Parallels® Plesk Panel

Administrator's Guide

Panel 10.4

Revision 1.0

Parallels®

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Contents

Preface

In this section:

Typographical Conventions

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

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

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

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

Feedback

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

CHAPTER 1

Operating Inside Parallels Containers

The following operations are not available from the Panel when it is operating inside Parallels Containers:

- Adding to and removing IP addresses from the server's network cards.
- Changing host name.
- Setting system date and time.

After adding IP addresses to the Parallels Virtuozzo Containers hardware node, you need to use the **Reread IP** function in Server Administration Panel (in **Tools & Settings** > **IP Addresses**) to update the Panel's IP pool.

When installing the Panel inside a Parallels Container, you need to configure the Offline Service parameter for the Container to ensure that the both Parallels Plesk Panel web interface and the Parallels Power Panel, used for managing Containers, are accessible.

By default, the Container is configured so that the following parameters are enabled for the Offline Management service: **VZPP-plesk** (redirection of connections on the port 8443) and **VZPP** (redirection of connections on the port 4643). You need to disable the **VZPP-plesk** service. You can do this on Parallels Virtuozzo Containers for Linux and Windows by using the Parallels Management Console utility.

➢ *To configure the container using the Parallels Management Console:*

1. Open the Parallels Management Console.
2. Connect to the Parallels Containers hardware node.
3. Click **Virtuozzo Containers**.
4. Select the Container, right-click it, and select **Properties** from the context menu.
5. Go to **Network** > **Offline Management**, and disable the **VZPP-plesk** service.

➢ *To configure the container using the command line tools on a Linux-based hardware node:*

1. Connect to the hardware node over SSH.
2. Issue the following command:

```
vzctl set CT_ID --offline_management yes --offline_service vzpp --save
```

➢ *To configure the container using the command line tools on a Windows-based hardware node:*

1. Connect to the hardware node over Remote Desktop.
2. Issue the following commands:

```
vzctl set CT_ID --offline_management yes --save
vzcfgt set CT_ID offlineservices vzpp
```

After configuring the Container, you will be able to access the Container management functions from the Panel (at **Tools** > **Manage Your Container** [in the **Server Management** group]).

CHAPTER 2

What's New in Parallels Panel

Each Panel release introduces new features, and we incorporate some of them, those that address Panel administration, into this guide. This chapter lists the new features since Panel 10.2. The features are grouped by release and are accompanied by short descriptions and links so that you can easily acquaint with them and read more as needed.

Panel 10.4

Simple view for customers

Shared hosting providers can offer customers simpler interface by hiding unnecessary interface elements of Control Panel. Learn more (on page 234).

Simple view for administrators

VPS and dedicated server providers can offer power users simpler interface by hiding unnecessary elements in the user interface. Alternatively, Panel administrators themselves can switch to Simple view voluntarily and choose only tools they would like to use. The view is activated in Settings > Interface Settings or in the initial configuration wizard. Learn more (on page 25).

Customers can control user access to subscriptions under their hosting account

Customers can specify that a certain auxiliary user can log in only to a certain subscription in case the customers have multiple subscriptions on the same hosting account. This feature also eases migration from earlier Panel versions. After the migration, administrators have no need to activate former domain administrator accounts as they are already active and limited to a certain subscription. Learn more in the **(Advanced) Configuring Access to Hosting Account** section of **Control Panel User's Guide** that is available at http://www.parallels.com/products/plesk/docs/.

Customizable PHP configuration

Since Panel 10.4, PHP settings are exposed to Panel GUI and both administrators and resellers have the ability to adjust them individually for each hosting plan or subscription. Moreover, customers (if allowed) can adjust their PHP settings preset individually for each of their websites and subdomains. Learn more about custom PHP configuration in the section **Customizing PHP Configuration** (on page 224).

Managing hosting from Server Administration Panel

Panel 10.4 adds new interface option that allows administrators to manage hosting services right in Server Administration Panel. In earlier Panel versions, administrators could manage hosting only from Control Panel opened in a new window. Learn more about Panel GUI options in the chapter **Becoming Familiar with Panel GUI** (on page 17).

Access to Panel tools and settings from a single page

It is easier for administrators to locate certain Panel tools or settings as all of them are now available from the single **Tools & Settings** page. In earlier versions, Panel settings and tools were located on separate pages (**Settings** and **Tools & Utilities**) confusing administrators in their effort to find a certain Panel option. Read more about carrying out administrative tasks in **Server Configuration** (on page 30) and **Server Administration** (on page 106).

Quick search of Panel tools and objects

Administrators and customers can quickly find any Panel object (say, a subscription, domain or mail account) or navigate to any Panel page (say, to the service plan or spam filter settings and so on) by using the search bar. The search bar is located in the top right corner of Panel. Learn more about the Panel GUI in **Becoming Familiar with Panel GUI** (on page 17).

Panel update and upgrade improvements

Panel 10.4 introduces a number of features that make keeping Panel up-to-date even easier:

- Administrators can view the information about current Panel version and available updates and upgrades on the Home page.
- Administrators can set up Panel to notify them when upgrades to the next version become available.
- For convenience, now we add a quality tag to every Panel version: Testing, release, or stable. For example, administrators can consider upgrading to the testing Panel version, if they want to try new Panel features before an official release. On the contrary, to get the safest solution, administrators can wait until Panel enters its stable phase (it may take a couple of months after the official release).

Learn more in the section **Panel Updates and Upgrades** (on page 184).

Backup Manager improvements

We added a number of new features to the Backup Manager tool that make it even handier:

- It is easier for administrators to find out the type of user who created a backup (administrator, customer, or reseller), as it is shown in the separate column at the backup tasks list (**Tools & Settings** > **Backup Manager**).
- Panel users can now easily find out the reason of why a certain backup has failed. Panel shows the detailed error description in a separate field of a backup task.
- Panel prevents backup failures due to insufficient disk space in two following ways:

a Administrators have the option to start a backup only if a Panel server has enough free disk space to store it (the option is available in **Tools & Settings** > **Backup Settings**). Be aware that this option significantly increases the backup time as Panel additionally has to calculate the size of the future backup. Note that on Windows platforms, Panel does not directly calculate object sizes but takes them from the database. As object sizes in Panel database are updated only once a day, the overall calculated backup size can differ from its real value.

b Another option in **Tools & Settings** > **Backup Settings** is to start a backup only if a Panel server has the specified free disk space. This option is convenient when you approximately know the size of the future backup and do not want Panel to waste time and resources on calculating it.

Learn more about saving and restoring Panel data in **Backup and Restoration** (on page 156).

Migration tools improvements

Panel meets customers' needs and introduces long-awaited features in migration tools:

- It is now easier for Linux hosting administrators to keep Migration Agent up to date. The tool downloads and applies available updates automatically when administrators open **Migration Manager**.
- Windows hosting administrators have no need to search documentation for the Migration Agent download link. Now it is available directly in **Tools & Settings** > **Migration Manager**.
- It is now easier for administrators to decide what objects should be transferred during the migration of only selected objects. Before starting the migration, Panel shows what objects from a source server already exist on a destination server.
- Full server migration is more flexible now. Administrators have the option to not transfer a Panel license during the entire server migration.
- Administrators can now easily find out the reason of why a certain object was not migrated. The full error description is now available in the log field of a migration task.

Learn more about Panel data migration in **Migrating Data from Other Hosting Platforms** (on page 196).

Refined overuse settings

We redesigned the settings to make it clear that there are three options: Do not allow overuse, allow only disk space or traffic overuse, or allow overuse of all resources. For more information about resources overuse, see **Resources** (on page 211).

Usability improvements, the Domains page

This release introduces the list of minor yet important improvements to the **Domains** page (Server Administration Panel). These improvements address the needs of administrators and resellers. The list is as follows:

- Each domain name now contains a link to an associated subscription which helps administrators and resellers promptly find a subscription that contains a given domain name.

- The page shows extra information like the hosting type and domain aliases which gives the complete picture of a subscription organization.
- The page provides facilities to find a domain, a subdomain, a domain alias, a customer account, or a company by name.
- Administrators and resellers can instantly view the content of each website from the list.

Learn more about hosting services management in **Managing Subscriptions** (on page 245).

DNS templates for subdomains

Administrators can create a template of a DNS record for subdomains. This record will be added to all subdomains on a domain. The template is created using the *<subdomain>.<domain>* wildcard. Learn more about **DNS configuration**.

Mail improvements

It is easier for customers to control disk space occupied by each mailbox as it is shown right on the **Mail** tab.

Adding files to archive in File Manager

Customers can add files and folders to archive using the new **Add to Archive** button in the *File Manager* tool (in Control Panel, the **Websites & Domains** tab).

Panel 10.3

APS 1.2 support

Some apps support new exciting capabilities of the APS 1.2 engine:

- Create or remove app user accounts right from Panel.
- Associate app user accounts with Panel user accounts.
- Configure server-wide settings of apps right from Application Vault.
- Install apps that link to external services and do not require hosting accounts to operate.

For more information on managing APS apps, refer to the section **Managing Applications** (on page 135).

File sharing

Panel allows you and your webspace users to share files with each other or anyone on the Internet. Learn more in the section **Sharing Files and Folders** (on page 164).

View selector

Now you can switch between Service Provider and Power User views at any time through the Panel GUI. In earlier Panel versions, this operation was accessible only through the command line. Learn more in **Becoming Familiar with Parallels Plesk Panel** (on page 17).

Panel 10.2

IPv6 Support

Parallels Plesk Panel now supports operation on IPv6 addresses. Administrators and resellers can offer service plans on IPv4 and IPv6, or create dual-stack subscriptions (on one IPv4 + one IPv6 address). To learn more, see the section **Configuring Server IP Pool** (on page 41).

Server name indication extension on Linux-based Panel servers

Parallels Plesk Panel for Linux allows authentic SSL certificates to be used for sites hosted on shared IP addresses. This was achieved with the added support for the Server Name Indication (SNI) extension to the Transport Layer Security protocol. To learn more, see the section **Hosting Multiple SSL Sites on a Single IP Address (Linux)** (on page 39).

Customer accounts without subscriptions

When creating a new customer account, you can now choose whether to create a subscription with a website for that customer. Creating accounts without subscriptions can be useful if you do not need to set up a website for a customer at the moment, and want to transfer a subscription from another customer account, or set up a subscription later.

To learn more, see the section **Subscribing to Hosting Services** (on page 238).

My webspaces

Now it is easier for administrators to create their own hosting accounts with the Panels that also serve hosting customers and resellers. Switching to Power User view that is intended for creating and managing administrator's own hosting accounts no longer means you have to give up hosting reselling anymore. Learn more about this view in sections **Switching to My Webspaces (on page 29) and The Power User View** (on page 24).

C H A P T E R 3

Becoming Familiar with Panel GUI

As Parallels Panel is the turnkey solution for providing hosting services, its interface has to satisfy the needs of both hosting providers and their customers. For this purpose, Panel GUI is divided into two panel types:

- *Server Administration Panel*.
  The administrator (you) uses this panel for providing hosting services to customers and maintaining the server. Say, here you can create new hosting plans and customer accounts, configure server-wide settings of system services, and so on.
- *Control Panel*.
  Your customers use this panel to manage hosting services. Say, here they can add domains and mailboxes, manage website content and so on. In addition, you can also use this panel to access customer accounts, or to manage your own hosting accounts - webspaces. Learn more about webspaces in the chapter **My Account and Webspaces** (on page 27).

Interface Views

Panel is employed by a number of various user groups and each group uses a specific set of Panel tools depending on business needs. Say, this is convenient for hosting administrators to have separate interfaces for server and hosting accounts administration, while web design studios do not need server administration at all as they focus on websites development. To better meet the needs of end users, Panel offers two interface views: *Service Provider* and *Power User*. These *views define what panel type you use, what tools are present in that panel, and how they are organized.*

- *Service Provider view*.
  This view is convenient for reselling hosting services. It has all means to create and manage customer accounts, subscriptions, and service plans.
- *Power User view*.
  This view is the best if you use Panel solely for personal needs, such as for maintaining a company portal or a mail server. In this view, both server administration and hosting services management take place in Control Panel. As this view does not assume a reselling service to others is needed, it does not provide facilities to manage hosting plans, subscriptions, resellers, and customers. Also, as the server administration functions are included into Control Panel in this view, the Server Administration Panel becomes unavailable.

You can change the Panel view any time from **Tools & Settings > Interface Management**.

Simple View

Power User view has a subtype, *Simple View*, that serves two main purposes:

- *Simplify user experience of managed hosting administrators.*

Some administrators carry out only basic administration tasks (monitoring system services, administering user accounts, and so on) leaving more complex tasks, usually server and services configuration, to the support service of a service provider. This group of people wants to have only tools they really need and hide the other tools.

- *Make Panel safer and more comfortable.*

  Administrators can voluntarily revoke some of their permissions to hide the tools they do not need in everyday operations and return to the full-featured Power User view only if they need some system tuning (for example, turn on server backups).

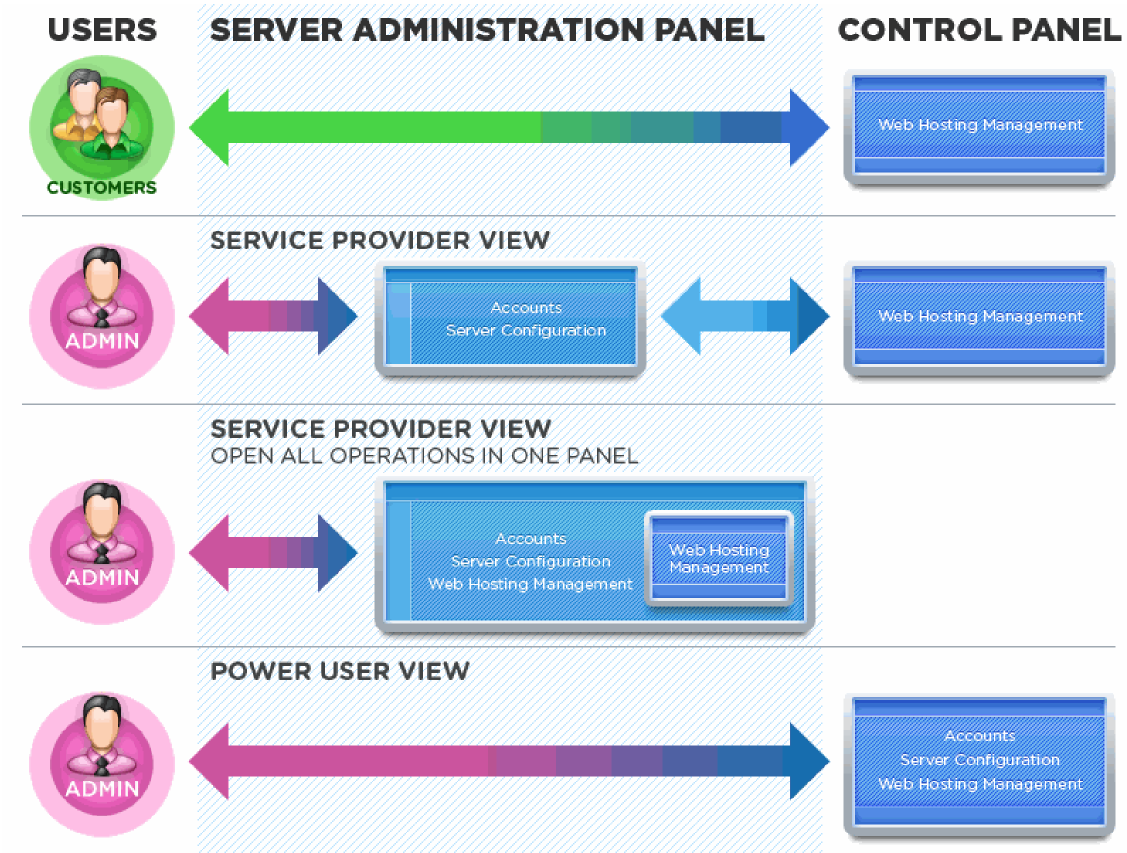
Read more about this view in the **Simple View** section (on page 25).

Hosting Operations in Server Administration Panel

By default, when you want to perform an operation in a certain hosting account (say, create new mailbox), you open this account with the link on the **Domains** or **Subscriptions** pages. The account is opened in a new window.

Since Panel 10.4, there is no need to open hosting accounts in separate windows. This may be convenient when you want to perform a series of hosting operations on a group of accounts or you are just accustomed to carry out all hosting tasks from a single GUI as in previous Panel versions. You can set Panel to perform all *hosting operations in Server Administration Panel* at the **Tools & Settings > Interface Management** page. Once you activate the option, Panel will open hosting accounts in the interface identical to Control Panel but exposed on the current page of Server Administration Panel.

The following diagram summarizes the information about the views.


USERS
SERVER ADMINISTRATION PANEL
CONTROL PANEL
CUSTOMERS
Web Hosting Management
SERVICE PROVIDER VIEW
ADMIN
Accounts
Server Configuration
Web Hosting Management
SERVICE PROVIDER VIEW
OPEN ALL OPERATIONS IN ONE PANEL
ADMIN
Accounts
Server Configuration
Web Hosting Management
Web Hosting Management
POWER USER VIEW
ADMIN
Accounts
Server Configuration
Web Hosting Management

Quick Search for Panel Tools and Objects

Panel 10.4 introduces the search feature that lets administrators promptly locate a certain Panel tool or object by typing its name or words from the description in a search bar. The principles of how the search works as well as its limitations are given in the following list.

- The feature covers only objects and actions in Server Administration Panel and Control Panel.
- A search criteria is the exact match of a substring in a name or description of a tool or object. No word forms are supported.
- The search uses synonyms for certain elements (say, *IPv6* for IP addresses management) to improve the results set.
- Customer accounts, subscriptions, and other Panel objects automatically receive higher position in search results than operations over them so that administrators can easily and subtly locate the accounts.
- Search results are limited to 10 items with the option to refine search.

Next in this chapter, we will discuss the panel GUIs in detail.

In this chapter:

Service Provider View: Server Administration Panel

When you log in to Parallels Plesk Panel as administrator, it shows a Home page with a summary on allocated and used resources.

The top banner area provides the following links:

- **A link with your name.** Click this if you need to update your contact information.
- **Log out.** This is where you close your session when you have finished working with the Panel.
- **Help.** This provides context-sensitive help with a search function.

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

- **Home.** This is where you start working with the Panel. Most of the operations you might need to perform are accessible from this area.
- **Customers.** This is where you perform operations on user accounts. Customers are end users of hosting services; they cannot resell hosting services. You can accomplish the following tasks from this area of the Panel:
  - Create, modify, suspend, activate, and remove user accounts
  - View traffic usage reports
- **Resellers.** This is where you perform operations on reseller accounts. Resellers can use hosting services and resell the services to end users. Resellers cannot create reseller accounts for other users. You can accomplish the following tasks from this area of the Panel:
  - Create, modify, and remove user accounts for resellers and their customers.
  - View traffic usage reports
- **Domains.** This is where you can view information about hosted websites and their domain names, and go to the Control Panel for managing them.
- **Subscriptions.** This is where you manage customer subscriptions to your services. Subscription is a way a customer obtains services and resources provided by a service plan.
- **Service Plans.** This is where you manage your service plans. Service plan is a set of resources and services provided to hosting service customers by means of subscriptions. There are also service plan add-ons that extend the amount of resources and services provided with a subscription.
- **Tools & Settings**. This is where you configure and manage system services, global settings related to hosting services, and Panel branding.
- **Modules.** This link is available only on Linux-based hosting servers. Click it to install or manage additional modules that add useful functions to Parallels Plesk Panel. These modules are Firewall, Counter-Strike Game Server, and VPN.
- **Profile & Preferences**. This is where you set interface language and skin, and update contact information.

- **Change Password**. This is where you change your password for logging in to the Server Administration Panel as administrator.

Note: The number and location of these icons and links in your Panel depend on the number of available services, installed applications, and functions provided in accordance with your software license. For this reason, some of the functions and items described in this guide might not be available to you. If you want to use the functions that are currently missing in your Panel, then upgrade your software license, install the necessary software packages, or contact your hosting service provider for assistance.

If the Customer and Business Manager component is installed, the navigation pane also includes the following groups of links:

- **Business Operations**. Manage customer accounts and service subscriptions.
- **Business Monitoring**. View accounting reports and work with invoices and payments.
- **Business Setup**. Set up Customer and Business Manager for serving your customers.

To learn more about working with Customer and Business Manager, refer to the chapter Using Customer and Business Manager (on page 253).

To see information about a tool or an item on the page, hover the cursor over an item, without clicking it, and a small hover box appears with supplementary information regarding the item being hovered over.

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

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

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

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

Service Provider View: Control Panel

Control Panel provides access to the following functions:

- **Home**. Provides access to the most frequently performed operations. The most part of administrative tasks can be performed using the links on this page:
  - View statistics on resource usage by websites.
  - Host a new website and fill it with content using the integrated Web Presence Builder visual editor.
  - Manage files.
  - Secure sites with SSL encryption.
  - Set up e-mail addresses.
  - Manage user roles and user accounts.
  - Select and install applications on websites.
- **Users**. Provides access to functionality for creating, modifying, deleting user accounts and user roles.
- **Mail**. Provides access to functionality for creating, modifying, deleting e-mail addresses and mailing lists.
- **Websites & Domains**. Provides access to functionality for registering domain names, creating, modifying, deleting websites, setting up hosting features, databases, subdomains, domain aliases, viewing website visits statistics, and managing files published at the websites.
- **Applications**. Provides access to functionality for installing, configuring, and removing web applications that add useful features to your sites, such as blogs, photo galleries, online stores, and other applications.
- **Statistics**. Provides reports on disk space and traffic used by websites.
- **Account**. This is where you view information about your hosting package, change your contact information and password for access to the Panel.

Note: The number and location of these icons and links in your Panel depend on the number of available services, installed applications, and functions provided in accordance with your software license. For this reason, some of the functions and items described in this guide might not be available to you. If you want to use the functions that are currently missing in your Panel, then upgrade your software license, install the necessary software packages, or contact your hosting service provider for assistance.

Above the tabs, the following links are located:

- **Link with your name**. Click this to specify your contact information, e-mail address, and set a new password for accessing the Panel.
- **Log out**. This closes your session when you have finished working with the Panel.
- **Help**. View the context-sensitive help articles.

Power User View

Control Panel in Power User view provides access to the following functions:

- **Home**. Provides access to the most frequently performed operations. The most part of administrative tasks can be performed using the links on this page:
  - View statistics on resource usage by websites.
  - Host a new website and fill it with content using the integrated Web Presence Builder visual editor.
  - Manage files.
  - Secure sites with SSL encryption.
  - Set up e-mail addresses.
  - Manage user roles and user accounts.
  - Select and install applications on websites.
- **Users**. Provides access to functionality for creating, modifying, deleting user accounts and user roles.
- **Mail**. Provides access to functionality for creating, modifying, deleting e-mail addresses and mailing lists.
- **Websites & Domains**. Provides access to functionality for registering domain names, creating, modifying, deleting websites, setting up hosting features, databases, subdomains, domain aliases, viewing website visits statistics, and managing files published at the websites.
- **Applications**. Provides access to functionality for installing, configuring, and removing web applications that add useful features to your sites, such as blogs, photo galleries, online stores, and other applications.
- **Statistics**. Provides reports on disk space and traffic used by websites.
- **Server**. Provides controls for setting up the Panel and managing services.
- **Webspaces**. Provides access to functions for setting up and managing webspaces. Each webspace is associated with one main domain name, one IPv4 and one IPv6 address or either of them, and is suitable for hosting multiple websites. You might want to create separate webspaces for hosting websites with SSL protection on dedicated IP addresses.

Note: The number and location of these icons and links in your panel depend on the number of available services, installed applications, and functions provided in accordance with your software license. For this reason, some of the functions and items described in this guide might not be available to you. If you want to use the functions that are currently missing in your Panel, then upgrade your software license, install the necessary software packages, or contact your hosting service provider for assistance.

Above the tabs, the following links are located:

- **Link with your name**. Click this to specify your contact information, e-mail address, and set a new password for accessing the Panel.

- **Log out**. This closes your session when you have finished working with the Panel.
- **Help**. View the context-sensitive help articles. There is no dedicated guide for this view; however, when you click this link, the relevant help topics will be shown either from Administrator's Guide or Control Panel User's Guide.

Simple View

Simple view, available in **Tools & Settings > Interface Management**, is designed to simplify user experience for administrators so that they can see only the tools they need when working with Panel. If you go to **Tools & Settings > Simple View Settings** page (the **Administrative Tools** tab), you can select the tools the administrator will see this view. The view settings can be unavailable if a service provider decided to lock Simple view.

Locking Simple View and Hiding Simple View Settings

To *lock* Simple view means to limit the selection of Panel features available to the administrator and disallow any changes to the features list. Thus, when Simple view gets locked, it is impossible to switch to any other view from GUI (or API RPC) or change the Simple view settings. Generally, if you are a service provider, you can use this feature to separate Panel administration into two parts:

- Day-by-day operations. These operations are performed by the person who purchased web hosting, the Panel administrator.
- Complex configuration and maintenance. These operations are accomplished by the support team of the service provider. Such operations may include configuration of network, DNS, web server and so on.

If a Panel administrator needs a certain feature and is unable to find it, the provider's support team turns this feature on by unlocking Simple view, modifying the view settings, and locking the view again.

Simple view is locked *only* through a command-line call of the `poweruser` utility:

```
poweruser --on -simple true -lock true
```

The lock is removed by calling `poweruser --on -lock false`.

Simple View and Webspaces

The specifics of Simple view is that you can perform mass adjustment of permissions, hosting parameters, PHP settings, and other webspace parameters on all webspaces you created in this view. This is possible because each webspace you create in this view derives from the artificial *Simple* service plan that is not visible in the plans list. The settings of this plan are available in **Tools & Settings > Simple View Settings**. When you change the settings, the changes (if possible) are automatically applied to all webspaces under the Simple plan.

Another point that deserves attention is that the Simple plan has a special permission, *Ability to create, remove, and switch among webspaces*. If this permission is cleared, it is not possible to create webspaces in Simple view.

If you need to adjust simple view settings through the command-line, use the `admin` utility. Learn more about the utility options in **Parallels Plesk Panel 10.4 for Linux (Windows): Reference for Command Line Utilities**.

CHAPTER 4

My Account and Webspaces

As a Panel administrator, you are free to change own account information and password any time. In this chapter you will learn how to do it and also how to restore password if you have lost it. Besides, this chapter explains how to create and manage webspaces (own hosting accounts).

In this chapter:

Changing Your Password and Contact Information

➢ ***To change your password:***

1. Click the **Change Password** link in the navigation pane.
2. Enter your old and new passwords.
3. Click **OK**.

➢ ***To update your contact information:***

1. Click the **Profile & Preferences** link in the navigation pane.
2. Update your information as required, and click **OK**.

➢ ***If you forgot your password:***

1. In your web browser's address bar, type the URL where your Parallels Plesk Panel is located.
2. For example, https://your-server.com:8443.
3. Press ENTER. Parallels Plesk Panel login screen will open.
4. Click the **Forgot your password?** link.
5. You will be prompted to specify your login name and e-mail address registered in the system. 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**.
6. If your password cannot be sent by e-mail because it was stored by the system in encrypted form, you will be prompted to set up a new password using a secret code that will be generated for that purpose and sent to your e-mail.
7. Once you received the e-mail from the password reminder, click the link in the message body. A new browser window will open.
8. At this step, specify your login name and a new password.

   The **Secret Code** field of the form should be automatically filled by the system, and if it is not, copy the secret code from the message you received to the clipboard and paste to the form.
9. Click **OK** to submit.

   The instructions on how to restore your password will be sent to your e-mail address.

If Your Panel Works with Customer & Business Manager

For the Panel to work fine with Customer & Business Manager, you will have to actually change two passwords. The first is that you and Business Manager use to work with the Panel, and the second is a global password you use to log in to both Business Manager and the Panel.

➢ ***To change your password if you employ Business Manager:***

1. Change your password in the Panel by following instructions from section **Changing Your Password and Contact Information** (on page 28).
2. Update this password in connection settings of Business Manager.
   a. Click **Business Setup** > **All Settings**.
   b. Click **Hosting Panels**.
   c. Select the ID of the group where the Panel resides (*PleskUnix* or *PleskWin*).
   d. Click **Edit**.
   e. Change the password to the one you specified at step 1.
3. Set this password as global account password.
   a. Make sure you are in Business Manager and click the **Profile** link in the upper-right corner of the page.
   b. Repeat the password you specified at step 1.

Switching to My Webspaces

Parallels Plesk Panel is acquired either to sell hosting services or to meet personal needs (create a company portal, set up a mail server and so on). Previously, if you wanted to run own services while continuing to selling to others, you (as the Panel administrator) had to subscribe to a hosting plan as if you were a customer. Once you had your own subscription, you could configure the services you needed from Control Panel.

From now on, administrators can create and manage their own webspaces while retaining control over service plans and subscriptions. Starting from Panel 10.2, they can do this from Server Administration Panel, **Home** > **My Webspaces** group.

Each webspace opens in Power User view. This view combines management of own hosting accounts and server administration capabilities. In turn, actions related to hosting plans, resellers, and customers are still performed in Server Administration Panel.

To switch back to serving hosting customers and resellers, click **Go back to Server Administration Panel** at the top of Control Panel pages.

For more information about Power User view, see the section **Power User View (on page 24).**

CHAPTER 5

Server Configuration

In this chapter:

Obtaining and Installing a License Key

The Panel comes with a trial license key, which is already installed in the Panel. This license key provides limited functionality and is active only for a short period of time. Therefore, you should obtain a proper license key from Parallels or its partners and install it into the Panel.

Parallels Plesk Panel license keys have a built-in expiration date. This has been implemented to help prevent fraud and theft. It requires the Parallels Plesk Panel software to check with Parallels licensing server during a 10 day period before the expiration date to verify that the key has not been reported stolen and is being used in accordance with the End User License Agreement (that is, installed on only one server). Once this is verified, the expiration date is prolonged.

Parallels Plesk Panel will attempt to connect over TCP/IP to the licensing server through port 5224. Please make sure that this is not blocked by a firewall. The update process runs automatically and the administrator of Parallels Plesk Panel-managed server does not need to do anything unless there is a problem. Should the Parallels Plesk Panel key expire, check your firewall and then go to **Tools & Settings** > **License Management** (in the **Panel** group) and click **Retrieve Keys**. If the key cannot be updated, contact your reseller or Parallels (if you purchased the license key directly from Parallels).

You can test the connection to the licensing server anytime by going to **Tools & Settings** > **License Management** (in the **Panel** group) and clicking **Retrieve Keys**.

In this section:

Upgrading the Trial License Key

➢ ***To upgrade the trial license key:***

1. Go to **Tools & Settings** > **License Management** (in the **Panel** group), and click **Order Parallels Panel Upgrades**.
2. The Parallels online store will open in a separate browser window. In this window, select the items and features you want to include into your Parallels Plesk Panel license and click **Submit**. In the next steps, indicate the currency, number of license keys, provide contact details, billing address, and payment method, and submit the form. The new key will be sent to the specified e-mail address.
3. Save the new key to the hard drive on your local machine.
4. Open again the **License Management** screen in Parallels Plesk Panel (**Tools & Settings** > **License Management**), and click **Upload Key**.
5. Enter the path to the key file that you saved on your local machine or click **Browse** to locate it.
6. Select the **Replace the currently installed license key with the selected one** checkbox to confirm that you really want to replace the current license key with the new one.

   If this checkbox is not selected, the new license key will not be installed.
7. If your new license key allows hosting fewer sites than you already host on the server, Parallels Plesk Panel will stop working. However, to prevent the Panel from comparing the amount of the resources used and those covered by the new key, select the **Allow the resources usage override** checkbox.

   This might be helpful if you want to temporarily install a license key that provides less resources and then upgrade it through the Panel.
8. Click **OK** to install the new key to the Panel.

Installing Additional License Keys for Parallels Plesk Panel Add-ons

➢ ***To install an additional license key for an add-on Parallels Plesk Panel component:***

1. Go to **Tools & Settings** > **License Management** (in the **Panel** group).
2. Click **Order Panel Add-Ons**.
3. The Parallels online store page listing available add-ons will open in a separate browser window. On this page, select the add-ons you want to order and click **Submit**.
4. Because Parallels Plesk Panel add-ons are added to the license keys that already exist, you need to enter the number of your license key to which you add this feature and click **Submit**.
5. In the next steps, indicate the currency, number of keys, provide contact details, billing address, and payment method, and submit the form. You will be notified by e-mail when your order is processed.
6. When you receive the e-mail notification, return to the **License Management** screen (**Tools & Settings** > **License Management**) and click **Retrieve Keys** to retrieve the ordered license key. The Panel's License Manager will retrieve the upgraded license key from the Parallels licensing server and automatically install it to your Panel.

Upgrading Your License Key

If you are planning to expand your customer base and host more sites on the server than your current license allows, you need to upgrade your license key.

➢ ***To upgrade the license key:***

1. Go to **Tools & Settings** > **License Management** (in the **Panel** group).
2. Click **Order Panel Upgrades**.
3. On the Parallels online store page, select the desired upgrade option and click **Submit**.
4. In the next step, indicate purchase details and submit the form. You will be notified by e-mail when your order is processed.
5. After you receive the e-mail notification, return to the **License Management** screen (**Tools & Settings** > **License Management**) and click **Retrieve Keys** to retrieve the ordered license key. The Panel's License Manager will retrieve the purchased license key from the licensing server and automatically upload it to your Panel.

Rolling Back to Your Previously Used License Key

➢ ***To roll back to the license key you previously used:***

1. Go to **Tools & Settings** > **License Management** (in the **Panel** group).
2. Click **Roll Back Key**. The previously installed license key will be restored.

Securing Your Parallels Plesk Panel

In this section:

Restricting Administrative Access to Parallels Plesk Panel

To alleviate security concerns, you may want to restrict administrative access to your control panel from specific IP addresses.

- ***To allow administrative access to the Panel only from specific IP addresses or networks:***

1. Go to **Tools & Settings** > **Restrict Administrative Access** (in the **Security** group).
2. Click **Add New Network** and specify the required IP addresses. Click **OK**.

   To specify subnets, you can use wildcard symbols (*) and subnet masks.
3. Select the **Denied from the networks that are not listed** option, and click **Set**. When prompted to confirm the operation, click **OK**.

- ***To prohibit administrative access from specific IP addresses or networks:***

1. Go to **Tools & Settings** > **Restrict Administrative Access** (in the **Security** group).
2. Click **Add New Network** and specify an IP address. Click **OK**.

   To specify subnets, you can use wildcard symbols (*) and subnet masks.
3. Select the **Allowed, excluding the networks in the list** option, and click **Set**. When prompted to confirm the operation, click **OK**.

Securing Communication to Server with SSL Encryption

For security reasons, you can access your control panel only through a secure connection provided by Secure Sockets Layer-enabled hypertext transfer protocol. All data you exchange with the Parallels Plesk Panel-managed server are encrypted, thus preventing interception of sensitive information. The SSL certificate used in the data encryption process is automatically generated and installed on the server during installation of the control panel. This is the so-called self-signed certificate: it is not signed by a recognized certification authority (CA), therefore, upon attempt to connect to your control panel, you and your customers will see warning messages in web browsers.

To gain customer confidence, you should purchase an SSL certificate from a reputable certification authority, and install it to the control panel.

You can either:

- use the functions for purchasing SSL certificates from Comodo, GeoTrust, Inc. or GoDaddy provided by your control panel,

  OR
- create a certificate signing request (CSR) from the control panel and submit it to the certification authority of your choice, which will create an SSL certificate for you.

Note: If you are going to use the control panel's facilities for purchasing a certificate through MyPlesk.com online store, you should not use command line tools for creating the certificate signing request.

➢ *To purchase an SSL certificate from Comodo, GeoTrust, Inc. or GoDaddy through MyPleskCom online store and secure your control panel:*

1. Go to **Tools & Settings** > **SSL Certificates** (in the **Resources** group). A list of SSL certificates that you have in your repository will be displayed.
2. Click **Add SSL Certificate**.
3. 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 host name for which you wish to purchase an SSL certificate. For example: your-domain.com
   - Enter your e-mail address.
4. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.

5. Click **Buy SSL Certificate**.

   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.

6. Register or log in to an existing MyPlesk.com account and you will be taken step by step through the certificate purchase procedure.
7. Choose the type of certificate that you wish to purchase.
8. Click **Proceed to Buy** and order the certificate. In the Approver E-Mail drop-down box, please select the correct Approver e-mail.

   The approver e-mail is an e-mail address that can confirm that certificate for specific domain name was requested by an authorized person.

9. Once your certificate request is processed, you will be sent a confirmation e-mail. After you confirm, the certificate will be sent to your e-mail.
10. When you receive your SSL certificate, save it on your local machine or network.
11. Return to the SSL Certificates repository (**Tools & Settings** > **SSL 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 the certificate to the repository.
13. Select the checkbox corresponding to the certificate you just added, and click **Secure the Panel**.

➢ ***To secure your control panel with an SSL certificate from other certificate authorities:***

1. Go to **Tools & Settings** > **SSL Certificates** (in the **Resources** group). A list of SSL certificates that you have in your repository will be displayed.
2. Click **Add SSL Certificate**.
3. 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 host name for which you wish to purchase an SSL certificate. For example: your-domain.com
   - Enter your e-mail address.
4. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.

5. Click **Request**. Your private key and certificate signing request will be generated and stored in the repository.
6. In the list of certificates, click the name of the certificate you need. A page showing the certificate properties opens.
7. Locate the **CSR section** on the page, and copy the text that starts with the line **-----BEGIN CERTIFICATE REQUEST-----** and ends with the line **-----END CERTIFICATE REQUEST-----** to the clipboard.
8. Visit the website of the certification authority from which you want to purchase an SSL certificate, and follow the links on their site to start a certificate ordering procedure. When you are prompted to specify CSR text, paste the data from the clipboard into the online form and click **Continue**. The certification authority will create an SSL certificate in accordance with the information you supplied.
9. When you receive your SSL certificate, save it on your local machine or network.
10. Return to the SSL Certificates repository (**Tools & Settings** > **SSL Certificates**).
11. 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 the certificate to the repository.
12. Select the checkbox corresponding to the certificate you just added, and click **Secure the Panel**.

➢ ***In case you need to generate a self-signed certificate, follow this procedure:***

1. Go to **Tools & Settings** > **SSL Certificates** (in the **Resources** group). A list of SSL certificates that you have in your repository will be displayed.
2. Click **Add SSL Certificate**.
3. 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 host name for which you wish to purchase an SSL certificate. For example: your-domain.com
   - Enter your e-mail address.
4. Click the **Self-Signed** button. Your certificate will be generated and stored in the repository.

Hosting Multiple SSL Sites on a Single IP Address (Linux)

Parallels Plesk Panel for Linux supports the Server Name Indication (SNI) extension to the Transport Layer Security protocol, which makes it possible to use authentic SSL certificates for sites hosted on shared IP addresses.

SNI helps to efficiently use IPv4 resources and provides the following benefits:

- Providers can run any number of SSL sites with independent certificates on a single IPv4 address.
- Hosting customers can install independent SSL certificates on each of their sites; therefore, there is no need to purchase another subscription. Each customer can install an SSL certificate even if there only one shared IP address on the whole server.

To see the list operating systems that support SNI, see the release notes.

SSL support with SNI on shared IP addresses requires that users' browsers also support SNI. Most modern web browsers, such as IE 7, Firefox 2.0, Opera 8.0, and Chrome support it, unless they are run on Windows XP. To learn more about SNI and client software that supports it, refer to http://en.wikipedia.org/wiki/Server_Name_Indication.

Note that in cases when SNI is not supported, assigning an SSL certificate to a site hosted on a shared IP address will associate that certificate with all other sites hosted on the same IP address.

For instructions on assigning SSL certificates to websites, refer to **Control Panel User's Guide**, section **Securing Connections to Websites with SSL**.

Securing Sites with a Single SSL Certificate (Windows)

On Windows-based installations, you can secure access to a site with SSL for site owners without having them purchase their own SSL certificate. Websites that employ shared SSL are, in fact, using the certificate shared by another domain. The domain that shares its SSL certificate with others is called *master SSL domain*.

You can pick any website that belongs to you, switch on SSL support in web hosting settings, install a valid SSL certificate on that site, and make it act as a master SSL domain for all other websites hosted on the server. Or you can pick a website that belongs to one of your users (reseller or customer account), switch on SSL support in web hosting settings, install a valid SSL certificate on that site, and make it act as a master SSL domain for all websites of this user.

Once the master SSL domain is assigned, you or your customers need to add shared SSL links for each website that needs secure access.

➢ *To configure the master SSL domain and enable shared SSL on your server:*

1. Go to **Tools & Settings** > **Shared SSL** (in the **Resources** group).
2. Select the **Switch on shared SSL** checkbox.
3. Select the required website from the **Domain name** menu. Only websites that are hosted on your server and have SSL enabled are present in the list.
4. Click **OK**.

For information about adding shared SSL links for websites, refer to **Control Panel User's Guide**, section **Using SSL Certificate Shared by Another Website**.

➢ *To disable shared SSL on your server:*

1. Go to **Tools & Settings** > **Shared SSL** (in the **Resources** group).
2. Clear the **Switch on shared SSL** checkbox.
3. Click **OK**.

Configuring Server IP Pool

This section introduces you to the concepts of IP addresses and describes how they are allocated in Panel for web hosting purposes.

This section contains the following subsections:

- About IP Addresses: IPv4 and IPv6.
- Requirements for Operating on IPv6.
- Allocation to Resellers and Hosting Customers: How This Is Done in Parallels Plesk Panel.
- How to Perform Operations on the Server IP Pool.

About IP Addresses: IPv4 and IPv6

An IP address is a number that uniquely identifies each device, such as a computer, on a network. The use of IP addresses makes it possible for computers to find other computers on a network and communicate with them.

There are two formats of IP addresses:

- **IP version 4**. These 32-bit network addresses look like `192.168.1.1`. They are currently used by most network devices. The number of IPv4 addresses is limited and the last remaining portions of vacant IP addresses have already been allocated to Internet service providers.
- **IP version 6**. These 128-bit network addresses look like `2001:0db8:85a3:0000:0000:8a2e:0370:7334`. IPv6 is the new standard that was developed to address the exhaustion of IPv4 network addresses.

When Parallels Plesk Panel is deployed in IPv6-enabled networks, it can operate simultaneously on IPv4 and IPv6 addresses. Providers can add IPv4 and IPv6 addresses to the server IP pool, allocate them to resellers, and create subscriptions based on them.

Each hosting subscription can be allocated:

- One IPv4 address.
- One IPv6 address.
- One IPv4 + one IPv6 address (dual-stack subscriptions).

Note: Each subscription that needs to host FTP shares accessible by Internet users without password authorization (Anonymous FTP) must be assigned at least one dedicated IPv4 address.

Requirements for Operating on IPv6

The following requirements must be met to ensure the proper operation of Parallels Plesk Panel in IPv6-enabled networks:

- The Panel-managed server must be assigned at least one static IPv4 address. This is required for connections to the Panel licensing servers and application catalogs.
- When running in virtual environments, Parallels Virtuozzo Containers 4.6 or later must be used.

To see the list of Linux operating systems that support this feature, refer to the release notes to Panel, for Linux or for Windows.

Allocation to Resellers and Hosting Customers: How This Is Done in Parallels Plesk Panel

The following is an overview of how IP addresses are allocated in Panel:

1. IP addresses are added to the server IP pool.

   After installation, Panel reads all assigned IP addresses from the operating system configuration and adds them to the server IP pool. When you obtain new IP addresses that you would like to use on the server, you should add them through Panel to that pool, as Panel might not recognize manual modifications you make to the network configuration files.

