box.

---

**Note:** To further improve spam filter accuracy, you may want to train your spam filter on e-mail messages you receive (see the instructions on improving accuracy of spam detection in the following section).

---

- **What to do with spam mail.** 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 **Delete** option. If you wish to filter mail with the software on your local computer, select the **Mark as spam and store in mailbox** option, 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 include a specific text string to the beginning of Subject line. To include a desired combination of symbols or words to the message subject, type it into the **Add the following text to the beginning of subject of each message recognized as spam** box. If you do not want the spam filter to modify message subject, leave this box blank. If you want to include into the subject line the number of points that messages score, type `_SCORE_` in this box.
- 6 If you do not want to receive e-mail from specific domains or individual senders, click the **Black List** tab, and then add the respective entries to the spam filter's black list:







- To add entries to the black list, click **Add Addresses**. If you have a list of entries stored in a file, click **Browse** to specify it, and then click **OK**. Otherwise, select the **From List** option, and type the e-mail addresses into the **E-mail addresses** box. Place each address in one row, or separate addresses with a comma, 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. To save the entries you added, click **OK**, then confirm adding, and click **OK** again.
  - To remove entries from the black list, under the **Black List** tab, select the entries and click **Remove Selected**. Confirm removal and click **OK**.
- 7 If you want to be sure that you will not miss e-mail from specific senders, click the **White List** tab, and then add e-mail addresses or entire domains to the spam filter's white list:
- To add entries to the white list, click **Add Addresses**. If you have a list of entries stored in a file, click **Browse** to specify it, and then click **OK**. Otherwise, select the **From List** option, and type the e-mail addresses into the **E-mail addresses** box. Place each address in one row, or separate addresses with a comma, 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. To save the entries you added, click **OK**, then confirm adding, and click **OK** again.
  - To remove entries from the white list, under the **White List** tab, select the entries and click **Remove Selected**. Confirm removal and click **OK**.
- 8 Once finished with setting up the spam filter, click the **Switch On Spam Filtering** icon, and then click **OK**.

## Improving Accuracy of Spam Detection

You can improve accuracy of spam detection by training the spam filter on the e-mail messages that you have in your mailbox.

To improve accuracy of spam detection:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the e-mail address you need.
- 4 Click the **Spam Filter** icon in the **Tools** group.
- 5 Click the **Training** tab.

All e-mail messages you have in your mailbox are presented on the screen. Each message is accompanied by an icon in the left column, which tells if a message is recognized as spam - , non-spam - , or not recognized at all - . If you have already trained your spam filter on a message and the results were recorded in the spam filter's database, an icon  is shown in the right column.

- 6 Train the spam filter.

In most cases, you can tell if a message is spam by looking at its subject line and sender's name. If they do not give you any clue, try looking inside the message using your e-mail program or webmail interface.

- To mark a message as spam, select the corresponding check box and click '**It's Spam!**'.
- To mark a message as not spam, select the corresponding check box and click '**It's Not Spam!**'.
- To remove any information on a given message from the spam filter database, select the corresponding check box and click '**Forget It!**'.

- 7 Once finished with training, you can remove spam e-mails from your mailbox using your e-mail program or Horde IMP Webmail interface.

## Clearing Spam Filter's Database

If you have accidentally made your spam filter learn a great number of spam e-mails as non-spam or vice versa, your spam filter will likely produce incorrect results. In this case, clear the spam filter's database and then repeat training.

To clear spam filter's database:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the e-mail address you need.
- 4 Click the **Spam Filter** icon in the **Tools** group.
- 5 Click the **Training** tab.
- 6 Click the **Clear** button.

## Switching off Spam Filter

To switch off spam filtering for a mailbox:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the e-mail address you need.
- 4 Click the **Spam Filter** icon in the **Tools** group.
- 5 Click the **Switch Off Spam Filtering** icon and then click **OK**.

---

## Protecting Mailboxes From Viruses

To defend your system from viruses, do not open suspicious e-mail attachments, enable anti-virus protection on the server side, if this service is provided by your hosting company, and be sure to have a firewall and anti-virus software installed on your personal computer. Also keep your operating system up-to-date and timely install security hot fixes and patches.