   Note: If you are running Panel in a Parallels Virtuozzo Container (PVC), you can add IP addresses only on the PVC hardware node.

   When adding addresses to the server IP pool (in **Tools & Settings** > **IP Addresses** > **Add IP Address**), you select how they should be allocated - either as *dedicated* or *shared*:

   - A dedicated IP address can be assigned to a single reseller. Dedicated IP addresses are required for hosting e-commerce sites with SSL encryption and sites that host FTP shares that are accessible without password authorization.

     Note: The recently added Server Name Indication (SNI) extension makes it possible to enable SSL protection for sites on shared IP addresses; however, this might not work for all hosting servers and users' browsers. For more information, see the section Hosting Multiple SSL Sites on a Single IP Address (on page 39).

   - A shared IP address can be literally shared among several reseller accounts and sites. Sharing of addresses helps to use scarce IPv4 address resources efficiently, but it should not be needed for IPv6 addresses.

2. When setting up reseller plans (in **Service Plans** > **Reseller Plans** > **Add New Plan** > **IP Addresses** tab), you select IP addresses that should be allocated to resellers:

   - For shared IP addresses, you can manually select which addresses should be allocated.

- For dedicated IP addresses, you can only specify the number of addresses that should be allocated: When you create a new reseller account, a vacant dedicated IP address from the server pool is automatically selected by Panel and allocated to the reseller.

3. When signing up new customers (in **Customers** > **Add New Customer**) or creating subscriptions for your own needs (in **Subscriptions** > **Add New Subscription**), you can select IP addresses that should be allocated. All shared and dedicated addresses available from the server IP pool are listed in a menu.

How to Perform Operations on the Server IP Pool

➢ *To view the IP addresses you have at your disposal:*

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group).

   Your IP addresses are listed and the following supplementary information is given:

   - The **IP address**, **Subnet Mask** and **Interface** columns show which IP addresses are on which network interfaces.
   - The **Resellers** column shows the number of user accounts whom you assigned a given IP address. To view the users by names, click the respective number in the **Resellers** column.
   - The **Domains** column shows a number of websites hosted on an IP address. To view the domain names of these websites, click the respective number in the **Domains** column.

2. To update the list of IP addresses and their status, click **Reread IP**.

   You might need to do this if you manually added IP addresses to the network interface in the server operating system, or when operating in Parallels Virtuozzo Containers.

➢ *To add a new IP address to the server:*

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group), and click **Add IP Address**.
2. Select the network interface for the new IP from the **Interface** menu. All network cards installed on your server are shown in this menu.
3. Enter the IP address and subnet mask in the corresponding box. For example, `123.123.123.123/16` or `2002:7b7b:7b7b::1/64`.
4. Select the type of the new IP address, shared or dedicated.
5. From the drop-down box, select the default SSL certificate to use for the new IP address. You can select the following certificates:

- **Default certificate** - the certificate that comes with the Parallels Plesk Panel distribution package. However, this certificate is not recognized by web browsers as it is not signed by a Certificate Authority (a warning message appears). The default certificate is used to provide access to the Panel via the https protocol (https://server-name-or-IP-address:8443/).
- **Other certificates** - the certificates (self-signed or signed by a Certificate Authority) that you added to the repository of SSL certificates. About adding certificates, see **Control Panel User's Guide**, section **Securing Sites with SSL Encryption**.

6. If your server is running Windows operating system, select the **FTP over SSL** checkbox if you want to enable the ability to use secure FTP connection (FTP over SSL) for the domain on a dedicated IP address.

Note: To enable secure FTP connections, the FTP server installed on your Parallels Plesk Panel server must support FTP over SSL. For example, Gene6, Serv-U FTP, IIS FTP 7.x servers support FTP over SSL.

7. Click **OK**.

➢ *To remove an IP address from the server:*

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group).
2. Select the respective checkbox and click **Remove**, confirm removal and click **OK**.

➢ *To assign an IP address to a reseller:*

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group), and click the corresponding number in the **Resellers** column, then click **Assign**.
2. Select the account you need and click **OK**.

➢ *To revoke an IP address from a reseller:*

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group), and click the corresponding number in the **Resellers** column.
2. Select the respective checkbox and click **Remove.**
3. Confirm removal and click **OK.**

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

➢ *To assign a default website (default domain) for an IP address:*

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group), and click the IP address you need.

2. In the **Default site** menu, select the site you need and click **OK**.

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

1. Go to **Tools & Settings** > **IP Addresses** (in the **Resources** group), and click the IP address you need.
2. Select the required IP address allocation type and SSL certificate, and click **OK**.

Configuring DNS Services

Your Parallels Plesk Panel works in cooperation with a DNS server, which enables you to run DNS service on the same machine where you host websites.

Setup of DNS zones for newly added domains is automated: When you add a new domain name to control panel, a zone file is automatically generated for it in accordance with the server-wide DNS zone template and registered in the name server's database, and name server is instructed to act as a primary (master) DNS server for the zone.

You can:

- Add resource records to and remove from the template.
- Override the automatic zone configuration with custom settings on a per-domain basis.
- Select another DNS server (for example, on Windows servers, switch to Microsoft DNS server from BIND DNS server).
- Switch off the domain name service on this machine if your provider or another organization is running DNS service for your sites.
- Specify one of your zones under which all customer websites will be available for preview.

DNS Zones for Subdomains

In earlier Panel versions, all subdomain records were included into a parent domain zone. Panel 10.4 allows each subdomain to have its own DNS zone. These subdomain zones are useful if you wish to specify a custom name server for a particular subdomain or shorten the number of domain DNS records by rearranging them to subordinate zones. Generally speaking, subdomain DNS zones bring all domain DNS features to the subdomain level.

As this new feature introduces significant changes to DNS zones organization, the default behavior is not to create subdomain DNS zones. However, if you wish to try out this feature, use the following command-line call:

```
server_pref -u -subdomain-dns-zone own
```

To turn this feature off, use:

```
server_pref -u -subdomain-dns-zone parent
```

Learn more about running Panel utilities at

- (Linux) http://download1.parallels.com/Plesk/PP10/10.4/Doc/en-US/online/plesk-unix-cli/37894.htm
- (Windows) http://download1.parallels.com/Plesk/PP10/10.4/Doc/en-US/online/plesk-win-cli/44076.htm

Note: The default behavior in 10.4 versions before MU#9 was to create subdomain DNS zones. If you apply MU#9 to 10.4, the feature will remain active. Otherwise, the default behavior will be not to create the separate zones.

When subdomain zones are off, customers modify the parent domain's DNS zone by toggling Panel control over a particular subdomain zone. In fact, when they go to **Websites & Domains** > **DNS Settings** > **Switch On/Off the DNS Service** and clicks **Manage** next to a subdomain name, the following situations are possible.

Subdomain DNS Zones	Switch the DNS Service ON	Switch the DNS Service OFF
ON	Has no effect on the DNS zone of a parent domain.	
OFF	A new DNS zone is created for the subdomain, and all DNS records corresponding to this subdomain are removed from the parent domain's DNS zone.	Only A and AAAA records corresponding to this subdomain are added to the parent domain's DNS zone.

➢ *To view the default records in the server-wide DNS template:*

Go to **Tools & Settings > DNS Template Settings** (in the **General** group). All resource record templates will be displayed. The <ip> and <domain> templates are automatically replaced in the generated zone with real IP addresses and domain names.

➢ *To add a new resource record to the server-wide DNS template:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **Add DNS Record**.
3. Select the resource record type and specify the record properties as desired.

   Note that you can use <ip> and <domain> templates that will be replaced in the generated zone with real IP addresses and domain names. You can use a wildcard symbol (*) to specify any part of the domain name, and you can specify the exact values you need.
4. Click **OK**.

➢ *To remove a resource record from the server-wide DNS template:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Select a checkbox corresponding to the record template you wish to remove, and click **Remove**.
3. Confirm removal and click **OK**.

The Panel updates automatically the zone name, host name, administrator's e-mail address, and serial number, and writes the default values for the rest of Start of Authority record parameters to the zone files it maintains. If you are not satisfied with the default values, you can change them through the control panel.

➢ *To change the Start of Authority (SOA) record settings in the server-wide DNS template:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **SOA Records Template**.
3. Specify the desired values:
   - **TTL**. This is the amount of time that other DNS servers should store the record in a cache. The Panel sets the default value of one day.
   - **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. The Panel 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. The Panel 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. The Panel sets the default value of one week.
   - **Minimum**. This is the time a secondary server should cache a negative response. The Panel sets the default value of three hours.
4. Click **OK**. The new SOA record parameters will be set for the newly created domains.

Usage of serial number format recommended by IETF and RIPE is mandatory for many domains registered in some high-level DNS zones, mostly European ones. If your domain is registered in one of these zones and your registrar refuses your SOA serial number, using serial number format recommended by IETF and RIPE should resolve this issue.

Parallels Plesk Panel servers use UNIX timestamp syntax for configuring DNS zones. UNIX timestamp is the number of seconds since January 1, 1970 (Unix Epoch). The 32-bit timestamp will overflow by July 8, 2038.

RIPE recommends using YYYYMMDDNN format, where YYYY is year (four digits), MM is month (two digits), DD is day of month (two digits) and NN is version per day (two digits). The YYYYMMDDNN format will not overflow until the year 4294.

➢ *To change the Start of Authority (SOA) serial number format to YYYYMMDDNN for the server-wide DNS template:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **SOA Records Template**.
3. Select the **Use serial number format recommended by IETF and RIPE** checkbox.

   Note: See the sample of SOA serial number generated with the selected format. If the resulting number is less, than the current zone number, the modification may cause temporary malfunction of DNS for this domain. Zone updates may be invisible to Internet users for some time.

4. Click **OK**.

➢ *To restore the default Start of Authority (SOA) serial number format (UNIX timestamp) for the server-wide DNS template:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **SOA Records Template**.
3. Clear the **Use serial number format recommended by IETF and RIPE** checkbox.

   Note: See the sample of SOA serial number generated with the selected format. If the resulting number is less, than the current zone number, the modification may cause temporary malfunction of DNS for this domain. Zone updates may be invisible to Internet users for some time.

4. Click **OK**.

By default, transfer of DNS zones is allowed only for name servers designated by NS records contained within each zone. If your domain name registrar requires that you allow transfer for all zones you serve:

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **Transfer Restrictions Template**. A screen will show all hosts to which DNS zone transfers for all zones are allowed.
3. Click **Add New Address**.
4. Specify the registrar's IP or network address and click **OK**.

➢ *If you are using third-party DNS servers, and are not running your own DNS server, you should switch off your control panel's DNS server:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **Switch Off**.

➢ *To restore the original configuration of server-wide DNS template:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group).
2. Click **Restore Defaults**.

You can specify whether your DNS server should provide recursive service for queries.

With recursive service allowed, your DNS server, when queried, performs all the lookup procedures required to find the destination IP address for the requestor. When recursive service is not allowed, your DNS server performs minimal number of queries only to find a server that knows where the requested resource resides and to redirect the requestor to that server. Therefore, recursive service consumes more server resources and makes your server susceptible to denial-of-service attacks, especially when the server is set to serve recursive queries from clients outside your network.

After your install Parallels Plesk Panel, the built-in DNS server defaults to serving recursive queries only from your own server and from other servers located in your network. This is the optimal setting. If your upgraded from earlier versions of Parallels Plesk Panel, your DNS server defaults to serving recursive queries from any host.

➢ *If you want to change the settings for recursive domain name service:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **General** group) **> DNS Recursion**.
2. Select the option you need:
   - To allow recursive queries from all hosts, select **Allow for all requests**.
   - To allow recursive queries from your own server and hosts from your network, select **Allow for local requests only**.
   - To allow recursive queries only from your own server, select **Deny**.
3. Click **OK**.

By default, users can create new subdomains and domain aliases in the DNS zones belonging to other users. This means that they can set up websites and e-mail accounts which could be used for spamming, fishing or identity theft.

➢ *To prevent users from setting up domains and domain aliases in the DNS zones belonging to other users:*

1. Go to **Tools & Settings** > **Restrict Creation of Subzones** (in the **General** group).
2. Select the **Do not let users create DNS subzones in other users' DNS superzones** checkbox.
3. Click **OK**.

➢ *If you need to assign a new host name to your server:*

1. Go to **Tools & Settings** > **Server Settings** (in the **General** group).
2. In the **Full host name** box, type the new host name and click **OK**.

Setting Up Websites Preview

Your customers can preview their websites during domain name propagation. The two preview modes are available: *Quick Preview* and *Limited Preview*.

- *Quick Preview*, the recommended option, presents *customers' sites as subdomains of one of your domains*. For example, *customer-site.tld* will be available for preview as *customer-site.tld.192-0-2-12.your-domain.tld*. Here *192-0-2-12* is the site's IP where dots are replaced with dashes. Note that if you do not specify a preview domain, the site preview function will be unavailable to your customers.

- (Default) *Limited Preview* is used in earlier Panel versions; it presents customers' sites as directories under the Panel server. For example, *server-host-name:8443/sitepreview/http/your-domain.tld/*. This mode has two major drawbacks: Only authorized users can view such websites and some scripts and Flash animation might not work well on them. We recommend to use this mode only before the Quick Preview is configured.

The preview selector and the form to configure the preview domain name is located in **Tools & Settings** > **Website Preview Settings**.

Note: In Panel versions earlier than 10.4, customers also could preview their sites, but the preview feature had a number of limitations due to different implementation.The major difference is that since 10.4 customers can share the preview link with anybody whereas previously they could view the domain only by themselves. In addition, sites in the earlier preview mode were unable to work with complex CGI scripts or Flash content.

Configuring Panel in Different Network Environments

In this section:

Configuring the Panel to Run Behind a Firewall

This section provides information about setting up the firewall built into your panel so as to allow access to the Panel and its services.

The following is a list of ports and protocols used by Parallels Plesk Panel services.

Service name	Ports used by service
Administrative interface of the Panel	TCP 8443, 8880
Samba (file sharing on Windows networks)	UDP 137, UDP 138, TCP 139, TCP 445
VPN service	UDP 1194
Web server	TCP 80, TCP 443
FTP server	TCP 21
SSH (secure shell) server	TCP 22
SMTP (mail sending) server	TCP 25, TCP 465
POP3 (mail retrieval) server	TCP 110, TCP 995
IMAP (mail retrieval) server	TCP 143, TCP 993
Mail password change service	TCP 106
MySQL server	TCP 3306
MS SQL server	TCP 1433
PostgreSQL server	TCP 5432
Licensing Server connections	TCP 5224
Domain name server	UDP 53, TCP 53

Running Panel Behind a Router with NAT

Every time you set up a new website in the Panel, the domain name used by your website is associated with the IP address of your Panel-managed server in the DNS zone of this domain. If you are running the Panel behind a routing device with NAT (network address translation), this IP address will be an internal network address like 192.168.1.10. As the 192.168.x.x IP addresses are reserved by the Internet Assigned Numbers Authority (IANA) for use by private networks, this website will not be accessible to the Internet users. To work around this, you have to associate this domain name with the public IP address of the routing device in the DNS zone of this domain.

If you are using the Panel as a part of hosting package sold to you by your hosting provider (as opposed to having your own server), then in most cases, your hosting provider has already configured the routing device and the DNS zone template used for creation of your websites. If so, you can proceed directly to Making Your Website Accessible When the Panel Is Running Behind Router with NAT for instructions on how to make your websites accessible to the Internet users.

➢ *To check if proper modifications of the DNS zone template were made by your hosting provider:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **DNS** group).
2. Locate all resource records of A type. By default these records look like this:
   - <domain>. A <ip>
   - mail.<domain>. A <ip>
   - ns.<domain>. A <ip>
   - webmail.<domain>. A <ip>

If you see real IP address instead of <ip> there, it means that your hosting provider has modified the DNS zone template used for creation of your websites. Write down this IP address and go to Making Your Website Accessible When the Panel Is Running Behind Router with NAT for further instructions on how to make your websites accessible to the Internet users.

However, if you see the records as they are displayed in the example above (with <ip> instead of real IP address), it means that either the Panel provided to you as a part of your hosting package is not running behind a router with NAT, or you have to modify the DNS zone template manually.

➢ *To modify the DNS zone template used for creation of your websites:*

1. Go to **Tools & Settings > DNS Template Settings** (in the **DNS** group).
2. Locate all resource records of A type. These records look like the following:
   - <domain>. A <ip>

- mail.<domain>. A <ip>
- ns.<domain>. A <ip>
- webmail.<domain>. A <ip>

3. Edit all of these A type records:
   a. Click the corresponding links in the **Host** column.
   b. In the **Enter IP address** input box, delete the `<ip>` templates, and type the public IP address allocated to you by your hosting provider. If you have forgotten the public IP address allocated to you, contact your hosting provider for assistance.
4. Click **OK**.

If you are running your own Parallels Plesk Panel server behind a router with NAT, you need to manually configure the routing device and modify the DNS zone template used for creation of your websites.

- ***If you are running your own server with the Panel behind a router with NAT:***

1. Configure your routing device so as to ensure the proper address translation. Refer to the documentation of your routing device for detailed instructions.
2. Log in to the Panel and go to **Tools & Settings > DNS Template Settings** (in the **DNS** group).
3. Locate all resource records of A type. These records look like the following:
   - <domain>. A <ip>
   - mail.<domain>. A <ip>
   - ns.<domain>. A <ip>
   - webmail.<domain>. A <ip>
4. Edit all of these A type records:
   a. Click the corresponding links in the **Host** column.
   b. In the **Enter IP address** input box, delete the `<ip>` templates, and type the public IP address of the routing device.
   c. Click **OK**.
   d. Go to Making Your Website Accessible When the Panel Is Running Behind Router with NAT for further instructions on how to make your websites accessible to the Internet users.

Using the Built-in Firewall (Windows)

Parallels Plesk Panel comes with a firewall, which you can use to protect your server from incoming network connections that could be used to compromise the server. The firewall comes with a set of predefined rules that allow connections to the services required for the proper functioning of a hosting server, such as web, mail, and FTP. By default, the firewall is switched off.

Read this section to learn how to:

- Switch on the firewall
- View the currently allowed inbound connections
- Allow and block inbound connections
- Allow and block ICMP communications
- Restore the default configuration of the firewall
- Switch off the firewall

In this section:

Switching the Firewall On

➢ ***To switch on the firewall:***

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Under **Tools**, click **Switch On**.
3. To switch on the firewall for a specific network interface, if you have a number of network interfaces, in the list of interfaces, click the interface name you need.

   The list of applied filtering policies (rules) opens. The **S** (status) column shows the icon if the firewall blocks the packets that match the rule, and the icon if the firewall allows the packets that match the rule to pass through.

Note: Configuring firewall for specific network interfaces is only available under Microsoft Windows Server 2003.

Viewing the Currently Allowed Inbound Connections

By default, all inbound connections that are not explicitly allowed are blocked.

➢ ***To view the currently applied firewall rules for inbound connections:***

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Click the network interface you need.

   All currently defined rules are listed. The **S** (status) column shows the icon if the firewall blocks the packets that match the rule, and the icon if the firewall allows the packets that match the rule to pass through.

   Note: Configuring firewall for specific network interfaces is only available under Microsoft Windows Server 2003. If you are using Microsoft Windows Server 2008, go to the **Firewall Rules** tab.

3. Do any of the following:
   - To view or change the properties of a rule, click the respective rule's name. To save any changes you have made to the rule, click **OK**. To return to the previous screen without saving any changes, click **Cancel** or click **Up Level**.
   - To allow connections to a service, click **Add Firewall Rule**, specify the rule name for future reference, specify the port and the protocol for which incoming connections must be allowed. Leave the **Switch on rule** checkbox selected, if you wish to apply the rule immediately. Click **OK**.
   - To allow connections to a service that you previously made inaccessible, click the respective icon in the **S** column.
   - To temporarily block connections to a service, click the respective icon in the **S** column.
   - To permanently block connections to a service, select the checkbox corresponding to the rule that allows connections to the respective service, and click **Remove**. Removing a rule blocks the connections that were specified in that rule.

Allowing and Blocking Inbound Connections

By default, all inbound connections that are not explicitly allowed are blocked.

➢ *To allow inbound connections to a service:*

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Click the network interface you need.

Note: Configuring firewall for specific network interfaces is only available under Microsoft Windows Server 2003. If you are using Microsoft Windows Server 2008, go to the **Firewall Rules** tab.

3. Click **Add Firewall Rule**, and specify the following properties:
   - The rule name for future reference
   - The port or port range and the protocol for which inbound connections must be allowed
4. Leave the **Switch on rule** checkbox selected, if you wish to apply the rule immediately.
5. Click **OK**.

➢ *To block the previously allowed inbound connections to a service:*

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Click the network interface you need.

Note: Configuring firewall for specific network interfaces is only available under Microsoft Windows Server 2003. If you are using Microsoft Windows Server 2008, go to the **Firewall Rules** tab.

3. Select the checkbox corresponding to the rule that allows connections to the respective service, and click **Remove**.

   Removing a rule blocks the connections that were specified in that rule.

Allowing and Blocking ICMP Communications

ICMP communications are used for network troubleshooting purposes. By default, all ICMP communications are allowed. For the detailed description of ICMP messages, please refer to:

http://msdn.microsoft.com/library/default.asp?url=/library/en-us/xpehelp/html/xeconconfiguringicmpsettingsinwindowsfirewall.asp

➢ *If you need to block or to allow ICMP communications, follow these steps:*

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group) > **ICMP Protocol**.

   The predefined rules for ICMP communications are listed. The **S** (status) column shows the icon if the firewall blocks the packets that match the rule, and the icon if the firewall allows the packets that match the rule to pass through.

2. Do any of the following:
   - To allow ICMP requests of a specific type, click the respective icon in the **S** column.
   - To block ICMP requests of a specific type, click the respective icon in the **S** column.
   - To block all ICMP requests, click **Panic Mode**.
   - To restore the default settings for ICMP requests, click **Default**.

Restoring the Default Configuration of the Firewall

➢ *To restore the initial configuration:*

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Click the network interface you need.

   Note: Configuring firewall for specific network interfaces is only available under Microsoft Windows Server 2003. If you are using Microsoft Windows Server 2008, go to the **Firewall Rules** tab.

3. Under **Tools**, click **Restore Defaults**.

Closing Down All Connections to the Server Using the Panic Mode

If your server is compromised and websites are defaced, you may want to make the server unavailable over the Internet and keep it down until all vulnerabilities are patched and websites are restored from backup files.

➢ ***To close all connections to the server:***

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Click **Panic Mode.**

Note: Configuring firewall for specific network interfaces is only available under Microsoft Windows Server 2003. If you are using Microsoft Windows Server 2008, go to the **Firewall Rules** tab.

Switching the Firewall Off

➢ ***To switch off the firewall:***

1. Go to **Tools & Settings** > **Firewall** (in the **Security** group).
2. Under **Tools**, click **Switch Off**.

Configuring Port Range for Passive FTP Mode (Windows)

➢ ***To set a specific port or port range for connecting to the server over FTP in passive mode:***

1. Go to **Tools & Settings** > **FTP Settings** (in the **General** group).
2. Specify the required port or port range in the **Port or port range for passive FTP mode connections** field and click **OK**.

Setting Up Mail Services

The Panel works in cooperation with mail server software, which provides e-mail services for mailboxes and mailing lists. After installation the mail server is configured automatically and is ready to serve, however, we recommend that you review the default settings to make sure that they satisfy your needs.

By default, the Postfix mail server is installed on Parallels Plesk Panel for Linux platforms, and MailEnable mail server, on Parallels Plesk Panel for Windows platforms. You can install another mail server software, if it is supported by your Panel, and then set up the Panel for using it.

If you want to use a mail server running on a separate machine, or want to prohibit your users from operating mail services, you can remove from the Panel all controls related to managing e-mail services and adding new mail accounts. This option does not actually switch off the Panel-managed mail server, but only removes the following items from the Control Panel accessed by hosting service customers and their users:

- **Mail** tab.
- **Home** tab > **Mail** group.
- **Users** tab > ***user name*** > **Create an e-mail address under your account** option.

➢ *To hide the user interface elements related to mail services from the Control Panel:*

1. In the Server Administration Panel, go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group).
2. Clear the **Enable mail management functions in Panel** checkbox.
3. Click **OK**.

➢ *To use another mail server software with your Panel (currently supported only on Windows hosting):*

1. Check the list of supported mail servers in Parallels Plesk Panel Installation Guide. See if the mail server software you want to use is supported.
2. Install the software according to instructions provided in Parallels Plesk Panel Installation Guide, or use the instructions provided by the mail server manufacturer.
3. Log in to the Panel and go to **Tools & Settings** > **Server Components**.
4. Click the **Mail Server** link.

   The mail server you have installed should now be displayed in the list of available mail servers.
5. Select the mail server you need and click **OK**.

The Panel will start using the new mail server without any need for server restart. Note that you can always select another mail server at any time later.

➢ *To view or configure the mail service settings:*

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group). The server-wide mail preferences screen will open on the **Settings** tab.
2. Leave the **Enable mail management functions in Panel** checkbox selected if you want to allow your users to create mail accounts through Control Panel and use the mail services provided by the Panel-managed mail server. If you are using an external mail server, clear this checkbox.
3. If you want to limit the size of an e-mail message that can be sent through your server, type the desired value in kilobytes into the **Maximum message size** box. Otherwise, leave this field blank.
4. If you want to protect mail accounts from hacker attacks by not allowing the users to use simple passwords, select the required value from the **Minimal password strength** menu.

   There are five levels of strength:

   - **Very weak** - from 0 to 19 points.
   - **Weak** - from 20 to 39 points.
   - **Medium** - from 40 to 59 points.
   - **Strong** - from 60 to 79 points.
   - **Very strong** - from 80 to 100 points.

   According to the calculation algorithm used by the Panel, the strongest password meets the following criteria: it is more than 8 characters in length, contains a combination of letters in mixed case, numbers and special characters, like !,@,#,$,%,^,&,*,?,_,~.
5. To protect your server against unauthorized mail relaying or injection of unsolicited bulk mail, select the **Enable message submission** checkbox to allow your customers to send e-mail messages through the port 587.

   Also notify your customers that they need to specify in their e-mail programs' settings the port 587 for outgoing SMTP connections, and be sure to allow connections to this port in your firewall settings.
6. Select the mail relay mode.

   With closed relay the mail server will accept only e-mail addressed to the users who have mailboxes on this server. Your customers will not be able to send any mail through your outgoing SMTP server, therefore, we do not recommend closing mail relay.

   With relay after authorization, only your customers will be able to receive and send e-mail through your mail server. We recommend that you leave the **authorization is required** option selected, and specify allowed authentication methods:

   - **POP3 lock time**. With POP3 authorization, once a user has successfully authenticated to the POP server, he or she is permitted to receive and send e-mail through the mail server for the specified period of time.

- **SMTP**. With SMTP authorization, your mail server requires authorization if the e-mail message must be sent to an external address.

Note for Windows hosting users: If you do not wish to use relay restrictions for networks that you trust, specify the network IP and mask in the **Use no relay restrictions for the following networks:** field (e.g., 123.123.123.123/16) and click the icon. To remove a network from the list, click the icon corresponding to the network you wish to remove.

The relay hosts on the networks in the list are considered not to be potentially operated by spammers, open relays, or open proxies. A trusted host could conceivably relay spam, but will not originate it, and will not forge header data. DNS blacklist checks will never query for hosts on these networks.

There is also an option to allow open relay without authorization, which, by default, is hidden from the user interface. Opening mail relay without authorization is not recommended because it allows spammers to send unsolicited mail through your server. If you want to set the open relay, log in to the server's file system, locate the file `root.controls.lock` in your Parallels Plesk Panel installation directory (`PRODUCT_ROOT_D/var/root.controls.lock` on Unix and `PRODUCT_DATA_D/var/root.controls.lock` on Windows platforms) and remove the line `/server/mail.php3:relay_open` from this file. The open relay option will show in your control panel.

7. Select the antivirus program that should be used on the server.
8. Select the spam protection options that should be used on the server.

Note: If you wish to set up spam protection systems, such as SpamAssassin spam filter, or protection systems based on DomainKeys, DNS blackhole lists or Sender Policy Framework (SPF), proceed to the section Setting Up Spam Protection (on page 64).

9. If you are using Qmail mail server, you can also select the mail account format.

Selecting the **Use of short and full names is allowed** option will allow users to log in to their mail accounts by specifying only the left part of e-mail address before the @ sign (for example, `username`), or by specifying the full e-mail address (for example, `username@your-domain.com`).

To avoid possible authorization problems for e-mail users who reside in different domains but have identical user names and passwords, we highly recommend that you choose the **Only use of full mail account names is allowed** option.

Once you have set your mail server to support only full mail account names, you will not be able to switch back to supporting short account names until you make sure there are no encrypted passwords for mailboxes and user accounts with coinciding user names and passwords residing in different domains.

10. Click **OK** to submit any changes.

In this section:

Setting Up Spam Protection

To protect your users from spam, you can use the following tools with your Panel:

- **SpamAssassin spam filter**. It is a powerful spam filter that uses a wide variety of local and network tests to identify spam signatures.

  You can configure the spam filter so as to either delete suspicious messages when they come to your mail server, or change the subject line and add "X-Spam-Flag: YES" and "X-Spam-Status: Yes" headers to the messages. The latter can be useful for users who prefer to filter mail with mail filtering programs installed on their own computers.

  To learn more about SpamAssassin, visit http://spamassassin.apache.org.

  To configure and switch on the SpamAssassin filter, proceed to the section Setting Up SpamAssassin Spam Filter (on page 66).
- **DomainKeys** (available only for Linux hosting). DomainKeys is a spam protection system based on sender authentication. When an e-mail claims to originate from a certain domain, DomainKeys provides a mechanism by which the recipient system can credibly determine that the e-mail did in fact originate from a person or system authorized to send e-mail for that domain. If the sender verification fails, the recipient system discards such e-mail messages. To configure the DomainKeys system on your server, refer to the section Switching on Spam Protection Based on DomainKeys (on page 68).
- **DNS blackhole lists**. This spam prevention system is based on DNS queries made by your mail server to a database, which contains known and documented sources of spam, as well as an extensive listing of dynamic IP addresses. Any positive response from this database should result in your mail server returning a '550' error, or rejection of the requested connection.

  To configure your mail server for working with DNSBL databases, proceed to the section Switching On Spam Protection Based on DNS Blackhole Lists (on page 70).
- **Sender Policy Framework** (available only for Linux hosting). This spam prevention system is also DNS query-based. It is designed to reduce the amount of spam sent from forged e-mail addresses. With SPF, an Internet domain owner can specify the addresses of machines that are authorized to send e-mail for users of his or her domain. Receivers that implement SPF then treat as suspect any e-mail that claims to come from that domain but fails to come from locations that domain authorizes.

  To learn more about SPF, visit http://www.openspf.org/howworks.html.

  To enable filtering based on SPF, proceed to the section Setting Up Support for Sender Policy Framework System (on page 71).
- **Server-wide black and white lists**. Black and white lists are standard mail server facilities. You can use black and white lists to block or receive mail from specific servers. Your mail server retrieves domain names and IP addresses of servers which attempt to establish connection with it. If a domain name is matched against black list entries, your server refuses the connection. Thus, the potential spam message will be never received. If an IP address is matched against white list entries, your server receives a message from the sender without using the spam protection systems such as sender authentication, greylisting, or DNSBL.

  To set up server-wide black and white lists, proceed to the section Setting Up Server-wide Black and White Lists (on page 70).

- **Greylisting** (available only for Linux hosting). Greylisting is a spam protection system which works as follows: For every e-mail message that comes to the server, sender's and receiver's e-mail addresses are recorded in a database. When a message comes for the first time, its sender and receiver addresses are not listed in the database yet, and the server temporarily rejects the message with an SMTP error code. If the mail is legitimate and the sending server is properly configured, it will try sending e-mail again and the message will be accepted. If the message is sent by a spammer, then mail sending will not be retried: spammers usually send mail in bulk to thousands of recipients and do not bother with resending.

  The greylisting protection system also takes into account the server-wide and per-user black and white lists of e-mail senders: e-mail from the white-listed senders is accepted without passing through the greylisting check, and mail from the black-listed senders is always rejected.

  When the greylisting support components are installed on the server, then greylisting is automatically switched on for all domains. You can switch off and on greylisting protection for all domains at once (at **Tools & Settings** > **Spam Filter Settings**), or for individual subscriptions (in **Control Panel** > **Mail** tab > **Change Settings**).

In this section:

Setting Up SpamAssassin Spam Filter

➢ ***To switch on SpamAssassin spam filter:***

1. Go to **Tools & Settings** > **Spam Filter Settings** (in the **Mail** group).
2. To allow server wide filtering based on the settings you define, select the **Switch on server-wide SpamAssassin spam filtering** checkbox.
3. To let your users set their own spam filtering preferences on a per-mailbox basis, select the **Apply individual settings to spam filtering** checkbox.
4. If you wish to adjust the amount of system resources the spam filter should use (available only for Linux hosting), type the desired value from 1 to 5 into the **Maximum number of worker spamd processes to run (1-5)** box (1 is the lowest load, and 5 is the highest). We recommend that you use the default value.
5. If you wish to adjust the spam filter's sensitivity, type the desired value in the **The number of points a message must score to be considered spam** box.

   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.

   - When your users receive lots of spam messages with the current setting, to make filter more sensitive, try setting a lesser value in the **The score that a message must receive to qualify as spam** box; for example, 6.
   - When your users are missing e-mails because your spam filter thinks they are junk, try reducing filter sensitivity by setting a higher value in the **The score that a message must receive to qualify as spam** box.
6. To reduce the load on your Windows server, you can select the **Do not filter if mail size exceeds specified size** checkbox and specify the maximum size of the message that the spam filter will test. Recommended mail size limit is 150 - 250 Kbytes, which is usual for mail messages in HTML format with images. The size of the mail is considered critical for filter and server overload when it exceeds 500 Kbytes, which is usual for mail messages containing attachments.
7. To make sure that the spam filter on your Windows server is not leaving some e-mail messages unchecked (this can happen if the amount of incoming mail is very large), limit the number of e-mail messages that can be checked simultaneously in the **Number of threads that spam filter can create** field.
8. Specify how to mark messages recognized as spam.

At the server level, you cannot set the server-wide spam filter to automatically delete spam: you can do it only on a per-mailbox basis. So, for the server-wide policy, you can choose only marking messages 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 additionally 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.

9. If you use Parallels Plesk Panel for Windows, define the language characteristics of mail that should always pass the filter by specifying trusted languages and locales.

- Select the required items from the boxes under **Trusted languages** and **Trusted locales** and click **Add >>**.
- Letters written in the specified languages and with the defined character sets will not be marked as spam.

10. If you do not want your users 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**. Separate addresses with a coma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example: address@spammers.net, user?@spammers.net, *@spammers.net. Specifying *@spammers.net will block the entire mail domain spammers.net. If you use a Windows-based server, also specify what to do with messages coming from the specified addresses. To save the entries you added, click **OK**.
- To remove entries from the black list, under the **Black List** tab, select the entries and click **Remove**. Confirm removal and click **OK**.

11. If you want to be sure that you and your users 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 coma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example: address@mycompany.com, user?@mycompany.com, *@mycompany.com. Specifying *@mycompany.com will add to the white list all e-mail addresses that are under the mycompany.com mail domain. 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**. Confirm removal and click **OK**.

12. Once finished with setting up the spam filter, click **OK**.

Now all the incoming mail will be filtered on the server side. By default, spam filter does not delete spam mail, it only adds the "X-Spam-Flag: YES" and "X-Spam-Status: Yes" headers to the message, and "*****SPAM*****" text string to the beginning of Subject line of each message recognized as spam.

If you have enabled the **Apply individual settings to spam filtering** option, then your users will be able to set their spam filters so as to automatically delete junk mail. They will also be able to set up their personal black and white lists of correspondents that will override the server settings, and teach the spam filter on a per-mailbox basis.

If you want to adjust spam filtering settings for a specific mailbox, refer to **Control Panel User's Guide**, section **Setting Up Protection from Spam**.

Note: Panel exposes only basic SpamAssassin functionality. If you want to create complex antispam rules, edit SpamAssassin configuration files. For more information on advanced SpamAssassin configuration, refer to the **Parallels Plesk Panel 10: Advanced Administration Guide, Spam Protection** for both Linux and Windows and other respective documentation (say, http://spamassassin.apache.org/doc/Mail_SpamAssassin_Conf.html (http://spamassassin.apache.org/doc/Mail_SpamAssassin_Conf.html)).

Setting Up Spam Protection Based on DomainKeys (Linux)

➢ ***To switch on spam protection based on DomainKeys:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group).
2. Under the **DomainKeys spam protection** group, select the following options:
   - **Allow signing outgoing mail.** Selecting this option allows you and your customers to switch on support for DomainKeys e-mail signing on a per-subscription basis through the Control Panel (**Control Panel** > **Mail** tab > **Change Settings**). It does not automatically switch on signing of outgoing e-mail messages.
   - **Verify incoming mail**. Selecting this option will configure the DomainKeys system to check all e-mail messages coming to e-mail users under all domains hosted on the server.
3. Click **OK**.

Now your mail server will check all incoming e-mail messages to ensure that they come from the claimed senders. All messages, sent from the domains that use DomainKeys to sign e-mail, which fail verification will receive the header *DomainKey-Status: 'bad'*. All messages, sent from the domains that do not participate in the DomainKeys program and do not sign e-mail, will be accepted without verifying.

➢ ***To switch on signing outgoing e-mail messages for all domains in a subscription:***

1. Go to **Control Panel** > **Mail** tab > **Change Settings**.
2. Select the **Use DomainKeys spam protection system to sign outgoing e-mail messages** checkbox.

3. Click **OK**.

Now, the following will happen for the selected domains:

- Private keys are generated and placed in the server's database.
- Public keys are generated and placed in the TXT resource records created in the domains' DNS zones.
- The sender's policy advertised in the DNS TXT resource records is set to "all e-mail messages sent from this domain must be cryptographically signed; if someone receives an e-mail message claiming to originate from this domain, which is not signed, then this e-mail must be discarded."
- Outgoing e-mail messages are digitally signed: the "DomainKeys-Signature" header containing a signature based on a private key is added to the message headers.

Switching On Spam Protection Based on DNS Blackhole Lists

You can use free and paid subscription blackhole lists with your server. Visit http://spamlinks.net/filter-dnsbl-lists.htm and choose a DNSBL server you want to use.

➢ ***To switch on spam protection based on DNSBL:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group).
2. Select the **Switch on spam protection based on DNS blackhole lists** checkbox.
3. In the **DNS zones for DNSBL service** input box, specify the host name that your mail server should query, for example: sbl.spamhaus.org.
4. Click **OK**.

Now, e-mail messages from known spammers should be rejected with an error code 550 (connection refused).

Setting Up Server-wide Black and White Lists

➢ ***To reject connections from specific mail servers:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group).
2. Click the **Black List** tab.
3. Click **Add Domain**.
4. Specify the name of the domain from which you do not want to receive e-mail. For example, 'evilspammers.net'.
5. Click **OK**.
6. Repeat steps from 3 to 5 to add as many domains as required.

➢ ***To assure mail reception from specific servers or networks:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group).
2. Click the **White List** tab.
3. Click **Add Network**.
4. Specify an IP address or range of IP addresses from which mail must always be accepted.
5. Click **OK**.
6. Repeat steps from 3 to 5 to add as many addresses as required.

Setting Up Support for Sender Policy Framework System (Linux)

➤ ***To set up support for Sender Policy Framework on your Linux-based server:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group). The server-wide mail preferences screen will open on the **Settings** tab.
2. Select the **Switch on SPF spam protection** checkbox and specify how to deal with e-mail:
   - To accept all incoming messages regardless of SPF check results, select the **Create only Received SPF-headers, never block** option from the **SPF checking mode** drop-down box. This option is recommended.
   - To accept all incoming messages regardless of SPF check results, even if SPF check failed due to DNS lookup problems, select the **In case of DNS lookup problems, generate temporary errors** option from the **SPF checking mode** drop-down box.
   - To reject messages from senders who are not authorized to use the domain in question, select the option **Reject mail if SPF resolves to fail** from the **SPF checking mode** drop-down box.
   - To reject the messages that are most likely from senders who are not authorized to use the domain in question, select the option **Reject mail if SPF resolves to softfail** from the **SPF checking mode** drop-down box.
   - To reject the messages from senders who cannot be identified by SPF system as authorized or not authorized because the domain has no SPF records published, select the option **Reject mail if SPF resolves to neutral** from the **SPF checking mode** drop-down box.
   - To reject the messages that do not pass SPF check for any reason (for example, when sender's domain does not implement SPF and SPF checking returns the "unknown" status), select the option **Reject mail if SPF does not resolve to pass** from the **SPF checking mode** drop-down box.
3. To specify additional rules that are applied by the spam filter before the SPF check is actually done by the mail server, type the rules you need in the **SPF local rules** box.

   We recommend that you add a rule for checking messages against the open database of trusted senders, for example, 'include:spf.trusted-forwarder.org'. For more information on SPF rules, visit http://tools.ietf.org/html/rfc4408.
4. To specify the rules that are applied to domains that do not publish SPF records, type the rules into the **SPF guess rules** box.

   For example: **v=spf1 +a/24 +mx/24 +ptr ?all**
5. To specify an arbitrary error notice that is returned to the SMTP sender when a message is rejected, type it into the **SPF explanation text** box.

   If no value is specified, the default text will be used as a notification.
6. To complete the setup, click **OK**.

Setting Up Spam Protection Based on Greylisting (Linux)

When the greylisting support components are installed on the server, greylisting protection is automatically switched on for all domains. Therefore, no additional actions are required. If you do not want to use greylisting protection, you can switch it off.

➢ *To switch off greylisting protection for all domains:*

1. Go to **Tools & Settings** > **Spam Filter Settings** (in the **Mail** group).
2. Clear the **Switch on server-wide greylisting spam protection** checkbox.
3. Click **OK**.

➢ *To switch on greylisting protection for all domains:*

1. Go to **Tools & Settings** > **Spam Filter Settings** (in the **Mail** group).
2. Select the **Switch on server-wide greylisting spam protection** checkbox.
3. Click **OK**.

➢ *To switch off greylisting protection for all domains in a subscription:*

1. Go to **Control Panel** > **Mail** tab > **Change Settings**.
2. Clear the **Switch on greylisting spam protection for all mail accounts under this domain** checkbox.
3. Click **OK**.

➢ *To switch on greylisting protection for all domains in a subscription:*

1. Go to **Control Panel** > **Mail** tab > **Change Settings**.
2. Select the **Switch on greylisting spam protection for all mail accounts under this domain** checkbox.
3. Click **OK**.

Setting Up Virus Protection (Linux)

To provide your e-mail users with anti-virus protection, you can use either the Parallels Premium Antivirus or Kaspersky Antivirus solutions. Both solutions can scan server's mail traffic in real time, however, only Kaspersky Antivirus allows fine tuning and filtering of specific file types from attachments.

The both programs require an additional license key with annual renewal. Check the current prices with your provider or visit Parallels site.

➢ ***To install Parallels Premium Antivirus or Kaspersky Antivirus:***

1. Go to Tools & Settings > Updates. Updater will open in a new window or tab.
2. Click Cancel updating.
3. Click Add Components.
4. In the list of components, expand the Additional mail services group, and select either Parallels Premium antivirus or Kaspersky antivirus module.
5. Click Continue.

   After the installation is completed, obtain and install a license key for the selected antivirus program, as described in the following steps.
6. Go to Tools & Settings > License Management.
7. Click Order New Key. The Parallels online store page listing available add-ons opens in a new browser window.
8. On this page, select the checkbox next to Parallels Premium Antivirus or Kaspersky Antivirus and click ADD TO MY BASKET.
9. Because Parallels Plesk Panel add-ons are added to the license keys that already exist, you will need to specify the number of your license key to which you add this feature and click Submit.
10. In the next steps, indicate the currency, number of keys, provide contact details, billing address, and payment method, and submit the form. You will be notified by e-mail when your order is processed.
11. When you receive the e-mail notice, return to the License Management screen (Tools & Settings > License Management) and click  Retrieve Keys to retrieve the ordered license key. The Panel's License Manager will retrieve the upgraded license key from the Parallels licensing server and install it to your control panel.
12. Go to Tools & Settings > Virus Protection Settings (in the Mail group).
13. Under Antivirus preferences, select the antivirus you need and click OK.

If you installed Parallels Premium Antivirus, you can switch on antivirus protection only on a per-mailbox basis, and only after you have set up mailboxes. By default, virus definitions are retrieved every 5 hours, and this setting is not changeable through the control panel.

If you installed Kaspersky Antivirus, go to Tools & Settings > Kaspersky Antivirus to configure it.

Setting Up Virus Protection (Windows)

To protect your users from viruses and other malicious software that spreads itself through e-mail, you may want to switch on antivirus service that comes with your Parallels Plesk Panel.

➢ ***To set up and switch on antivirus for all users' mailboxes:***

1. Go to **Tools & Settings** > **Virus Protection Settings** (in the **Mail** group).
2. Select the desired scanning mode.
3. To allow users to adjust scanning settings for incoming and outgoing mail, select the respective checkboxes.
4. Click OK.

The antivirus is now switched on. It will scan mail and delete all infected messages.

Selecting Webmail Software

You can install on the server a number of webmail software packages and select which of them should be available to your users. Alternately, you can redirect your users to an external webmail service. To do this, register an external webmail service address with the Panel by adding a corresponding record.

All installed webmail packages and registered external webmail services are listed in the mail settings of hosting plans and subscriptions (on the **Mail** tab). There you can select which webmail to provision to users.

➢ ***To register an external webmail service:***

1. Go to **Tools & Settings** > **Webmail** (in the **Mail** group).
2. Click **Register Webmail**.
3. Specify the following:
   a. **Webmail service name**.
   b. **Webmail service URL**. Specify an address that begins with the `http://` or `https://` prefix.
   c. Leave the **Available** checkbox selected to make the registered webmail service available for selection in hosting plan settings.
4. Click **OK**.

➢ ***To change the properties of an external webmail record:***

1. Go to **Tools & Settings** > **Webmail** (in the **Mail** group).

2. Click the appropriate link in the **Name** column.
3. Make the required changes and click **OK**.

➢ ***To make a webmail service unavailable for inclusion into hosting plans:***

1. Go to **Tools & Settings** > **Webmail** (in the **Mail** group).
2. Do either of the following:
   - To make a service temporarily unavailable without actually removing it, select the corresponding checkbox and click **Disable**.

     This works for installed webmail software packages and for links to external webmail services.
   - To permanently remove a service record, select the corresponding checkbox and click **Remove**.

     This way you can remove only links to external webmail services. Installed software packages can be removed only by means of Parallels Products Installer (**Tools & Settings** > **Updates**).

Configuring Mailman Mailing List Software (Linux)

To provide your customers with capabilities to run their own mailing lists or newsletters, you should install the GNU Mailman package on your server (you could have done so during installation of Parallels Plesk Panel), and set up the mailing list administrator's account, otherwise, it will not work.

➢ ***To set up the mailing list administrator's account from your control panel:***

1. Go to **Tools & Settings** > **Set Up Mailing Lists Server** (in the **Resources** group).
2. Specify the username and password that you will use for administration of mailing lists and their settings.
3. Click **OK**.

Once you have set up the Mailman administrator's account, you can configure the mailing list software or change your administrative login and password by visiting the URL: http://lists.yourservername.tld/mailman/admin/mailman

Note: After you have set up Mailman administrator's account, the **Set Up Mailing Lists Server** icon will be no longer be accessible from the Panel.

Preventing Your Customers From Sending Mass E-mail (Linux)

➢ ***To prevent your users from sending mass e-mail, do the following:***

1. Create a file named maxrcpt in the directory $QMAIL_ROOT_D/qmail/control/

   where $QMAIL_ROOT_D is the location defined in the file `/etc/psa/psa.conf file`.

2. Type the number of allowed recipients in this file and save it.

Note that this number also affect sending of messages to mailing list or mail group subscribers. That is, if you set the value to 100, then only 100 subscribers will receive the message sent to a mailing list or a mail group.

When you no longer need to restrict the number of recipients, delete the `maxrcpt` file.

Connecting Database Servers

You can host users' databases either on a single server or on a number of different servers. Having the user databases on a remote server can be useful in multi-server installations, where centralized database hosting can be preferable for administration, backup, and resource utilization. However, if you have a single Parallels Plesk Panel server, you are advised to keep all databases on it.

➢ ***To use remote database servers with your hosting server, you need to:***

1. Set up a remote database server:
   a. Install MySQL, PostgreSQL, or Microsoft SQL software.
   b. Set up database administrator's account.
   c. Enable network access to the database server.
2. Configure Parallels Plesk Panel for working with your remote database server.

In this section:

Adding Database Servers

After you have set up the required remote database server, you need to register this database server in the Panel.

➢ *To register a database server with the Panel:*

1. Log in to Parallels Plesk Panel.
2. Go to **Tools & Settings** > **Database Servers**, and click **Add Database Server**.
3. Specify the properties of the database server:
   - Specify database server engine in the **Database server type** menu.
   - Specify hostname or IP address of the database server.
   - Specify the port number the database server is listening on. This option is available only for MySQL. By default, MySQL servers listen on port 3306. You can leave the **Port number** box blank, if your MySQL database server is listening on the default port.

     Note: Do not enter the value for MySQL server port equal to 8306, because it is used by Parallels Plesk Panel for communication with its internal database.
   - Specify which database type is running on the database server.
   - To make this database server default for hosting customers' databases, select the **Use this server as default for MySQL** checkbox. If you have a MS SQL database server, select the checkbox **Use this server as default for MS SQL** labeled.
   - Specify the database server administrator's login name and password.
4. Click **OK**.

➢ *To set up database hosting preferences that will affect all databases created through Parallels Plesk Panel:*

1. Go to **Tools & Settings** > **Database Hosting Preferences** (in the **Databases** group).
2. To simplify maintenance of customers' databases, select the **Add user's login name and underscore to beginning of database names** checkbox. All names of newly created databases will look like username_database name. This will allow you to locate databases related to a particular Parallels Plesk Panel user. Note that even if you do not select this checkbox, on creation of a new database, Parallels Plesk Panel will add a username to the database name input box, and you will be able to edit it or remove it.

3. You can also set up the Panel to add usernames to corresponding database user names, further simplifying the maintenance of customers' databases. To do so, select the **Add user's login name and underscore to the beginning of database user names** checkbox. All names of newly created database users will look like username_database user name. This will allow you to locate database users related to a particular Parallels Plesk Panel user.
4. Specify whether creation of databases is allowed on your Parallels Plesk Panel server. Some applications do not support remote databases and can work only with databases hosted on the same server. We recommend leaving the default option **Allow local hosting of databases for these web applications** selected, otherwise, you will not be able to use such applications.
5. Click **OK**.

If you want to back up databases hosted on a remote MS SQL Database Server you set up earlier, you need to configure the backup settings for that MS SQL Database Server.

➢ *To configure backup settings for a remote MS SQL Database Server:*

1. Go to **Tools & Settings** > **Database Servers** and click the required remote MS SQL Database Server name.
2. Specify the temporary directory for the remote MS SQL Database Server in the **Temporary network directory** field.

   This directory can be located anywhere in your network and it is required for backing up and restoring MS SQL databases. This directory must be accessible over the network by both the Parallels Plesk Panel server and the MS SQL server: both the Panel and the user that is running remote MS SQL database server must have read/write access to this directory.
3. Specify username and password required for accessing the temporary network directory.
4. Click **OK**.

Connecting to External Databases (Windows)

If you want your users to access the data from an external database management system, you should use Open Database Connectivity (ODBC) drivers. For example, you can install a Microsoft Access ODBC driver, creating a connection to external Microsoft Access database, and let web applications use this database for storing their data.

In this section:

Creating New Connections to External Databases (Windows)

To let web applications of your clients use external databases for storing the data, you need to create connections to these external databases by installing appropriate ODBC drivers.

➢ ***To install a new ODBC driver, creating a connection to an external database:***

1. Go to **Tools & Settings** > **ODBC Data Sources**.
2. Click **Add New ODBC DSN**.
3. Specify the ODBC connection name and description in the corresponding fields.
4. Select the required driver in the **Driver** field.
5. Click **OK**.
6. Choose the appropriate options on the driver configuration screen. Typically, you should specify the path to the database, user credentials and other connection options, depending on the selected driver.
7. Click **Test** to check whether the connection will function properly with provided settings. Click **Finish** to complete the creation.

Changing Settings of Existing ODBC Connections (Windows)

➢ ***To change settings of an existing ODBC connection:***

1. Go to **Tools & Settings** > **ODBC Data Sources**.
2. Click the required connection name in the list.
3. Change the settings as needed.
4. Click **Test** to check whether the connection will function properly with new settings. Click **Finish** to save changes.

Removing Connections to External Databases (Windows)

➢ ***To remove a redundant ODBC connection:***

1. Go to **Tools & Settings** > **ODBC Data Sources**.
2. Select a checkbox corresponding to the connection you want to remove.
3. Click **Remove**, confirm the removal and click **OK**.

Activating Third-Party Services

In this section:

Adobe ColdFusion (Linux)

If you want to support ColdFusion scripts on the server, you should obtain a distribution package from Adobe and then install it on the server. Parallels Plesk Panel supports Adobe ColdFusion versions 6, 7, and 8.

➢ ***After you have installed Adobe ColdFusion on your server, do the following:***

1. Login to Parallels Plesk Panel as administrator.
2. Go to **Tools & Settings** > **Updates**.
3. Click a link corresponding to the appropriate release version.
4. Select the checkbox corresponding to the **ColdFusion support for Parallels Panel** item, and click **Install**. Confirm the installation when prompted.
5. Once the selected components are installed, go to **Tools & Settings** > **ColdFusion Settings** (in the **Applications** group).
6. Specify the path to ColdFusion installation directory and click **OK**.

Google Services for Websites

Parallels Plesk Panel provides hosting companies with the means to easily integrate with Google Services for Websites.

Participation in the Google Services for Websites program offers the following benefits for hosting providers and their customers:

- Providers can receive referral fees when their customers enroll in the Google AdSense program or subscribe to paid Google Site Search services.
- Site owners can use Google tools to improve site visibility, add a high quality search function and widgets that will engage and retain visitors, and monetize the traffic to websites with relevant ads.

To learn more about the program, visit http://www.google.com/webmasters/provider/overview.html and http://www.google.com/webmasters/provider/faq.html.

➢ *To integrate Parallels Plesk Panel-managed servers with Google Services for Websites:*

1. Visit http://services.google.com/feedback/webmaster_provider_signup and sign up for a Google Apps account (Premier Edition), a Google AdSense account, and a Google Affiliate Network account.

   For every hosting server managed by Parallels Plesk Panel you need to create a separate Google Apps account that is connected to Google AdSense and Google Affiliate Network accounts.

   Once your application is processed by Google and your company is approved for the program, you will receive access credentials by e-mail.

2. Generate an RSA private key and a digital self-signed certificate by using the free OpenSSL utility. This is included in your Linux distribution or can be downloaded from http://www.openssl.org/related/binaries.html and installed on Windows-based computers.

   a. Issue the command `openssl genrsa -out rsaprivatekey.pem 1024`.

      This command generates a 1024-bit private key and stores it in the file rsaprivatekey.pem. The resulting private key should be kept secret.

   b. Issue the command `openssl req -new -x509 -key rsaprivatekey.pem -out rsacert.pem`.

      After you answer a number of questions, the certificate will be created and saved as rsacert.pem. This is the file you will need to upload to Google Apps via the Google Apps Control Panel when configuring SSO.

3. Log in as the administrator to your Google Apps Control Panel at http://www.google.com/a/<your-google-apps-domain>.

4. Select **Advanced Tools**, and then **Set up single sign-on (SSO)**.

5. Do the following:
   a. Select the **Enable Single Sign-on** checkbox.
   b. In the **Sign-in page URL** field, specify the URL **Error! Hyperlink reference not valid.**.
   c. In the **Sign-out page URL** field, specify the URL **Error! Hyperlink reference not valid.**.
   d. In the **Change password URL** field, specify the URL **Error! Hyperlink reference not valid.**.
   e. In the **Verification certificate** field, upload your certificate.
   f. Click **Save changes**.
6. Log in to your Parallels Plesk Panel as the administrator.
7. Click the **Tools & Settings** link in the navigation pane, and then click **Settings of Google Services for Websites**.
8. Specify the following settings:
   - **Google Apps domain name**.
   - **Google Apps domain administrator's username**.
   - **Google Apps domain administrator's password**.
   - **Google Affiliate Network ID**.
   - **Private key file**. If you created a private key file on a computer other than your hosting server, use this field to upload the key file to the server.
   - **Google AdSense API developer account e-mail**.
   - **Google AdSense API developer account password**.
9. Click **OK**.

Now Parallels Plesk Panel is connected to your Google Apps domain account, and you can create user accounts in the Panel and associate them with Google Apps user accounts. These operations are described in the following section.

For information about using the Google Services for your own websites, see the **Control Panel User's Guide**, section **Using Google Services for Websites**.

In this section:

Providing Access to Google Services on Websites

After you create a new user account in Parallels Plesk Panel, you need to associate that account with a Google Apps user account.

➢ *To create a Google Apps user account and associate it with a user account in Parallels Plesk Panel:*

- For the Parallels Plesk Panel administrator's account, run the `admin` command line utility with the option `--create-gapps-account`.

  The path to the utility is `/usr/local/psa/bin/admin` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\admin.exe` on Windows systems.
- For a Parallels Plesk Panel reseller's account, run the `reseller` command line utility with the option `--create-gapps-account <reseller's-username-in-the-panel>`.

  The path to the utility is `/usr/local/psa/bin/reseller` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\reseller.exe` on Windows systems.
- For a Parallels Plesk Panel customer's account, run the `client` utility with the option `--create-gapps-account <customer's-username-in-the-panel>`.

  The path to the utility is `/usr/local/psa/bin/client` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\client.exe` on Windows systems.

Now the user account in the Panel is associated with the newly created Google Apps user account, and the following items appear in the user's Control Panel:

- The **Google Services for Websites** links on the **Home** page and on the **Websites & Domains** tab.
- The Google Services for Websites page accessible via the aforementioned links.

  This page enables users to add Custom Search engines to websites, create a new Google AdSense account, and provides links to webmaster tools and useful resources on the Google website. When users of Parallels Plesk Panel click these links they are taken to their Google accounts where they are logged in automatically.

➢ *To associate a user account in Parallels Plesk Panel with an already existing Google Apps user account:*

- For the Parallels Plesk Panel administrator's account, run the `admin` command line utility with the options `--link-gapps-account -gapps-login <google-apps-account-username> -gapps-passwd <google-apps-account-password>`.

  The path to the utility is `/usr/local/psa/bin/admin` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\admin.exe` on Windows systems.

- For a Parallels Plesk Panel reseller's account, run the `reseller` command line utility with the options `--link-gapps-account <reseller's-username-in-the-panel> -gapps-login <google-apps-account-username> -gapps-passwd <google-apps-account-password>`.

  The path to the utility is `/usr/local/psa/bin/reseller` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\reseller.exe` on Windows systems.

- For a Parallels Plesk Panel customer's account, run the `client` utility with the options `--link-gapps-account <customer's-username-in-the-panel> -gapps-login <google-apps-account's-username> -gapps-passwd <google-apps-account's-password>`.

  The path to the utility is `/usr/local/psa/bin/client` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\client.exe` on Windows systems.

If you need to remove a user account from the Panel, then you must first remove the Google Apps account associated with this user, and then remove the user account from the Panel.

➢ *To remove a Google Apps account associated with a user:*

- For the Parallels Plesk Panel administrator's account, run the `admin` command line utility with the option `--remove-gapps-account`.

  The path to the utility is `/usr/local/psa/bin/admin` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\admin.exe` on Windows systems.

- For a Parallels Plesk Panel reseller's account, run the `reseller` command line utility with the option `--remove-gapps-account <reseller's-username-in-the-panel>`.

  The path to the utility is `/usr/local/psa/bin/reseller` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\reseller.exe` on Windows systems.

- For a Parallels Plesk Panel customer's account, run the `client` utility with the option `--remove-gapps-account <customer's-username-in-the-panel>`.

  The path to the utility is `/usr/local/psa/bin/client` on Linux systems, and `C:\Program Files\Parallels\Plesk\bin\client.exe` on Windows systems.

UNITY Mobile Services for Mobile Sites

Parallels Plesk Panel offers integration with UNITY Mobile online service, which enables website owners to create and manage copies of their sites optimized for viewing on mobile devices.

UNITY Mobile hosts the optimized site copies on their own servers. All subscription fees and charges for UNITY Mobile services are covered by an additional license key for Parallels Plesk Panel, which you can purchase from Parallels Online Store.

How it works:

1. A user creates a website with the domain name `example.com` and clicks the link **Create Mobile Site** in Control Panel.
2. The user is prompted to specify a domain name for access to the mobile site copy. The user specifies `mobile.example.com`.
3. The Panel connects to the UNITY Mobile hosting servers, sets up an account with UNITY Mobile for the domain name `mobile.example.com`.
4. The user's browser opens the UNITY Mobile website, where the user is automatically logged in to their account and prompted to import their website from the Panel-managed server.
5. After the site is imported and optimized for mobile viewing, it becomes accessible by the address mobile.example.com. The Panel's DNS server keeps a CNAME record pointing to the site on a UNITY Mobile server.

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

   - Open site editor.
   - Remove mobile site.

➢ *If you want to provision this service to your customers, do the following:*

1. Purchase an additional license key at Parallels online store (https://shop.marketplace.parallels.com) and install it to Parallels Plesk Panel.
   a. Go to Server Administration Panel > **Tools & Settings** > **License Management** > **Additional License Keys** tab.
   b. Click **Upload Key**.
   c. Browse to the file and select it by clicking **OK**.
2. When setting up a reseller plan or a hosting plan (on page 236), go to the **Resources** tab and in the **Mobile sites** box, specify a number of sites that can be created and hosted with the UNITY Mobile service.

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

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

Miva E-commerce Applications (Windows)

To allow your customers use Miva e-commerce solutions, you need to install the Miva Empresa package on your server and enable support for Miva applications in hosting plans. Note that your customers will need to obtain a license from Miva and specify its serial number during the installation of Miva applications.

➢ *To install the support for Miva E-commerce applications on your server:*

1. Download and install the Miva Empresa package from Miva website on your server. The installation instructions can be found here: http://docs.smallbusiness.miva.com/en-US/merchant/WebHost/webhelp/web_host_resources.htm
2. Run Parallels Plesk Panel Reconfigurator, and then run the **Correct disk permissions** task.

After Miva support is switched on in hosting plans, the customers can install and use the required Miva applications. The installation instructions for Miva applications can be found here: http://docs.smallbusiness.miva.com/en-US/merchant/WebHost/webhelp/web_host_resources.htm

To learn more about Miva solutions, refer to http://smallbusiness.miva.com/

Miva E-commerce Applications (Linux)

To allow your customers to use Miva e-commerce solutions, you need to install on the server the Miva Empresa package shipped with Parallels Plesk Panel distribution (if you did not install it during installation of Parallels Plesk Panel), and then switch on support for Miva applications in hosting plans.

The Miva Fasttrack and Miva Merchant online store applications are shipped with Parallels Plesk Panel as standard web applications, which you or your customers can install from the Control Panel.

To learn more about Miva solutions, refer to http://docs.smallbusiness.miva.com/en-US/merchant/WebHost/webhelp/web_host_resources.htm

➢ *To install the Miva Empresa package:*

1. Go to **Tools & Settings** > **Updates**.
2. Click the link corresponding to your version of Parallels Plesk Panel. For example, **Parallels Panel 10.0**.
3. Locate the **Miva Empresa Support** item and select the checkbox on the left.
4. Click **Install**. Now the Miva Empresa server environment is installed.

Modules and Add-ons (Linux)

You can extend the functionality of your Panel without upgrading it. This can be done by installing additional functional components, available as add-on modules developed by Parallels or third parties.

The modules can be easily installed, removed, and configured directly from the Panel.

To obtain add-ons developed by Parallels partners, visit our online store at http://www.parallels.com/store/plesk/partners/.

The links to the online store are also available from the following locations of your Server Administration Panel:

- **Tools & Settings** > **Products from Parallels Partners**.
- **Modules** > **Products from Parallels Partners**.

➢ *To install an add-on module:*

1. Go to **Modules** > **Manage Modules**.
2. Click **Add Module**.
3. Click **Browse** to locate the required add-on module package file on your local computer or network, select it and click **OK**.

Before you begin to use the add-on module, you should configure it. Configuration steps vary depending on each module.

➢ *To configure an add-on module:*

1. Go to **Modules** > **Manage Modules**.
2. In the list of installed modules, click the module’s name presented as link.

Some modules might require you to install a license key in order to be able to use them. You can check out the terms of usage on the module developers' website, or look them up in the Panel (**Modules** > **Manage Modules**): for each module installed, there is a corresponding list entry accompanied by an icon, which shows whether a license key is required.

There are three types of icon that indicate the following:

- the module does not require a license key.

- the module requires a license key, and the key is installed.

- the module requires a license key, but the key is not installed.

If a module is provided by Parallels and it requires an additional license key, you can obtain it from Parallels as described in the section Installing Additional License Keys for Panel Add-ons (on page 33). In other cases, you should obtain the information on installation of license keys for modules from the module developers.

➢ *To remove an add-on module:*

1. Go to **Modules** > **Manage Modules**.
2. Select a checkbox corresponding to the module you want to remove, and click **Remove**.
3. Confirm the removal and click **OK**.

Configuring ASP.NET (Windows)

ASP.NET is a flexible set of tools and web development technologies that allows you to employ a number of applications based on ASP.NET framework. Parallels Plesk Panel supports both 1.1.x and 2.0.x versions of the .NET framework and allows configuring most of its settings. Most ASP.NET configuration settings that commonly need to be customized in order for ASP.NET applications to function in a desirable way can be edited through Parallels Plesk Panel.

➢ *To configure the server-wide ASP.NET settings:*

1. Go to **Tools & Settings** > **ASP.NET Settings** (in the **Applications** group). The settings for ASP.NET 1.1.x and ASP.NET 2.0.x are located under the corresponding tabs.
2. Set up the strings that determine database connection data for ASP.NET applications which use databases. This option is available only for ASP.NET 2.0.x.

   When you open the ASP.NET configuration page for the first time, sample connection parameters with common constructions are displayed. You can delete them and specify your own strings.

   - To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click next to them.
   - To remove a string, click next to it.
3. Set up custom error messages that will be returned by ASP.NET applications in the **Custom Error Settings** field:
   - To set the custom error messages mode, select an appropriate option from the **Custom error mode** menu:
     - **On** - custom error messages are enabled.
     - **Off** - custom error messages are disabled and detailed errors are to be shown.
     - **RemoteOnly** - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host.
   - To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click .
     - **Status Code** defines the HTTP status code resulting in redirection to the error page.
     - **Redirect URL** defines the web address of the error page presenting information about the error to the client.

   Due to possible conflicts, you cannot add a new custom error message with an error code that already exists, but you can redefine the URL for the existing code.

- To remove a custom error message from the list, click next to it.

4. Configure compilation settings in the **Compilation and Debugging** field:
   - To determine the programming language to be used as default in dynamic compilation files, choose an entry from **Page default language** list.
   - To enable compiling retail binaries, leave the **Enable debugging** checkbox empty.
   - To enable compiling debug binaries, select the **Enable debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

Note: When running applications in debug mode, a memory and/or performance overhead occurs. It is recommended to use debugging when testing an application and to disable it before deploying the application into production scenario.

5. Configure encoding settings for ASP.NET applications in the **Globalization Settings** section:
   - To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).
   - To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).
   - To set an encoding which must be used by default for parsing of `.aspx`, `.asmx`, and `.asax` files, enter an encoding value into the **File encoding** field (default is Windows-1252).
   - To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.
   - To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.
6. Set a code access security trust level for ASP.NET applications in the **Code Access Security** field.

   CAS trust level is a security zone to which applications execution is assigned, defining what server resources the applications will have access to.

Important: When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permissions levels see http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010.

7. Set client session parameters in the **Session Settings** field:
   - To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list. **Windows** authentication mode should be selected if any form of IIS authentication is used.
   - To set up time that a session can remain idle before it is abandoned, enter the appropriate number of minutes into the **Session timeout** field.
8. Click **OK** to apply all changes.

Note: Parallels Plesk Panel supports separate configurations for different versions of the .NET framework (1.1.x and 2.0.x).

Configuring IIS Application Pool (Windows)

IIS application pool serves websites and web applications hosted on your server. Dedicated IIS application pool allows your customers to have a level of isolation between websites. Since each dedicated application pool runs independently, errors in one application pool belonging to one user will not affect the applications running in other application pools dedicated to other users.

By default, Parallels Plesk Panel offers a shared application pool for all users. However, users can use dedicated application pools if this option is provided by the hosting package.

IIS application pool can work in the following two modes:

- Shared pool - one pool is used for all users and websites by default.
- Dedicated pool - separate pool for every customer is provided. It is also possible to allocate per-package pools within the customer's pool, that will isolate running websites hosted under a particular package from other customer's websites.

➢ *To change the IIS application pool working mode:*

1. Go to **Tools & Settings** > **IIS Application Pool**.
2. Select the **Global Settings** tab.
3. Select the required mode and click **OK**.

➢ *To limit the amount of CPU resources that the IIS application pool can use:*

1. Go to **Tools & Settings** > **IIS Application Pool**.
2. Select the **Switch on CPU monitoring** checkbox and provide a number (in percents) in the **Maximum CPU use (%)** field.
3. Click **OK**.

➢ *To stop all applications running in the server application pool:*

1. Go to **Tools & Settings** > **IIS Application Pool**.
2. Click **Stop**.

➢ *To start all applications in the application pool:*

1. Go to **Tools & Settings** > **IIS Application Pool**.
2. Click **Start**.

➢ ***To restart all applications running in the application pool:***

1. Go to **Tools & Settings** > **IIS Application Pool**.
2. Click **Recycle**. This can be handy if some applications are known to have memory leaks or become unstable after working for a long time.

Configuring E-mail Notifications

The Panel notifies you and your customers of disk space and bandwidth overage by sending e-mail notifications. In addition to resource overage, the control panel can notify the users when:

- New user accounts are created.
- New domains are added.
- Hosting accounts are expired (expiration date is defined for user accounts and websites separately).

➢ ***To view or modify the notification system settings:***

1. Go to **Tools & Settings** > **Notifications** (in the **Logs & Notifications** group).
2. By selecting the checkboxes in the **Notifications** table, specify the types of control panel users or external e-mail users who should receive notices on events.
3. To view or edit the default notice text, click the respective icon in the **Text** column.

   In notices you can use tags that will be replaced with actual data (see the table below).
4. Specify when to send the user account and website expiration notices. By default, such notices are sent 10 days in advance. Click **OK**.

Tags used in notification messages

Event type	**Tags that can be used in notices**	**The data that tags denote**
Creation of a reseller or customer account	*<reseller_contact_name>* *<user_contact_name>*	user's first and last name
	<reseller_login> *<user_login>*	user name for authorization in the Panel

	<password>	user's password for authorization in the Panel
	<reseller_company_name> *<user_company_name>*	company name
	<reseller_cr_date> *<user_cr_date>*	user account creation date
	<reseller_phone> *<user_phone>*	phone number
	<reseller_fax> *<user_fax>*	fax number
	<reseller_country> *<user_country>*	country
	<reseller_state_province> *<user_state_province>*	state or province
	<reseller_city> *<user_city>*	city
	<reseller_postal_ZIP_code> *<user_postal_ZIP_code>*	postal or ZIP code
	<reseller_address> *<user_address>*	address
	<reseller_id> *<user_id>*	unique identifier assigned by the system
	<hostname>	host name for access to the Panel
Addition of a new website to the server	*<domain_name>*	domain name
	<reseller_login> *<user_login>*	user name for authorization in the Panel

	<reseller_contact_name> *<user_contact_name>*	user's first and last name
	<dom_id>	unique identifier assigned by the system
	<ip>	IP address the website is hosted on
Subscription expiration notices	*<domain_name>*	subscription name
	<reseller_login> *<user_login>*	user name for authorization in the Panel
	<reseller_contact_name> *<user_contact_name>*	user's first and last name
	<dom_id>	unique identifier assigned by the system
	<domain_expiration_date>	subscription expiration date
Resource overuse notices	*<domain_name>*	subscription name
	<reseller_login> *<user_login>*	user name for authorization in the Panel
	<reseller_contact_name> *<user_contact_name>*	user's first and last name
	<disk_usage>	information about disk space usage
	<disk_space_limit>	information about the amount of disk space allocated to the account
	<resource_table>	information about all resource limits that were or will soon be reached
	<traffic>	information about bandwidth usage
	<traffic_limit>	information about the bandwidth amount allotted to the account

Note: If you upgraded to Parallels Plesk Panel from an earlier version, then all custom notice templates you previously used remain in effect. Because of changes in user accounts hierarchy and addition of resource overuse scheme, now any type of resource can be overused. Therefore, to show information about all overused resources in notice templates, we recommend using a single variable *<resource_table>* instead of the variables *<disk_usage>*, *<disk_space_limit>*, *<traffic>*, and *<traffic_limit>*.

Setting Up Help Desk

To allow your customers to submit problem reports through Control Panel, you can do the following:

1. Set up a subscription for hosting your corporate website.
2. Install on your site the application osTicket 1.6 or later from Application Catalog. Among available free solutions, osTicket is considered the best for its ease of use and feature set. For information about osTicket, visit their website at http://osticket.com.

➢ *To set up a subscription for hosting your own website:*

1. In Server Administration Panel, click the **Subscriptions** link in the navigation pane, under the **Hosting Services** group.
2. Click **Add New Subscription**.
3. Type the domain name of your corporate site, for example `provider-example.com`.
4. Select IP address.
5. Type the username and password that you will use for connecting to the webspace over FTP and managing files.
6. In the **Service plan** menu, select **Unlimited** to allow your site to consume unlimited amounts of resources.
7. Click **OK**.

Next time you log in to Server Administration Panel, the **Install Help Desk** link will appear in the navigation pane. You can use it to install osTicket on your website.

➢ *If you want to start installation immediately, without logging out and then logging in again:*

1. Click the link **Control Panel** next to your site's domain name. Control Panel will open in a new browser window or tab.
2. On the **Home** tab, click the **osTicket** link in the **Applications** group.
3. Click **Install**.

4. Read the terms of license agreement, confirm that you accept them, and click **Next**.
5. To open all application settings, click the link **Show All Settings** and specify the following:
   - Path to the installation directory on the server.
   - Administrative access to the application. Leave the **Grant administrative access to existing user** option selected, and select **Admin** from the menu if you want to use your site's FTP account username and password for managing Help Desk.
   - Administrator's e-mail. Specify the Help Desk administrator's e-mail address.
   - Website name. For example, Company Name customer service portal.
   - Default system e-mail. Specify an e-mail address that you will advertise on your site as a means to contact your support engineers. For example, support@example.com.
   - Database administrator's password.
6. Click Install.

Once installation is finished, you will be able to use the **Help Desk** link in the navigation pane of Server Administration Panel for configuring Help Desk and processing tickets submitted by your customers and customers of your resellers.

The customers will be able to submit tickets by clicking the link **Help Desk** in their Control Panels, in the **Custom Buttons** group.

Optimizing Apache Web Server (Linux)

You can switch off the Apache web server modules that are not critical to hosting services in **Tools & Settings > Apache Modules**. This will allow you to lower server resources consumption (say, get the smaller RAM footprint that is critical to VPS) and, as a result, serve more hosting customers on a server.

Note that some modules are interdependent and can be switched off (on) only when the modules they depend on are off (on). For example, the *cache* module depends on *disk_cache*, *file_cache*, and *mem_cache* modules. This means that you cannot switch off *cache* until its three dependent modules are off.

Caution: This feature is for advanced users only. Toggle modules only if you completely understand the consequences of your actions. Note that some modifications may decrease the Apache performance or even lead to its inoperability. In addition, these changes may affect certain Panel functions. For example, if you turn off *mod_perl* or *mod_php*, the Perl and PHP scripts (including webmail) will stop working on websites. This may cause the situations when you offer the feature that does not work in a service plan.

Depending on your operating system, the following Apache modules are always enabled:

Debian or Ubuntu:

- *env*
- *auth_digest*
- *authn_file*
- *authz_host*
- *authz_user*
- *actions*
- *alias*
- *dav*
- *dav_fs*
- *mime*
- *ssl*

Redhat or CentOS:

- *env*
- *auth_digest*
- *authn_file*
- *authz_host*
- *authz_user*
- *actions*
- *alias*
- *autoindex*
- *dav*
- *dir*
- *log_config*
- *mime*
- *negotiation*
- *setenvif*
- *ssl*

SUSE:

- *env*
- *auth_digest*
- *authn_file*
- *authz_host*
- *authz_user*
- *actions*
- *alias*
- *dav*

- *dir*
- *log_config*

Configuring Customer Acquisition Scenarios

This section describes how to set up a scenario for acquiring more hosting customers with Web Presence Builder trial sites.

In this scenario, prospective customers visiting your site and existing customers can create websites with all available functionality in the included Web Presence Builder application. However, to publish the created websites, the prospective customers are offered to subscribe to a hosting service, and existing customers are offered to upgrade to another hosting plan or order a plan add-on.

This scenario works only if you installed Parallels Plesk Panel with the Customer and Business Manager component.

To learn more about using the scenario, refer to the document **How to Set Up Customer Acquisition Scenario**, which is available at http://www.parallels.com/eu/products/plesk/documentation/.

➢ ***To enable the Web Presence Builder trial mode:***

1. Go to **Tools & Settings** > **Customer Acquisition Scenario Settings**.
2. Specify **Trial website lifetime**. This is how much time should pass before those trial websites that were not purchased by customers are removed from the server.
3. To attract new customers by advertising hosting with Web Presence Builder and providing Web Presence Builder demo to them, select the **Enable public access to trial mode** checkbox. Below you will find the **Trial mode access URL**. This link will open Web Presence Builder in trial mode. Publish this link on your website to advertise hosting with Web Presence Builder and attract customers.
4. To display additional notification about Web Presence Builder working in trial mode, select the **Display trial mode notification in Web Presence Builder editor** checkbox. Trial mode notifications in Web Presence Builder editor can be customized.
5. Click **OK**.

In this section:

Customizing Web Presence Builder Trial Mode Notifications

You can customize notifications displayed to your customers by Web Presence Builder in trial mode, for example to add links to your online store. By default, Web Presence Builder in trial mode uses messages from the `tbbMessagesDefault.lng` file of the used locale.

➢ ***To customize notifications displayed to your customers by Web Presence Builder in trial mode:***

1. Go to the `/usr/local/sb/resources/locale/<locale_name>` directory on Linux operating systems, or to `C:\Parallels\Plesk\sb\resources\locale\<locale_name>` directory on Windows operating systems.

   <locale_name> is the name of locale for which you change the notifications. For example, the default English locale name is `en_US`.

2. Copy the `tbbMessagesDefault.lng` and rename it to `tbbMessagesCustom.lng`.

   When there is the `tbbMessagesCustom.lng` file, Web Presence Builder uses it instead of `tbbMessagesDefault.lng`.

3. Edit messages in the `tbbMessagesCustom.lng` file.

The following table lists the messages that you can edit.

Message Keyword in Locale	Message Description
startUpsellLimitExceedingTitle	Title of the dialog window shown on Web Presence Builder start page to a customer who exceeded the limit of websites published with Web Presence Builder.
startUpsellLimitExceedingBody	Body of the dialog window shown on Web Presence Builder start page to a customer who exceeded the limit of websites published with Web Presence Builder.
startUpsellNoSitesTitle	Title of the dialog window shown on Web Presence Builder start page to a customer whose subscription does not include Web Presence Builder.
startUpsellNoSitesBody	Body of the dialog window shown on Web Presence Builder start page to a customer whose subscription does not include Web Presence Builder.
editorTopMessageTrialSite	"Call to action" bar message at the top of Web Presence Builder Editor shown to a new customer who creates a trial site.

editorTopMessageUpsellLimitExceeding	"Call to action" bar message for a trial site at the top of Web Presence Builder Editor shown to a customer who exceeded the limit of websites published with Web Presence Builder.
editorTopMessageUpsellNoSites	"Call to action" bar message for a trial site at the top of Web Presence Builder Editor shown to a customer whose subscription does not include Web Presence Builder.
defaultPersonalName	Default name of the customer shown on Web Presence Builder start page to existing customers.
initialMailSubject	Subject of website creation e-mail confirmation sent to a new customer.
initialMailHtml	Body of website creation e-mail confirmation sent to a new customer.
limitsExceededTitle	Title of the dialog window shown upon clicking the Publish button to a customer who exceeded the limit of websites published with Web Presence Builder.
limitsExceededMsg	Body of the dialog window shown upon clicking the Publish button to a customer who exceeded the limit of websites published with Web Presence Builder.
firstSitePublishTitle	Title of the dialog window shown upon clicking the Publish button to a customer whose subscription does not include Web Presence Builder.
firstSitePublishMsg	Body of the dialog window shown upon clicking the Publish button to a customer whose subscription does not include Web Presence Builder.
licenseExceededMsg	Error message shown in Status bar upon clicking the Publish button to a customer when the number of Web Presence Builder websites allowed by Plesk license has been reached.
trialSiteSignUpPublishTitle	Title of the dialog window shown upon clicking the Publish button to a new customer who creates a trial site.
trialSiteSignUpPublishMsg	Body of the dialog window shown upon clicking the Publish button to a new customer who creates a trial site.
trialFeatureDisabled	Error message shown in Status bar when a new customer tries to verify ownership in settings of a trial site.

You can use the following placeholders in Web Presence Builder trial mode notifications:

- ppServerId - unique ID of Parallels Plesk Panel server;
- billingSignUpEntryPoint - entry point to Business Manager for new customers;
- billingUpSellEntryPoint - entry point to Business Manager for existing customers;
- subscriptionId - unique ID of the user subscription;
- sbSiteUuid - unique ID of a website in Web Presence Builder;
- sbOneTimeBackUrl - link Web Presence Builder that can be used only once;
- locale - locale name;
- trialSiteLifeTime - time that passes before trial websites that were not purchased by customers are removed from the server;
- trialSiteExpireDate - expiration date of trial websites;
- trialSiteUrl - link to trial website;
- siteOwnerName - name of the user owning the website;
- siteOwnerCompanyName - user's company name;
- siteOwnerEmail - user's e-mail;
- siteOwnerPhone - user's phone;
- siteOwnerAddress - user's address;
- siteOwnerCity - user's city;
- siteOwnerCountry - user's country;
- queryString - an additional query string passed to trial mode access URL;
- helpUrl - link to Web Presence Builder documentation;
- sbHttpHost - HTTP link to Web Presence Builder host.

When using placeholders in messages, use the following placeholder markers:

- &placeholder_name& - when you use a placeholder inside a hyperlink;
- @placeholder_name@ - when you use a placeholder inside a JavaScript code;
- %placeholder_name% - when you use a placeholder in plain text.

CHAPTER 6

Server Administration

In this chapter:

CHAPTER 7

Appearance and Branding

In this chapter:

Appearance

In this section:

Interface Preferences

Changing Panel View

Depending on your goals, Panel provides two different views you can choose from when working with Panel:

- Select *Service Provider* if you use Panel for selling web hosting.
- Select *Power User* if you use Panel for own needs.

Read more about the views in **Becoming Familiar with Parallels Plesk Panel** (on page 17).

To quickly change your view, go to **Tools & Settings** > **Interface Management**.

Hiding and Unhiding Sets of Buttons

You can easily hide predefined groups of buttons from the Panel. In this case, users do not see the controls they are not allowed to operate or the features that are not supported (services not installed).

To hide groups of buttons:

1. Go to **Tools & Settings** > **Interface Management** (in the **Control Panel Appearance** group) > **Interface Controls Visibility** tab.
2. Select the checkboxes to hide the following sets of buttons:
   - Buttons related to services provided by MyPlesk.com online store. If you are reselling domain registration services and SSL certificates, select the checkboxes **Hide buttons for domain registration**, **Hide buttons for certificate purchasing**, and **Hide buttons for extra services**. All buttons related to MyPlesk.com will be removed from the control panel at all user levels.
   - Mail bounce controls. If you wish to prohibit your users from using their own mail bounce policies for e-mail addressed to non-existent e-mail recipients within their domains, select the **Hide controls for rejection of messages for non-existent mail addresses** checkbox.
   - News feeds shown on default website pages.
   - Parallels Virtuozzo Containers promotional links in the Panel.
3. Click **OK**.

To make groups of hidden buttons visible in the interface:

1. Go to **Tools & Settings** > **Interface Management** (in the **Control Panel Appearance** group) > **Interface Controls Visibility** tab.

Clear the corresponding checkboxes to make the hidden groups of buttons again visible in the interface, then click **OK**.

Changing Interface Language

➢ *To change the interface language and other settings for your Panel:*

1. Click the **Profile & Preferences** link in the navigation pane.
2. Specify the following:
   a. **Administrator's interface language.** Select the language for your Panel.
   b. **Button label length.** To prevent lengthy button captions in languages other than English from overlapping in the Panel, you may want to specify a limit here. Any button caption longer than the defined limit will be shortened and ended with ellipsis (...).
   c. **Allow multiple sessions under administrator's login.** By default Parallels Plesk Panel allows multiple simultaneous sessions for several users logged in to the Panel using the same login and password combination. This can be useful when delegating management functions to other users or in case if you accidentally close your browser without logging out, thus becoming unable to log in again until your session expires. You may want to switch off this capability, if you do not need it.

➢ *To select the default interface language for your customers:*

1. Go to **Tools & Settings** > **Languages** (in the **Panel Appearance** group).
2. Select a checkbox corresponding to the language that will be set as default for new Panel users and click **Make Default**.

Setting Up Interface Languages

Panel 10 includes language packs, the translations of user interface into different languages. If you would like to see the list of supported languages, refer to the product release notes available at http://www.parallels.com/products/plesk/docs/. All the supported languages are installed during the Panel installation (either clean installation or upgrade), and do not require any additional actions from you to start using them. The number of languages you can use depends on the Panel license you purchased. The Panel will alert you when you attempt to use more languages than allowed.

➢ *To view the interface languages installed in the Panel:*

1. Go to **Tools & Settings** > **Languages** (in the **Panel Appearance** group). The following information is displayed:
   - Language status icon shows the current status of the language pack: language pack is accessible to users, not accessible, the language pack is not available to users because the limit on the number of language packs supported by your current license is exceeded.

     Note: you can make a language unavailable to control panel users. To do this, click an icon . To make a language available to users, click an icon .
   - **Language pack** contains the four-letter language code;
   - **Language** shows the name of the language;
   - **Country** displays the countries where this language is native;
   - **Used** displays the number of control panel users at all levels that use this language in their interface.

➢ *To select a new default language for the Panel:*

1. Go to **Tools & Settings** > **Languages** (in the **Panel Appearance** group).
2. Select the checkbox corresponding to the language you wish to set as default and click **Make Default**.

Adding and Removing Custom Buttons

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

You can specify what information about users should be passed:

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

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

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

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

1. Go to **Tools & Settings** > **Custom Buttons** (in the **Control Panel Appearance** group), and click **Add Link to Service**.
2. Specify the following properties of the button:
   - Type the text that will show on your button in the **Button label** box.
   - Choose the location for your button.
   - Specify the priority of the button. Your custom buttons will be arranged in the Panel in accordance with the priority you define: the lower the number, the higher the priority. Buttons are placed in the left-to-right order.