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## Switching on Anti-virus Protection

➤ *To switch on anti-virus protection for a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon.
- 3 Click the e-mail address you need.
- 4 Click the **Antivirus** icon in the **Tools** group.
- 5 Choose the desired mail scanning mode. You can switch on scanning for incoming mail, outgoing mail, or both.

---

**Note:** If Kaspersky Antivirus is used on the server, then you can use the **Scanning settings** icon to adjust scanning settings. To view the information about scanning settings, click the **Help** shortcut in the navigation pane.

---

- 6 Click **OK**.

## Switching off Anti-virus Protection

➤ *To switch off anti-virus protection for a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon.
- 3 Click the e-mail address you need.
- 4 Click the **Antivirus** icon in the **Tools** group.
- 5 Choose the **Do not scan for viruses** option and click **OK**.

---

## Suspending and Unsuspending Mailboxes

➤ *To temporarily suspend e-mail services for a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click the e-mail address, whose e-mail services you wish to suspend.
- 4 Click **Mailbox** in the **Tools** group.
- 5 Clear the **Mailbox** check box.
- 6 Click **OK**.

➤ *To resume e-mail services for a suspended mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click the e-mail address, whose e-mail services you wish to resume.
- 4 Click **Mailbox** in the **Tools** group.
- 5 Select the **Mailbox** check box.
- 6 Click **OK**.

➤ *To temporarily suspend e-mail services for all mailboxes in a domain:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click **Switch Off** in the **Tools** group.


➤ *To resume e-mail services for all mailboxes in a domain:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click **Switch On** in the **Tools** group.

---

## Removing Mailboxes

➤ *To remove a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Select a check box corresponding to the mailbox that you wish to remove.
- 4 Click  **Remove Selected**.
- 5 When prompted, confirm removal and click **OK**.

---

## Switching off the Mailbox Service When You Have Decided to Turn Your Account into a Mail Forwarder

If you are going to use your existing e-mail account as a mail forwarder or mailing list, you are recommended to switch off the mailbox service: a mailbox keeps all incoming messages and messages are not removed automatically after being forwarded. Therefore, if you choose to have the "mailbox + mail forwarder" configuration on your account, be sure to clean up the mailbox from time to time.

➤ *To switch off the mailbox service for your account discarding all messages in your mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon.
- 3 Click the required e-mail address.
- 4 Click the **Mailbox** icon in the **Tools** group.
- 5 Deselect the **Mailbox** check box.
- 6 Click **OK**.

---

## Setting Up Mail Forwarding to a Single E-mail Address

➤ *To set up an e-mail address that will accept mail and forward it to another e-mail address:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click **Add New Mail Account**.
- 4 Specify the desired name for the mail forwarder next to **Mail account name**.

The domain name is shown to the right of @ sign, so you only need to type the name. This can be, for example, your first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash dot and underscore symbols.

- 5 Clear the **Mailbox** and **Control panel access** check boxes.
- 6 Click **OK**.
- 7 Click **Redirect** in the **Tools** group.
- 8 Select the **Redirect** check box.
- 9 Type the destination e-mail address to which you would like to forward e-mail.
- 10 Click **OK**.

➤ *To set up an e-mail address that will accept mail, pass it through the spam filter and then forward it to another e-mail address:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click **Add New Mail Account**.
- 4 Specify the desired name for the forwarder's e-mail address next to **Mail account name**.

The domain name is shown to the right of @ sign, so you only need to type the name. This can be, for example, your first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash dot and underscore symbols.

- 5 Make sure that the **Mailbox** check box is selected.  
Without a mailbox, you will not be able to apply spam filtering.
- 6 Specify a password that will be used for accessing the mailbox: You will likely need to clean the contents of mailbox from time to time.

- 7 Click **OK**.
- 8 Click **Redirect** in the **Tools** group.
- 9 Select the **Redirect** check box.
- 10 Type the destination e-mail address to which you would like to forward e-mail.
- 11 Click **OK**.

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## **Suspending and Unsuspending Mail Forwarders**

➤ *To suspend a mail forwarder:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click the e-mail address, whose forwarding service you wish to suspend.
- 4 Click **Redirect** in the **Tools** group.
- 5 Clear the **Redirect** check box.
- 6 Click **OK**.