- To use an image for a button background, type the path to its location or click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixels GIF or JPEG image for a button to be placed in the navigation pane, and 32x32 pixels GIF or JPEG image for buttons placed in the main frame or desktop.
- Type the hyperlink of your choice to be attached to the button into the **URL** box.
- Using the checkboxes, specify whether you want the customer information and other data to be transferred within the URL. These data can be used for processing by external web applications.
- In the **Tooltip text** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.
- Select the **Open URL in Parallels Panel** checkbox if you want the destination URL to be opened in the main frame of the Panel, otherwise, leave this checkbox cleared to open the URL in a separate browser window or tab.
- If you want to make this button visible only to you, select the **Show to me only** checkbox.

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

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

1. Go to **Tools & Settings** > **Custom Buttons** (in the **Control Panel Appearance** group).
2. Select a checkbox corresponding to the button that you want to remove and click **Remove**.

Branding

Configure your own branding for Parallels Plesk Panel by modifying page titles, logo, or applying custom Panel themes (former skins). The branding tools are available in **Tools & Settings** > **Panel Branding** (in the **Panel Appearance** group).

Here we provide details about each of the options:

- *Title of Panel pages* is the title your customers see at the top of the browser window when they log in to Panel. By default, it is *Parallels Plesk Panel 10.4.0*.

- *Logo* is a banner in the top frame visible to your customers when they log in to their Panels. You can also make your logo a clickable hyperlink.You should use a GIF, JPEG, or PNG format file for your logo, preferably not larger than 100 kilobytes to minimize the download time. It is recommended that you use an image of 50 pixels in height.

In addition to these two options, you are able to change the visual appearance and branding of the Panel by applying custom themes. For information about using custom themes, refer to the document **Customizing Panel Appearance and Branding**.

Web Server

In this section:

Adjusting Session Preferences

You can adjust the allowed idle time for all sessions in Parallels Plesk Panel as required.

➢ ***To adjust session security parameters:***

1. Go to **Tools & Settings** > **Session Idle Time** (in the **Security** group).
2. Specify the required **Session idle time** in minutes in the appropriate field. Should a user session remain idle for the time period exceeding the one specified as the **Session idle time**, the control panel terminates this session.
3. Click **OK**.

➢ ***To allow IP changes during one client session (available only on Windows hosting):***

1. Go to **Tools & Settings** > **Session Idle Time** (in the **Security** group).
2. Select the **Allow IP changes during one session** checkbox. This option will allow customers with dynamic IP addresses and unstable Internet connection to work with Parallels Plesk Panel at the cost of increasing the security risks.
3. Click **OK**.

➢ ***To reset all parameters back to their default values:***

1. Go to **Tools & Settings** > **Session Idle Time** (in the **Security** group) and click **Default**. The default session idle time will be set to 30 minutes.
2. Click **OK**.

Statistics and Monitoring

In this section:

Configuring Statistics

After installation, Parallels Plesk Panel's statistics utility is set up to:

- Count the inbound and outbound traffic.
- Count the disk space occupied by web content, log files, databases, mailboxes, web applications, mailing list archives, and backup files.
- Keep the web statistics and traffic statistics gathered by Webalizer or AWstats programs only for the last three months.

➢ ***To review or adjust these settings:***

1. Go to **Tools & Settings** > **Settings of Server Statistics** (in the **General** group).
2. Under the **System preferences** group, specify the term during which the bandwidth usage statistics should be kept for your customers.
3. Specify the items that should be considered when disk space and bandwidth usage is calculated.
4. Click **OK**.

Note: In addition to the settings related to statistics, this screen provides the means to rename your server's hostname, and the option to allow or forbid users to create new subdomains and domain aliases in the DNS zones belonging to other users (the **Do not let users create DNS subzones in other users' DNS superzones** checkbox). We recommend that you select this checkbox, otherwise, users will be able to create subdomains under domains belonging to other users, and set up websites and e-mail accounts which could be used for spamming or even phishing or identity theft.

For instruction on viewing statistics, refer to the chapter **Viewing Statistics** (on page 119).

Logging Actions Performed by Your Customers in the Panel

You may wish to keep track of actions performed by various users in the system. All actions will be recorded in a log file that you will be able to download for viewing. The following system events (actions) can be logged:

- Administrator information changed
- System service restarted, started, or stopped
- IP address added, removed, changed
- Login settings (allowed period of inactivity for all user sessions in the control panel) changed
- Customer account created, deleted, personal or system information changed
- The status of customer account changed (suspended/activated)
- Customer's interface preferences changed
- Customer's IP pool changed
- Web applications were added to or removed from a customer's pool
- The limit on disk space is reached for a customer account
- The limit on traffic usage is reached for a customer account
- The limit on disk space is reached for a website
- The limit on traffic usage is reached for a website
- Website created, deleted, settings changed
- Website owner changed
- Website status changed (suspended/activated)
- DNS zone updated for a website
- Subdomain created, deleted, settings changed
- Domain alias created, deleted, settings changed
- DNS zone of the domain alias changed
- Resource allotments were changed for a customer account
- Customer's permissions for operations were changed
- Resource allotments were changed for a website
- Users logged in and out of the Panel
- Mail accounts created, deleted, changed
- Mailing lists created, deleted, settings changed
- Website hosting set up, deleted, changed
- Web forwarding hosting accounts were created, deleted, reconfigured
- Web application installed, reconfigured, uninstalled
- Web application package installed, uninstalled, updated
- License key expired or updated
- Database server created, deleted, updated
- Database created or deleted

- Database user account created, deleted, updated
- Customer's GUID updated
- Domain's GUID updated
- Parallels Plesk Panel component was updated or added

In this section:

Setting Up Action Logging

➢ ***To set up action logging:***

1. Go to **Tools & Settings** > **Action Log** (in the **Logs & Notifications** group).
2. In the **Logged actions** group, select the actions to be logged using the checkboxes.
3. In the **Store records in the database** field, specify the action log cleaning options: on a daily, weekly or monthly basis, or in accordance with the specified number of records stored in the database.
4. To retain all action log records, select the **Do not remove records** option.
5. To apply all the changes made, click **OK**.

Downloading the Action Log

➢ ***To download the action log to your machine:***

1. Go to **Tools & Settings** > **Action Log** (in the **Logs & Notifications** group).
2. In the **Log files** section, select the time period using the drop-down boxes, and click **Download.**

   The dialog window will open, prompting you to select the location for the downloaded log file to be saved to.
3. Select the location, and click **Save**.

Clearing the Action Log

➢ ***To clear the action log:***

1. Go to **Tools & Settings** > **Action Log** (in the **Logs & Notifications** group).
2. In the **Log files** section, click **Clear Log**.

Viewing Statistics

➢ ***To view the information on usage of server resources:***

1. Go to **Tools & Settings** > **Server Information**.

   The following information will be presented:

   - Processor information.
   - Parallels Plesk Panel version and build number.
   - Operating system and its kernel version.
   - Parallels Plesk Panel license key number.
   - Server uptime.
   - Processor load averages for the last 1 minute, 5 minutes and 15 minutes.
   - The amount of RAM installed and used.
   - The amount of swap space used.
   - Hard disk usage by partitions and directories.
   - The connected (mounted) storage and network storage devices.
   - The number of hosted domains: **active** shows the domains that are online; **problem** shows the domains that have exceeded the disk space and bandwidth allotments but still online; **passive** shows the domains that are offline because they were suspended by you or your resellers.

2. Click **Refresh** to update the server statistics with the latest data.

➢ ***To view a report on resource usage by your resellers, customers, and websites:***

1. Go to **Tools & Settings** > **Summary Report**.
2. To view a summary on bandwidth usage by months, click **View Traffic History**.

Operations on reports:

- To get more details, select the **Full Report** option from the drop-down menu.
- To adjust the amount of information presented in a report, edit an existing report template or create a new one. To edit a template, click **Properties**, and then modify the report template.

  To create a new template, go to **Report Layouts** > **Create Report Layout**, and 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** checkbox and click **OK**.

  To delete a custom report layout, select the checkbox corresponding to the report layout name and click **Remove**.

- To print the report, click **Print**. 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 **Send by E-Mail**. 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 Panel account.
- To have the reports automatically generated and delivered by e-mail on a daily, weekly, or monthly basis, click **Delivery Schedule** and follow the instructions supplied in the section Automating Report Generation and Delivery by E-mail (on page 120).

➢ *To view a report on traffic usage by users and sites:*

1. Click **Tools & Settings**.
2. Do any of the following:
   - To view reports on the amount of traffic used by resellers, click **Traffic Usage By Resellers** (in the **Resources** group).
   - To view reports on the amount of traffic used by all resellers and customers, click **Traffic Usage By Users** (in the **Resources** group).
   - To view reports on the amount of traffic used by domains (websites), click **Traffic Usage By Domains** (in the **Resources** group).

In this section:

Automating Report Generation and Delivery by E-mail

➢ *To schedule a report delivery on a regular basis:*

1. Go to **Tools & Settings** > **Summary Report** > **Delivery Schedule**.
2. Click **Add Report Delivery Schedule**.
3. To send reports to your e-mail address registered with the system, select the **the server administrator** value from the **Deliver to** menu. To send reports to another e-mail address, select the **the e-mail address I specify** option and type the e-mail address.
4. In the **Delivery frequency** menu, select how often the report should be sent: daily, weekly, or monthly.
5. Click **OK**.

Viewing Virus and Spam Protection Statistics (Windows)

➢ ***To view the information about viruses detected and removed by Kaspersky Antivirus:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group) > **Statistics** tab, and click **Virus Statistics**.
2. Select the period for which you want to view virus statistics.

If you want to view more detailed information about viruses, or e-mail addresses of e-mail senders or recipients, click the respective tab.

➢ ***To view the information about spam messages detected and filtered by SpamAssassin:***

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group) > **Statistics** tab, and click **Spam Statistics**.
2. Select the period for which you want to view spam statistics.

If you want to view more detailed information about spam message recipients, click the **Recipients** tab.

Tracking Server Health with Health Monitor

Generally, as time goes by, Panel server resources become more and more utilized: The number of Panel users grows; customers create new sites that use different system services, and so on. This means that at some point you can experience the lack of system resources, such as RAM, CPU performance, or disk space. To keep you notified about the server resources usage, we offer the component - Health Monitor. Based on its statistics, you can promptly decide what services should be adjusted to lower the system resources usage or what hardware components require an upgrade.

Health Monitor is an additional Panel component that tracks all main server health parameters, such as: Memory and CPU usage by different services, hard disk utilization, number of running processes, and so on. Besides, Health Monitor can be configured to make visual and e-mail notifications when a certain health parameter exceeds some threshold.

This section provides the detailed information on how to install and configure Health Monitor as well as to get statistics on a resources usage.

In this section:

Installing Health Monitor

Health Monitor is an additional component that is provided with Panel by default. You can install it during the Panel custom installation or add it later using the **Server Management > Tools & Settings > Updates**.

Tracking Server Health

Health Monitor displays the information on server resources usage in two ways:

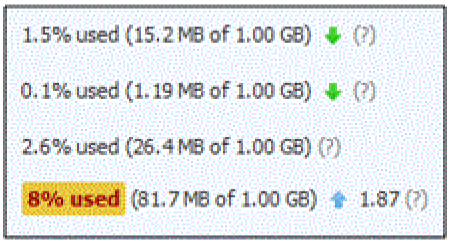
- A summary report on all main health parameters.
- A detailed report with graph of changes for each health parameter.

Summary Report

The summary report contains the information on all main server health parameters that are grouped for the sake of convenience. The report displays the status of each group, the instantaneous parameter values and their trends. To get the Health Monitor summary report, go to the **Server Administration Panel > Home > Server Health**.

Note that the summary report shows you *instantaneous* parameters values that are relevant only for the moment when the Home page was refreshed.

The example of summary report (random values) is shown below.



Yellow and Red Alarms

As you can see, one of the parameters exceeded some threshold and Health Monitor alarmed about it with the yellow highlighting. There are two types of alarms for each parameter:

- Yellow alarm - a parameter is close to its critical value.
- Red alarm - a parameter exceeds its critical value.

The threshold of these alarms can be set using the configuration file.

Trends

Health Monitor can also warn you if one of the parameters grows too fast. This is done with the help of trends. Trend is a way to show how a parameter value changes over time. In this example, the parameter, which was the source of the alarm increased ( ) for the last hour by 1.87 times comparing to the hour before (the default trend interval is one hour). If a parameter value is insignificant, its trend is not shown.

Detailed Report

Detailed report can help you find out the time periods when the resources usage is maximal (minimal). To view the report, go to the **Server Management > Health Monitoring**. To see how server health parameters have been changing over time, select the corresponding checkboxes. You can select a period for which the graph is generated: From the past 3 hours to a week.

Note that the parameters values behind the graph are also *instantaneous* and are relevant only for the moment when the page was refreshed.

Accuracy of Health Monitor Values

Note that Health Monitor shows *instantaneous* parameter values. These values are relevant *only* for the moment when the web page, which contains them, was refreshed. This means that if your server is permanently loaded, you will never see the conformity between Health Monitor and a system resource usage monitor (for example, **top** in Linux or **Task Manager** in Windows).

Configuring Alarms, Trends, and E-mail Notifications

After the installation, Health Monitor works with all parameters by default. If you want to adjust some of its options, such as alarm thresholds and e-mail notifications, you should perform the component configuration. Such configuration is available using the XML file.

➢ ***To configure Health Monitor:***

1. Download the current configuration file by clicking the **Download Configuration File** button in **Server Management > Health Monitoring**.
2. Change the configuration file in any text editor. With the help of this file you can define:

- Alarm threshold for each parameter.
- Type of the alarm for each parameter: Exceeding of an absolute value, a relative value, or a trend value.
- Trend calculation parameters.
- E-mail notification parameters.

The detailed file structure and description for each of the file parameters is provided in the top of the configuration file.

1. Upload the file with changes to Panel by clicking the **Upload Configuration File** button in **Server Management > Health Monitoring**.

Updating Health Parameters After Hardware Change

Note that the hardware configuration of your Panel server is specified in Health Monitor just once - during component installation. Further changes in hardware parameters are not propagated to Health Monitor. For example, if you increase the amount of RAM from 1 GB to 2 GB, Health Monitor will continue to show that the total RAM is 1 GB. To update Health Monitor data on server configuration, use **Server Management > Health Monitoring > Detect Hardware Changes**.

Monitoring Connections to the Panel and FTP Services

In this section:

Monitoring Connections to the Panel

➢ ***To find out who of your customers is logged in to the Panel at the moment:***

1. Go to **Tools & Settings** > **Active Sessions.** All sessions including yours will be presented and the following details will be displayed:
   - **Type**. A type of Panel user who established the session:

     for server administrator.

     for reseller or customer.

     for mailbox owner.
   - **Login**. The login name the user is logged in as.
   - **IP address**. The IP address from which the Panel is accessed.
   - **Logon time**. The date and time when the user logged in to the Panel.
   - **Idle time**. The time that user was not doing anything in the Panel while being logged in.
2. To refresh the list of user sessions, click **Refresh**.
3. To end a user session, select the corresponding checkbox and click **Remove**, then confirm removal and click **OK**.

Monitoring Connections to FTP Service

Your Parallels Plesk Panel can show active FTP sessions only when any of the following FTP server programs is installed on the hosting server:

- Microsoft FTP 7.0 (Windows hosting)
- Gene6 FTP Server (Windows hosting)
- Serv-U FTP Server (Windows hosting)
- ProFTPd (Linux/UNIX hosting)

➢ ***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. Go to **Tools & Settings** > **Active Sessions**.
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 Panel.

     for anonymous FTP users.

     for website 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 checkbox and click **Remove**.

Monitoring Terminal Session Connections to Your Server (Windows)

➢ ***To find out who of your customers is logged in to the server via Terminal Server session at the moment:***

1. Go to **Tools & Settings** > **Active Sessions**.
2. Click the **TS Sessions** tab. All sessions including yours will be presented and the following details will be displayed:
   - **S**. The status of the terminal session:

     - for server administrator.

     - client is connected and logged in, using valid login and password.

     - client is connected, but not logged in.

     - client is disconnected.
   - **Name**. The name of this terminal session.
   - **User**. The name of the terminal session user.

   You can see the session details by clicking the session name in the list.
3. To refresh the list of terminal sessions, click **Refresh**.
4. To disconnect a terminal session, select the respective checkbox and click **Disconnect**, then confirm disconnection and click **OK**.
5. To close a terminal session, select the respective checkbox and click **Log Out**, then confirm disconnection and click **OK**.

CHAPTER 8

Event Tracking

The Event Manager is designed to help you organize data interchange between Parallels Plesk Panel and external systems. It works the following way:

1. Create a script to be executed upon a certain control panel event: Shell script file for Linux or batch file for Windows.
2. Create an event handler that triggers the event processing. You can process a single event by a number of different handlers.
3. Assign your script to the event handler.

For the full list of event parameters passed by event handlers, refer to **Appendix A: Event Parameters Passed by Event Handlers** (on page 262).

Note for users of Linux: The server administrator can create the event handlers that will be run on the server on behalf of user root. If you wish to restrict usage of the root account, create an empty file with name `root.event_handler.lock` in the location `/parallels_panel_installation_directory/var/`.

In this chapter:

Adding Event Handlers (Linux)

Let's, for example, create an event handler for the 'customer account creation' event. The handler will accept a customer's name and username in the Panel from environment variables. For simplicity, we will use a shell-script called `test-handler.sh` that looks as follows:

```
#!/bin/bash

echo "--------------" >> /tmp/event_handler.log

/bin/date             >> /tmp/event_handler.log # information on the event date and time

/usr/bin/id           >> /tmp/event_handler.log # information on the user, on behalf of which the script was executed (to ensure control)

echo "customer created" >> /tmp/event_handler.log # information on the created customer account

echo "name: ${NEW_CONTACT_NAME}"   >> /tmp/event_handler.log # customer's name

echo "login: ${NEW_LOGIN_NAME}"    >> /tmp/event_handler.log # customer's username in the Panel

echo "--------------" >> /tmp/event_handler.log
```

This script prints some information to a file so that we could control its execution (we cannot output information to stdout/stderr, as the script is executed in the background mode).

Note: We strongly recommend that you use shell script files to handle events. Although you can assign direct system commands, they might not work. Say, commands with output redirection operators < or > will not work.

Suppose that our script is located in the directory `/parallels_panel_installation_directory/bin` (for instance). Let's register it by creating an event handler via the Administrative Panel:

1. Go to **Tools & Settings** > **Event Manager**.
2. Click **Add New Event Handler**.
3. Select the event, you wish to assign a handler to in the **Event** menu.
4. Select the priority for handler execution, or specify a custom value. To do this, select custom in the **Priority** menu and type in the value.

   When assigning several handlers to a single event you can specify the handler execution sequence, setting different priorities (higher value corresponds to a higher priority).

5. Select the system user, on behalf of which the handler will be executed ("root" user, for example).
6. In the **Command** input field, specify a command to be executed upon the selected event. In our example it is `/usr/local/psa/bin/test-handler.sh`.
7. Click **OK**.

Note: In the script, we have specified the variables $NEW_CONTACT_NAME and $NEW_LOGIN_NAME. During execution of the handler, they will be replaced with name and username of the created user account respectively. The entire list of available variables is provided in the section Event Parameters Passed by Event Handlers (on page 262).

Now if you log in to your Parallels Plesk Panel and create a new customer account, specifying the value 'Some Customer' in the **Contact name** field, and 'some_customer' in the field **Login**, the handler will be invoked, and the following records will be added to the `/tmp/event_handler.log`:

```
Fri Mar 16 15:57:25 NOVT 2007

uid=0(root) gid=0(root) groups=0(root)

customer created

name: Some Customer

login: some_customer
```

If you want to specify one or few handlers more, repeat the actions above for another handler.

Adding Event Handlers (Windows)

➢ ***To add an Event Handler:***

For instance, let's create an event handler for the 'customer account creation' event. The handler will accept a customer's name as the first parameter, and the customer's username as the second. For simplicity, we will use a batch file called test-handler.bat that looks as follows:

```
echo "--------------" >> c:\windows\temp\event_handler.log
rem information on the event date and time
date /T   >> c:\windows\temp\event_handler.log
rem information on the created customer account
echo "customer created" >> c:\windows\temp\event_handler.log
rem customer's name
echo "name: %1"       >> c:\windows\temp\event_handler.log
rem customer's username in the Panel
echo "login: %2"      >> c:\windows\temp\event_handler.log
echo "--------------" >> c:\windows\temp\event_handler.log
```

This script prints some information to a file so that we could control its execution.

Suppose that our script is located in the directory `c:\program files\parallels\parallels panel\scripts\`. Let's register it by creating an event handler via the Administrative Panel:

1. Go to **Tools & Settings** > **Event Manager**.
2. Click **Add New Event Handler**.
3. Select the event you wish to assign a handler to in the **Event** drop-down box.
4. Select the priority for handler execution, or specify a custom value. To do this, select **custom** in the **Priority** drop-down list and type in the value.

   When assigning several handlers to a single event you can specify the handler execution sequence, setting different priorities (higher value corresponds to a higher priority).
5. Select the system user, on behalf of which the handler will be executed.
6. In the **Command** input field, specify a command to be executed upon the selected event. In our example, it is `c:\program files\parallels\parallels panel\scripts\test-handler.bat" <new_contact_name> <new_login_name>`.

   Note that if directory names or the file name contains spaces, the path should be quoted.
7. Click **OK**.

Note: In the command, we have specified the parameters in the angle brackets `<new_contact_name>` and `<new_login_name>`. Before executing the handler, they will be replaced with name and username of the created customer. The entire list of available parameters is provided in the section Event Parameters Passed by Event Handlers (on page 262).

Now if you login to your Parallels Plesk Panel and create a new customer account, specifying the value 'Some Customer' in the **Contact name** field, and 'some_customer' in the field **Login**, the handler will be invoked, and the following records will be added to the `c:\windows\temp\event_handler.log`:

```
Mon March 15 21:46:34 NOVT 2010
customer created
name: Some Customer
username: some_customer
```

If you want to specify one or few handlers more, repeat the actions above for another handler.

Removing Event Handlers

➢ ***To remove an event handler:***

1. Go to **Tools & Settings** > **Event Manager**.

2. Select the corresponding checkboxes in the list of handlers and click **Remove**.

Third-Party Components

In this section:

Viewing and Selecting Software Components Used on the Server

Parallels Plesk Panel supports a variety of third-party software components, from antivirus solutions to webmail servers. If you are using Windows-based hosting, then you can select the components that should be used on your server.

➢ ***To see the list of available components and to select the software components that should be used by Parallels Plesk Panel:***

1. Go to **Tools & Settings** > **Server Components** (in the **General** group).

   All installed components are listed. If you are using Windows-based hosting, then you can see the current state of components and select which components should be used. The current state of a component is marked by an icon:

   - means that the Panel is using this component, and the component is working.
   - means that the Panel is not using this component (usually because a license key has expired or missing), but the component is working.
   - means that the Panel is not using this component, because the component is stopped.
   - means that the Panel is not using this component, but the component is installed in the system and available.

2. Click the component name (for example, **Mail Server**) and select the required component from the list of available components supported by Parallels Plesk Panel.
3. Click **OK**. Parallels Plesk Panel will start the selected component.

   Some components (for example, Merak Mail Server) can be configured by clicking their name in the **Component version** table. Individual component settings depend on the component. After finishing the configuration of a component, click **OK**.

To refresh the list of available components, click **Refresh**.

Database Servers

➢ ***To manage a database server:***

1. Go to **Tools & Settings** > **Database Servers**.
2. Click the icon corresponding to the database server you need. A web interface of a database management tool will open in a separate browser window.

➢ *To change the database server administrator's password:*

1. Go to **Tools & Settings** > **Database Servers**.
2. Click the host name of a database server.
3. Click **Change Password**.
4. Type the new password and click **OK**.

➢ *To unregister a database server from the Panel:*

1. Go to **Tools & Settings** > **Database Servers**.
2. Select the checkbox to the right of the database server's host name.
3. Click **Remove**.
4. Confirm the operation and click **OK**.

➢ *To unregister a database server that has databases or is assigned as default for hosting customers' databases from the Panel:*

1. Delete databases from the database server:
   a. Go to **Tools & Settings** > **Database Servers**.
   b. Click the host name of a database server that you wish to unregister from the Panel.
   c. Select the checkbox in the upper left corner of the list to select all databases.
   d. Click **Remove**.
   e. Confirm removal and click **OK**.
2. Make another database server default:
   a. Click the **Database servers** shortcut in the path bar at the top of the screen.
   b. Click the host name of a database server that you wish to make default. This should be the same database server type (MySQL or MS SQL) as the one you are going to delete.
   c. Click Preferences and Select the **Use this server as default for MySQL** checkbox. If you have a MS SQL database server, select the **Use this server as default for MS SQL** checkbox.
   d. Click **OK**.
3. Return to the list of database servers (**Tools & Settings** > **Database Servers**).
4. Select a checkbox corresponding to the database server that you no longer need.
5. Click **Remove**.

6. Confirm the operation and click **OK**.

Important: You cannot remove web applications' databases this way. To remove them, you should first remove the respective web applications from the sites that use them.

For instructions on managing databases, refer to the Control Panel User's Guide, section Deploying Databases.

Applications

The majority of customers purchase web hosting accounts to run different web applications: Webmail, CRM, e-commerce systems, blogs, image galleries and so on. Typically, such users are unable to install the apps by themselves because they lack technical skills and experience, so they ask their service providers to do it. Hence, the provider's staff becomes loaded with routine operations related to the apps. To ease the installation (and maintenance) of web apps and reduce the staff's workload, Parallels offers a number of free and commercial apps available to Panel users right from their Control Panel.

There are various factors that regulate what apps are available to your customers. For example, the app list is restricted by service plan or subscription properties, local repository settings and so on. To know how the apps list is formed, refer to the **How Apps Become Available to Your Customers** section.

App Types

Parallels offers two types of apps:

- Apps that are installed directly on a website (say, the WordPress blogging platform or the Joomla! content management system).
- Apps that do not require a website for the installation. These are, generally, external apps located somewhere in the Web that only provide a link to their services (say, the iMind videoconference service or OfficeDrive - an online office suite).

App Installation and Maintenance

The process of installation does not require any specific skills from customers. They fill in app settings (say, administrator credentials), and Panel installs the app for them. The further app management is also eased as apps are updated or removed right in Panel. Moreover, customers are able to access some functions that apps expose to Control Panel (without the need to log in to an app). For example, customers can upload new WordPress theme or add SugarCRM user account right from their Control Panel. Such part of app functionality is a *service* the app provides to customers.

Apps Backup and Restoration

Apps are backed up by standard Panel means (the `backup` utility). Since the backup unit is a subscription, it is only possible to back up all apps in a subscription at once. The apps from a backup are restored among other subscription data.

Application Vault and Application Catalog

If there are no restrictions on apps availability, the list of available apps in Control Panel includes all apps from the following two sources:

1. Application Catalog - the remote repository held by Parallels, the main source of apps.
2. Application Vault - a local repository in Panel. Every Panel has own Application Vault that is available through Server Administration Panel (**Server Management > Tools & Settings > Application Vault**).

The main purposes of Application Vault are:

- *Extend the list of available apps by uploading your own APS packages.*
  This is relevant if you want to offer some apps to your customers but these apps are not present in Application Catalog.
- *Apply updates to apps installed from Application Catalog.*
- *Gain control over apps from Application Catalog.*
  Download an app from the Catalog into the Vault to control some of its options. For example, you can toggle its visibility to customers or configure its server-wide settings.

For more information on managing apps through Application Vault, refer to the **Managing Apps with Application Vault (on page 140)** section.

Summing up, Application Vault is not only a local repository of apps but a tool to control versioning, visibility, and server-wide settings of apps from Application Catalog. For better understanding of Application Vault, refer to the scheme shown in the **How Apps Become Available to Your Customers** section.

Sharing Apps among Panel Servers

Adding an APS package to Application Vault will make it available only to your customers. If you wish to share your app with users of other Panel servers, add an app to Application Catalog. The Catalog accepts only apps packaged according to Application Packaging Standard (APS) - the set of rules that allows easy app installation and management. After you packaged your app, you should pass the certification procedure. For details on how to do it, see http://www.apsstandard.org/isv/.

Storefront

Since Panel 10, Parallels Partner Storefront program offers you the possibility to earn on selling commercial apps to customers in a revenue-share model. Within this program, you select apps you want to sell and Parallels adds them to the list of apps available in Control Panel. Once customers choose one of the paid apps selected for the program, they are forwarded to a store with your own branding to complete the order. This branded store is called Storefront.

All ordering, licensing, and billing aspects are handled by Storefront. You just track the sales and get profit from each sold app.

Note: Storefront may contain some commercial apps that are available in Application Catalog as well. In this case, Storefront apps have a priority and customers always see them first in the list of available apps.

Note that you should have the appropriate Panel license to participate in the program. For more information on Parallels Partner Storefront, refer to the http://www.parallels.com/products/plesk/storefront/.

For the details about how you can manage the availability of Storefront apps to your customers, refer to the section **How Apps Become Available to Your Customers**.

Next in this section, we will provide the details on how to manage apps using Application Vault as well as the information on how apps become available in customer's Control Panel.

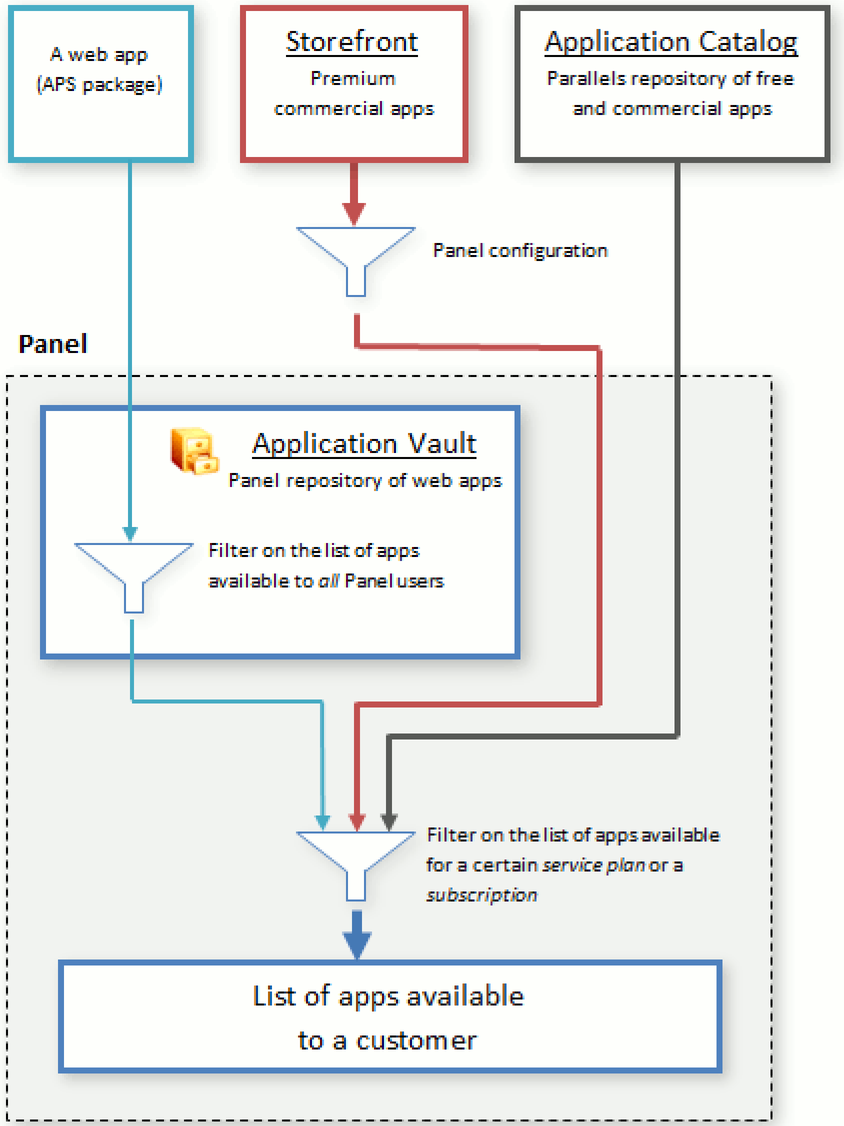
In this section:

How Apps Become Available to Your Customers

The list of apps available to a customer depends on various factors, such as a service plan settings, Application Vault configuration, and so on. Moreover, service providers are able to forbid accessing apps for all Panel users. If you do not adjust the app availability, your customers will see all apps from Application Catalog, Storefront (either yours or Parallels's), and all apps you uploaded to the Vault.

To view the list of apps available to a certain customer, go to the **Applications** tab **> All Available Applications**.

This diagram explains how the list of available apps is formed.



Before an app becomes available in the app list of a certain customer, it passes through a series of filters. The app is filtered on the following levels:

1. *Panel configuration (Storefront apps only)*.
   Since Panel 10.4, you can specify whether you want to offer premium commercial apps to your customers in **Tools & Settings > Interface Management >** the **Interface Controls Visibility** tab. Turning this option on implies the following:
   - If you participate in the Storefront program, customers will proceed to your own branded store to buy premium commercial apps. You will receive the commission for each app.
   - If your license does not have the Storefront feature, customers will be able to buy premium apps as well but the purchase will be performed in Parallels Storefront (Parallels online store). In this case, you do not get any sales revenue.

   If you decide not to offer premium commercial apps, they will not be shown to your customers in Control Panel regardless of your participation in the Storefront program.

2. *Application Vault*.
   Panel lets you toggle the availability of APS packages you uploaded to the Vault. Note that this works *only for your own packages*: There is no way to control the availability of apps downloaded from the Catalog. Learn more about apps management in the **Managing Apps with Application Vault (on page 140)** section.

3. *Service plan*.
   Panel allows you to specify what apps to include in a certain service plan. The filter affects all customers with this service plan. The process of adding apps to a service plan is covered in the **Hosting Plans and Subscriptions** (on page 209) section.

4. *Subscription*.
   If you want to select apps available to a particular customer, update the apps list in the respective subscription.

The resulting app list is available to your customers.

Managing Apps with Application Vault

Application Vault performs the functions of a local repository and an apps management tool. The repository functionality allows you to add, update, and remove app packages. Using the management capabilities, you can view what apps were installed in Panel, configure apps, or make them unavailable for installation. Besides, you are able to delete temporary installation files by clearing the Vault cache. Next in this section, you will find the detailed instructions on performing these operations with apps.

Application Vault is available in Server Administration Panel: **Server Management > Tools & Settings > Application Vault**.

In this section:

Adding Your Apps to Panel

If you have a web app that you want to offer to your customers in addition to Catalog apps, you should add it to the Application Vault. Note that you can upload only apps packaged in the APS format.

To upload your app, use the **Tools & Settings > Application Vault > My Apps > Add App**. After you upload the app, it will appear in Control Panel of all customers.

Configuring Server-Wide Settings of Apps

In some cases, apps from Catalog require server-wide configuration before customers can install them. For example, if an app installation affects some Panel services, it may require an administrator password. When your customers attempt to install such app, they are asked to contact their provider (you) to perform the configuration. After you configure the settings, customers can install the app on their websites.

Generally, server-wide settings of an app are the settings that apply to all app installations and cannot be changed by customers. For example, customers cannot install the ePages e-commerce app until you define how customers should access the app, either by HTTP or HTTPS.

To configure server-wide settings, complete these two steps:

1. Add the Catalog app by using the **Tools & Settings > Application Vault > My Apps > Add App**.
2. Select the app from the list in the **My Apps** tab and submit the settings.

Managing Apps Availability to Customers

After an APS package is uploaded to the Vault, you can manage its availability to customers. It can be useful when you want to temporarily hide your app from *all* customers. In that case make the app unavailable in the **Tools & Settings > Application Vault > My Apps** tab. The app will disappear from the list of available apps of all customers. To return the app back to the list, make it available in the **My Apps** tab. Note that you cannot perform these operations on apps you downloaded from the Catalog.

Removing App Packages

You can remove *only packages* stored in the Vault. If you remove an app from the **Tools & Settings > Application Vault > My Apps** tab, the Vault will delete the app package.

This operation does not affect *app installations*. Installed apps can be removed only by particular customers (installation owners) from their Control Panel.

Tracking App Installations

In general, customers install apps directly from Application Catalog bypassing the local repository. The only exceptions are the apps that you added to the Vault. Nevertheless, *all* app installations are registered in the Vault. You can view the details on the installations in the **Tools & Settings > Application Vault > Installed Apps** tab. The zero number of app installations in the list means that the app package is stored in the Vault but is not installed by any of customers.

Updating Installed Apps

Application Vault allows updating any app installed in Panel to its latest version available in the Catalog. There are two main scenarios of updating apps in Panel: A certain app installation is updated by you or by your customer (installation owner). Both scenarios require this prerequisite step: *You should check for available updates* in the **Tools & Settings > Application Vault > Installed Apps** tab. If the updates are available, you or your customers can apply them to an *app installation*.

Clearing the Application Vault Cache

After customers install an app from Application Catalog, the app package is stored in a temporary directory on the server, the Vault cache. The files in the cache can speed up further app installations, but you can delete these files to free disk space on your server.

To delete temporary files from the Application Vault cache, use the **Tools & Settings > Application Vault > Installed Apps** tab **> Clear Cache**.

Troubleshooting App Installations

When an app cannot be installed to a customer's website due to some reason, a customer gets an error message with the recommendation to contact their hosting provider (you). The error message also contains the brief error description that should help you find the reason of a problem.

The most common problem that may occur during an app installation is when PHP does not meet app requirements:

- *PHP version is not supported*.
  To resolve the problem, install the latest available PHP version in **Tools & Settings > Updates and Upgrades**.
- *Required PHP extension is turned off*.
  To resolve the problem, turn on the required extension.You can do this by adding a certain PHP directive to the server-wide `php.ini` file or to the custom PHP configuration of the subscription (in case you want the extension to be available to a certain user only). Learn how to do this in the section **Customizing PHP Configuration** (on page 224).
  After you add the directive, restart a web server. Learn how to do this on Linux and on Windows.

System Time and Services

You can monitor, start, stop, restart and disable various services, and also change their startup type from the Panel (on Windows-based servers).

➢ *To see the status of a system service:*

1. Go to **Tools & Settings** > **Services Management**.
2. Click **Show All** to show all services from the service groups. To hide all services, click **Hide All**. The current state of a service or a group of services is marked by an icon:
   - means that the service or all services in a group are running,
   - means that the service or all services in a group are stopped,
   - means that several services in a group are running and some are stopped,
   - means that the service is not installed or its management capabilities are not supported by the license key.
   - In the **Startup Type** field you can see whether the service is started automatically or should be started manually.

➢ *To start a service:*

1. Go to **Tools & Settings** > **Services Management**.
2. Click the icon corresponding to the service you wish to start.

➢ *To restart a service:*

1. Go to **Tools & Settings** > **Services Management**.
2. Click the icon corresponding to the service you wish to restart.

➢ *To stop a service:*

1. Go to **Tools & Settings** > **Services Management**.
2. Click the icon corresponding to the service you wish to stop.

➢ *To set service startup type (on Windows-based servers):*

1. Go to **Tools & Settings** > **Services Management**.
2. Select the checkbox corresponding to the required service in the list.
3. Select the required startup type:
   - Click **Manual** to start selected services manually upon the Panel startup.

- Click **Auto** to start selected services automatically upon the Panel startup.

➢ *To disable a service:*

1. Go to **Tools & Settings** > **Services Management**.
2. Select the checkbox corresponding to the required service in the list.
3. Click **Disable**.

➢ *To make changes to a group of services:*

1. Go to **Tools & Settings** > **Services Management**.
2. Select the checkboxes corresponding to the required services in the list.
3. Click the button corresponding to the action you want to perform on the selected services:
   - Click **Start** to start selected services.
   - Click **Stop** to stop selected services.
   - Click **Restart** to restart selected services.
   - Click **Disable** to disable selected services.
   - Click **Manual** to start selected services manually upon the Panel startup.
   - Click **Auto** to start selected services automatically upon the Panel startup.

In this section:

Adjusting System Date and Time

You can manually set the server date and time through the interface and enable server time synchronization with a Network Time Protocol (NTP) server.

➢ ***To adjust the system date and time settings:***

1. Go to **Tools & Settings** > **System Time** (in the **General** group).
2. Change the time and date settings as desired, and select your time zone.

   You will need to restart your Parallels Plesk Panel-managed server for the time zone change to take effect.

   Note for users of Parallels Panel for Windows: Clear the **Automatically adjust clock for daylight saving changes** checkbox, if you do not want Parallels Plesk Panel to automatically adjust the server clock.
3. To synchronize your server time with that of a server running the Network Time Protocol, select the **Synchronize system time** checkbox, and specify a valid IP address or a domain name. For a list of available NTP servers, visit http://ntp.isc.org/bin/view/Servers/WebSearch?search=open+access&scope=text
4. Click **OK**.

Note: Enabling the **Synchronize system time** function will override any time and date you manually enter in the **System date and time** fields. Also, make sure that the domain name or IP address you enter for synchronization is a valid NTP server. Otherwise, this function will not work and your server will continue running with its current time settings.

Mail

In this section:

Monitoring Mail Server Message Queue and Troubleshooting Mail Congestion (Linux)

If your customers complain that they cannot send e-mail through your mail server, this can mean that your mail server is overloaded and cannot cope with the amount of received messages. This can happen when somebody is sending spam through your mail server, or the qmail-send daemon responsible for sending mail is down.

To return your mail server to an operable state, delete the unwanted messages from the mail server's message queue.

➢ *To see the messages in the message queue and to delete them:*

1. Go to **Tools & Settings** > **Mail Server Settings** (in the **Mail** group) > **Mail Queue** tab.

   The following information will be presented:

   - Total number of undelivered messages. When messages come to your mail server, they are first added to the main queue. Then, the mail server preprocesses them in order to find out whether they should be delivered to a local e-mail account on the same server or sent further to a remote recipient's e-mail address. After preprocessing, the messages directed at local mail recipients are put to a local queue, and the messages directed at remote recipients are put to a remote queue. Once delivered, the messages are removed from the queues.
   - Message properties: subject, sender, recipient, queue type (local, remote, not preprocessed), date the message was sent from user's computer, the time lapsed since the moment when message was put to queue (age), and message size.
2. To find a message with specific subject, select the queue in the **Queues** drop-down box, type the desired combination of symbols into the **Subject** box, and click **Search**. The messages matching your search criteria will be listed at the bottom of the screen. To reset the filter, click **Show All**.
3. To find a message from a specific sender, click the **Show Advanced** link, type the sender's e-mail address into the **Envelope Sender** box, and click **Search**. The messages matching your search criteria will be listed at the bottom of the screen. To reset the filter, click **Show All**.
4. To find a message addressed to a specific recipient, click the **Show Advanced** link, type the recipient's e-mail address into the **Recipients** box, and click **Search**. The messages matching your search criteria will be listed at the bottom of the screen. To reset the filter, click **Show All**.
5. To find a message by date, age, or size, click the **Show Advanced** link, type the required values into the **Date**, **Age**, or **Size** boxes, respectively, and click **Search**. The messages matching your search criteria will be listed at the bottom of the screen. To reset the filter, click **Show All**.

6. To delete a message from the queue, select the corresponding checkbox and click **Remove**. To delete all messages from the queue, select the checkbox in the upper-right corner of the messages list, and click **Remove**.

Scheduling Tasks

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

In this section:

Scheduling Tasks on Linux-based Servers

If you need to run scripts on your server at specific time, use the task scheduling facility on your server to make the system automatically run the scripts for you.