➤ *To unsuspend a mail forwarder:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click the e-mail address, whose forwarding service you wish to resume.
- 4 Click **Redirect** in the **Tools** group.
- 5 Select the **Redirect** check box.
- 6 Click **OK**.



---

## Setting Up Mail Forwarding to Multiple E-mail Addresses

➤ *To set up an e-mail address that will accept mail and forward it to multiple other e-mail addresses:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the required e-mail address.
- 4 Click **Mail Group**.
- 5 Click **Add New Member**.

You should add at least one e-mail address before enabling mail forwarding to several e-mail addresses.

- 6 Enter the desired external e-mail address into the **E-mail** input field or select one or more of the listed mail accounts using check boxes.
- 7 Click **OK**.
- 8 Click **Switch On**.

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## Adding and Removing Recipient Addresses

➤ *To add an external e-mail address to the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the required e-mail address.
- 4 Click **Mail Group**.
- 5 Click **Add New Member**.
- 6 Enter the desired external e-mail address into the **E-mail** input field.
- 7 Click **OK**.

➤ *To remove an external e-mail address from the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the required e-mail address.
- 4 Click **Mail Group**.
- 5 Select the check box corresponding to the e-mail address you wish to remove from the list.
- 6 Click **✗ Remove Selected**. Confirm removal and click **OK**.

➤ *To add an e-mail address registered on your server to the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the mail account you wish to add to the subscription list.
- 4 Click **Groups**.
- 5 Select the required multiple e-mail forwarder in the **Available mail groups** list.
- 6 Click **Add >>**.
- 7 Click **OK**.

An e-mail address registered on your server can also be added to the subscription list using the procedure for adding an external e-mail address (see above).

➤ *To remove an e-mail address registered on your server from the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the e-mail address you wish to remove from the subscription list.
- 4 Click **Groups**.

- 5 Select the required multiple e-mail forwarder in the **Member of the following mail groups** list.
- 6 Click << **Remove**.
- 7 Click **OK**.

An e-mail address registered on your server can also be removed from the subscription list using the procedure for removing an external e-mail address (see above).

## Switching off Mail Forwarding to Multiple E-mail Addresses

- *To switch off the e-mail forwarding to several e-mail addresses:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Mail** in the **Services** group.
  - 3 Click the required e-mail address.
  - 4 Click **Mail Group**.
  - 5 Click **Switch Off**.

---

## Removing Mail Forwarders


- *To remove a mail forwarder:*
  - 1 On your Home page, click the domain name you need.
  - 2 Click **Mail**.
  - 3 Select a check box corresponding to the mail forwarder that you wish to remove.
  - 4 Click **✗ Remove Selected**.
  - 5 When prompted, confirm removal and click **OK**.

## Setting Up Automatic Reply

If you are going on vacation and will not be able to check your mail for a while, you may want to leave a vacation notice that will be automatically sent to your correspondents once they send e-mail to your address. This is done with automatic reply facility, also referred to as autoresponder. Aside from vacation notices, organizations can use automatic replies to notify customers that their orders or technical support requests were received and will soon be processed. Automatic replies can include pre-written messages in plain text or HTML format, and they can contain attached files as well.

To set up automatic reply for a mailbox:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon.
- 3 Click the e-mail address, for which you wish to set up an automatic reply.
- 4 Click the **Autoresponders** icon in the **Tools** group.
- 5 If you are not going to attach any files to the automatic reply, proceed to the step 6. To attach a file to the automatic reply:
  1. Click the **Attachment Files** icon in the **Tools** group.
  2. Click **Browse** to locate the file, and once selected, click **Send File**.

The file will be added to the attachment files storage, and you will be able to attach this file to a number of different automatic replies.
  3. Once finished, click  **Up Level** and proceed to the next step.
- 6 Click the **Add New Autoresponder** icon in the **Tools** group.
- 7 Configure the automatic reply:
  1. Type a name for this automatic reply into the **Autoresponder name** box.

For example, Vacation notice.
  2. If you want your incoming mail to be forwarded to another e-mail address while you are away, specify an e-mail address in the **Upon automatic response, forward the original message to the specified e-mail** box.
  3. If you want this automatic reply to be sent in reply to any incoming e-mail message, in the **Conditions** group, leave the **always respond** option selected. If you wish to automatically reply only to e-mail messages that contain specific words in the message text or subject line, select the appropriate option, and type the word combination in the input box.
  4. By default, the subject line of incoming e-mail will be inserted into the automated reply. To use a custom subject, type it into the **Reply** subject input box.