Important: To prohibit control panel users from scheduling tasks on behalf of user "root", create on the server's file system an empty file with name `root.crontab.lock` in the location `/parallels_panel_installation_directory/var/`.

During installation of Parallels Plesk Panel, the following tasks are automatically created:

- autoreport.php - delivers daily, weekly and monthly reports on clients and domains (three separate tasks)
- backupmng - initiates scheduled backing up of domains once every 30 minutes
- statistics - generates statistics on the limits imposed on domains, such as traffic, disk usage, and so on
- mysqldump.sh - creates a backup copy of three MySQL databases: psadump, MySQL, and Horde databases

Because all these tasks are related to domain statistics, databases and reports, it is strongly recommended that you neither change nor remove them.

➢ ***To schedule a task:***

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Select the system user account on whose behalf the task will be executed.
3. Click **Schedule New Task**.
4. 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 4^{th}, 5^{th}, 6^{th}, and 20^{th} 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.

5. Specify which command to run. Type it into the **Command** input box.

   For example, if you want to run the backup creation task at the specified time and have the backup file sent to your e-mail, you need to specify the following command in the **Command** input box:

   ```
   /usr/local/psa/admin/sbin/backupmng
   ```

6. Click **OK**.

➢ *To temporarily suspend execution of a scheduled task:*

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Select the system user account on whose behalf the task is executed.
3. Locate the task that you want to suspend and click on the command name.
4. Clear the **Switched on** checkbox and click **OK**.

➢ *To resume execution of a scheduled task:*

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Select the system user account on whose behalf the task is executed.
3. Locate the task whose execution you want to resume and click the command name.
4. Select the **Switched on** checkbox and click **OK**.

➢ *To cancel a task:*

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Select the system user account on whose behalf the task is executed.
3. Select a checkbox to the left of the task that you want to cancel.
4. Click **Remove**.
5. Confirm removal and click **OK**.

Scheduling Tasks on Windows-based Servers

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

During installation of Parallels Plesk Panel, the following tasks are automatically created:

- Update Parallels Premium Antivirus database - updates antivirus database.
- Statistics calculation - generates statistics on resource usage, such as traffic and disk space.

Because these tasks are related to operation of system services, it is strongly recommended that you neither change nor remove them.

➢ ***To schedule a task:***

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Click **Schedule New Task**.
3. Leave the **Switched on** checkbox selected if you want your scheduled task to be active immediately after the creation.
4. Type a name for your task in the **Description** field.
5. In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:
   - **Switched off** - do not notify you.
   - **Send to the default e-mail** - send the notification to your default e-mail address.
   - **Send to the e-mail I specify** - send the notification to the e-mail specified in the corresponding field. After selecting this option, you need to input the required e-mail in the field on the right.

   Click **Set** to save scheduler notifications settings.
6. Specify which command to run. Type it into the **Path to executable file** input box. If you need to run the command with certain options, type them in the **Arguments** field.
   - For example, if you want to run the statistics calculation task to count disc space and see more detailed information for the example.com and example.net domains, you need to specify the following path in the **Path to executable file** input box:

   ```
   C:\Program Files\Parallels\Parallels
   Panel\admin\bin\statistics.exe
   ```

   and the following options in the **Arguments** field:

   ```
   --disk-usage --process-domains=example.com, example.net -
   verbose
   ```

   - If you want to run your own PHP script using the task scheduler, you need to specify the following path in the **Path to executable file** input box:

```
C:\Program Files (x86)\Parallels\Parallels
Panel\Additional\PleskPHP5\php.exe
```

and specify the script location in the **Arguments** field:

```
C:\Inetpub\vhosts\mydomain.tld\httpdocs\myscript.php
```

7. Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.
8. Specify when to run your command by selecting the appropriate checkboxes in the **Hours**, **Days of Month**, **Months** or **Days of Week** fields.
9. Click **OK** to schedule the task or click **Run Now** to schedule the task and immediately run it.

➢ *To temporarily suspend execution of a scheduled task:*

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Choose a task that you wish to suspend and click on the command name.
3. Clear the **Switched on** checkbox.

➢ *To resume execution of scheduled task:*

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Choose a task whose execution you wish to resume and click on the command name.
3. Select the **Switched on** checkbox.

➢ *To cancel a task:*

1. Go to **Tools & Settings** > **Scheduled Tasks**.
2. Select a checkbox to the left of the task that you want to cancel.
3. Click **Remove**.
4. Confirm removal and click **OK**.

Additional Administrator Accounts (Windows)

You can create additional Administrator level accounts for your technical support engineers, enabling them to perform a virtually limitless variety of administrative tasks. All actions performed by additional Parallels Plesk Panel administrator accounts are logged, which gives the actual Parallels Plesk Panel administrator an unprecedented level of control over additional administrator accounts' activities. Additional administrator accounts have virtually all the privileges that the actual server administrator has, except the following:

- View and manage additional administrator accounts belonging to other users.
- View and manage administrator account settings.
- Clear Action Log.

In this section:

Creating Additional Administrator Accounts

➢ ***To create additional administrator account:***

1. Go to **Tools & Settings** > **Additional Administrator Accounts**.
2. Click **Create Account**.
3. Specify administrator account properties:
   - Specify account login, password and e-mail address in the corresponding fields.
   - Specify the name of additional administrator account user in the **Contact name** field.
   - Use **Comments** field to add your own comments about this particular additional administrator account and its user. This can be useful to differentiate between the accounts: for example, you can create one account for a technical support engineer who manages user accounts, and another account for a technical support engineer who works with all mail-related issues. By adding appropriate comments in the **Comments** field, you can always tell who's doing what, and avoid confusion.
4. Click **OK** to finish the creation of additional administrator account.

Now you can tell account login and password to its owner.

Modifying Additional Administrator Accounts

➢ ***To modify settings of additional Administrator account:***

1. Go to **Tools & Settings** > **Additional Administrator Accounts**.
2. Click the required additional administrator account login in the list.
3. Specify new administrator account properties:
   - Specify new account login, password and e-mail address in the corresponding fields.
   - Specify the new name of additional Administrator account user in the **Contact name** field.
   - Use **Comments** field to add your own comments about this particular additional Administrator account and its user. This can be useful to differentiate between the accounts: for example, you can create one account for a technical support engineer who manages customer accounts, and another account for a technical support engineer who works with all mail-related issues. By adding appropriate comments in the **Comments** field, you can always tell who's doing what, and avoid confusion.
4. Click **OK** to update the information of additional administrator account.

Suspending and Activating Additional Administrator Accounts

➢ ***To suspend additional administrator account:***

1. Go to **Tools & Settings** > **Additional Administrator Accounts**.
2. Click the required additional administrator account login in the list.
3. Clear the **Allow access to control panel** checkbox and click **OK**.

➢ ***To activate additional administrator account:***

1. Go to **Tools & Settings** > **Additional Administrator Accounts**.
2. Click the required additional administrator account login in the list.
3. Select the **Allow access to control panel** checkbox and click **OK**.

Removing Additional Administrator Accounts

➢ ***To remove additional administrator account:***

1. Go to **Tools & Settings** > **Additional Administrator Accounts**.
2. Select the checkbox corresponding to the account you want to remove and click **Remove**.
3. Confirm removal and click **OK**.

Backup and Restoration

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

- Back up the entire server. The backup archive will include your Panel license key, settings and configuration of system services, accounts, sites, and mailboxes.
- Back up individual user accounts with websites. The backup archive will include all settings and data related to user account and user's sites.
- Back up individual websites. The backup archive will include all data and settings related to a website.
- Schedule backups.
- Restore data from backup archives.

Your customers granted with the permission to use the backup and restore facilities can back up and restore their own account settings and websites through the Control Panel. Your customers, resellers and your resellers' customers will find shortcuts to their backup repositories in their Control Panel (**Websites & Domains** tab > **Backup Manager**).

The backup and restore functions are provided by optional Panel components that are not included in typical installations. You can install these components by using the web-based installation and update wizard: in Server Administration Panel, go to **Tools & Settings** > **Updates** > **Add Components**, and select **Plesk Backup Manager** in the **Server backup solutions** group.

Panel users are able see the role of a user who created a backup (administrator, customer, or reseller) in the the backup tasks list (**Tools & Settings** > **Backup Manager**). This lets customers differentiate between the backups they created by themselves and technical backups of their subscription. The technical backups happen when administrators or resellers back up customer subscriptions as a part of a larger backup. For example, when the Panel administrator creates a server-level backup, all customer subscriptions are backed up as well, and they are displayed to the customers as subscription backups created by the administrator.

If a certain backup task fails, Panel shows the detailed error description in a separate field of a backup task.

In this section:

Configuring Global Backup Settings

If you serve numerous websites, you may want to configure the backing up process so that it does not consume much server resources.

- ***To reduce the server load and set the disk space usage policy:***

1. Go to **Tools & Settings** > **Backup Settings** (in the **General** group).
2. Specify the number of simultaneous backup processes in the **Maximum number of simultaneously running scheduled backup processes** box. The default value is 10. Type a lesser value.
3. Select the **Run scheduled backup processes with low priority** checkbox.
4. Select the **Do not compress backup files** checkbox to disable compression.
5. Click **OK**.
6. To prevent the backing up processes from consuming all available disk space on the server, choose one of the following:
   - Set Panel to to start a backup only if your server has enough free disk space to store it. Be aware that this option significantly increases the backup time as Panel additionally has to calculate the size of the future backup.

     Note: Panel for Windows does not directly calculate object sizes but takes them from the database. As object sizes in Panel database are updated only once a day, the overall calculated backup size can differ from its real value.

   - Set Panel to start a backup only if your server has the specified free disk space. This option is convenient when you approximately know the size of the future backup and do not want Panel to waste time and resources on calculating it.

Configuring the Panel for Using FTP Repository

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

1. Go to **Tools & Settings** > **Backup Manager > Personal FTP Repository Settings**.
2. Specify the following settings:
   - FTP server's IP address or host name.
   - Directory on the server where you want to store backup files.
   - User name and password for access to the FTP account.
3. Click **OK**.

Backing Up the Entire Server

➢ ***To back up the server configuration settings and all user data you have on your hosting machine:***

1. Go to **Tools & Settings** > **Backup Manager**.
2. Click **Back Up**.
3. Specify the following:
   - Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the control panel to add a prefix to backup file names. Note that the control panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.
   - Splitting of the backup file. To create a multivolume backup, select the respective checkbox and specify volume size in megabytes.
   - Location where to store the backup file. Select the repository where you would like to store the backup file.
   - E-mail notification on backup completion. If you want to be notified of the backup completion, type your e-mail address.
   - What data to back up. You can back up only the server settings, or server settings and all user data.
4. Click **Back Up**. The backup process will start and the progress will be shown under the **Current Back Up Tasks** tab. You can use the **Refresh** button to update the information on the screen.
5. When backing up is finished, the backup file will be saved to the repository you selected.

Note: Simple view settings (that are stored as the Simple plan) are included into server-level backups. However, the restoration of these settings is only possible if Panel has not been yet initially configured (either by the `init_conf` utility or from GUI). Learn more about Simple view (on page 25).

Backing Up Individual Accounts and Sites

➢ ***To back up a user account with or without sites:***

1. Click **Customers**.
2. Locate the customer whose account you want to back up, and click the corresponding **Control Panel** link.
3. Click the **Account** tab.
4. Do any of the following:
   - To back up a user account with sites, click **Back Up My Account and Websites**.

- To back up only websites with content, click **Back Up Websites**.

5. Click **Back Up**.
6. Specify the following:
   - Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the control panel to add a prefix to backup file names. Note that the control panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.
   - Splitting of the backup file. To create a multivolume backup, select the respective checkbox and specify volume size in megabytes.
   - Location where to store the backup file. Select the repository where you would like to store the backup file.
   - E-mail notification on backup completion. If you want to send an e-mail notice on the backup completion, type the required e-mail address.
   - What data to back up. You can back up only the settings, or settings and all data.
7. Click **Back Up**. The backup process will start and the progress will be shown under the **Current Back Up Tasks** tab. You can use the **Refresh** button to update the information on the screen.

   When backing up is finished, the backup file will be saved to the repository you selected.

Scheduling Backups

➢ ***To schedule backing up of data:***

1. Go to **Tools & Settings** > **Backup Manager**.
2. Click **Scheduled Backup Settings**.
3. Select the **Activate this backup task** checkbox and specify the following:
   - When and how often to run the backup.
   - Backup file name.
   - Splitting of the backup file. To create a multivolume backup, select the respective checkbox and specify volume size in megabytes. Note that volume size cannot exceed 4095 megabytes.
   - Location where to store the backup file. Select the repository where you would like to store the backup file.
   - Maximum number of backup files stored in the repository. Type a number if you want to recycle backup files: When this limit is reached, the oldest backup files are removed.
   - E-mail notification on backing up errors. If you want to send an e-mail notice when something goes wrong during backing up, type the e-mail address you need.
   - What data to back up. You can back up only settings, or settings and user data.
4. Click **OK**.

Restoring Data From Backup Archives

You can restore data from backup files kept in Panel's repository on the server, a custom FTP repository (on page 157), and you can upload a backup file (on page 161) in a ZIP archive (on Windows systems) or tar archive (on Linux systems), and then restore data from it.

➢ *To restore data from a backup file:*

1. Go to **Tools & Settings** > **Backup Manager**.
2. Click the backup file name.
3. Specify the following settings:
   - **Types of data to be restored.**
   - **Suspend website until restoration task is completed.** Select this if you want to avoid possible conflicts that may occur when users modify site content or settings while they are being restored.
   - **Send an e-mail notice when restoration task is completed.** Type your e-mail address if you want the control panel to notify you when restoring is completed.
   - **Conflicts resolution policy.** Specify what to do if any conflicts occur during restoration.
4. Click **Restore**.

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

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

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

Downloading Backup Files from Server

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

1. Go to **Tools & Settings** > **Backup Manager**.
2. Click the icon corresponding to the backup file you want to download.
3. Select the location where you want to save the backup file and click **Save**.

   The backup file will be downloaded from the backup repository.

Uploading Backup Files to Server

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

1. Go to **Tools & Settings** > **Backup Manager**.
2. Click **Upload Files to Server Repository**.
3. Click **Browse** and select the required backup file.

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

4. Click **OK**.

   The backup file will be uploaded to the backup repository.

Removing Backup Files from Server

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

1. Go to **Tools & Settings** > **Backup Manager**.
2. Select a checkbox corresponding to the backup file you want to remove.
3. Click **Remove**.
4. Confirm removal and click **OK**.

Backup Logs

When Panel starts performing a backup, it reports the progress to a log. Backup logs contain only general errors such as syntax errors (no or wrong command specified, invalid input parameters), runtime errors and unhandled exceptions, low disk space for backup, and so on.

Backup logs are stored in `/usr/local/psa/admin/PMM/sessions` on Unix/Linux systems and `%plesk_dir%\admin\PMM\sessions` on Windows systems, where `%plesk_dir%` is an environment variable for the Panel installation directory on Windows systems. Each backup log is located in a separate folder that contains date and time of the backup in its name.

You can change the level of details included into logs. This feature is available only for scheduled backups and for backups made through command line. For more information on how to change level of details, see the section **Setting Up Backup Verbosity** of **Backup and Restore Utilities Administrator's Guide**.

Remote Access (Windows)

The remote desktop (RDP) access feature allows you to remotely log in to the Parallels Plesk Panel server and interact with it using standard Microsoft Windows desktop interface.

➢ *To access the server via Remote Desktop interface:*

1. Go to **Tools & Settings** > **Remote Desktop**.
2. Set up screen resolution for the session in the **Screen resolution for terminal session** menu.

   Note: Higher resolutions are more taxing for your connection, decreasing the interaction speed and spending more bandwidth.

3. Select the connection method according to your browser:
   - **Microsoft RDP ActiveX** - recommended to use with Internet Explorer browser, since it may not work with other browsers. When you use this method for the first time, your browser will automatically install the required ActiveX component, if Internet Explorer security settings permit this. If your browser shows security alerts, try to temporarily lower security measures in the browser options.
   - **properoJavaRDP** - recommended to use with Netscape, Mozilla, or Firefox browsers, since it may not work with Internet Explorer. Only 8.0 and higher versions of Opera are supported. This component requires Java Runtime Environment (JRE) to be installed on your system. If you do not have JRE, you can download it from http://java.sun.com/j2se/1.5.0/download.jsp (version 1.4 and higher) and install it before using the remote desktop feature.

     Note: You don't need to install JDK (Java Development Kit) in order for the RDP feature to work.

     If you use Internet Explorer or Mozilla, you should open the Terminal Services Configuration console in Microsoft Windows (**Start** > **Administrative Tasks**), and set the **Licensing** option to **Per user** on the **Server Settings** screen.
4. Click **OK**. A new window will open with an area where your interaction with the server's desktop will take place.
5. Log in to the system. By default, the Panel uses the subscription's FTP/Microsoft FrontPage username. You can supply any valid username and password.
6. After logging in to the system you can start working with it as with a regular Windows desktop.

➢ *To finish your Remote Desktop session:*

- Close the browser window with the remote desktop session. This way, the session you had will be detached from your desktop, but it will keep running on the server, so when you log in there next time, you will see the remote desktop in the state you left it,

  or

- Select **Start** > **Log off** if you want to quit the session permanently (all running sessions consume the server's resources).

Sharing Files and Folders

If you use Panel to run your own websites within a webspace, you can set up file and folder sharing. Use sharing to achieve the following goals:

- Allow users within the organization to collaborate on the same documents or other files.
- Allow privileged customers or partners to access documents like product roadmaps, price lists with discounts, marketing presentations after authorization in the system.

In this section:

Setting Up File Sharing

You can access file sharing settings in both Service Provider (**Server Management > Tools & Settings > File Sharing Settings**) and Power User view (**Settings** tab **> File Sharing Settings**).

➢ *To set up file sharing in your information system:*

1. Open the file sharing settings page.
2. **Web Folder root URL** defines the URL used for accessing the root Web Folder used by file sharing services. If you want to change the root location of Web Folder used for file sharing, select host name, domain name or IP address and specify a folder name.

   All other file sharing Web Folders are created inside the folder specified above. The resulting URL will be used for mounting the root Web Folder used by file sharing.
3. If you want the Panel to generate secure links to protect file transfers with SSL encryption, select the **Generate secure links to files and folders** check box.
4. If you want to grant the Panel's users the ability to publish uploaded files and make these files accessible to all website visitors, select the **Enable public files** check box.
   - If you want to change the folder for storing the public files, specify new folder name in the **Folder for public files storage** field.
   - If you want to change the URL for read-only visitor access, specify new folder name in the **URL for visitor access to public files** field.
5. If you want to allow uploading of files into a password-protected folder, which can be accessed by privileged partners or customers, select the **Enable password-protection of public files**, and provide the username and password for accessing the folder.
   - If you want to change the folder for storing the password-protected files, specify a new folder name in the **Folder for password-protected files storage** field.
6. Click **OK**.

Using File Sharing to Share and Access Files

When file and folder sharing is set up on the server, you can accomplish the following tasks:

- Share files with other users within your organization for collaboration purposes.
- Share files with privileged customers and partners. Files can be placed in a password-protected directory, and authorized users outside your organization will be able to access them.
- Place files to a private secured directory on the server for backup purposes, or to be able to access them over the Internet.
- Transfer files that are too large to be sent by e-mail: upload files to the server, generate a secret link, and send the link to the intended recipients so that they could download them from the server.
- Access shared files and work with them:
  - Through a Web browser, using File Manager built into your information system, or
  - Connect the folder on the server to your computer's operating system as a Web Folder, and work as if the files are located on your computer.

Note that all operations described below are accessible *only in Power User view*.

In this section:

Sharing Files with Other Users Within the Organization

➢ ***To share files with other users within the organization, in Power User view:***

1. Go to the **File Sharing** tab and select the files that you want to share:
   a. If you have to upload new files to the Panel:Go to **Shared Files** in the left navigation area and click **Upload Files**.
   b. Click **Browse** and select the files you need.
   c. Select the location inside the **Shared Files** folder where you want to upload files.

   If you want to share the files from your **Personal Files** folder:

   d. Under the **Files** tab go to **Personal Files** in the left navigation area and browse to the directory where required files are located.
   e. Select the required files and click **Share**.
   f. Select the location inside the **Shared Files** folder where you want to upload files.
2. If you want to send an e-mail notice with links to shared files, select the check box **Send e-mail with links to uploaded files upon completion**, and click **Next**. Otherwise, click **Upload** without selecting this check box.

   If you chose to send an e-mail notice, you will have to do the following on the next screen:

   a. Select whether authorization in the Panel should be required for accessing the files and whether those who have the links to files should be able to modify them.
   b. If you selected the linked files to be accessible for everyone, select the link expiration period. After this period has elapsed, the links will be no longer valid.
   c. Select the Panel user accounts who should receive the notice and type e-mail addresses of other notice recipients.
   d. Specify e-mail subject and body. Note that links to files will be inserted automatically in place of `<- [LINKS WILL BE INSERTED HERE - DO NOT REMOVE] ->` text.
3. Click **OK**.

Now the files are uploaded to the directory called `shared`, and all users registered in your information system will be able to view, modify, and delete them.

Publishing Files for Partners

If publishing to the password-protected directory called `protected` is allowed by the server policy, then authorized users of your information system will be able to upload files to this directory. After that, your partners or privileged customers will be able to download files from this directory after specifying the password that was sent to them.

➢ *To publish files for your partners and privileged customers, in Power User view:*

1. Go to the **File Sharing** tab and select the files that you want to publish:
   a. If you have to upload new files to the Panel:Under **Public Files** in the left navigation area go to **Password-protected files**.
   b. To view the credentials currently used for accessing password-protected files, click **Show Access Info** in the lower right corner of the screen. You will need to send these credentials to your partners who should have the access to files in the `protected` directory.
   c. Click **Upload Files** and select the location inside the **Password-protected files** folder where you want to upload files.
   d. Click **Browse** and select the files you need.

   If you want to publish the files from **Personal Files** or **Shared Files** folder:

   e. To view the credentials currently used for accessing password-protected files, go to **Password-protected files** and click **Show Access Info** in the lower right corner of the screen. You will need to send these credentials your partners who should have the access to files in the partners directory.
   f. Browse to the directory where required files are located, select the required files and click **Publish**.
   g. Select the **Protect access to files with a password** check box.
   h. Select the location inside the **Password-protected files** folder where you want to publish the files.
2. If you want to send an e-mail notice with links to published files, select the check box **Send e-mail with links to published files upon completion**, and click **Next**. Otherwise, click **Upload** without selecting this check box.

   If you chose to send an e-mail notice, you will have to do the following on the next screen:

   a. Select whether authorization in the Panel should be required for accessing the files and whether those who have the links to files should be able to modify them.
   b. If you selected the linked files to be accessible for everyone, select the link expiration period. After this period has elapsed, the links will be no longer valid.

c. Select the user accounts in the Panel who should receive the notice and type e-mail addresses of other notice recipients.

d. Specify e-mail subject and body. Note that links to files will be inserted automatically in place of `<- [LINKS WILL BE INSERTED HERE - DO NOT REMOVE] ->` text.

3. Click **OK**.

Now the files are published in the directory called `protected`, and only authorized users who know the password will be able to download and view these files.

Publishing Files for Your Customers

If publishing to the `public` directory is allowed by the server policy, then authorized users of the information system will be able to upload files to this directory, thus making them accessible to your customers who visit your website, and any Internet user who knows where these files are located.

➢ ***To publish files on the Web for your customers, in Power User view:***

1. Go to the **File Sharing** tab and select the files that you want to publish:
   a. If you have to upload new files to the Panel:Go to **Public Files** in the left navigation area.
   b. Click **Upload Files** and select the location inside the **Public Files** folder where you want to upload files.
   c. Click **Browse** and select the files you need.

   If you want to publish the files from **Personal Files** or **Shared Files** folder:

   d. Browse to the directory where required files are located, select the required files and click **Publish**.
   e. Do not select the **Protect access to files with a password** check box.
   f. Select the location inside the **Public Files** folder where you want to publish the files.
2. If you want to send an e-mail notice with links to published files, select the check box **Send e-mail with links to uploaded files upon completion**, and click **Next**. Otherwise, click **Upload** without selecting this check box.

   If you chose to send an e-mail notice, you will have to do the following on the next screen:

   a. Select whether authorization in the Panel should be required for accessing the files and whether those who have the links to files should be able to modify them.
   b. If you selected the linked files to be accessible for everyone, select the link expiration period. After this period has elapsed, the links will be no longer valid.
   c. Select user accounts in the Panel who should receive the notice and type e-mail addresses of other notice recipients.
   d. Specify e-mail subject and body. Note that links to files will be inserted automatically in place of `<- [LINKS WILL BE INSERTED HERE - DO NOT REMOVE] ->` text.
3. Click **OK**.

Now the files are uploaded to the directory called `public`, and your customers, including any Internet users who know where the files are located, will be able to download and view these files.

Uploading Your Files to a Private Directory on the Server

All authorized users of your information system can use private folders on the server to:

- Store backup copies of their files.
- Access files in their private directories over the Internet.

➢ ***To upload your files to the private directory through File Manager, in Power User view:***

1. Go to the **File Sharing** tab and click **Personal Files** in the left navigation area.
2. Click **Upload Files.**
3. Click **Browse** to select the files you need.
4. Select the folder where you want to upload files.
5. If you want to send an e-mail notice with links to the uploaded files, select the check box **Send e-mail with links to uploaded files upon completion**, and click **Next.** Otherwise, click **Upload** without selecting this check box.

   If you chose to send an e-mail notice, you will have to do the following on the next screen:

   a. Select the link expiration period. After this period has elapsed, the links will be no longer valid. If you want to make the link permanent, so that it will not expire, select the option never.
   b. Select user accounts in the Panel who should receive the notice and type e-mail addresses of other notice recipients.
   c. Specify e-mail subject and body. Note that links to files will be inserted automatically in place of `<- [LINKS WILL BE INSERTED HERE - DO NOT REMOVE] ->` text.
6. Click **OK**.

Now the files are uploaded to the directory called `private/username`, and only the owner of this directory will be able to view, download, modify, and delete these files.

Transferring Large Files that Cannot Be Sent by E-mail

➢ ***If you need to send someone a file that is too large to be sent by e-mail, in Power User view:***

1. Upload the file to the server, or select the file, if it has already been uploaded to the server:
   a. If you have to upload new files to the Panel:Click the **Home** tab, and click the **Upload Files** link (in the **File Sharing** tab).
   b. Select the folder where you want to upload files, for example, **Personal Files** > **admin**.
   c. Click **Browse** and select the files you want to send.
   d. Select the check box **Send e-mail with links to published files upon completion** and click **Next**.

   If files are already uploaded to the Panel:

   e. Go to **Files** tab and browse to the directory where required files are located.
   f. Select the required files and click **E-Mail Link**.
2. If you have chosen to send a file from locations other than a user's private directory (**Personal Folder**), then also select whether authorization in the Panel should be required for accessing the files and whether those who have the links to files should be able to modify them.
3. Select the link expiration period. After this period has elapsed, the links will no longer be valid.
4. Select user accounts in the Panel who should receive the notice and type e-mail addresses of other notice recipients.
5. Specify e-mail subject and body. Note that links to files will be inserted automatically in place of `<- [LINKS WILL BE INSERTED HERE - DO NOT REMOVE] ->` text.
6. Click **OK**.

The links to files will be sent to the intended recipients, and they will be able to download the files.

Accessing and Working with Files

There are two ways to work with shared files:

- If you need to work with the files frequently, connect a Web Folder on the server to your computer.
- If you occasionally need to access the files, use the Panel interface (**Files** tab).

➢ *To use the File Manager built into your information system for working with files:*

1. In the Panel, click the **Files** tab. The file manager opens.
2. Use the following icons and links to work with files and directories.

   In the left area:

   - **Upload Files**. This starts a wizard that allows you to upload files and directories to the server.
   - **Personal Files**. This takes you to the private directory where you can place files that only you can access. If you need to use the storage space on the server for backup purposes, or if you need to access files over the Internet, place your files into this directory. For more information, refer to the section Uploading Your Files to a Private Directory on the Server.
   - **Shared Files**. This takes you to the shared (or common) directory where you should place files that must be available to other users within your organization. When you need to collaborate with other employees, place files into this directory. For more information, refer to the section Sharing Files with Other Users Within the Organization.

   The right area shows a list of files and directories located in the currently selected directory, and a toolbar with the following items:

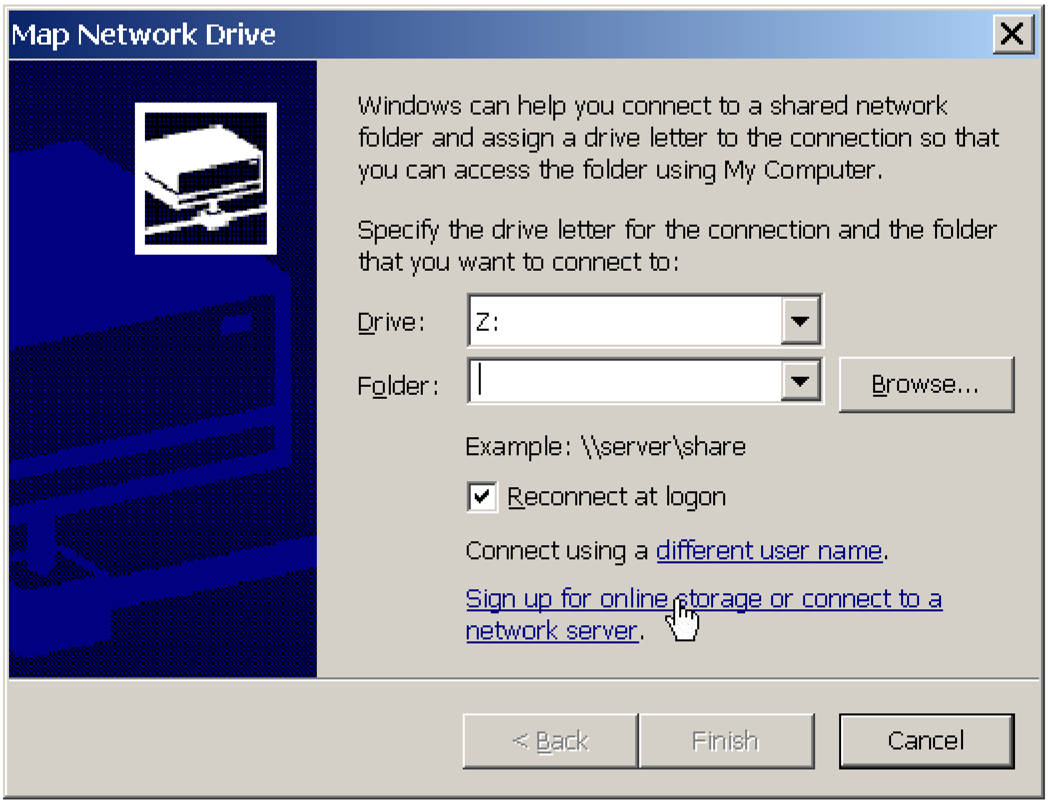
   - **Share**. Select files in any directory and click this to move the files to the Shared Folder. This will make them accessible to all users authorized in your information system.
   - **E-mail Link**. Select files in any directory and click this to send an e-mail message notifying users of files location, so that the users could download them.
   - **Delete**. Select files and click this to permanently remove them.
   - **More**. This menu provides access to the following operations: Create new folder, copy or move files and folders.
   - The icon (**Link to this Folder**). Click this to view or copy to clipboard the Internet address of the current folder.

In this section:

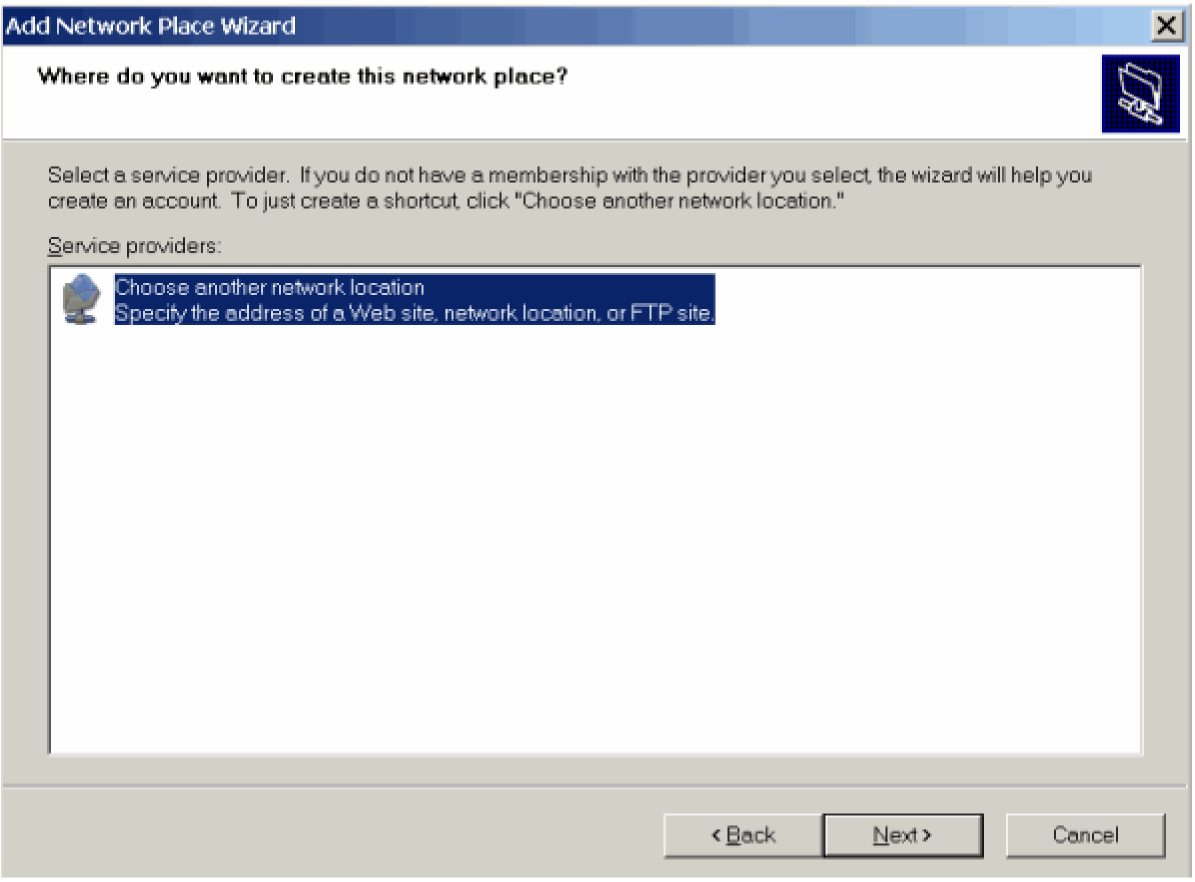
Connecting to Web Folders on Microsoft Windows Systems

➢ ***To connect a Web Folder to your computer running Microsoft Windows XP:***

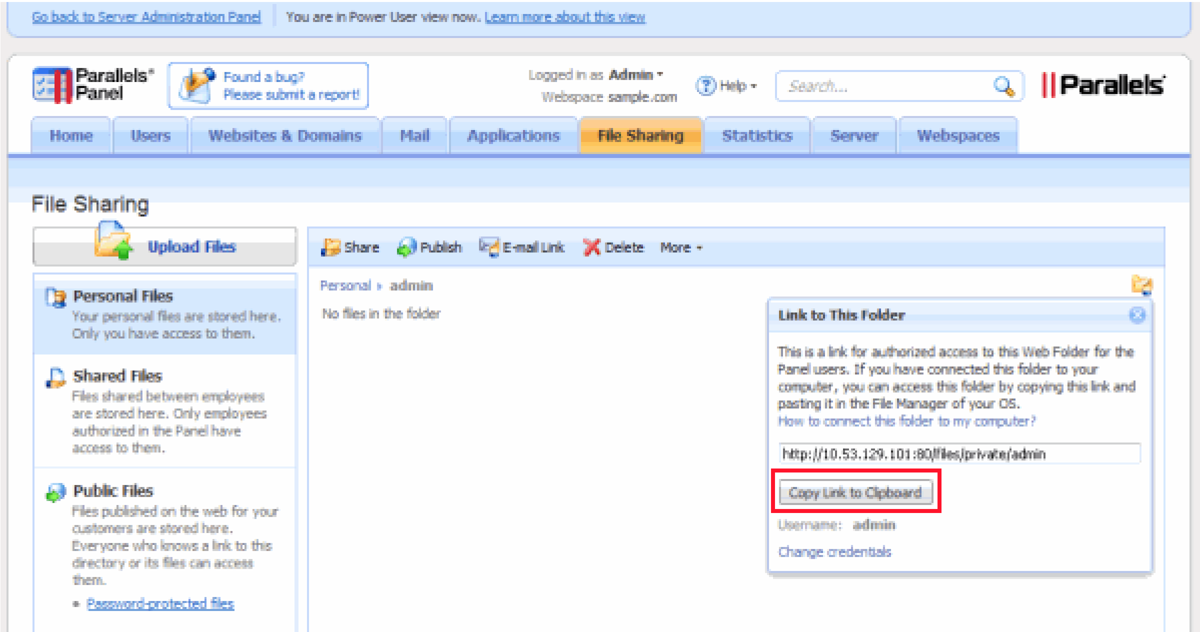
1. Right-click the **Start** menu button, and select **Explore**.
2. In the **Tools** menu, select **Map Network Drive**.
3. Select the drive letter that will be assigned to the network drive and click **Sign up for online storage or connect to a network server.**



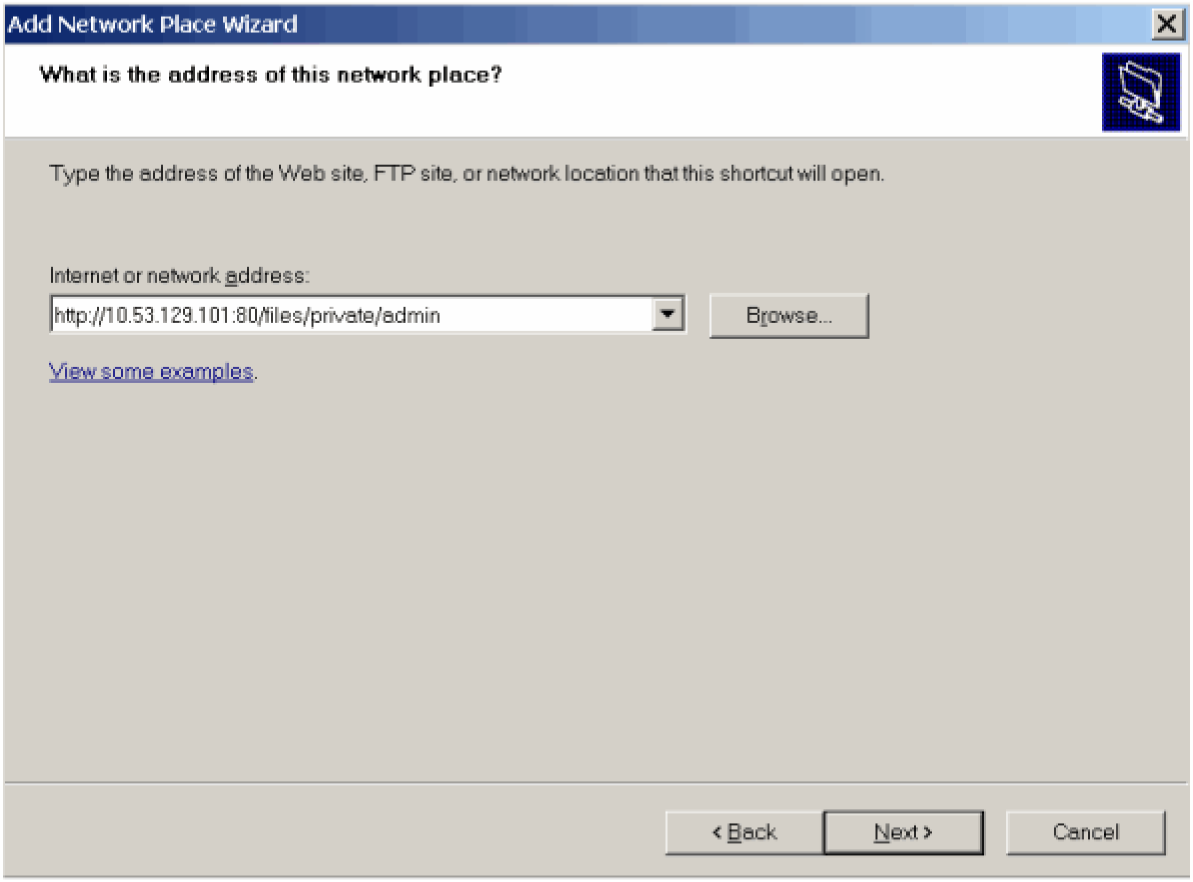
4. Click **Next.**
5. Make sure that the **Choose another network location** option is selected and click **Next**.



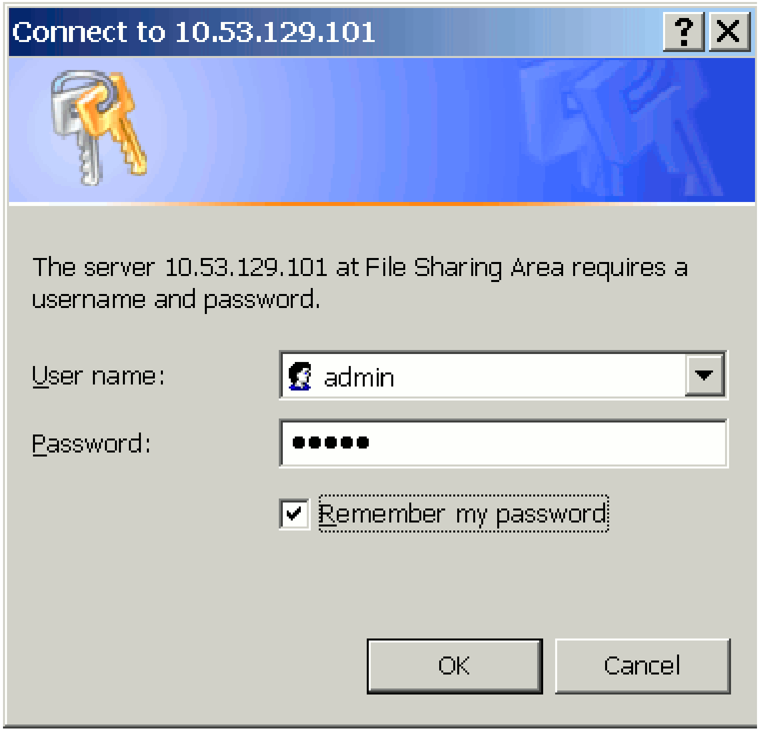
6. Go to Panel and find out the address of the required Web Folder. Log in to the Panel, go to **File Sharing**, find and enter the required folder and click the icon in the upper right corner of File Manager. The link to the current Web Folder will be shown in the opened window. Click the **Copy Link to Clipboard** button.