5. As your correspondents may not figure out that the message they received from you was an automatic response, they may want to respond to your auto-reply. So, you should specify your e-mail address as the **Return address**, otherwise, their messages will be directed at the autoresponder's address.
  6. Specify the automatic reply message format (**plain text** or **HTML**) and character encoding (**UTF-8** is recommended). If you use HTML tags in your auto-reply message, you should select the **HTML** option.
  7. Type your message in the **Reply with text** field.
  8. Attach your files, if needed. To do this, click the **Add New Attachment** button, select the check box corresponding to the file that you previously uploaded to the attachment storage, and click **OK**. To remove an attached file from the automatic reply, select the corresponding checkbox, and click **✗ Remove Selected**.
  9. To limit the number of automated responses per day to the same e-mail address, enter the desired number in the respective input box under **Limits**.

The default setting is to respond no more than ten times in one day to the same e-mail address.
  10. To reduce mail server load, you may want to limit the number of unique addresses that the autoresponder will remember. To do this, enter the desired number into the **Store up to** box.
- 8 Click **OK**.
  - 9 Click the **Switch On** icon in the **Tools** group.

---


## Switching off Automatic Reply

➤ *To switch off an automatic reply for a mailbox:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click the e-mail address, for which you wish to switch off the automatic reply.
- 4 Click **Autoresponders** in the **Tools** group.
- 5 Click **Switch Off**.

The automatic reply is now switched off. Its configuration is not deleted from the control panel, so the next time you need to use this automatic reply, repeat the above procedure, clicking **Switch On** on the last step.

➤ *To delete an automatic reply configuration that you no longer need:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click the e-mail address you need.
- 4 Click **Autoresponders** in the **Tools** group.
- 5 Select a check box corresponding to the configuration name, and click  **Remove Selected**.

---

## Setting Up Site-wide Preferences for Handling Mail to Nonexistent Users (Mail Bounce)

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 the “this address no longer accepts mail” notice. You can choose to:

- Change the default notice if you do not like it,
- Forward all such mail to the desired e-mail address,
- Reject such mail without accepting it and without notifying senders.


This setting can decrease mail server load caused by a large amount of spam, which is often sent to randomly generated user names. However, for spammers, this can somewhat speed up scanning your mail server for valid e-mail addresses.

➤ ***To configure the site-wide settings for handling mail to nonexistent users:***

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail**.
- 3 Click **Preferences**.
- 4 Choose a desired option and specify the information as required.
- 5 Click **OK**.

---

## Introducing Similar Changes to a Number of Mail Accounts at Once

- *To introduce similar changes to a number of mail accounts at once:*
- 1 On your Home page, click the domain name you need.
  - 2 Click **Mail** in the **Services** group.
  - 3 Select the check boxes corresponding to the mail accounts whose settings you want to change.
  - 4 Click  **Group Operations**.
  - 5 Adjust the settings as necessary:
    - Select **Switch on** to enable the corresponding option for the selected mail accounts.
    - Select **Switch off** to disable the corresponding option for the selected mail accounts.
    - Leave **Do not change** selected if you do not want to change the corresponding option.
  - 6 Click **OK**.



---

## Maintaining Mailing Lists

If you wish to deliver offers and promotions to your customers, run a newsletter, or inform visitors of your site of recent updates, you should set up a mailing list on your site and subscribe your users to it or invite them to subscribe themselves.

Mailing list is a convenient way to reach a number of readers at once: it contains a list of subscribers' e-mail addresses, which are combined under a single e-mail address, to which you post your information or a newsletter. Mailing lists are provided by the GNU Mailman software, which may or may not be installed on your server.

To make sure that you can use mailing lists, contact your provider or look it up in the control panel: go to **Home > Mail**, click the **Mailing lists** tab, and see if there is an **Add New Mailing list** icon displayed in color.