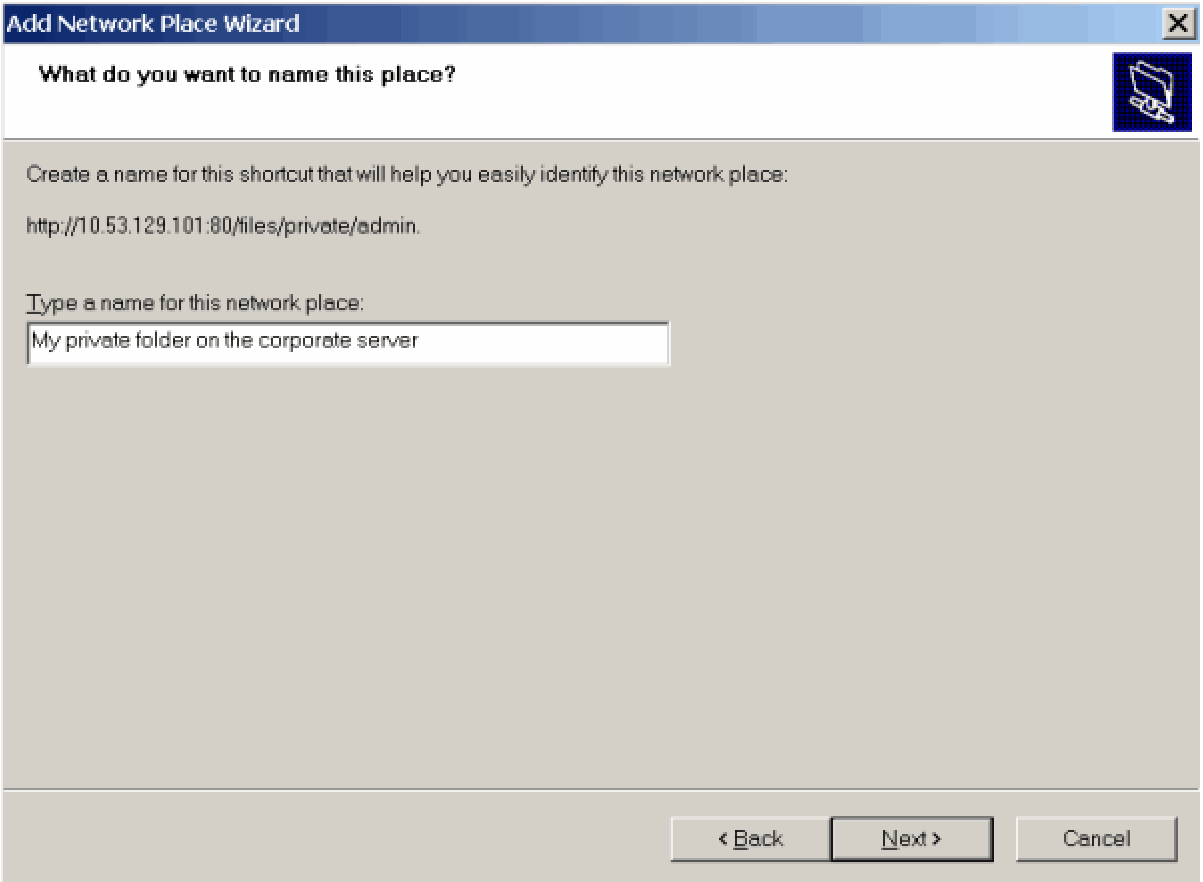
7. Return to the Add Network Place Wizard, specify the full URL to the required Web Folder and click **Next**.



8. In the window that opens, specify the username and password that you use for logging in to the Panel. Select the **Remember my password** check box and click **OK**.



9. Specify a name that you want to designate for this Web Folder in your operating system and click **Next**.



10. Click **Finish**.

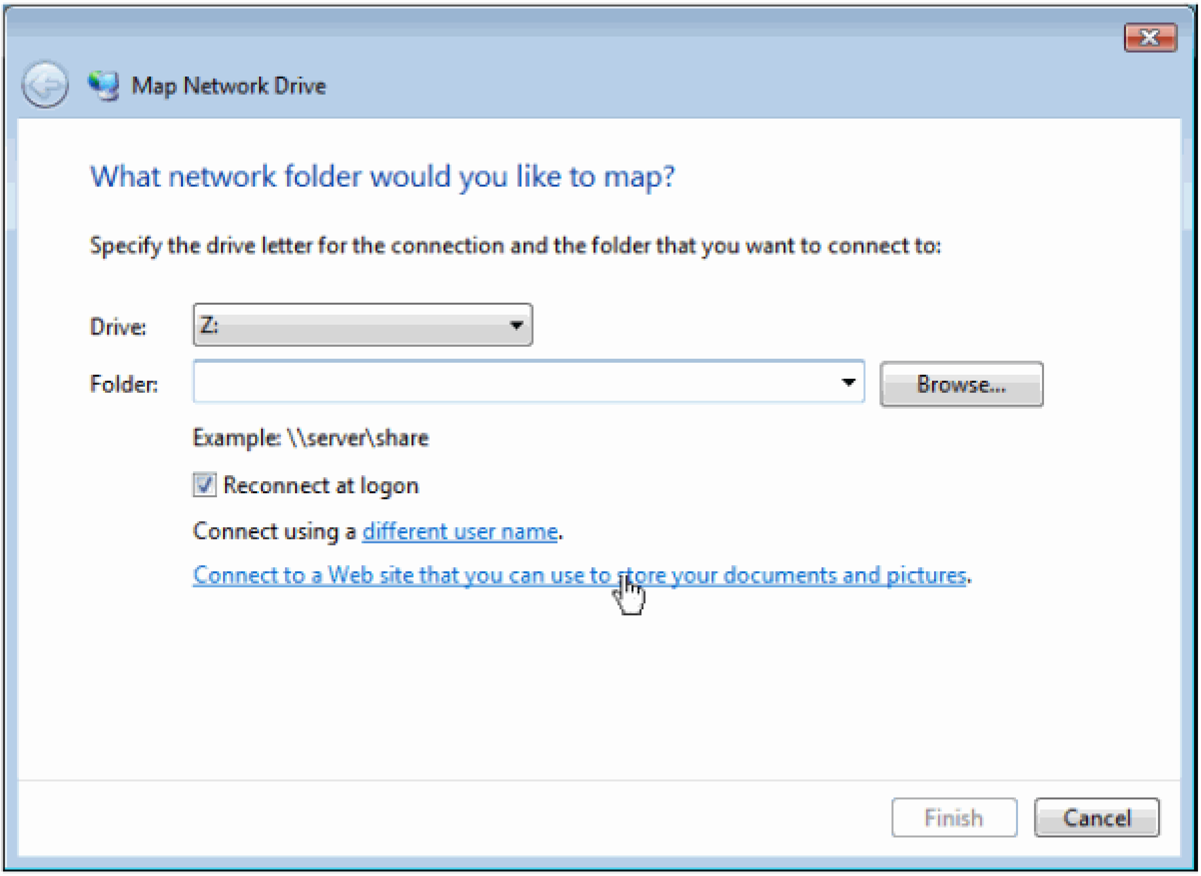
Now, every time you start your computer, this Web Folder will show in your Windows Explorer, under **My Network Places**.

Note for users of Microsoft Windows operating systems: If you experience problems with connecting to a Web Folder, make sure you have installed all available operating system updates and service packs. If you are using a 32-bit version of Windows XP, Windows Vista, or Windows 2003 Server, then also install the hotfix available at http://www.microsoft.com/downloads/details.aspx?familyid=17C36612-632E-4C04-9382-987622ED1D64.

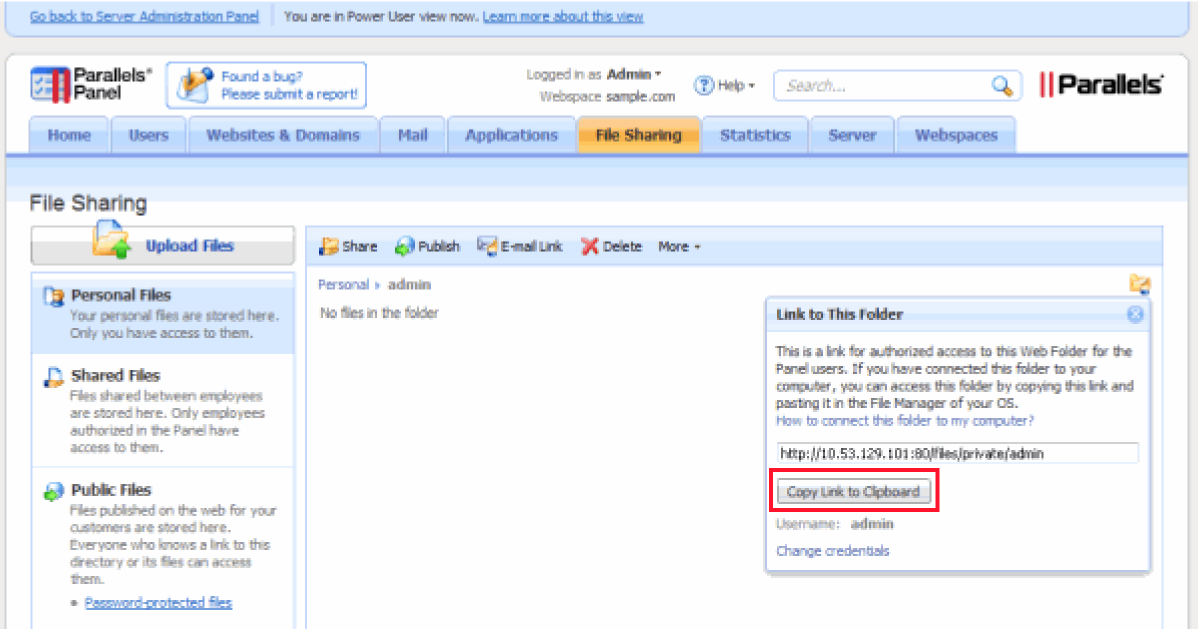
➢

➢ *To connect a Web Folder to your computer running Microsoft Windows Vista or Microsoft Windows 7:*

1. Click the **Start** menu button, and select **Computer**.
2. Click **Map Network Drive**.
3. Select the drive letter that will be assigned to the network drive and click **Connect to a Web site that you can use to store your documents and pictures**.

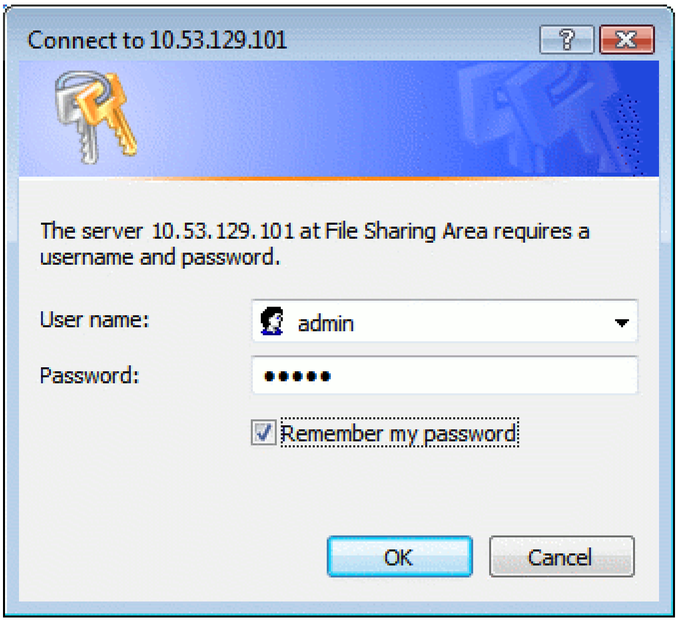


4. Go to the Panel and find out the address of the required Web Folder. Log in to the Panel, go to **File Sharing**, find and enter the required folder and click the icon in the upper right corner of File Manager. The link to the current Web Folder will be shown in the opened window. Click the **Copy Link to Clipboard** button.



5. Return to the Map Network Drive Wizard, specify the full URL to the required Web Folder and click Finish.

6. In the window that opens, specify the username and password that you use for logging in to the Panel. Select the **Remember my password** check box and click **OK**.



Now, every time you start your computer, this Web Folder will show in your Windows Explorer, under **Network Locations**.

Connecting to Web Folders on Linux Systems

➢ ***To connect a Web Folder as a network drive to your Linux-based computer using GNOME Nautilus file manager:***

1. Open the file browser.
2. In the **File** menu, select **Connect to Server**.
3. From the **Service type** menu, select either **WebDAV (HTTP)** or **Secure WebDAV (HTTPS)**.

   To find out which option you need, ask your systems administrator.
4. In the **Server** field, type the host name or IP address of your server.
5. In the **Folder** field, type the path to your shared folder.

   To learn the location of your Web Folder, log in to the Panel, go to **File Sharing**, find and enter the required folder and click the icon in the upper right corner of File Manager. The link to current Web Folder will be shown in the opened window.
6. Click **Connect**.
7. The shortcut to the file share will be added to the **Places** pane. Click this shortcut.
8. Specify the username and password that you use for logging in to the Panel.
9. Select the option **Remember password forever** so that you would not have to type it every time you connect to the server.
10. Click **Connect**.

➢ ***To connect to a Web Folder using KDE Konqueror file manager:***

1. Open Konqueror, and type the address of the shared folder in the address bar. Use webdav or webdavs as the protocol, instead of http or https.

   To learn the location of your Web Folder, log in to the Panel, go to **File Sharing**, find and enter the required folder and click the icon in the upper right corner of File Manager. The link to the current Web Folder will be shown in the opened window.
2. Specify the username and password that you use for logging in to the Panel.

Connecting to Web Folders on Mac OS

➢ ***To connect a Web Folder as a network drive to your Mac OS X-based computer:***

1. Open Finder.
2. Click **Go**, and select the option **Connect to Server**.
3. Specify the location of your shared folder.

   To learn the location of your Web Folder, log in to the Panel, go to **File Sharing**, find and enter the required folder and click the icon in the upper right corner of File Manager. The link to the current Web Folder will be shown in the opened window.
4. Click **Connect.**
5. Specify the username and password that you use for logging in to the Panel.
6. Select the option **Remember this password in my keychain** so that you would not have to type it every time you connect to the server.
7. Click **OK**.

   If you use SSL, you might receive an alert that the SSL certificate on the server is invalid. In such a case, just click through the SSL warning.

   After the network drive is mounted, a shortcut to it will be placed on your desktop.
8. Open **System Preferences**, and select **Accounts**.
9. Select your user account and then click the **Login Items** tab.
10. Select the network drive shortcut on your desktop and drag it to the **Login Items** window (in **System Preferences** > **Accounts**).
11. If you do not want the mounted drive to automatically open in Finder every time you start your Mac, select the corresponding **Hide** check box.
12. Click **OK**.

Panel Updates and Upgrades

Panel is constantly evolving in terms of functionality and new security enhancements are introduced with each update. To ensure that your Panel software is up-to-date, we recommend that you switch on automatic updates.
There is also the option to upgrade Panel to the latest versions. While *updates* include some minor fixes for Panel, *upgrades* introduce more complex changes in product functionality.

The information about current Panel version and available updates and upgrades is always displayed in the **System Overview** group of the **Home** page.

Panel Versioning

The full Panel version identifier consists of a number of fields. For example, the identifier *Panel 10.3.0 Update #12 Release* can be divided as follows.

Version number			Update	Quality tag
Major	Major	Minor		
10	3	0	12	Release

The information about how updates and upgrades affect these fields is provided next in this section.

Panel Updates

Update is a number of fixes that enhance Panel security and stability. Updates can be applied only to a current Panel version. Thus, Panel does not change its version after an update: Information about the applied update is just added after a product version; say, *Panel 10.3.0 Update #12*.

You can update Panel in two ways:

- *Manually* from the **System Overview** group of the **Home** page.
- *Automatically (recommended)*. If you activate automatic updates at **Tools & Settings > Update and Upgrade Settings**, Panel will check for updates once a week. If updates are available, Panel automatically downloads and installs them.

Updates are free of charge and available to all Panel installations regardless of their license.

Panel Upgrades

Upgrade implies a significant number of Panel enhancements (a set of updates) or even introduces new Panel features and behavior. Typically, upgrades change Panel major or minor versions:

- If an upgrade is a set of updates, then Panel increments its minor version number (say, from 10.3.0 to 10.3.1).
- If an upgrade includes more complex changes in Panel, then the major version number is incremented (say, from 10.3.1 to 10.4.0).
- If an upgrade affects third-party packages only (say, Apache or MySQL), then Panel does not change its version.

Panel Upgrades and Quality Tags

Panel, during its lifecycle, passes through a number of development stages (see the diagram below for the convenience). It is natural that on earlier stages, when all new features are just implemented, Panel builds are less stable comparing to the following ones. To indicate the stage of the current Panel version, we add a quality tag to it:

- *Testing version*.
  We start each release cycle with publishing a number of testing versions for preview purposes and let you sequentially upgrade from the first one to the last, and then upgrade to more stable versions. We do not provide technical support for such builds even if they were upgraded to more stable versions. Thus, avoid using this build in a production environment.

  Notes:

  1. By default, testing builds are not shown as available for installation. You can install the testing Panel version only by running Parallels Installer with one of the special options. Learn more in the **Installation and Upgrade Guide, Installing Panel**.

  2. Upgrade to the next testing version is available only to the owners of a testing build. More stable Panel builds do not have the corresponding option in the GUI.

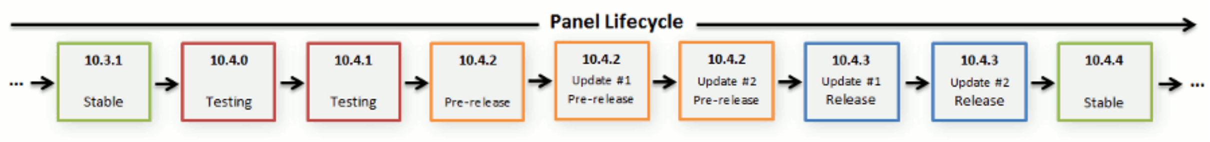
- *Pre-release version*.
  A pre-release version has all claimed features and previous versions successfully upgrade to it. The quality of this version is eventually improved by updates. By selecting the pre-release version you become the first to see the new features and receive the most fresh updates.
- *Release version*.
  A release version has passed all quality tests. Minor stability issues are promptly fixed by updates. We recommend that you always upgrade Panel to release versions.
- *Stable version*.
  A stable version has received all updates and a number of service providers successfully use it for some time. *When a version is considered stable, it no longer receives any updates*.

The decision on what version to use is absolutely up to you. For example, consider upgrading to the pre-release Panel version, if you want to try new Panel features before an official release. On the contrary, if you want to get the safest solution, wait until Panel enters its stable phase (it may take a couple of months after the official release).

Once you decided what version you need, set up Panel to notify you when upgrades to the chosen version become available. After you select the version type in **Tools & Settings > Update and Upgrade Settings**, Panel will check for upgrades once a day. *When an upgrade with the selected quality tag becomes available, Panel will notify you on the* **Home > System Overview**.

Note: Panel always notifies you when more stable versions are available. For example, if you set Panel to notify you about pre-release versions, you will still receive all release and stable upgrade notifications. But if you decide to use only stable versions, notifications for all pre-release and release upgrades will be skipped.

The diagram below shows the rough Panel lifecycle (the version numbers are given just for example and do not have any correlation with the real ones).



Applying Panel Upgrades

The main scenario of upgrading Panel is *manual*: You get the notification about available upgrade on the **Home** page and then perform the upgrade from the **Home > System Overview** or **Tools & Settings > Updates and Upgrades** at any time that suits you. Nevertheless, Panel can perform automatic upgrades but only to *stable* versions. After you set up automatic upgrades in **Tools & Settings > Update and Upgrade Settings**, Panel will check for stable upgrades and apply them once they become available.

Panel Upgrades and License Keys

Note that some Panel licenses do not grant the permission to perform complex upgrades (upgrades that change the major version number: Say, from 10.3.1 to 10.4.0). On attempt to perform such an upgrade, Panel will warn you about license limitations. Nevertheless, you will still be able to perform the upgrade. When it is finished, you will need to obtain and install the license key for the new Panel version. For more information about installing a license key after upgrade, refer to the section **Upgrading Your License Key** (on page 34). If you experience any problems with installing a license key, please contact Parallels technical support: http://www.parallels.com/contact/.

Notes on updating procedures:

- When upgrading to a new control panel version, you will be notified by e-mail of upgrade procedure start and end. The notification message will include the event log and a list of installed packages, if upgrade is successful. However, you may not receive any error notice if your mail server fails. In this case you can check for errors in the autoinstaller3.log file located in the /tmp directory on the server hard drive.

- All control panel operations are suspended during installation of the so-called “base” packages that affect the control panel’s core functionality.

- Starting from 10.3 Panel provides the ability to install alternative component versions (PHP 5.3, MySQL 5.5, etc.) right from the **Updates and Upgrades** page.

In this section:

Changing Updater Settings

By default, updates for Parallels Plesk Panel and your operating system are downloaded from the official updates server at http://autoinstall.plesk.com.

➢ ***If you want to receive Parallels Plesk Panel updates from another location on the network:***

1. Go to **Tools & Settings** > **Updates.** Updater will open in a new browser window or tab.
2. If Updater starts downloading updates and you would only like to change settings at the moment, click **Cancel.**
3. Click **Updates source and installation settings**, and specify the source of update packages:
   - By default, the **Official Parallels Updates server** is selected. Specify the location where the installation files will be stored. By default, the installation files are stored in the `/root/parallels` directory.
   - If you select **Mirror server**, specify the `.inf3` file location in the **URL to the directory with .inf3 file field**. Specify the location where the installation files will be stored. By default, the installation files are stored in the `/root/parallels` directory.
   - If you select **Local media**, specify the `.inf3` file location in the **Absolute path to the .inf3 file** field.
4. If you use a proxy server, select the **Connect using a proxy** checkbox and specify the following settings:
   - Specify proxy host name and port number in the **Proxy address** and **port** fields.
   - If this proxy server requires authentication, select the **Require authentication** checkbox and specify username and password.
5. Click **Save** to save the settings.

Reporting Installation and Upgrade Problems

During Panel installation or upgrade, Parallels Installer captures all the problems it encounters and sends them to Parallels. These reports do not contain any personal or sensible information. Our technical experts analyze and resolve these problems making future installations and upgrades more reliable.

It is up to you whether to let Parallels Installer submit problem reports to Parallels. The Installer asks your decision during the first installation or upgrade and remembers it for the Panel lifetime. If you decide to stop sending the reports to Parallels, run the Installer with the following option:

```
<full path to Parallels Installer> --disable-feedback
```

Alternatively, to start submitting the reports, use:

```
<full path to Parallels Installer> --enable-feedback
```

CHAPTER 9

Mass E-mail Notifications

When you need to inform your customers of scheduled server maintenance, or to introduce new service offerings, you can use the mass e-mail function (**Tools & Settings** > **Mass E-mail Messages**) to send notices to all of your customers at once.

You may want to create message templates and use them when needed, or you can send messages without using any templates.

Read this chapter to learn how to:

- Create message templates for further use.
- Send e-mail to multiple customers.

In this chapter:

Creating, Editing and Removing Message Templates

➢ ***To create a new message template:***

1. Go to **Tools & Settings** > **Mass E-mail Messages** (in the **Tools** group), and click **Add Mass E-Mail Template.**
2. Specify template name in the **Template name** field.
3. Specify sender's name and e-mail address in the **From** field.

   You can specify name, e-mail address or both. To specify both name and e-mail address, use the following format: `Name <your@e-mail.address>`. For example: `John Doe <admin@server.com>`.
4. Select the recipients for your e-mail message:
   - If you want to send a message to resellers, select the **Resellers** checkbox and select the required group of recipients: **All** to send message to all resellers, **Selected only** to send message only to the resellers you select manually, **All except selected** to send message to all resellers except the ones you select manually.
   - To select several resellers, click **Select Addresses** to the right of the **Resellers** checkbox (note that this button is not available if **All** mode is selected), select the required resellers in the **Available resellers** field and click **Add >>**. To remove resellers from the list of selected resellers, select the required resellers in the **Selected resellers** field and click **<< Remove**.
   - If you want to send a message to customers, select the **Customers** checkbox and select the required group of recipients: **All** to send message to all customers, **Selected only** to send message only to the customers you select manually, **All except selected** to send message to all customers except the ones you select manually.
   - To select several customers, click **Select Addresses** to the right of the **Customers** checkbox (note that this button is not available if **All** mode is selected), select the required customers in the **Available customers** field and click **Add >>**. To remove customers from the list of selected customers, select them in the **Selected customers** field and click **<< Remove**.
   - You can see your choice of selected recipients at any time by clicking the respective **Show/Hide Selected** button.
   - If you want a copy of the message to be sent to your mailbox, select the **Parallels Panel administrator** checkbox.
5. Specify the subject of your message in the **Subject** field.
6. Enter your message in the **Message text** field in plain text format. If you want the Panel to automatically insert the recipient names into your message, use `<name>` variable. The names will be taken from the information specified in the **Contact name** field.
7. Click **OK** to save the template.

➢ *To edit a message template:*

1. Go to **Tools & Settings** > **Mass E-mail Messages** (in the **Tools** group), and click the required template in the list.
2. Make the required changes and click **OK**.

➢ *To remove a message template:*

1. Go to **Tools & Settings** > **Mass E-mail Messages** (in the **Tools** group).
2. Select the checkbox corresponding to the message template you want to remove and click **Remove**.
3. Confirm the removal and click **OK**.

Sending E-mail Notices

➢ ***To send an e-mail message to multiple customers at once:***

1. Go to **Tools & Settings** > **Mass E-mail Messages** (in the **Tools** group).
2. If you want to use a message template that you previously created (as described in Creating, Editing and Removing Message Templates (on page 190)), click the corresponding icon in the **Send** column. If you want to send a custom message, click **Send Mass E-Mail**.
3. To insert text from a template, select the template you need and click **Insert.**
4. Specify sender's name and e-mail address in the **From** field.

   You can specify name, e-mail address or both. To specify both name and e-mail address, use the following format: `Name <your@e-mail.address>`. For example: `John Doe <admin@server.com>`.
5. Select the recipients for your e-mail message:
   - If you want to send a message to resellers, select the **Resellers** checkbox and select the required group of recipients: **All** to send message to all resellers, **Selected only** to send message only to the resellers you select manually, **All except selected** to send message to all resellers except the ones you select manually.
   - To select several resellers, click **Select Addresses** to the right of the **Resellers** checkbox (note that this button is not available if **All** mode is selected), select the required resellers in the **Available resellers** field and click **Add >>**. To remove resellers from the list of selected resellers, select the required resellers in the **Selected resellers** field and click **<< Remove**.
   - If you want to send a message to customers, select the **Customers** checkbox and select the required group of recipients: **All** to send message to all customers, **Selected only** to send message only to the customers you select manually, **All except selected** to send message to all customers except the ones you select manually.
   - To select several customers, click **Select Addresses** to the right of the **Customers** checkbox (note that this button is not available if **All** mode is selected), select the required customers in the **Available customers** field and click **Add >>**. To remove customers from the list of selected customers, select them in the **Selected customers** field and click **<< Remove**.
   - You can see your choice of selected recipients at any time by clicking the respective **Show/Hide Selected** button.
   - If you want a copy of the message to be sent to your mailbox, select the **Parallels Panel administrator** checkbox.
6. Specify the subject of your message in the **Subject** field.

7. Enter your message in the **Message text** field in plain text format. If you want Parallels Plesk Panel to automatically insert the recipient names into your message, use the `<name>` variable. The names will be taken from the information specified in the **Contact name** field.
8. If you want to save this message (both the text itself and information about its recipients) as a template for further use, select the checkbox to the left of **Save text to a new template named** field and specify the template name in this field.
9. Click **OK** to send the message. If you have chosen to save the message contents as a template, a template will be created and placed in the list of available templates.

Managing Panel from Mobile Devices

If you need a mobile app to keep pulse on Panel 10.4+ server indicators, use the *Parallels Plesk Mobile Server Manager*. If you also require to take immediate actions on Panel servers right from your mobile device, take advantage of the other application, *Parallels Plesk Mobile Server Manager*. This section discusses the features of these apps, their installation and usage instructions.

Application Features

With *Mobile Server Monitor*, administrators can:

- View the list of services on a particular server.
- View information about a server: OS, CPU, Panel version and so on.
- View vital indicators of a server health: CPU load average, memory consumption, swap usage, etc.
- Receive information about certain Panel events.

Mobile Server Manager incorporates the features of Mobile Server Monitor and additionally gives administrators control over core Panel administration functions.

With Mobile Server Manager, administrators can:

- View the list of services on a particular server.
- View information about a server: OS, CPU, Panel version and so on.
- View vital indicators of a server health: CPU load average, memory consumption, swap usage, etc.
- Receive information about certain Panel events.
- Authenticate themselves by a secret key.
- View health monitor events.
- Roll back and retrieve a Panel license key.
- Restart a server.
- Stop and start services on a particular server.

Note: Mobile Server Manager works only with servers which license includes *Parallels Plesk Panel Power Pack.* This is the license add-on that can be acquired when purchasing a Panel license or added to the license later on. Along with mobile server management, Power Pack offers premium commercial antivirus protection, web hosting of Tomcat applications and many other features. Learn more about Power Pack at http://www.parallels.com/products/plesk/power-pack/. You are welcome to try Mobile Server Monitor for free; if you feel you need control over your servers, add Power Pack to your Panel servers and enjoy Mobile Server Manager.

Supported Operating Systems and Devices

Currently, Monitor and Manager apps are supported on Android, Blackberry, and iPhone. Use the following links to download the apps from the respective app stores.

Operating System and Devices	Server Monitor	Server Manager
Android 2.2+ compatible devices.	https://market.android.com/details?id=com.parallels.panel.monitor	Not available yet
BlackBerry OS 5.0+ compatible devices: ▪ Bold 9000, 9650, 9700, 9780, 9788, 9790, 990, 9930 ▪ Curve 9330, 8350i, 8520, 8530, 8900, 8910, 8980 ▪ Curve 3G 9300, 9330, 9350, 9360, 9370, 9380 ▪ Pearl 3G 9100, 9105 ▪ Storm 9500, 9530 ▪ Torch 9800, 9810, 9850, 9860 ▪ Tour 9630	http://appworld.blackberry.com/webstore/content/62901?lang=en	Not available yet
iPhone	http://itunes.apple.com/us/app/parallels-panel-server-monitor/id477441966?mt=8	Not available yet

Installation and Usage Instructions

If you have a Panel installation, find guidelines on how to install and use the mobile apps at the following URLs:

- Mobile Server Monitor - https://Server_URL:8443/enterprise/mobile-monitor/

Mobile Server Manager - https://Server_URL:8443/enterprise/mobile-manager/ Here *Server_URL* stands for the IP address or host name of your server.

CHAPTER 10

Migrating Data from Other Hosting Platforms

You can transfer data (user accounts, settings, websites and e-mail) to your Parallels Plesk Panel installation from other hosting servers managed by Plesk or other web hosting software. If a migration fails, you can now easily find out the reason of the failture in the log field of a migration task.

For a full list of web hosting platforms from which data transfer is supported, refer to the **Migration Guide** at http://www.parallels.com/products/plesk/documentation/.

Important: Before transferring data from Windows-based servers, you need to obtain the Parallels Panel Migration Manager Agent installer from **Tools & Settings** > **Migration Manager**.

➢ ***To transfer user accounts and websites with applications from other hosting servers:***

1. Go to **Tools & Settings** > **Migration Manager**.
2. Click **Start New Migration.**
3. Leave the **Transfer data from another server** option selected, and specify the following options:
   - The source server's address and port number (on Linux/Unix systems). Specify either the IP address or the host name of the server, from which you want to transfer data. If the source host is on an IPv6 address, then you should specify the server's host name instead of IP address.
   - The administrator's username and password used for logging in to the source server.

   Note: The option **Transfer data already processed by the migration agent and located on the local host** can be used to import data from a file, as described in the section Importing Data From a File (on page 198). This is another way to transfer data, which can be used in cases when the source server is offline, and you have previously gathered data from it.
4. If you use Parallels Plesk Panel for Linux, you can also specify the directory on the source server where the migration agent should be uploaded.
5. Specify the path to the directory where temporary files will be stored.
6. Specify whether you want to transfer all data related to user accounts and sites from the source server, or only specific items.

7. If some of objects from the source server (say, user accounts, domains, and so on) already present on the destination server, you can replace them by choosing the **Replace existing objects** checkbox.
8. If your source and destination servers are Linux-based, select the **Use rsync transport** option to preserve disk space on the source and target servers during migration.

   This is extremely important in case you do not have much spare disk space on either server.
9. Click **Next>>**. The migration manager will connect to the specified server and gather information about the business objects of the source hosting platform.
10. If you are transferring data from hosting platforms other than Parallels Plesk Panel, select the version of the migration agent that must be used and then click **Next >>**. Parallels Plesk Panel automatically selects the appropriate agent version; however, if data transfer fails, you can try selecting another version of migration agent.
11. If you have chosen to transfer only specific items, at this step, select the checkboxes corresponding to the user accounts and websites that you want to transfer. Panel shows what objects from a source server already exist on a destination server. Also, specify what types of data should be transferred:
    - All settings and content.
    - All settings and content except mail.
    - Only mail accounts with e-mail messages.

    If you migrate the entire server, you are able to specify whether the source Panel license if also migrated.
12. Click **Next >>**.
13. Once the data are retrieved from the source server, specify the new IP addresses that should be used. If you have a great number of IP addresses, at this step, you can download the current IP mapping file, correct it in a text editor or by running a custom find-and-replace script, and then upload it back to the server.

    The syntax of the IP mapping file is shown in the following example:

    ```
    10.10.10.10 192.168.1.2
    ```

    Where `10.10.10.10` is an IP address used on the source server and `192.168.1.2` is a new IP address that should be used on the destination server. There is a white space between the two IP addresses. When compiling the list of addresses, place each mapping entry on a separate line.
14. Click **Next >>**. The data transfer process should start immediately.

In this chapter:

Importing Data From a File

In addition to using the Migration Manager function of Parallels Plesk Panel for transferring data online from another server, you can use the Migration Manager utilities to gather the data you want to transfer from a source server, store them as archive files, and then import these data to a destination server.

- For gathering data on Windows-based hosting servers, you will need to install and use the migration-agent.msi program. Installation of the migration agent program is described in the Migration Guide available at http://www.parallels.com/products/plesk/resources/. After the migration agent is installed on the source server, then you can continue with importing data as described in the section Importing Data From Windows-based Servers (on page 200).
- For gathering data on Linux/Unix-based servers, you will need to use the PleskX.pl command line utility. This utility is typically located in `<parallels_panel_installation_directory>/PMM/Agents/PleskX/` on Linux/Unix-based servers, and in `<parallels_panel_installation_directory>`\PMM\Migration\Platforms\UnixShared\PleskX\ on Windows-based servers. This procedure is described in the section Importing Data From Linux/Unix-based Servers (on page 199).

In this section:

Importing Data From Linux/Unix-based Servers

➢ ***To transfer your data using the data import function:***

1. Locate the following folders on your Parallels Plesk Panel server, and copy all files from them to a single directory on the server, from which you want to transfer data.
   - On Windows platforms, you need to copy all files from the following folders: `C:\Program Files\Parallels\Plesk\PMM\Migration\Platforms\UnixShared\PleskX\` and `C:\Program Files\Parallels\Plesk\PMM\Migration\Platforms\UnixShared\shared\`
   - On Linux/Unix platforms, you need to copy all files from the following folders: `<parallels_panel_installation_directory>/PMM/Agents/PleskX/` and `<parallels_panel_installation_directory>/PMM/Agents/shared`.
2. On the source server, run the `PleskX.pl` utility with the appropriate command line options:
   - To make a copy of all data, issue the command

   ```
   # PleskX.pl -dump-all -
   ```

   - To make a copy of specific domains, issue the command

   ```
   # PleskX.pl -dump-domains=<comma-separated list of domain names>
   ```

   - To make a copy of specific user accounts, issue the command

   ```
   # PleskX.pl -dump-resellers=<comma-separated list of resellers' IDs assigned by the source Parallels Panel system>
   ```

   or

   ```
   # PleskX.pl -dump-clients=<comma-separated list of clients' IDs assigned by the source Parallels Panel system>
   ```

   - To read about additional command line options supported by the PleskX utility, issue the command

   ```
   # PleskX.pl --help
   ```

3. Once all the required files are created, open the file `content-list.xml` to see what files were created. Move all these files, including `dump.xml`, to the destination server.
4. In a web browser, log in as administrator to your Server Administration Panel, go to **Tools & Settings** > **Migration Manager**, and then click **Start Migration**.
5. Select the option **Transfer data already processed by the migration agent and located on the local host.**

6. In the **Migration data file location** box, type the path to the directory where you saved the data at the step 3.
7. Click **Next >>**.

   If the XML file with information about business objects of the source host is found in the specified directory, then the data import starts.

Importing Data From Windows-based Servers

In case if you tried transferring data online from Windows-based servers, and data transfer failed, you can attempt to import these data. The data, if gathered successfully, should be located on the destination server, in the temporary folder that you specified in Parallels Plesk Panel during the previous attempt.

➢ ***To complete the data transfer using the data import function:***

1. Log in as administrator to your Server Administration Panel, go to **Tools & Settings** > **Migration Manager**, and then click **Start Migration.**
2. Select the option **Transfer data already processed by the migration agent and located on the local host.**
3. In the **Migration data file location** box, type the path to the temporary directory where the data were saved during the previous attempt.

   For example, `C:\temp`.
4. Click **Next >>**.

   If the xml file with information about business objects of the source host is found in the specified directory, then the data import starts.

CHAPTER 11

Serving Your Customers and Employing Resellers

In this chapter:

Understanding Plans and Subscriptions

Parallels Plesk Panel lets you organize your business by means of *service plans* and *subscriptions*.

Hosting service customers

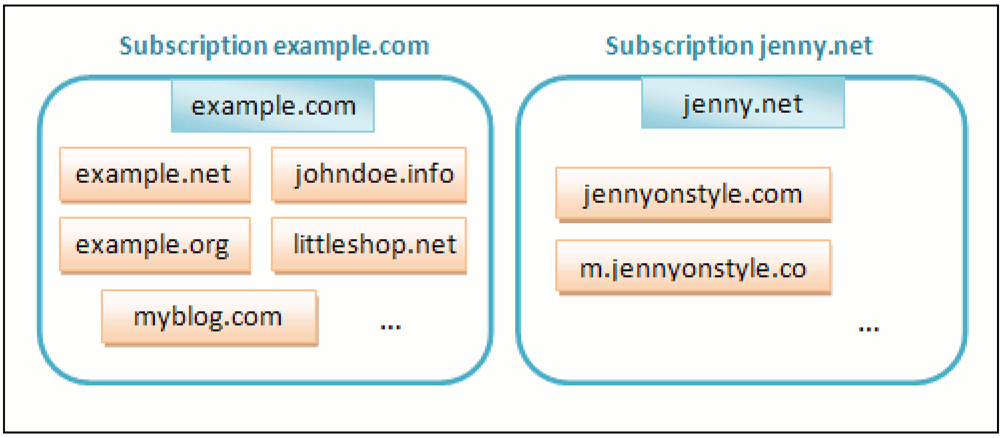
Service plan is a set of services and resources offered to hosting service customers. Typically, the resources include disk space on the server and bandwidth for hosting websites, and the services include web hosting service, mail hosting service, and such. It is assumed that a service plan you create in the Panel represents your particular business offer.

There are also *add-on plans* which let you broaden the amount of resources and/or services provided to a customer with a particular service plan.

Subscription is an instance of service plan assigned to a customer. To provide a particular customer with services and resources offered with a service plan, you *subscribe* the customer to the service plan, or, in other words, you create a *subscription* for the customer. For more details about how subscriptions are related to service plans and add-ons, refer to the section titled Relations Between Subscriptions and Service/Add-on Plans (on page 204).

Actually, not only customers can be subscribed to hosting services and host their websites and mail, the Panel administrator and resellers can have their own subscriptions as well, which they may use for their own purposes.

Subscriptions are meant for multi-domain hosting, each hosting subscription provides disk space and other resources, and services defined by the plan and necessary for hosting several sites. Each subscription is assigned a system user account, used by a hosting customer to connect to the server over FTP and SSH or Remote Desktop connection, and an IP address, which can be exclusively allocated for the subscription or shared with other subscriptions. Each subscription is also linked to a domain, called 'main domain' - a domain created along with the subscription, which is necessary for allocating system resources. All subscriptions are named after their 'main domains', and such domains cannot be transferred from one subscription to another. The following diagram explains how domains and websites are hosted with subscriptions.



Here, example.com and jenny.net are main domains of the subscriptions, and other domains depicted as orange rectangles are websites hosted with these subscriptions.

Resellers

If your business model employs *resellers*, plans and subscriptions work as well, almost in the same way as they do for the hosting service customers. The differences are as follows:

- In such a case, we are talking about *reseller plans* and *reseller subscriptions*.
- Reseller add-on plans are not implemented.
- A reseller subscription is not linked to a domain, a reseller subscription provides a set of resources and services that the subscribed reseller redistributes by the means of service subscriptions belonging to their customers or to themselves.

Note that Panel business model has some limitations. It is not possible to:

- Convert customer accounts into reseller accounts.
- Move customer accounts from one reseller to another. You can perform this operation indirectly by moving the customer subscription from one account to another. For more details on how to change a subscription owner, refer to the section **Managing Service Subscriptions** (on page 245).

In this section:

Allocation of Resources and Services

Hosting service customers

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

Subscriptions provide actual resources and services, which are allocated during creation of each subscription.

Resellers

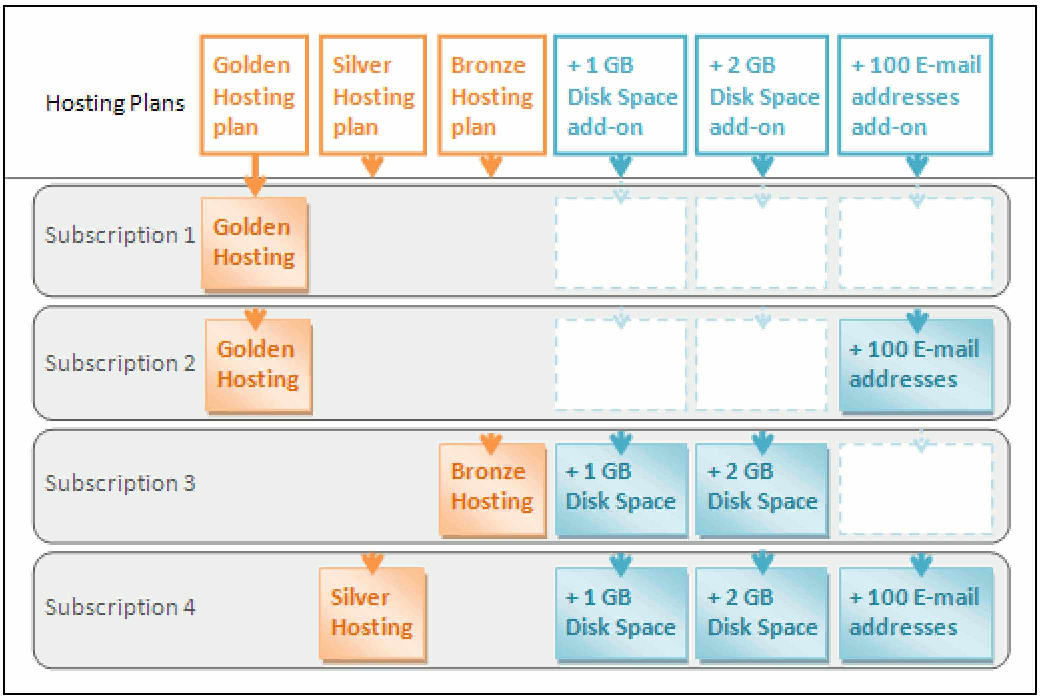
Said above is true for reseller subscriptions, and for the service plans that resellers create. A reseller can create a service plan which includes unlimited amounts of all resources, and all services and privileges, no matter how many of the resources and services are actually provided with their reseller subscription.

Relations Between Subscriptions and Service/Add-on Plans

Hosting subscriptions

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

The following chart represents how hosting plan subscriptions are associated with plans and add-ons.


Hosting Plans
Golden Hosting plan
Silver Hosting plan
Bronze Hosting plan
+ 1 GB Disk Space add-on
+ 2 GB Disk Space add-on
+ 100 E-mail addresses add-on
Subscription 1
Golden Hosting
Subscription 2
Golden Hosting
+ 100 E-mail addresses
Subscription 3
Bronze Hosting
+ 1 GB Disk Space
+ 2 GB Disk Space
Subscription 4
Silver Hosting
+ 1 GB Disk Space
+ 2 GB Disk Space
+ 100 E-mail addresses

It is also possible that a subscription is not associated with a service plan, and so it cannot be associated with any add-on plans: add-ons are only added to a "main" service plan. We call such subscriptions *custom subscriptions*, and their names are extended with "**(Custom)**" in the list of subscriptions. Having a custom subscription may be useful in case you want to provide services on some specific terms which outstand from the usual offerings in your business model.

You can change the association between a subscription and plans at any time as follows:

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

Reseller subscriptions

Reseller subscription is either associated with a reseller plan, or is a custom subscription not associated with any plan.

Syncing Subscriptions and Plans. States of Subscriptions

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

The Panel allows the following deviations from the default subscription state of being synced with its plans:

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

  A subscription gets locked if you change the parameters of the subscription, without changing the associated service plan. Such locking secures your customizations so that they are not overwritten the next time you change the plan and all its subscriptions get synced.
- **Unsynced** state indicates that some services or resources offered with the associated plan(s) cannot be actually provided with the subscription.

Unsynced subscriptions

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

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

Hosting Subscriptions

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

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

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

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

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

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

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

1. Fine-tune the plan to conform to the system actual state.
2. Fine-tune the system to provide resources and services offered with the plan.

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

1. Go to **Service plans** > **<plan name>**.
2. Adjust values of the problem properties so that they correspond to the **Available values** (see above).
3. Click **Update & Sync**.

   The subscriptions will be synced automatically.

➢ *To adjust the system and re-sync a subscription:*

1. Adjust your system: install missing components, add hard disks - whatever is indicated by the conflict report.
2. Go to **Subscriptions**, and click the unsynced subscription name.
3. Click **Sync**.

The Panel will retry syncing the subscription with associated plans.

Reseller Subscriptions

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

1. Go to **Resellers**, and click the unsynced reseller name.
2. Click **Sync**.

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

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

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

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

1. Fine-tune the plan to conform with the system actual state.
2. Fine-tune the system to provide resources and services offered with the plan.

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

1. Go to **Service plans**.
2. Click the **Reseller Plans** tab and click the **<plan name>** in the list.
3. Adjust values of the problem properties so that they correspond to the **Available values** (see above).
4. Click **Update & Sync**.

   The subscriptions will be synced automatically.

➢ ***To adjust the system and re-sync a subscription:***

1. Adjust your system: configure IP addresses, add more hard disks - whatever is indicated by the conflict report.
2. Go to **Resellers**, and click the unsynced reseller name.
3. Click **Sync**.

The Panel will retry syncing the reseller subscription with associated plans.

Properties of Plans and Subscriptions

In this section:

Hosting Plans and Subscriptions

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

- **Resources**
  Includes validity period, policy on overusing resources, system resources like disk space and traffic, and service resources like websites, subdomains, mailboxes, databases and so on.
- **Permissions**
  Includes provided services and privileges.

Note: Some permissions prevent settings of the following services from syncing (on page 206). See the details in the **Permissions** section (on page 215).

- **Hosting Parameters** (service plan only)
  Includes parameters of the provided hosting service. .
- **PHP Settings**
  Includes the customizable PHP settings.
- **Mail** (service plan only)
  Includes parameters of the provided mail service.
- **DNS** (service plan only)
  Specifies if the DNS zones of the subscription's domains should be master or slave.

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

- **Performance** (service plan only)
  Includes parameters that affect performance of all services provided with the plan.
- **Logs & Statistics** (service plan only)
  Includes settings of how statistics and logs of the plan's subscriptions should be stored

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

- **Applications**
  Lets you select which applications should be available to subscribers.

In this section:

Visibility of Hosting Features in Control Panel

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

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

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

Resources Without Numerical Limits

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

Resources

Overuse policy

This policy defines what happens if a subscription's usage of resources reaches limit values. There are three different overuse scenarios, feel free to select the one that fits you best:

- Suspend a subscription.
- Allow overusing only disk space and traffic.
- Allow overusing all resources.

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

Disk space

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

Traffic

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

Notify upon reaching

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

Sites published with Web Presence Builder

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

Domains

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

Mobile sites

The total number of websites that the subscriber will be able to host with the UNITY Mobile online service, which optimizes sites for viewing on mobile devices.

Subdomains

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

Domain aliases

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

Mailboxes

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

Mailbox size

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

Total mailboxes quota (available only for Windows hosting)

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

Mailing lists

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

Additional FTP accounts

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

Databases (Unix hosting)

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

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

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

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

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

Validity period/Expiration Date

The term for a subscription.

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

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

Subscriptions are not renewed automatically, so to bring a subscription's services back to operation, you will need to manually activate the subscription (on page 245).

Java applications

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

Web users

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

FrontPage accounts (Windows hosting)

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

Shared SSL links (Windows hosting)

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

ODBC connections (Windows hosting)

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

ColdFusion DSN connections (Windows hosting)

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

Permissions

Permissions define what privileges and services are provided with the subscription. To view the full list of resources provided in a service plan and subscription, refer to **Hosting Plans and Subscriptions** (on page 209).

DNS zone management

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

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

Hosting settings management

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

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

Common PHP settings management

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

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

Setup of potentially insecure web scripting options that override provider's policy. Allows the subscriber to override the hosting security policy, if it is set up. To learn about configuring the policy, refer to the section Scripting Options (on page 221).

Management of access to server over SSH (Linux\Unix hosting)

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

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

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

Lets the subscriber access the server via Remote Desktop protocol.

Anonymous FTP management

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

Scheduler management

Provides the Scheduler service, which lets the subscriber schedule running of scripts or utilities.

If you are running Parallels Plesk Panel on Linux, you can learn about the new security settings applied to scheduled tasks in the section Execution of Scripts via Cron Task Scheduler (on page 223).

Spam filter management

Lets the subscriber customize filtering settings of SpamAssassin spam filter.

Antivirus management

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

Data backup and restoration using the server repository

Provides the Backup/Restore service which lets the subscriber use storage on the server for their backups.

Data backup and restoration using a personal FTP repository

Provides the Backup/Restore service which lets the subscriber use external FTP servers for storing their backups.

Web statistics management

Lets the subscriber set up such hosting parameter as **Web statistics**, that is, selecting which web statistics engine should be used, and toggling if the data is accessible via a specific password-protected directory.

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

Log rotation management

Lets the subscriber adjust the cleanup and recycling of processed log files for his or her sites. Also, lets the subscriber remove log files.

Note: If this permission is provided, then the **Logs & Statistics** parameters (on page 229) are not synced.

Access to Application Catalog

Provides the subscriber with access to prepackaged applications that can be installed on websites. If you select this option, be sure to that **PHP support** is activated on the **Hosting Parameters** tab and the PHP safe mode is off (**Hosting Parameters > PHP Settings**).

Domains management

Lets the subscriber add and remove domains, create websites and set up web forwardings.

Subdomains management

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

Domain aliases management

Lets the subscriber set up additional alternative domain names for their websites and allow.

Additional FTP accounts management

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

Java applications management

Lets the subscriber install Java applications and applets on their websites.

Mailing lists management

Lets the subscriber use mailing lists provided by the GNU Mailman software.

Note: If this permission is provided, then the **Enable mailing lists** parameter (on page 228) is not synced.

Hosting performance settings management

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

Note: If this permission is provided, then the following settings are not synced: PHP performance settings, **performance** settings (on page 229) for bandwidth usage and the number of connections.

IIS application pool management (Windows hosting)

Provides the dedicated IIS pool service, and lets the subscriber manage their IIS application pool: enable or disable it, and set up the maximum amount of CPU that the pool may use.

Note: If this permission is provided, then the **Performance** parameter (on page 229) called **Use dedicated pool** is not synced.

Additional write/modify permissions management (Windows hosting)

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

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

Shared SSL management (Windows hosting)

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

Hard disk quota assignment

Lets the subscriber set up such hosting parameter as **Hard disk quota**.

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

Database server selection

Lets the subscriber select a database server of each type for creating their databases, as opposed to always using the default database server.

Access to advanced operations: Website Copying and Website Maintenance Mode

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

Password-protected directories management

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

Ability to manage auxiliary user accounts

Specifies whether a subscriber can manage auxiliary user accounts on the **Control Panel > Users** tab. If even a single subscription under a customer's hosting account has this permission, the **Users** tab is available to auxiliary users who have the **Manage users and roles** permission. Thus, users may have access to user management even if it is explicitly prohibited for a certain subscription but is allowed on another subscription under the same customer's account.

Hosting Parameters

These parameters define the hosting service provided with the plan.

Note: Unless specifically noted, the parameters are not synced if the **Hosting management** permission is selected.

Enable hosting

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

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

Hard disk quota

Hard quota imposed on disk space in addition to the soft quota (set with the option **Notify when reaching** (on page 211)). Hard disk quota will not allow writing more files to the web space when the limit is reached: users will get an "Out of disk space" error at an attempt to write files.

Note: (Linux/Unix hosting) Confirm that your operating system supports hard disk quota before you set any value other than **Unlimited**. In case you define a hard quota when it is not supported, you will get a synchronization conflict on all the plan's subscriptions. For details on syncing subscriptions with plans, refer to the section Syncing Subscriptions and Plans (on page 206).

SSL support

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

Web statistics

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

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

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

Custom error documents

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

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

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

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

Scripting

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

To learn more about adjustable PHP settings, see the section PHP Settings (on page 223).

Additional write/modify permissions (Windows hosting)

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

Allow web users to use scripts

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

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

FrontPage support (Windows hosting). The options in the FrontPage support group allow subscribers to connect to the server and create websites with Microsoft Frontpage.

Scripting Options

To isolate sites in shared hosting environments, you can apply a server-wide security policy. The policy enforces execution of PHP scripts through FastCGI handlers and prohibits Panel users from switching on insecure hosting features and options.

You can set the policy to prohibit the Panel users from changing the following hosting options:

- PHP support
- PHP handler type (Apache module, ISAPI, FastCGI, CGI)
- PHP safe mode
- Python support
- Perl support
- FastCGI support
- Miva support
- SSI support
- SSL support
- Access to the server console over SSH or Remote Desktop
- ASP support
- ASP.NET support (applicable only to Windows-based servers)
- ColdFusion support
- Additional write/modify permissions (applicable only to Windows-based servers)
- Dedicated IIS application pool (applicable only to Windows-based servers)

➢ *To set up and apply the policy:*

1. Modify the file `site_isolation_settings.ini` located in `/usr/local/psa/admin/conf/` directory on Linux systems, and `%plesk_dir%\admin\conf\` on Windows systems, where `%plesk_dir%` is an environment variable for the Parallels Plesk Panel installation directory on Windows systems.

   The file contains the following predefined entries:

```
;php = any
;php_handler_type = fastcgi
;python = off
;perl = off
;fastcgi = any
;miva = off
;ssi = any
;ssl = on
;shell = /usr/local/psa/bin/chrootsh
;asp = any
;php_safe_mode = on
;coldfusion = off
```

   On means that an option should be switched on, **off** means switched off, and **any** means that an option is not restricted.

You can uncomment the corresponding lines by removing the semicolons (;) and use the predefined values, or use custom settings for the policy. The policy settings can take the following values:

```
php = on | off | any
php_handler_type = (Unix: module | Windows: isapi) | fastcgi | cgi
| any
python = on | off | any
perl = on | off | any
fastcgi = on | off | any
miva = on | off | any
ssi = on | off | any
ssl = on | off | any
shell = (Unix: <string> Windows: on | off) | any
asp = on | off | any
asp_dot_net = on | off | any
php_safe_mode = on | off | any
coldfusion = on | off | any
write_modify = on | off | any
iis_app_pool = on | off | any
```

2. To ensure that your policy settings are applied to newly created accounts and hosting service subscriptions, set the following settings when creating service plans:
   - In reseller plan properties, click the **Permissions** tab, clear the checkbox **Setup of potentially insecure hosting web scripting options that override provider's policy**.
   - In hosting plan properties, click the **Permissions** tab, and clear the checkbox **Hosting settings management.** If you decide to allow your users to manage hosting settings, then clear the checkbox **Setup of potentially insecure hosting web scripting options that override provider's policy**. Alternately, you can apply the policy and override any previously allowed permissions for hosting settings management by clicking the **Hosting Parameters** tab, and then clicking the link **apply secure settings** preset.

If the **Hosting settings management** permission is granted, but the permission **Setup of potentially insecure hosting web scripting options that override provider's policy** is not, the users will be able to change only the hosting options that are not restricted by the server-wide security policy. If these both permissions are granted, the users will be able to change all available hosting options, regardless of the security policy. When a Panel user, who is allowed to override the security policy, changes through the Control Panel an option restricted by the policy, the Panel warns them about that and asks to confirm the operation.

If you want to allow a specific user to override the policy, go to **Subscriptions** > ***subscription name*** > **Customize** > **Permissions** tab, and select the option **Setup of potentially insecure hosting web scripting options that override provider's policy**.

If you want to allow all users subscribed to a service plan to override the policy, go to **Service Plans** > ***plan name*** > **Permissions** tab, or **Service Plans** > **Reseller Plans** > ***plan name*** > **Permissions** tab, and select the option **Setup of potentially insecure hosting web scripting options that override provider's policy**.

In this section:

Execution of Scripts via Cron Task Scheduler (Linux Hosting)

In previous versions of Panel, the users who were granted the permission to schedule tasks with cron but were not allowed access to server shell, could still run scripts in the shell under which the cron was running. This allowed them to gain access to the data that could be potentially used to compromise the server. Starting from Parallels Plesk Panel 10.1, execution of cron tasks is automatically restricted to the chrooted shell environment. This is the default setting applied on clean installations of Panel 10.1 and in cases when data were migrated from other platforms or earlier Plesk versions. If you upgraded to Parallels Plesk Panel 10.1 from previous versions (including 10.0), then the chrooted shell is not automatically selected so as not to break execution of any scheduled tasks that your customers could have running.

If you trust your customers enough to allow execution of scripts in a non-chrooted environment, then you can select the required shell by issuing the following command in the console:

```
# /usr/local/psa/bin/server_pref -u -crontab-secure-shell "/bin/sh"
```

If you want to revert this setting and set again the default shell used by the system, issue the following command in the console:

```
# /usr/local/psa/bin/server_pref -u -crontab-secure-shell ""
```

PHP Settings

You can adjust the following PHP settings on the **Hosting Parameters** tab:

- **PHP handler type**.
  - **ISAPI** (only on Windows). This mode uses less server resources, but a website is isolated only if it is operating in a dedicated IIS application pool.
  - **Apache module** (only on Linux). This mode uses less server resources, but it is the least secure option. A site is isolated only if PHP safe mode is switched on.
  - **FastCGI application**. This mode is faster than CGI, but consumes more memory. It provides site isolation.
  - **CGI application**. This is the slowest mode of operation, but it uses the least amount of memory.

  Note: Switching PHP from **Apache module** to **FastCGI application** may break functionality of existing PHP scripts.

- **PHP version** (only on Windows).
  - Version 4.x is outdated, you should use it only if you need to host some old PHP application versions.
  - Version 5.x is current and its use is recommended.

You have the ability to adjust PHP configuration individually for each hosting plan or subscription. For this purpose, Panel exposes a number of PHP configuration settings on the **PHP Settings** tab. To learn more about custom per-subscription PHP configuration, refer to the section **Customizing PHP Configuration** (on page 224).

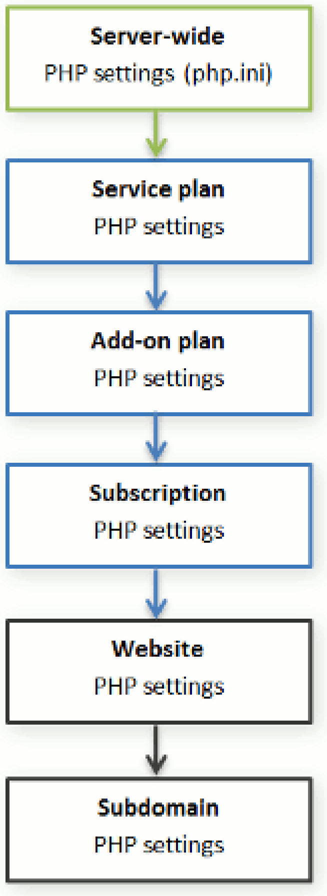
Customizing PHP Configuration

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

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

Custom PHP Settings in Panel

Generally, PHP settings are defined by the server-wide configuration file. For Linux it is, typically, `/etc/php.ini` and for Windows - `%plesk_dir%\Additional\PleskPHP5\php.ini`. This file defines PHP configuration for all websites hosted on your server. Since Panel 10.4, *PHP settings are exposed to Panel GUI and you have the ability to adjust them individually for each hosting plan or subscription.* Moreover, your customers (if allowed) can adjust your PHP settings preset individually for each of their websites and subdomains. See the PHP settings hierarchy on the diagram below.


Server-wide
PHP settings (php.ini)
Service plan
PHP settings
Add-on plan
PHP settings
Subscription
PHP settings
Website
PHP settings
Subdomain
PHP settings

You can set the custom PHP configuration on the **PHP Settings** tab of a certain service plan, add-on plan, or subscription. *PHP settings from a higher level act as a preset for a lower level, thus each lower level overrides them*. For example, you can consciously apply some PHP limitations to a service plan and then offer your customers the add-on plan that removes the limitations. PHP settings of the add-on plan will override the settings defined in the main service plan.

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

Groups of PHP Settings

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

- *Performance settings.*
  These settings define how scripts work with system resources. For example: Use the `memory_limit` parameter to limit the amount of memory for a script and, as a consequence, to prevent memory leaks; or prevent scripts from tying up the server by limiting the maximum time scripts are allowed to run in `max_execution_time`.
- *Common settings.*
  This group contains other commonly used PHP settings. Generally, these are: Security settings (say, the PHP safe mode toggle or the permission to register global variables), error reporting settings (say, the directive to log errors), and other.
- *Additional directives.*
  If you cannot find particular parameters among performance or common settings, add them in the **PHP Settings > Additional configuration directives** field. All directives from that field will be included in the final PHP configuration. Say, if you want PHP to log errors to your own file, add the line: `error_log=/tmp/my_file.log`.
  You can use the `{DOCROOT}` placeholder in your directives. It stands for the document root directory of a domain which gets custom PHP configuration.
  Note that additional directives are available *only* to the Panel administrator. Your customers do not have a corresponding field in Control Panel.

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

The Default Values of PHP Parameters

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

Allowing Customers to Change PHP Settings

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

- **Hosting performance settings management**.
  Along with management of some other settings, this permission grants customers access to PHP settings from the *performance settings* group.
- **Common PHP settings management.**
  If granted, allows customers to adjust PHP settings from the *common settings* group.

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

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

Location of Website-Level PHP Settings in Panel for Windows

After you apply all the necessary modifications, you can view the modified `php.ini` for a certain website. The paths to the ini files are kept in the Windows registry, under *HKEY_LOCAL_MACHINE\SOFTWARE\PHP\Per Directory Values*. For example:

HKEY_LOCAL_MACHINE\SOFTWARE\PHP\Per Directory Values\C\Inetpub\vhosts\<DOMAIN NAME>\httpdocs

where *<DOMAIN NAME>* stands for a certain domain name.

Learn more about PHP settings in Windows registry at http://php.net/manual/en/configuration.changes.php.

Mail

These parameters define the mail service provided with the plan.

Webmail

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

Enable mailing lists

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

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

Policy on mail for non-existent users

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

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

DNS

These parameters define how the DNS service running on the Panel-managed server will serve DNS zones for websites hosted on the plan.

Master

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

Slave

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

Performance

These system parameters define performance of all services provided with the plan.

Use dedicated IIS application pool (Windows hosting)

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

Maximum bandwidth usage

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

Connections limited to

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

Logs & Statistics

These parameters define how statistics and logs of the subscription should be stored.

Retain web and traffic statistics

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

Log rotation

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

Applications

Depending on your Panel license, a number of prepackaged applications may be available to you from the Panel. You can install them on your own sites and provision them to your users. The applications are provided by the Application Catalog - an external repository of web applications. The Application Catalog may be configured by providers to include applications packaged by Parallels and its partners (the default setting), or point to a custom applications repository.

The list of available applications can be expanded: You can upload to the server your custom applications packaged in APS format and specify which of them should be available for installation on websites. For more information about working with application packages, refer to the section Prepackaging Applications.

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

- To provide all applications available from the Application Catalog, plus those that you manually uploaded to the server and marked as available to users, on the **Permissions** tab, select the option **Access to Application Catalog**.
- To provide only selected applications, on the **Permissions** tab, select the option **Access to Application Catalog**, and then go to the **Applications** tab and select the option **Provide only applications that I select**. Use the button **>>** to add the selected applications to the plan.

Additional Services

After you add custom services, as described in the section Adding Services to Your Offerings (on page 251), the **Additional Services** tab appears in hosting plan properties. On this tab, you can select the services that you want to provide to subscribers.

Reseller Plans and Subscriptions

Properties of a reseller plan are grouped as follows:

- **Resources**
  Includes policy on overusing and overselling of resources, the number of customer accounts a reseller can create, system resources like disk space and traffic, and service resources like websites, subdomains, mailboxes, databases, and so on.
- **Permissions**
  Reseller permissions either denote the operations available to a reseller in the Panel, or define which services and privileges can be enabled in the service subscriptions of the reseller's customers. If a particular permission in a reseller subscription is Off, then a service subscription will not provide the corresponding service or a privilege. A disabled permission also means that a reseller is prohibited to perform the designated action in Control Panel. For example, if a reseller subscription does not provide a privilege to use Scheduler (**Scheduler management** is **Off**), then none of the reseller's subscribers will be able to use it, and neither will the reseller themselves when they go to the Control Panel.
- **IP addresses**
  Defines IP addresses that will be allocated to resellers. It is important that a reseller has at least one IP address allocated to them, otherwise, they will not be able to create a single service subscription.

In this section:

Resources

Overuse policy

Defines what happens to the reseller subscription if the total disk space and traffic usage by the reseller's service subscriptions (own reseller's service subscriptions and those belonging to the reseller's customers) reaches the limit values defined by the reseller plan.

- **Overuse is not allowed** will suspend the reseller subscription and all their customers only if you select the checkbox **Suspend reseller when their disk space or traffic usage goes beyond the limit**. If you do not select it, reseller subscriptions and their customers will not be suspended; only a notice will be sent to recipients specified in **Settings** > **Notifications**: **Resource usage limits exceeded by reseller account** option.

  You can also set up sending notifications as soon as usage of disk space or traffic reaches a particular value (the **Notify upon reaching** options), in order to prevent subscriptions from suspension. The notifications will be sent to users and/or e-mail addresses specified at **Settings** > **Notifications**: **Resource usage limits exceeded by reseller account** option.
- **Overuse is allowed** will let the subscription operate properly.

  The option **When limit on usage of a resource is reached, send email according to server notification settings** triggers sending notifications to users and/or e-mail addresses specified at **Settings** > **Notifications**: **Resource usage limits exceeded by reseller account** option.

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

Overselling policy

Defines whether a reseller can sell more resources than allocated to them with the plan.

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

Customers

Defines the total number of customer accounts that a reseller can create.

Other Resources

Note: Other resources have the same meaning as the ones defined in the hosting plans and subscriptions (on page 211). The only difference is that a reseller does not use the provided resources directly, but redistributes them by means of service subscriptions they create for their customers or for hosting their own websites.

Permissions

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

Ability to use remote API

Defines if a reseller can remotely manage websites through custom applications. The remote API is an interface that can be used for developing custom applications integrated with websites, which could be used, for instance, for automating setup of hosting accounts and provisioning of services for customers purchasing hosting services from your site. To learn more, refer to the Parallels Plesk Panel API documentation available at the PTN portal (http://www.parallels.com/ptn/documentation/ppp/).

Access to the Panel

Defines if a reseller can use the Panel graphical user interface.

Customer account creation

Defines if a reseller can create user accounts and subscriptions for their customers in the Panel.

Allow overselling

Defines if a reseller can set up overselling policy, meaning that a reseller can themselves define if overselling is allowed to them or not.

Other Permissions

Note: Meanings of the other permissions are the same as in the service subscriptions (on page 215).

IP Addresses

These parameters define IP resources provided with the plan.

Allocate shared IP addresses

Defines shared IP addresses that will be available to a reseller.

Allocate dedicated IPv4 addresses and **Allocate dedicated IPv6 addresses**

Defines that a specified number of dedicated IP addresses of the corresponding type should be allocated to a reseller. The IPs are provisioned automatically: the required amount is taken from the number of free dedicated IP addresses in your IP pool.

Serving Non-Technical Customers

Some of your customers may lack technical background in system administration, so it is natural for them to feel uncomfortable when they see the full set of tools that Control Panel offers. Even worse, they may corrupt configuration files and complicate troubleshooting if they attempt to use the tools. To avoid these situations and present your customers with a simple and lightweight Control Panel, we recommend that you subscribe them to the *Default Simple* hosting plan available in **Service Plans** > the **Hosting Plans** tab.

This plan allows customers to self service only simple routine operations leaving more complex tasks to your support service. Though it already contains only the most frequently used and popular tools, you are free to fine-grain the plan settings.

If you do not intend to create special plans for such audience, it is possible to limit the number of tools and settings on the per-subscription basis using the instructions we provide in this section. The instructions below explain how to achieve the successful user interface simplification: Practically, you should hide resources and tools your customers are not going to use.

Hiding Redundant Resources

The idea of this modification is straightforward: In hosting plan or subscription settings, the **Resources** tab, set all unused limits to 0. According to **Visibility of Hosting Features in Control Panel** (on page 211), this will hide such resources in Control Panel.

For example, if you set the mailboxes limit to 0, the **Mail** tab will not be shown in Control Panel. Read more about the resources in the **Resources** section (on page 211).

Hiding Redundant Tools

The set of tools available to customers in Control Panel is defined by the subscription or plan settings, the **Permissions** tab. For example, if you clear the **DNS zone management** option, the tools to manage DNS will not be shown in Control Panel. Read more about the permissions in the **Permissions** section (on page 215).

Resources and Tools of Default Simple

Initially, the Default Simple hosting plan includes the following tools:

- Web Hosting Access
- Web Presence Builder
- File Manager
- Website Statistics
- Secure Your Site with SSL
- Applications
- Databases

Serving Customers

To learn about the new hosting model which employs service plans and subscriptions, refer to the section titled **Understanding Plans and Subscriptions** (on page 202).

In this section:

Managing Service Plans

To learn about service plans, refer to the section titled **Understanding Service Plans and Subscriptions** (on page 202).

If you installed the Customer and Business Manager component and configured it to work with your Panel, then you should create and manage hosting plans only through Business Manager. Otherwise, your customers will not be billed.

After you set up plans through Business Manager, you can change their settings by clicking the corresponding **Business Manager** links in the list of hosting plans. For information about working with plans through Business Manager, refer to the chapter Using Integrated Customer and Business Manager (on page 253).

➢ *To create a service plan:*

1. Go to **Service Plans**.
2. Click **Add New Plan**.
3. Define the plan name and properties (on page 208).
4. Click **OK**.

➢ *To create an add-on plan:*

1. Go to **Service Plans**.
2. Click **Add New Add-on**.
3. Define the plan name and properties (on page 208).

   Note that the resources and services defined in add-on plans are always *added* to the ones provided with a service plan. If a service is not selected in the add-on properties, it does not mean that the service will be removed from associated subscriptions. On the contrary, it does not affect anything.
4. Click **OK**.

➢ *To change the resources and/or services provided with a plan:*

1. Go to **Service Plans** and click the service plan name in the list.
2. Update the plan properties (on page 208).
3. Apply the properties:
   - Click **OK** - in case the plan does not have any subscriptions.
   - Click **Update & Sync** - in case the plan has at least one subscription.

     Your changes will be applied, and all subscriptions associated with the plan will be synced (on page 206).

➢ *To remove plans:*

1. Go to **Service Plans** and select the plans you want to remove.

   Note that the Panel prohibits removing plans that are associated with at least one subscription, that is why such plan's checkboxes cannot be selected.

2. Click **Remove**.
3. Click **Yes** at the confirmation box.

Subscribing to Hosting Services

Anyone who has a user account created in Panel can be subscribed to a service plan. This includes: Customers, resellers, and the Panel administrator. Every user can be subscribed to several service plans at once, meaning that they will have several service subscriptions, some of which may be custom, and some of which may be associated with different add-on and service plans.

Subscribing a new customer generally means creating the customer account together with their first subscription. However, starting with Parallels Plesk Panel 10.2, you can also create customer accounts without subscriptions. This can be useful if you do not need to set up a website for a customer at the moment, and want to transfer a subscription from another customer account, or set up a subscription later. Note that customers without subscriptions cannot log in to Control Panel.

➢ *To create a new customer account without a subscription:*

1. Go to **Customers**, and click **Add New Customer**.
2. Specify the customer's contact and billing information, Control Panel account username and password.
3. Clear the **Create subscription for the customer** checkbox.
4. Click **OK**.

➢ *To subscribe a new customer to a service plan and, optionally, add-ons:*

1. Go to **Customers**, and click **Add New Customer**.
2. Specify the customer contact/billing information, Panel account username and password, attributes of the domain linked with the subscription.
3. Select a service plan with which the subscription should be associated.
4. Select add-on plans if you wish to add any.
5. Leave the **Proceed to customizing the subscription...** checkbox cleared.
6. Click **OK**.

➢ *To subscribe a new customer to a service plan and add-ons on specific terms (customize subscription associated with plans):*

1. Go to **Customers**, and click **Add New Customer**.
2. Specify the customer contact/billing information, Panel account username and password, attributes of the domain linked with the subscription.
3. Select a service plan and add-ons.
4. Select the **Proceed to customizing the subscription...** checkbox.
5. Click **OK**.

The customer account and the subscription will be created, and the Panel will offer to customize such subscription properties as resources (on page 211) and permissions (on page 215). Customizing hosting, mail, DNS service parameters is not available in the Server Administration Panel.

6. Customize the subscription properties.
7. Click **Update & Lock**.

   The customized subscription will get locked for syncing, it will not be synced with the service plan or add-ons in case they change. For details, refer to the section **Syncing Subscriptions and Plans. States of Subscriptions** (on page 206).

➢ *To subscribe a new customer to your services on specific terms (create custom subscription):*

1. Go to **Customers**, and click **Add New Customer**.
2. Specify the customer contact/billing information, Panel account username and password, attributes of the domain linked with the subscription.
3. Select **None** next to the **Service plan**.

   The subscription properties will be set according to the Panel default service plan.
4. Leave the **Proceed to customizing the subscription...** checkbox selected.
5. Click **OK**.

   The customer account and their custom subscription will be created. For details on custom subscriptions, refer to the section titled **Relations between Subscriptions and Service/Add-on Plans** (on page 204).

   The Panel will offer to customize such subscription properties as resources (on page 211) and permissions (on page 215). Customizing hosting, mail, DNS service parameters is not available in the Server Administration Panel.
6. Customize the subscription properties.
7. Click **OK**.

➢ *To add a subscription to host your own websites and mail:*

1. Go to **Subscriptions**, and click **Add New Subscription**.
2. Specify attributes of the domain provisioned with the subscription, service plan and add-ons.
3. Optionally, select the **Proceed to customizing the subscription...** checkbox.
4. Click **OK**.

Changing Services Provided to Customers

The Panel offers several ways of changing the services provided to customers. They are as follows:

- Modifying an existing subscription:
  - Adding add-on plans. The subscription will be extended.
  - Switching the subscription to another service plan.
  - Customizing the subscription parameters. The subscription will provide a custom set of resources and services, it will remain being associated with plans, but it will be locked for syncing.

    Note: Customizing only resources and permissions is available, other subscription properties, such as the hosting, mail, and DNS services parameters cannot be changed from the Server Administration Panel.
  - Unbinding the subscription from the plans and making custom changes. The subscription will provide a custom set of resources and services, and will not be associated with any service plans.

    Note: Customizing only resources and permissions is available, other subscription properties, such as the hosting, mail, and DNS services parameters cannot be changed from the Server Administration Panel.
- Creating a new subscription in addition to the one a customer already has.
- Modifying the service plan. This operation affects all subscriptions associated with the plan being changed, so it is recommended to use this way in case the plan needs an upgrade because most of the subscribers start feeling a lack of resources.

Note: For details, refer to the section titled **Understanding Service Plans and Subscriptions** (on page 202).

➢ *To extend a subscription by adding add-on plan:*

1. Go to **Subscriptions** > **<Subscription Name>**.
2. Click **Change Plan.**
3. Select required add-ons in the box titled **Available** and click **>>**.
4. Click **OK**.

   Note: You can add add-ons to several subscriptions at once: Go to **Subscriptions**, select target subscriptions in the list and click **Change Plan**.

➢ *To switch a subscription to another service plan:*

1. Go to **Subscriptions** > **<Subscription Name>**.
2. Click **Change Plan.**
3. Select new service plan.

4. Click **OK**.

Note: You can switch several subscriptions at once: Go to **Subscriptions**, select target subscriptions in the list and click **Change Plan**.

➢ *To customize a subscription and keep it associated with plans:*

1. Go to **Subscriptions** > **<Subscription Name>**.
2. Click **Customize**.
3. Change the resources (on page 211) and permissions (on page 215) provided with the subscription.
4. Click **Update & Lock**.

➢ *To customize a subscription and unbind it from the plans*

1. Go to **Subscriptions** > **<Subscription Name>**.
2. Click **Change Plan**.
3. Select **None** next to the **Service plan**.
4. Select the **Proceed to customizing the subscription...** checkbox.
5. Click **OK**.
6. Change the resources (on page 211) and permissions (on page 215) provided with the subscription.
7. Click **OK**.

➢ *To add a new subscription for a customer:*

1. Go to **Customers** > **<Customer Name>**.
2. Click **Add New Subscription**.
3. Specify attributes of the domain provisioned with the subscription, service plan and add-ons.
4. Optionally, select the **Proceed to customizing the subscription...** checkbox.
5. Click **OK**.

➢ *To modify a plan:*

1. Go to **Service Plans** and click the service plan name in the list.
2. Update the plan properties (on page 208).
3. Click **Update & Sync**.

   Your changes will be applied, and all subscriptions associated with the plan will be synced (on page 206).

Managing Customers

Aside from creating customer accounts (on page 238), you can do the following with accounts of your customers:

- Change contact information.
- Change password and username a customer uses to access Control Panel.

Note: The Panel does not notify customers upon the login information change automatically. What is more important is that a customer must provide their username and e-mail address to retrieve their password. So be sure to update your customers on login information changes, especially if you change their username. Otherwise, they will not be able to use the Panel.

- Suspend accounts.

  Access to the Panel is blocked for suspended customers and Control Panel users that they created. The customer's subscriptions are suspended, too, meaning that their websites, FTP and mail services will no longer be accessible to the internet users.
- Activate accounts.

  Once an account is activated, all its subscriptions are activated, too, and all the services start working properly.
- Remove accounts.

  Once a customer account is removed, all customer's subscriptions and websites are removed as well.

If you installed the Customer and Business Manager component and configured it to work with your Panel, then the following additional links are available in the Panel:

- **Business Manager**.
- **Billing Details**.
- **Invoices**.
- **Payment History**.
- **Generate Outstanding Invoices** (in the **More Business Operations** menu).
- **Create Invoice** (in the **More Business Operations** menu).
- **Credits** (in the **More Business Operations** menu).
- **Billing Accounts** (in the **More Business Operations** menu).

Use these links for managing customer accounts in Business Manager. To learn about available operations, refer to the chapter Using Integrated Customer and Business Manager (on page 253).

➢ *To change a customer's contact information:*

1. Go to **Customers**, and click the **<Customer Name>** in the list.
2. Click **Edit Contact Info**.
3. Update the information, and click **OK**.

➢ *To change password and username a customer uses to access Control Panel:*

1. Go to **Customers**, and click the **<Customer Name>** in the list.
2. Click **Change Login Info**.
3. Update password and username, and click **OK**.

➢ *To suspend a customer account:*

1. Go to **Customers**, and click the **<Customer Name>** in the list.
2. Click **Suspend**.

➢ *To suspend several accounts at once:*

1. Go to **Customers**.
2. (Optional) Filter out active accounts:
   a. Click the  button next to the search field above the list.
      This will open the list filter.
   b. Under the **Status** filter, select **Active**.
3. Select target accounts in the list.
4. Click **More Actions** > **Suspend**.

➢ *To activate a customer account:*

1. Go to **Customers**, and click the **<Customer Name>** in the list.
2. Click **Activate**.

➢ *To activate several accounts at once:*

1. Go to **Customers**.
2. (Optional) Filter out suspended accounts:
   a. Click the  button next to the search field above the list.
      This will open the list filter.
   b. Under the **Status** filter, select **Suspended**.
3. Select target accounts in the list.
4. Click **More Actions** > **Activate**.

➢ *To remove customer accounts:*

1. Go to **Customers**, and select the accounts you want to remove.

2. Click **Remove**.
3. Click **Yes** at the confirmation box.

Managing Service Subscriptions

To learn about subscriptions, refer to the section titled **Understanding Service Plans and Subscriptions** (on page 202).

Aside from creating subscriptions (on page 238), you can do the following with service subscriptions belonging to your customers, your resellers and yourself:

- Change hosting settings of a subscription.

  That is, the IP address on which the subscription's websites are hosted, and credentials of system user account linked with the subscription (used to manage files and folders of websites within the subscription, and to access the server via SSH or Remote Desktop).
- Transfer one or several subscriptions to another user.

  This means that you change owner of subscriptions, or, in other words, reassign subscriptions to another user: another customer, reseller, or yourself. In this case, the subscriptions are automatically unbound from their plans and become custom (on page 204).

  Note: Since Panel 10.4, customers can allow auxiliary users to access only a specified subscription within their hosting account. For this purpose, user roles have the corresponding permission. When you transfer the subscription that has such attached user role, the role with all its users is also transferred to a new subscriber.
- Suspend subscriptions.

  Websites, FTP and mail services of suspended subscriptions are no longer accessible to the Internet users. Suspending a subscription manually may be useful in cases a website hosted within the subscription gets attacked.
- Activate subscriptions that were suspended manually.

  Once a subscription is activated, all the services provided with it start working properly.
- Renew an expired subscription.

  The Panel does not renew subscriptions automatically, so it suspends a subscription when the subscription expiration date comes.
- Remove subscriptions.

If you installed the Customer and Business Manager component and configured it to work with your Panel, then the following additional links are available in the Panel:

- **Business Manager**.
- **Billing Details**.
- **Upgrade**.
- **Downgrade**.
- **Add-ons**

Use these links for managing subscriptions in Business Manager. To learn about available operations, refer to the chapter Using Integrated Customer and Business Manager (on page 253).

Finding Subscriptions by a Domain Name or Alias

In order to perform operations on a subscription, you should first find it among other subscriptions. Naturally the information you have about a subscription in question is not full, say, it may be only the domain name hosted on your server. Even in this situation, it is easy to find the required subscription using the **Domains** page in Server Administration Panel. The page provides facilities to find a domain, a subdomain, a domain alias, a customer account, or a company by name. On this page, you can find relations between domain names and subscriptions and also get the following valuable information:

- The hosting type associated with a domain name.
- The indication if a domain name is an alias.

Moreover, you can instantly view the content of each website from the list.

➢ *To change a subscription's hosting settings:*

1. Go to **Subscriptions**, and click the **<Subscription>** in the list.
2. Click **Change Hosting Settings**.
3. Update the information, and click **OK**.

➢ *To transfer a subscription to another user:*

1. Go to **Subscriptions**, and click the **<Subscription>** in the list.
2. Click **Change Subscriber**.
3. Select a new subscriber and click **Next >>**.
4. Review the information about the changes to be made to the subscription settings and click **OK**.

➢ *To transfer several subscriptions to another user:*

1. Go to **Subscriptions**.
2. Select the subscriptions you want to reassign.
3. Click **Change Subscriber**.
4. Select a new subscriber and click **Next >>**.
5. Review the information about the changes to be made to the subscription settings and click **OK**.

➢ *To suspend a subscription:*

1. Go to **Subscriptions**, and click the **<Subscription Name>** in the list.
2. Click **Suspend**.

➢ *To suspend several subscriptions at once:*

1. Go to **Subscriptions**.

2. (Optional) Filter out active subscriptions:
   a. Click the button next to the search field above the list.
      This will open the list filter.
   b. Under the **Status** filter, select **Active**.
3. Select target subscriptions in the list.
4. Click **Suspend**.

➢ *To activate a subscription:*

1. Go to **Subscriptions**, and click the **<Subscription Name>** in the list.
2. Click **Activate**.

Note: Activating a subscription in this way is good only for the subscriptions that were suspended manually. If you activate in such a way an expired subscription, it will be automatically suspended on the next day. In such cases, renew subscriptions as described below.

➢ *To activate several subscriptions at once:*

1. Go to **Subscriptions**.
2. (Optional) Filter out suspended subscriptions:
   a. Click the button next to the search field above the list.
      This will open the list filter.
   b. Under the **Status** filter, select **Suspended**.
3. Select target subscriptions in the list.
4. Click **Activate**.

Note: Activating subscriptions in this way is good only for the subscriptions that were suspended manually. If you activate in such a way expired subscriptions, they will be automatically suspended on the next day. In such cases, renew subscriptions as described below.

➢ *To renew an expired subscription:*

1. Go to **Subscriptions**, and click the **<Subscription Name>** in the list.
2. Click **Activate**.
3. Click **Customize**.
4. On the Resources tab, set up a new expiration date, or select **Unlimited**.
5. Click **Update & Lock**.
6. Click **Unlock & Sync**.

➢ ***To remove subscriptions:***

1. Go to **Subscriptions**, and select the ones you want to remove.
2. Click **Remove**.
3. Click **Yes** at the confirmation box.

Employing Resellers

To learn about the new hosting model which employs reseller plans and subscriptions, refer to the section titled **Understanding Plans and Subscriptions** (on page 202).

In this section:

Creating Reseller Account/Subscription

A reseller subscription is inseparable from a reseller account. So, to create a reseller, you create a reseller subscription. In common case, a reseller is subscribed to a reseller plan. However, depending on the amount of your resellers and your intention to provide them with different amounts of resources and services, you may choose one of the following ways or a combination of them:

- **Have several reseller plans, and several resellers subscribed to each of them**. (Reseller subscriptions are associated with plans, and synced.)

  This way is useful if you have many resellers with who you work on different terms, and you wish that the terms are changed with least efforts, taking advantage of syncing (on page 206) subscriptions with the associated plan.
- **Have one or several reseller plans, and resellers subscribed to them while some of the subscriptions are modified and locked for syncing.** (Reseller subscriptions are associated with plans, some of them are synced and some are locked for syncing.)

  This way is almost the same as the previous one, with the only difference: you want some of your resellers to have subscriptions slightly different from the associated plan. In such case, use the **Proceed to customizing the subscription parameters** option when creating a reseller.
- **Have a few resellers with custom subscriptions (on page 204).**

  This way is good if you have a few resellers whose subscription properties are easier to change manually, without having to create a set of plans. In such case, select none next to **Service plan** when creating a reseller.