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## Setting Up a Mailing List


To set up a mailing list:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the **Mailing lists** tab.
- 4 Click the **Switch On** icon in the **Tools** group to start up the Mailman software on the server.
- 5 Click the **Add New Mailing List** icon in the **Tools** group.
- 6 Specify the desired name for the mailing list.  
This can be, for example, a department name, a topic of the mailing list, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot and underscore symbols.
- 7 Specify the password that will be used for administering the mailing list.
- 8 Specify the mailing list administrator's e-mail.
- 9 Leave the **Notify administrator of the mailing list creation** check box selected.  
You will receive instructions on using and managing the mailing list at the administrator's e-mail you specified. Keep that message for your records.
- 10 Click **OK**.

To post a newsletter issue or other information to the mailing list, send it by e-mail to the mailing list's e-mail address. All subscribed users will receive it.

## Configuring a Mailing List

Your mailing list is operable with the default settings. However, you may want to configure it, for example, so as to enable moderation, filter content of the posts or to archive messages. To do this from the control panel:

- 1 On your Home page, click the domain name you need.
- 2 Click the **Mail** icon in the **Services** group.
- 3 Click the **Mailing lists** tab.
- 4 Click the  icon next to the desired mailing list's e-mail address.  
A login screen opens.
- 5 Type the list administrator's password and click **Let me in ....**

Alternately, you can access the mailing list configuration the following way:

- 1 In your web browser, enter the following URL: <http://lists.<your-domain.com>/mailman/admin/<listname>> (where <your-domain.com> is your domain name, and <listname> is the name of the mailing list (i.e. the left part of the mailing list's e-mail address before the @ sign)).  
A login screen opens.
- 2 Type the list administrator's password and click **Let me in ....**

## Subscribing and Unsubscribing Users

➤ *To subscribe users to mailing list:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the **Mailing lists** tab.
- 4 Click the required mailing list name.
- 5 Click **Add New Member**.
- 6 Specify subscriber's e-mail address.
- 7 Click **OK**.

➤ *To unsubscribe users from mailing list:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the **Mailing lists** tab.
- 4 Click the required mailing list name.
- 5 Select a check box to the left of the user's e-mail address.
- 6 Click **✗ Remove Selected**.
- 7 Confirm removal and click **OK**.

## Posting to Your Mailing List

To post a newsletter issue or other information to the mailing list, send it by e-mail to the mailing list's e-mail address. All subscribed users will receive it.

## Removing Mailing Lists

➤ *To remove a mailing list from site:*

- 1 On your Home page, click the domain name you need.
- 2 Click **Mail** in the **Services** group.
- 3 Click the **Mailing lists** tab.
- 4 Select a check box corresponding to the mailbox that you wish to remove.
- 5 Click **✗ Remove Selected**.
- 6 When prompted, confirm removal and click **OK**.

# Scheduling Tasks

If you need to run scripts on your site at specific time, use the task scheduler on your provider's server to make the system automatically run the scripts for you.

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## Scheduling a Task

➤ *To schedule a task:*

- 1 On your Home page, click the domain name you need.
- 2 Click the **Scheduled Tasks** icon.
- 3 Select the system user account on whose behalf the task will be executed.
- 4 Click **Add New Task**.
- 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 drop-down box

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 the legal 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, etc. 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.
- 7 Click **OK**.

---

## Suspending and Resuming Execution of Tasks

- *To temporarily suspend execution of scheduled task:*
  - 1 On your Home page, select the required domain name from the list.
  - 2 Click **Scheduled Tasks** in the **Hosting** group.
  - 3 Select the system user account on whose behalf the task is executed.
  - 4 Locate the task that you want to suspend and click the command name.
  - 5 Clear the **Switched on** check box and click **OK**.
  
- *To resume execution of scheduled task:*
  - 1 On your Home page, select the required domain name from the list.
  - 2 Click **Scheduled Tasks** in the **Hosting** group.
  - 3 Select the system user account on whose behalf the task is executed.
  - 4 Locate the task whose execution you want to resume and click the command name.
  - 5 Select the **Switched on** check box and click **OK**.

---

## Unscheduling a Task

- *To unschedule a task:*
  - 1 On your Home page, select the required domain name from the list.
  - 2 Click **Scheduled Tasks** in the **Hosting** group.
  - 3 Select the system user account on whose behalf the task is executed.
  - 4 Select a check box to the left of the task that you want to unschedule.
  - 5 Click **✗ Remove Selected**.
  - 6 Confirm removal and click **OK**.