Changing Reseller Subscription

The Panel offers several ways of changing the resources and services allocated to resellers. They are as follows:

- Modifying the associated reseller plan. This operation affects all subscriptions associated with the plan being changed, so it is recommended to use this way in case the plan needs an upgrade because most of the subscribers start feeling a lack of resources or services.
- Modifying the subscription:
  - Switching the subscription to another service plan.
  - Customizing the subscription parameters. The subscription will provide a custom set of resources and services, it will remain being associated with plans, but it will be locked for syncing.
  - Unbinding the subscription from the plan and making custom changes. The subscription will provide a custom set of resources and services, and will not be associated with a reseller plan.

➢ *To modify a reseller plan:*

1. Go to **Service Plans**.
2. Click the **Reseller Plans** tab and click the service plan name in the list.
3. Update the plan properties (on page 231).
4. Click **Update & Sync**.

Your changes will be applied, and all subscriptions associated with the plan will be synced (on page 206).

➢ *To switch a reseller subscription to another plan:*

1. Go to **Resellers** > **<Reseller Name>**.
2. Click **Change Plan**.
3. Select new reseller plan.
4. Click **OK**.

➢ *To customize a reseller subscription (resources and permissions) and keep it associated with the plan:*

1. Go to **Resellers** > **<Reseller Name>**.
2. Click **Customize**.
3. Change the resources (on page 232) and permissions (on page 233) provided with the subscription.
4. Click **Update & Lock**.

➢ *To customize a reseller subscription (IP addresses) and keep it associated with the plan:*

1. Go to **Resellers** > **<Reseller Name>**.
2. Click **IP Addresses**.
3. Change the IP addresses allocated to the subscription:
   - To allocate an IP address, click **Add IP Address**, select the address or addresses (to select multiple IP addresses, press and hold the **Control** button on the keyboard and left-click the required addresses) in the **Vacant IPs** box and click **OK**.
   - To revoke an IP address, select the respective checkbox and click **Remove IP Address**. Confirm removal and click **OK**.
   - To assign an SSL certificate to an IP address, click the IP address you need, select the required certificate from the **SSL Certificate** menu and click **OK**.

   As soon as you add or remove IPs, the subscription will get locked for syncing with the plan.

➢ *To customize a reseller subscription and unbind it from the plan:*

1. Go to **Resellers** > **<Reseller Name>**.
2. Click **Change Plan**.
3. Select **None** next to the **New plan**.
4. Select the **Proceed to customizing the subscription...** checkbox.
5. Click **OK**.
6. Change the resources (on page 232) and permissions (on page 233) provided with the subscription.
7. Click **OK**.

Adding Services to Your Offerings

In addition to the hosting services and features provided by the Panel, you can expand your offerings by using the following means:

- Install third-party applications packaged as Panel modules and include the services they provide into your hosting plans.

  When such a module is installed, the service provided by it is registered in the Panel and is made available for inclusion into hosting plans by the server administrator and resellers: The option corresponding to the new service is listed in hosting plan properties, on the **Additional Services** tab.
- Add custom options to plans.

  If you, for example, run an online support service at `http://premium-support.example.com`, and want to include the support option into a service plan, you should set up a custom plan option:

  1. Go to **Service Plans** > **Additional Services** > **Add Service**.
  2. Specify service name (`Premium support`), service description, and select the option to place a button to Control Panel with the link to the online service (`http://premium-support.example.com`).

  After this is done, a new tab called **Additional Services** appears in hosting plan settings. It shows your **Premium support** option which you or your resellers can select for provisioning to customers.

➢ *To add a service provided by an application packaged as a module:*

Install the module according to the instructions provided in the section Extending Parallels Plesk Panel Capabilities with Modules and Add-ons (on page 90), or use the instructions provided by the module packager.

➢ *To add a service as a custom plan option:*

1. Go to **Service Plans** > **Additional Services** tab.
2. Click **Add Service**.
3. Specify the following:
   - **Service name**.
   - **Service description**.
   - **Use custom button for the service**. Select this checkbox to place a hyperlink to your online service or a web application to subscriber's Control Panel.
   - **URL attached to the button**. Specify the Internet address where the user should be directed after clicking the button. For example: `http://premium-support.example.com`.
   - **Background image for the button**. If you do not select an image, the Panel will use the default image .

- **Open URL in the Panel**. Leave this checkbox cleared if you want the external web resource to open in a new browser window or tab.
- If you want the Panel to send the customer and subscription information with the HTTP request, specify what information should be included:
  - Subscription ID.
  - Primary domain name associated with a subscription.
  - FTP account username and password.
  - Customer's account ID, name, e-mail, and company name.

4. Click **OK**.

➢ *If you do not want to let your resellers use an additional service and provision it to their customers:*

1. Go to **Service Plans** > **Additional Services** tab.
2. Select a checkbox corresponding to the service and click **Make Unavailable**.

➢ *To let resellers use an additional service and provision it to their customers:*

1. Go to **Service Plans** > **Additional Services** tab.
2. Select a checkbox corresponding to the service and click **Make Available**.

➢ *To remove a custom plan option from service plan properties:*

1. Go to **Service Plans** > **Additional Services** tab.
2. Select a checkbox corresponding to the service and click **Remove Service**.

➢ *To remove an additional service provided by a module:*

Remove the module from the Panel.

CHAPTER 12

Using Customer & Business Manager

Customer & Business Manager (hereinafter referred to as Business Manager) is a billing solution bundled with your Parallels Plesk Panel package. You can install it as an additional component during or after installation of Parallels Plesk Panel.

Business Manager simplifies the process of signing up, provisioning, and billing new customers according to the following scheme:

1. In Business Manager, you set up service plans and add-ons corresponding to your service offerings, add the plans to an online store that can be configured to accept all types of payments, and integrate the store into your website.
2. A user visiting your site selects one of your hosting plans and subscribes to the services.
3. Business Manager processes the order. After the payment is received, it sets up a user account and subscription in Parallels Plesk Panel, and notifies the new customer by e-mail.
4. The customer logs in to Panel and starts using the web hosting, e-mail, and other services provided by subscription.
5. Several days before the end of the billing period, Business Manager sends an invoice to the customer stating the account balance and due payment date. On the due date, Business Manager charges the due amount on the customer's card or bank account, or uses another payment collection scheme that you select.

In addition to automated provisioning and billing, Business Manager offers the following advantages:

- Support for integration with payment systems, domain name registrars, and certification authorities issuing SSL certificates.
- Customizable online store.
- Compliance with requirements for stores operating in the European Union countries.

To help you get started with configuring Business Manager, refer to Parallels Plesk Panel 10.4 Quick Start Guide to Customer and Business Manager.

For the comprehensive operating instructions for Business Manager, refer to the Parallels Customer and Business Manager Administrator's Guide.

When you install Business Manager, it adds a set of controls to Panel navigation pane. See the section **Business Manager Navigation Menus in Panel** (on page 255) for the complete list of these controls and descriptions of them. Each of them opens a certain page of Business Manager in the same window. To switch back to Panel, click **Back to Parallels Panel** button at the top of Business Manager navigation pane.

To set up the billing of your customers, add the Panel plans, customers, and subscriptions to Business manager. For instructions on how to do it, read the **Adding Panel Plans, Customer Accounts, and Subscriptions to Business Manager** (on page 259) section. After you do it, Business Manager controls appear on the pages of added objects. Find the descriptions of these controls in the section **Business Manager Controls for Linked Objects**. (on page 257)

In this chapter:

Business Manager Navigation Menus in Panel

If Business Manager is installed, a set of links to the administrative areas of Business Manager are added to Parallels Plesk Panel navigation pane. The table below describes these links and provides the help reference for each of them.

Name	Description	Help link
Business Operations menu	Contains links to manage customer accounts and service subscriptions.	
Customers	Add, suspend, and remove customer accounts, change customer's billing and contact information. Prepare invoices and collect payments.	Administering Customers
Subscriptions	View and change properties of service subscriptions. Move subscriptions to other service plans by upgrading and downgrading them.	Managing Subscriptions
Invoices	View invoices for customer accounts.	Managing Invoices and Payments
To-do Items	View items that may require your attention or actions.	
Business Monitoring menu	Contains links to view accounting reports and work with invoices and payments.	
Accounting	View accounting reports.	Generating Accounting Reports
Payments	Monitor and complete payment operations.	Viewing Transactions List
Events	View and manage system tasks scheduled for execution.	Understanding Events
Reports	View reports on orders, subscriptions, payments, transactions, and invoices.	
E-mails	View a list of automatically sent e-mails and resend them if needed.	Setting Up Automatic E-mails

Business Setup menu	Contains links to set up Business Manager for serving your customers.	
Plans	Set up and manage service plans for provisioning services to your customers.	Plans & Add-ons
Online Stores	Create and manage online stores where customers can subscribe to your plans.	Managing Online Stores
Discounts & Promotions	Set up discounts and coupons to promote your plans.	Promoting Plans With Coupons and Discounts
All Settings	Set up all aspects of Business Manager and prepare it for serving customers.	Getting Started with Business Manager

Business Manager Controls for Linked Objects

In the list of customer accounts that opens when you click the link **Customers** in the **Hosting Services** group of the navigation pane, there are **Business Manager** links corresponding to each customer record. Click these links if you want to manage customer accounts, change billing and contact information, prepare invoices or collect payments. For more information, refer to the Parallels Customer and Business Manager Administrator's Guide, section Administering Customers.

In the customer account management page that opens when you click the link **Customers** in the **Hosting Services** group of the navigation pane, and then click customer's name, there are the following links:

Name	Description	Help link
Billing Details	View the summary information about the customer's payments, invoices, and purchased services; suspend or cancel a customer account.	Administering Customers
Invoices	View invoices for the customer account.	Managing Invoices
Payment History	View the history of customer's payments.	Viewing Accounting Totals
Generate Outstanding Invoices (in the **More Business Operations** menu)	Create outstanding invoices on demand.	Generating Invoices Manually
Create Invoice (in the **More Business Operations** menu)	Create custom invoices for one-time charges.	Adding Custom One-Time Invoice
Credits (in the **More Business Operations** menu)	Deposit funds (add credits) into a customer account.	Adding Credits to Customer Account
Billing Accounts (in the **More Business Operations** menu)	View, add and remove billing accounts used for charging the customer for the services.	Managing Billing Accounts and Details

In the list of subscriptions that opens when you click the link **Subscriptions** in the **Hosting Services** group of the navigation pane, there are **Business Manager** links corresponding to each subscription. Click these links if you want to view and change properties of service subscriptions, or assign other service plans to subscriptions by upgrading and downgrading them. For more information, refer to the Parallels Customer and Business Manager Administrator's Guide, section Managing Subscriptions.

In the subscription management page that opens when you click the link **Subscriptions** in the **Hosting Services** group of the navigation pane, and then click the domain name associated with a subscription, there are the following links:

Name	Description	Help link
Billing Details	View and change subscription properties, upgrade or downgrade a subscription, manage add-ons, transfer the subscription to another customer, suspend or delete it.	Subscription Details
Upgrade	Allocate more resources to the subscription by upgrading it to another service plan.	Upgrading and Downgrading Subscriptions
Downgrade	Reduce the amounts of allocated resources by downgrading the subscription to another service plan.	
Add-ons	Change plan add-ons associated with the subscription.	Viewing Add-ons with Their Properties

In the list of hosting plans that opens when you click the link **Service Plans** in the **Hosting Services** group of the navigation pane, there are **Business Manager** links corresponding to each plan. Click these links if you want to view and change settings of hosting plans. For more information, refer to the Parallels Customer and Business Manager Administrator's Guide, chapter Managing Plan Settings.

Important: When using Business Manager with Parallels Plesk Panel, create and manage hosting plans only through the Business Manager. Otherwise, your customers will not be billed.

For information about setting up new hosting plans in Business Manager, refer to the Parallels Customer and Business Manager Administrator's Guide, chapter Creating Plans. Operations on reseller plans and reseller accounts are not currently supported by Business Manager.

Adding Subscriptions, Plans, and Customer Accounts to Business Manager

If you first install Panel and then, after some time, decide to automate your business operations by installing Business Manager, one of your primary tasks will be to add the existing subscriptions to Business Manager. This necessity also arises when you used Panel with an alternative billing solution and then decided to switch to Business Manager. In all these cases, you have existing subscriptions you want Business Manager to maintain.

The process of adding subscriptions is complicated by their relations to service plans and customer accounts, so you should add the related objects as well to ensure proper operation of the system. First you should add the plans, then the accounts and finally add the subscriptions. This procedure is flexible, the system lets you add objects alone, but you should follow the order - *plans, customer accounts, and subscriptions*.

Once you add a Panel object to Business Manager, these objects become *linked*. The *linking* means that all changes you make to the Business Manager object properties will be applied to corresponding Panel object. Before adding an object, Business Manager checks if it already exists in Business Manager. If the match is found, the two objects become linked. If the match is not found, Business Manager creates a new object and link the pair.

The matching algorithm works this way:

- Plans match if they have same names.
- Customer accounts match if they have same contact names and e-mails.
- Subscriptions match if their service plans and subscriber accounts match.

To add Panel objects to Business manager, use the **Add to Business Manager** button on the page with a list of objects you want to add: **Service Plans**, **Customers**, or **Subscriptions** items of the **Hosting Services** group.

Before adding objects to Business Manager, please consider the following:

- A customer account you add to BM must have the **Phone number** and **Address** fields filled in. Therefore, to successfully add Panel accounts to Business Manager ensure that these fields are filled in.
- If an account you add has auxiliary user accounts of the **Accountant** role, Panel will add these users as well. If these users do not have matching accounts in Business manager, then they will be created with random passwords that they will receive by e-mail.
- When you link customer accounts, a password to the account in Business Manager will be assigned to the account in Panel as well.

- When you add a subscription to Business Manager, the system starts a new billing cycle for it and issues the first invoice for at the start of the next billing cycle. For example, if you add a subscription with one month billing cycle, the subscriber will get the first invoice from Business Manager a month after the adding.

CHAPTER 13

Glossary

Add-on plan

An additional plan that may complement a service plan to which a user is subscribed. It can be assigned to users for increasing disk space or bandwidth allotments. A single user can be subscribed to a service plan and multiple add-on plans.

Reseller plan

A set of resources and services provided to resellers of hosting services. Resellers can use the resources for hosting their own websites or for providing services to their hosting customers.

Hosting plan

A set of resources and services provided to hosting service customers. Typically, resources include disk space on the server (webspace) and bandwidth for hosting websites. There are also add-on plans that can be assigned to users for increasing disk space or bandwidth allotments.

Subscription

A record in the Panel that keeps information about which user account is subscribed to which service plan.

Custom subscription

A subscription which is not associated with a service plan.

Webspace

A physical directory on the server allocated to a user in accordance with a service plan.

CHAPTER 14

Appendix A: Event Parameters Passed by Event Handlers

This section describes the parameters that can be used with handlers that you set up for specific Panel events.

Important: All variables used for passing the parameters on Linux systems must be typed in upper case (for example, `NEW_USERNAME`), and on Windows systems, in lower case (for example, `new_username`).

In this chapter:

Administrator information updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	Required
Company name	OLD_COMPANY_NAME	NEW_COMPANY_NAME	
Phone number	OLD_PHONE	NEW_PHONE	
Fax	OLD_FAX	NEW_FAX	
E- mail	OLD_EMAIL	NEW_EMAIL	
Address	OLD_ADDRESS	NEW_ADDRESS	
CIty	OLD_CITY	NEW_CITY	
State/Province	OLD_STATE_PROVINCE	NEW_STATE_PROVINCE	
Postal/Zip code	OLD_POSTAL_ZIP_CODE	NEW_POSTAL_ZIP_CODE	
Country	OLD_COUNTRY	NEW_COUNTRY	

Service stopped

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Service name	OLD_SERVICE	NEW_SERVICE	Required

Service started

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Service name	OLD_SERVICE	NEW_SERVICE	Required

Service restarted

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Service name	`OLD_SERVICE`	`NEW_SERVICE`	Required

IP address created

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
IP address	`OLD_IP_ADDRESS`	`NEW_IP_ADDRESS`	Required
IP mask	`OLD_IP_MASK`	`NEW_IP_MASK`	
Interface	`OLD_INTERFACE`	`NEW_INTERFACE`	
IP type (shared or dedicated)	`OLD_IP_TYPE`	`NEW_IP_TYPE`	

IP address updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
IP address	`OLD_IP_ADDRESS`	`NEW_IP_ADDRESS`	Required
IP mask	`OLD_IP_MASK`	`NEW_IP_MASK`	
Interface	`OLD_INTERFACE`	`NEW_INTERFACE`	
IP type (shared or dedicated)	`OLD_IP_TYPE`	`NEW_IP_TYPE`	

IP address deleted

Parameter name and description	Environment variable name	Notes
IP address	OLD_IP_ADDRESS	Required

Session settings updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Allowed period of inactivity for all Parallels Plesk Panel users	OLD_SESSION_IDLE_TIME	NEW_SESSION_IDLE_TIME	

Customer account created

Parameter name and description	Environment variable name	Notes
Login name	NEW_LOGIN_NAME	Required
Password	NEW_PASSWORD	
Contact name	NEW_CONTACT_NAME	Required
Company name	NEW_COMPANY_NAME	
Phone	NEW_PHONE	
Fax	NEW_FAX	
E- mail	NEW_EMAIL	
Address	NEW_ADDRESS	
City	NEW_CITY	
State/province	NEW_STATE_PROVINCE	
Postal/zip code	NEW_POSTAL_ZIP_CODE	
Country	NEW_COUNTRY	

Customer account updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Password	OLD_PASSWORD	NEW_PASSWORD	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	Required
Company name	OLD_COMPANY_NAME	NEW_COMPANY_NAME	
Phone	OLD_PHONE	NEW_PHONE	
Fax	OLD_FAX	NEW_FAX	
E- mail	OLD_EMAIL	NEW_EMAIL	
Address	OLD_ADDRESS	NEW_ADDRESS	
City	OLD_CITY	NEW_CITY	
State/province	OLD_STATE_PROVINCE	NEW_STATE_PROVINCE	
Postal/zip code	OLD_POSTAL_ZIP_CODE	NEW_POSTAL_ZIP_CODE	
Country	OLD_COUNTRY	NEW_COUNTRY	

Customer account deleted

Parameter name and description	Environment variable name	Notes
Login name	OLD_LOGIN_NAME	Required

Customer account status updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	Required

Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Status	OLD_STATUS	NEW_STATUS	

Customer's interface preferences updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	Required
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Page size	OLD_LINES_PER_PAGE	NEW_LINES_PER_PAGE	
Interface skin	OLD_INTERFACE_SKIN	NEW_INTERFACE_SKIN	

Customer GUID updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Customer type	OLD_CLIENT_TYPE	NEW_CLIENT_TYPE	
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
GUID	OLD_GUID	NEW_GUID	

Reseller account created

Parameter name and description	Environment variable name	Notes
Login name	NEW_LOGIN_NAME	Required
Contact name	NEW_CONTACT_NAME	Required
Password	NEW_PASSWORD	
Company name	NEW_COMPANY_NAME	
Phone	NEW_PHONE	

Fax	NEW_FAX	
E- mail	NEW_EMAIL	
Address	NEW_ADDRESS	
City	NEW_CITY	
State/province	NEW_STATE_PROVINCE	
Postal/zip code	NEW_POSTAL_ZIP_CODE	
Country	NEW_COUNTRY	

Reseller account updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	
Password	OLD_PASSWORD	NEW_PASSWORD	
Company name	OLD_COMPANY_NAME	NEW_COMPANY_NAME	
Phone	OLD_PHONE	NEW_PHONE	
Fax	OLD_FAX	NEW_FAX	
E- mail	OLD_EMAIL	NEW_EMAIL	
Address	OLD_ADDRESS	NEW_ADDRESS	
City	OLD_CITY	NEW_CITY	
State/province	OLD_STATE_PROVINCE	NEW_STATE_PROVINCE	
Postal/zip code	OLD_POSTAL_ZIP_CODE	NEW_POSTAL_ZIP_CODE	
Country	OLD_COUNTRY	NEW_COUNTRY	

Reseller account deleted

Parameter name and description	Environment variable name	Notes
Login name	OLD_LOGIN_NAME	Required

Reseller account status updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	Required
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Status	OLD_STATUS	NEW_STATUS	

Reseller's interface preferences updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	Required
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Ability to log in to the account from multiple computers (or browsers) at once.	OLD_ALLOW_MULTIPLE_SESSIONS	NEW_ALLOW_MULTIPLE_SESSIONS	
Interface language	OLD_INTERFACE_LANGUAGE	NEW_INTERFACE_LANGUAGE	
Interface skin	OLD_INTERFACE_SKIN	NEW_INTERFACE_SKIN	

Reseller's IP pool updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
IP address	OLD_IP_ADDRESS	NEW_IP_ADDRESS	Required
Status	OLD_STATUS	NEW_STATUS	

Disk space limit for reseller account reached

Parameter name and description	Environment variable name	Notes
Contact name	OLD_CONTACT_NAME	Required
Disk space limit	OLD_MAXIMUM_DISK_SPACE	

Traffic limit for reseller account reached

Parameter name and description	Environment variable name	Notes
Contact name	OLD_CONTACT_NAME	Required
Traffic usage limit	OLD_MAXIMUM_TRAFFIC	

Disk space limit for subscription reached

Parameter name and description	Environment variable name	Notes
Subscription's domain name	OLD_DOMAIN_NAME	Required
Disk space limit	OLD_MAXIMUM_DISK_SPACE	

Traffic limit for subscription reached

Parameter name and description	Environment variable name	Notes
Subscription's domain name	OLD_DOMAIN_NAME	Required

Traffic usage limit	OLD_MAXIMUM_TRAFFIC	

Default domain (the first domain added to a subscription/webspace) created

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required

Default domain (the first domain added to a subscription/webspace) updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required

Default domain (the first domain added to a subscription/webspace) deleted

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required

Subscription owner changed

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Subscription's domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	
Owner's login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	

Default domain, status updated

This event cannot be tracked for the main site of a subscription. It can only be tracked for additional websites.

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Website's domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
Website status	OLD_STATUS	NEW_STATUS	

Default domain, DNS zone updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required

Default domain, GUID updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
Globally unique identifier (GUID)	OLD_GUID	NEW_GUID	Required

Subdomain of created

Parameter name and description	Environment variable name	Notes
Subdomain name	NEW_SUBDOMAIN_NAME	Required
Parent domain name	NEW_DOMAIN_NAME	Required
FTP account login	NEW_SYSTEM_USER_TYPE	
Subdomain owner's login name	NEW_SYSTEM_USER	
Hard disk quota	NEW_HARD_DISK_QUOTA	
SSI support	NEW_SSI_SUPPORT	
PHP support	NEW_PHP_SUPPORT	
CGI support	NEW_CGI_SUPPORT	
Perl support	NEW_MOD_PERL_SUPPORT	
Python support	NEW_MOD_PYTHON_SUPPORT	
ColdFusion support	NEW_COLDFUSION_SUPPORT	
Apache ASP support	NEW_APACHE_ASP_SUPPORT	Only on Linux platforms.
ASP support	NEW_ASP_SUPPORT	Only on Windows platforms.
Hard quota on disk space	NEW_HARD_DISK_QUOTA	
Miva scripting support	NEW_MIVA_SUPPORT	
FastCGI support	NEW_MOD_FASTCGI_SUPPORT	
SSL support	NEW_SSL_SUPPORT	

Subdomain of a default domain updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Subdomain name	OLD_SUBDOMAIN_NAME	NEW_SUBDOMAIN_NAME	Required
Parent domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
FTP account login	OLD_SYSTEM_USER_TYPE	NEW_SYSTEM_USER_TYPE	
Subdomain owner's login name	OLD_SYSTEM_USER	NEW_SYSTEM_USER	
Hard disk quota	OLD_HARD_DISK_QUOTA	NEW_HARD_DISK_QUOTA	
SSI support	OLD_SSI_SUPPORT	NEW_SSI_SUPPORT	
PHP support	OLD_PHP_SUPPORT	NEW_PHP_SUPPORT	
CGI support	OLD_CGI_SUPPORT	NEW_CGI_SUPPORT	
Perl support	OLD_MOD_PERL_SUPPORT	NEW_MOD_PERL_SUPPORT	
Python support	OLD_MOD_PYTHON_SUPPORT	NEW_MOD_PYTHON_SUPPORT	
ColdFusion support	OLD_COLDFUSION_SUPPORT	NEW_COLDFUSION_SUPPORT	
Apache ASP support	OLD_APACHE_ASP_SUPPORT	NEW_APACHE_ASP_SUPPORT	Only on Linux platforms.
ASP support	OLD_ASP_SUPPORT	NEW_ASP_SUPPORT	Only on Windows platforms.
Hard quota on disk space	OLD_HARD_DISK_QUOTA	NEW_HARD_DISK_QUOTA	
Miva scripting support	OLD_MIVA_SUPPORT	NEW_MIVA_SUPPORT	
FastCGI support	OLD_MOD_FASTCGI_SUPPORT	NEW_MOD_FASTCGI_SUPPORT	
SSL support	OLD_SSL_SUPPORT	NEW_SSL_SUPPORT	

Subdomain of a default domain deleted

Parameter name and description	Environment variable name	Notes
Parent domain name	OLD_DOMAIN_NAME	Required
Subdomain name	OLD_SUBDOMAIN_NAME	Required

Default domain, alias created

Parameter name and description	Environment variable name	Notes
Domain alias name	NEW_DOMAIN_ALIAS_NAME	Required
Synchronization of DNS zone with a primary domain	NEW_DNS	
Domain alias switched on or off	NEW_STATUS	
Web service for domain alias is on or off	NEW_DOMAIN_ALIAS_WEB	
Mail service for domain alias is on or off	NEW_DOMAIN_ALIAS_MAIL	
Support for accessing web applications in Java for domain alias visitors (on or off)	NEW_DOMAIN_ALIAS_TOMCAT	

Default domain, alias updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain alias name	OLD_DOMAIN_ALIAS_NAME	NEW_DOMAIN_ALIAS_NAME	Required

Synchronization of DNS zone with a primary domain	OLD_DNS	NEW_DNS	
Domain alias switched on or off	OLD_STATUS	NEW_STATUS	
Web service for domain alias is on or off	OLD_DOMAIN_ALIAS_WEB	NEW_DOMAIN_ALIAS_WEB	
Mail service for domain alias is on or off	OLD_DOMAIN_ALIAS_MAIL	NEW_DOMAIN_ALIAS_MAIL	
Support for accessing web applications in Java for domain alias visitors (on or off)	OLD_DOMAIN_ALIAS_TOMCAT	NEW_DOMAIN_ALIAS_TOMCAT	

Default domain, alias deleted

Parameter name and description	Environment variable name	Notes
Domain alias name	OLD_DOMAIN_ALIAS_NAME	Required
Domain ID number	OLD_DOMAIN_ID	

Default domain, alias DNS zone updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain alias name	OLD_DOMAIN_ALIAS_NAME	NEW_DOMAIN_ALIAS_NAME	Required

Reseller account limits updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	
Login name	OLD_LOGIN_NAME	NEW_LOGIN_NAME	Required
Maximum number of domains	OLD_MAXIMUM_DOMAINS	NEW_MAXIMUM_DOMAINS	
Maximum amount of disk space	OLD_MAXIMUM_DISK_SPACE	NEW_MAXIMUM_DISK_SPACE	
Maximum amount of traffic	OLD_MAXIMUM_TRAFFIC	NEW_MAXIMUM_TRAFFIC	
Maximum number of Web users	OLD_MAXIMUM_WEBUSERS	NEW_MAXIMUM_WEBUSERS	
Maximum number of databases	OLD_MAXIMUM_DATABASES	NEW_MAXIMUM_DATABASES	
Maximum number of mailboxes	OLD_MAXIMUM_MAILBOXES	NEW_MAXIMUM_MAILBOXES	
Mailbox quota	OLD_MAXIMUM_MAILBOX_QUOTA	NEW_MAXIMUM_MAILBOX_QUOTA	
Maximum number of mailing lists	OLD_MAXIMUM_MAIL_LISTS	NEW_MAXIMUM_MAIL_LISTS	
Maximum number of Java applications	OLD_MAXIMUM_TOMCAT_WEB_APPLICATIONS	NEW_MAXIMUM_TOMCAT_WEB_APPLICATIONS	
Account expiration date	OLD_EXPIRATION_DATE	NEW_EXPIRATION_DATE	

Subscription limits updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
Maximum amount of disk space	OLD_MAXIMUM_DISK_SPACE	NEW_MAXIMUM_DISK_SPACE	
Maximum amount of traffic	OLD_MAXIMUM_TRAFFIC	NEW_MAXIMUM_TRAFFIC	

Maximum number of web users	OLD_MAXIMUM_WEBUSERS	NEW_MAXIMUM_WEBUSERS	
Maximum number of databases	OLD_MAXIMUM_DATABASES	NEW_MAXIMUM_DATABASES	
Maximum number of mailboxes	OLD_MAXIMUM_MAILBOXES	NEW_MAXIMUM_MAILBOXES	
Mailbox quota	OLD_MAXIMUM_MAILBOX_QUOTA	NEW_MAXIMUM_MAILBOX_QUOTA	
Maximum number of mailing lists	OLD_MAXIMUM_MAIL_LISTS	NEW_MAXIMUM_MAIL_LISTS	
Maximum number of java applications	OLD_MAXIMUM_TOMCAT_WEB_APPLICATIONS	NEW_MAXIMUM_TOMCAT_WEB_APPLICATIONS	
Expiration date	OLD_EXPIRATION_DATE	NEW_EXPIRATION_DATE	

Panel user logged in

Parameter name and description	**Environment variable name**		**Notes**
	Previously used value	**New value**	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	

Panel user logged out

Parameter name and description	**Environment variable name**		**Notes**
	Previously used value	**New value**	
Contact name	OLD_CONTACT_NAME	NEW_CONTACT_NAME	

Mail account created

Parameter name and description	Environment variable name	Notes
E-mail address	NEW_MAILNAME	Required (in the format address@example.com)

Mail account updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
E-mail address	OLD_MAILNAME	NEW_MAILNAME	Required (in the format address@example.com)
Mailbox	OLD_MAILBOX	NEW_MAILBOX	
Password	OLD_PASSWORD	NEW_PASSWORD	
Mailbox quota	OLD_MAILBOX_QUOTA	NEW_MAILBOX_QUOTA	
Autoresponders	OLD_AUTORESPONDERS	NEW_AUTORESPONDERS	

Mail account deleted

Parameter name and description	Environment variable name	Notes
E-mail address	OLD_MAILNAME	Required (in the format address@example.com)

Mailing list created

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required
Mailing list e-mail address	NEW_MAIL_LIST_NAME	Required
Mailing list switched on	NEW_MAIL_LIST_ENABLED	

Mailing list deleted

Parameter name and description	Environment variable name	Notes
Domain name	OLD_DOMAIN_NAME	Required
Mailing list e-mail address	OLD_MAIL_LIST_NAME	Required
Mailing list switched on	OLD_MAIL_LIST_ENABLED	

Hosting settings created

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required
IPv4 address	NEW_IP_ADDRESS	
IPv6 address	NEW_IPV6_ADDRESS	
IP type	NEW_IP_TYPE	
System user's login name	NEW_SYSTEM_USER	
System user's password	NEW_SYSTEM_USER_PASSWORD	
Access to the server over SSH (on Linux systems) or Remote Desktop (on Windows systems)	NEW_SYSTEM_SHELL	

MS FrontPage support	NEW_FP_SUPPORT	
MS FrontPage over SSL support	NEW_FPSSL_SUPPORT	
MS FrontPage authoring	NEW_FP_AUTHORING	
MS FrontPage admin login	NEW_FP_ADMIN_LOGIN	
MS FrontPage admin password	NEW_FP_ADMIN_PASSWORD	
SSI support	NEW_SSI_SUPPORT	
PHP support	NEW_PHP_SUPPORT	
CGI support	NEW_CGI_SUPPORT	
Perl support	NEW_MOD_PERL_SUPPORT	
Apache ASP support	NEW_APACHE_ASP_SUPPORT	Only on Linux systems
ASP support	NEW_ASP_SUPPORT	Only on Windows systems
SSL support	NEW_SSL_SUPPORT	
Web statistics program	NEW_WEB_STATISTICS	
Custom error documents	NEW_CUSTOM_ERROR_DOCUMENTS	
Hard quota on disk space	NEW_HARD_DISK_QUOTA	

Hosting settings updated

Parameter name and description	**Environment variable name**		**Notes**
	Previously used value	**New value**	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
IPv4 address	OLD_IP_ADDRESS	NEW_IP_ADDRESS	
IPv6 address	OLD_IPV6_ADDRESS	NEW_IPV6_ADDRESS	
IP type	OLD_IP_TYPE	NEW_IP_TYPE	
System user	OLD_SYSTEM_USER	NEW_SYSTEM_USER	
System user's password	OLD_SYSTEM_USER_PASSWORD	NEW_SYSTEM_USER_PASSWORD	

Access to the server over SSH (on Linux systems) or Remote Desktop (on Windows systems)	OLD_SYSTEM_SHELL	NEW_SYSTEM_SHELL	
FP support	OLD_FP_SUPPORT	NEW_FP_SUPPORT	
FP- SSL support	OLD_FPSSL_SUPPORT	NEW_FPSSL_SUPPORT	
FP authoring	OLD_FP_AUTHORING	NEW_FP_AUTHORING	
FP admin login	OLD_FP_ADMIN_LOGIN	NEW_FP_ADMIN_LOGIN	
FP admin password	OLD_FP_ADMIN_PASSWORD	NEW_FP_ADMIN_PASSWORD	
SSI support	OLD_SSI_SUPPORT	NEW_SSI_SUPPORT	
PHP support	OLD_PHP_SUPPORT	NEW_PHP_SUPPORT	
CGI support	OLD_CGI_SUPPORT	NEW_CGI_SUPPORT	
Perl support	OLD_MOD_PERL_SUPPORT	NEW_MOD_PERL_SUPPORT	
Apache ASP support	OLD_APACHE_ASP_SUPPORT	NEW_APACHE_ASP_SUPPORT	Only on Linux systems
ASP support	OLD_ASP_SUPPORT	NEW_ASP_SUPPORT	Only on Windows systems
SSL support	OLD_SSL_SUPPORT	NEW_SSL_SUPPORT	
Web statistics	OLD_WEB_STATISTICS	NEW_WEB_STATISTICS	
Custom error documents	OLD_CUSTOM_ERROR_DOCUMENTS	NEW_CUSTOM_ERROR_DOCUMENTS	
Hard disk quota	OLD_HARD_DISK_QUOTA	NEW_HARD_DISK_QUOTA	

Hosting settings deleted

Parameter name and description	Environment variable name	Notes
Domain name	OLD_DOMAIN_NAME	Required

Standard or frame forwarding hosting created

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required
IPv4 address	NEW_IP_ADDRESS	
IPv6 address	NEW_IPV6_ADDRESS	
Forwarding type	NEW_FORWARDING_TYPE	
URL	NEW_URL	

Standard or frame forwarding hosting updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
IPv4 address	OLD_IP_ADDRESS	NEW_IP_ADDRESS	
IPv6 address	OLD_IPV6_ADDRESS	NEW_IPV6_ADDRESS	
Forwarding type	OLD_FORWARDING_TYPE	NEW_FORWARDING_TYPE	
URL	OLD_URL	NEW_URL	

Standard or frame forwarding hosting deleted

Parameter name and description	Environment variable name	Notes
Domain name	OLD_DOMAIN_NAME	Required

Forwarding type	OLD_FORWARDING_TYPE	

Web user account created

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required
Web user name	NEW_WEBUSER_NAME	Required
SSI support	NEW_SSI_SUPPORT	
PHP support	NEW_PHP_SUPPORT	
CGI support	NEW_CGI_SUPPORT	
Perl support	NEW_MOD_PERL_SUPPORT	
Python support	NEW_MOD_PYTHON_SUPPORT	
Apache ASP support	NEW_APACHE_ASP_SUPPORT	Only on Linux systems
ASP support	NEW_ASP_SUPPORT	Only on Windows systems
Hard disk quota	NEW_HARD_DISK_QUOTA	

Web user account updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
Web user name	OLD_WEBUSER_NAME	NEW_WEBUSER_NAME	Required
SSI support	OLD_SSI_SUPPORT	NEW_SSI_SUPPORT	
PHP support	OLD_PHP_SUPPORT	NEW_PHP_SUPPORT	
CGI support	OLD_CGI_SUPPORT	NEW_CGI_SUPPORT	
Perl support	OLD_MOD_PERL_SUPPORT	NEW_MOD_PERL_SUPPORT	

Python support	OLD_MOD_PYTHON_SUPPORT	NEW_MOD_PYTHON_SUPPORT	
Apache ASP support	OLD_APACHE_ASP_SUPPORT	NEW_APACHE_ASP_SUPPORT	Only on Linux systems
ASP support	OLD_ASP_SUPPORT	NEW_ASP_SUPPORT	Only on Windows systems
Hard disk quota	OLD_HARD_DISK_QUOTA	NEW_HARD_DISK_QUOTA	

Web user account deleted

Parameter name and description	Environment variable name	Notes
Domain name	OLD_DOMAIN_NAME	Required
Web user name	OLD_WEBUSER_NAME	Required

Web application installed

Parameter name and description	Environment variable	Notes
Health monitor parameter (the same value for new and old)	NEW_SITEAPP_NAME	Required
Domain or subdomain	NEW_SITEAPP_DOMAIN_TYPE	Required
URL relative to the domain/subdomain, by which the application is accessible on the Web	NEW_SITEAPP_INSTALL_PREFIX	Required

Web application reconfigured

Parameter name and description	Environment variable		Notes
	Previously used value	New value	
Health monitor parameter (the same value for new and old)	OLD_SITEAPP_NAME	NEW_SITEAPP_NAME	Required
Domain or subdomain	OLD_SITEAPP_DOMAIN_TYPE	NEW_SITEAPP_DOMAIN_TYPE	Required
URL relative to the domain/subdomain, by which the application is accessible on the Web	OLD_SITEAPP_INSTALL_PREFIX	NEW_SITEAPP_INSTALL_PERFIX	Required

Web application uninstalled

Parameter name and description	Environment variable	Notes
Health monitor parameter (the same value for new and old)	OLD_SITEAPP_NAME	Required
Domain or subdomain	OLD_SITEAPP_DOMAIN_TYPE	Required
URL relative to the domain/subdomain, by which the application is accessible on the Web	OLD_SITEAPP_INSTALL_PREFIX	Required

Web application upgraded

Parameter name and description	Environment variable		Notes
	Previously used value	New value	

Health monitor parameter (the same value for new and old)	OLD_SITEAPP_NAME	NEW_SITEAPP_NAME	Required
Domain or subdomain	OLD_SITEAPP_DOMAIN_TYPE	NEW_SITEAPP_DOMAIN_TYPE	Required
URL relative to the domain/subdomain, by which the application is accessible on the Web	OLD_SITEAPP_INSTALL_PREFIX	NEW_SITEAPP_INSTALL_PERFIX	Required

License key updated

Parameter name and description	**Environment variable name**		**Notes**
	Previously used value	**New value**	
License key number	OLD_LICENSE	NEW_LICENSE	Required
License key type (Parallels Plesk Panel, additional)	OLD_LICENSE_TYPE	NEW_LICENSE_TYPE	
License key name (for additional keys)	OLD_LICENSE_NAME	NEW_LICENSE_NAME	

License key expired

Parameter name and description	**Environment variable name**	**Notes**
License key number	OLD_LICENSE	Required

Database server created

Parameter name and description	**Environment variable name**	**Notes**
Database server's IP address	NEW_DATABASE_SERVER	Required

Database server updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Database server's IP address	OLD_DATABASE_SERVER	NEW_DATABASE_SERVER	Required

Database server deleted

Parameter name and description	Environment variable name	Notes
Database server's IP address	OLD_DATABASE_SERVER	Required

Database created

Parameter name and description	Environment variable name	Notes
Database server's IP address	NEW_DATABASE_SERVER	Required
Database name	NEW_DATABASE_NAME	Required

Database deleted

Parameter name and description	Environment variable name	Notes
Database server's IP address	OLD_DATABASE_SERVER	Required
Database name	OLD_DATABASE_NAME	Required

Database user account created

Parameter name and description	Environment variable name	Notes
Database server's IP address	NEW_DATABASE_SERVER	Required
Database identification number	NEW_DATABASE_ID	Required
Database user name	NEW_DATABASE_USER_NAME	Required
Database user password	NEW_DATABASE_USER_PASSWORD	

Database user account updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Database server's IP address	OLD_DATABASE_SERVER	NEW_DATABASE_SERVER	Required
Database identification number	OLD_DATABASE_ID	NEW_DATABASE_ID	Required
Database user name	OLD_DATABASE_USER_NAME	NEW_DATABASE_USER_NAME	Required
Database user password	OLD_DATABASE_USER_PASSWORD	NEW_DATABASE_USER_PASSWORD	

Database user account deleted

Parameter name and description	Environment variable name	Notes
Database server's IP address	OLD_DATABASE_SERVER	Required
Database identification number	OLD_DATABASE_ID	Required

Database user name	OLD_DATABASE_USER_NAME	Required
Database user password	OLD_DATABASE_USER_PASSWORD	

Parallels Plesk Panel component updated or added

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Parallels Plesk Panel component name	OLD_PLESK_COMPONENT_NAME	NEW_PLESK_COMPONENT_NAME	Required

Reseller plan created

Parameter name and description	Environment variable name	Notes
Reseller plan ID	NEW_TEMPLATE_ID	Required

Reseller plan updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Reseller plan ID	OLD_TEMPLATE_ID	NEW_TEMPLATE_ID	Required

Reseller plan deleted

Parameter name and description	Environment variable name	Notes
Reseller plan ID	OLD_TEMPLATE_ID	Required

Service plan of reseller created

Parameter name and description	Environment variable name	Notes
Plan ID	NEW_DOMAIN_TEMPLATE	Required

Service plan of reseller updated

Parameter name and description	Environment variable name	Notes
Plan ID	OLD_DOMAIN_TEMPLATE	Required

Service plan of reseller deleted

Parameter name and description	Environment variable name	Notes
Plan ID	OLD_DOMAIN_TEMPLATE	Required

Service plan of administrator created

Parameter name and description	Environment variable name	Notes
Plan ID	NEW_ADMIN_TEMPLATE	Required

Service plan of administrator updated

Parameter name and description	Environment variable name	Notes
Plan ID	OLD_ADMIN_TEMPLATE	Required

Service plan of administrator deleted

Parameter name and description	Environment variable name	Notes
Plan ID	OLD_ADMIN_TEMPLATE	Required

FTP account created

Parameter name and description	Environment variable name	Notes
Domain name	NEW_DOMAIN_NAME	Required
Home directory	NEW_HOME_DIRECTORY	Required
System user name	NEW_SYSTEM_USER	
System user password	NEW_SYSTEM_USER_PASSWORD	

FTP account updated

Parameter name and description	Environment variable name		Notes
	Previously used value	New value	
Domain name	OLD_DOMAIN_NAME	NEW_DOMAIN_NAME	Required
Home directory	OLD_HOME_DIRECTORY	NEW_HOME_DIRECTORY	Required

System user name	OLD_SYSTEM_USER	NEW_SYSTEM_USER	Required
System user password	OLD_SYSTEM_USER_PASSWORD	NEW_SYSTEM_USER_PASSWORD	

FTP account deleted

Parameter name and description	Environment variable name	Notes
Domain name	OLD_DOMAIN_NAME	Required
Home directory	OLD_HOME_DIRECTORY	Required
System user name	OLD_SYSTEM_USER	
System user password	OLD_SYSTEM_USER_PASSWORD	

Server health status changed

Parameter name and description	Environment variable		Notes
	Previously used value	New value	
Health monitor parameter (the same value for new and old)	OLD_HEALTH_PARAMETER	NEW_HEALTH_PARAMETER	Required
Parameter status	OLD_STATUS	NEW_STATUS	Required