# Monitoring Connections to Control Panel and FTP Services







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## Monitoring Connections to FTP Service

- *To find out who is connected to your server via FTP, in what directories they currently are and what files they are uploading to or downloading from the server:*
- 1 Click **Sessions** in the navigation pane.
  - 2 Click the **FTP Sessions** tab. All sessions including yours will be presented and the following details will be displayed:
    - **Type.** The type of user who established the session:
      -  for users not registered with the control panel.
      -  for anonymous FTP users.
      -  for domain or web site administrators.
      -  for subdomain administrators.
      -  for web users (owners of personal web pages without individual domain names).
    - **Status.** The current status of FTP connection.
    - **FTP user login.** The login name used for access to FTP account.
    - **Domain name.** The domain the FTP user is currently connected to.
    - **Current location.** The directory the FTP user is currently at.
    - **File name.** The file name being operated on.
    - **Speed.** Transfer speed in kilobytes.
    - **Progress, %.** The file transfer operation progress in percentage.
    - **IP address.** The IP address from which the FTP account is accessed.
    - **Logon time.** The time lapsed since the moment user logged in.
    - **Idle time.** The time that user was not doing anything while being connected to the server through FTP.
  - 3 To refresh the list of FTP sessions, click **Refresh**.
  - 4 To end a session, select the respective check box and click  **Remove Selected**.

---

## Monitoring Connections to Control Panel

- *To find out who of your customers is logged in to the control panel at the moment:*
- 1 Click **Sessions** in the navigation pane. All sessions including yours will be presented and the following details will be displayed:
    - **Type.** A type of control panel user who established the session:
      -  for client.
      -  for domain or Web site owner.
      -  for mailbox owner.
    - **Login.** The login name the user is logged in as.
    - **IP address.** The IP address from which the control panel is accessed.
    - **Logon time.** The date and time when the user logged in to the control panel.
    - **Idle time.** The time that user was not doing anything in the control panel while being logged in.
  - 2 To refresh the list of user sessions, click **Refresh**.
  - 3 To end a user session, select the respective check box and click **×** **Remove Selected**, then confirm removal and click **OK**.

# Using Help Desk for Resolving Your Customers' Issues and Requesting Assistance from Provider

If your hosting company provides a Help Desk solution integrated with the control panel, then you can use it to

- report your problems to your provider's technical support staff, and
- receive problem reports or requests for assistance from your own customers – Web site owners.

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## Viewing Trouble Tickets in Your Help Desk

- *To check for new tickets from your users, or to view the status of tickets you submitted:*
- 1 Click the **Help Desk** shortcut in the navigation pane. All tickets submitted by you and your customers will be listed and the following supplementary information will be displayed:
    - **Id:** identification number assigned by the system upon submission,
    - **Ticket Subject:** a summary entered by the ticket reporter,
    - **Ticket Status:** new, reopened, closed,
    - **Reporter Type:** a type of control panel user account or an e-mail address the ticket came from - a client, domain administrator, e-mail user with access to control panel, or user submitted a ticket by e-mail,
    - **Reporter Name:** a name of person who submitted the ticket, domain names for tickets submitted by domain owners, or e-mail addresses for tickets submitted by e-mail,
    - **Modified:** the date the ticket was modified - a comment appended, or status changed,
    - **Category:** the category to which the ticket is related.
  - 2 To see what is inside a ticket, click a ticket id or ticket subject.

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## Commenting and Closing Trouble Tickets

- *To close a ticket when the issue was resolved or to post your comment:*
- 1 Click the **Help Desk** shortcut in the navigation pane.
  - 2 Locate the ticket you need and click its subject or identification number.
  - 3 To close, reopen or post a comment to the ticket, select the operation you would like to perform from the **Ticket Event** drop-down box, and type a new comment into the **New Comment** input field if required.
  - 4 Click **OK** to submit.

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## Submitting a Problem Report to Your Service Provider

➤ *To submit a new problem report to your service provider:*

- 1 Click the **Help Desk** shortcut in the navigation pane.
- 2 Click **Add New Ticket** in the **Tools** group.
- 3 Type the ticket subject, select the category the issue is related to, and type in the problem description.
- 4 Click **OK**.

The ticket is now submitted to the system and sent to your provider. You will be notified by e-mail when the issue is resolved.