Parallels® Plesk Panel

Parallels Plesk Panel 9.2 Client's Guide

Parallels™

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Preface

In this section:

Typographical Conventions

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 **QoS** 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 style sheet selectors, files and directories, and CSS fragments.	The license file is called `license.key.`

Preformatted Bold	What you type, contrasted with on-screen computer output.	Unix/Linux:
		
		`# cd /root/rpms/php`
		
		Windows:
		
		`>cd %myfolder%`

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	Unix/Linux:
		
		`# ls -al /files`
		`total 14470`
		
		Windows:
		
		`>ping localhost`
		`Reply from 127.0.0.1:`
		`bytes=32 time<1ms`
		`TTL=128`

Feedback

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

C H A P T E R   1

Getting Started

Parallels Plesk Panel is the program that you use for hosting and managing your Web sites.

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

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

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

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

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

In this chapter:

Logging In to Parallels Plesk Panel

➢ *To log in to your Parallels Plesk Panel:*

1   Open your Web browser, and in the address bar type the URL where your Parallels Plesk Panel is located.

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

2   Press ENTER. Parallels Plesk Panel login screen will open.

3   Type the login name and password your provider gave you into the **Login** and **Password** boxes, respectively.

4   If you log in for the first time, select the language for your control panel from the **Interface language** drop-down box. If you had previously specified the interface language and saved it in your interface preferences, leave the **User default** value selected.

5   Click **Login**.

In this section:

If You Forgot Your Password

➢ *To restore your forgotten password:*

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

2   Press ENTER.

   Parallels Plesk Panel login screen will open.

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

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

5   Click **OK**.

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

Becoming Familiar with Parallels Plesk Panel

When you log in to Parallels Plesk Panel, it shows your Home page with shortcuts to the operations you frequently perform.
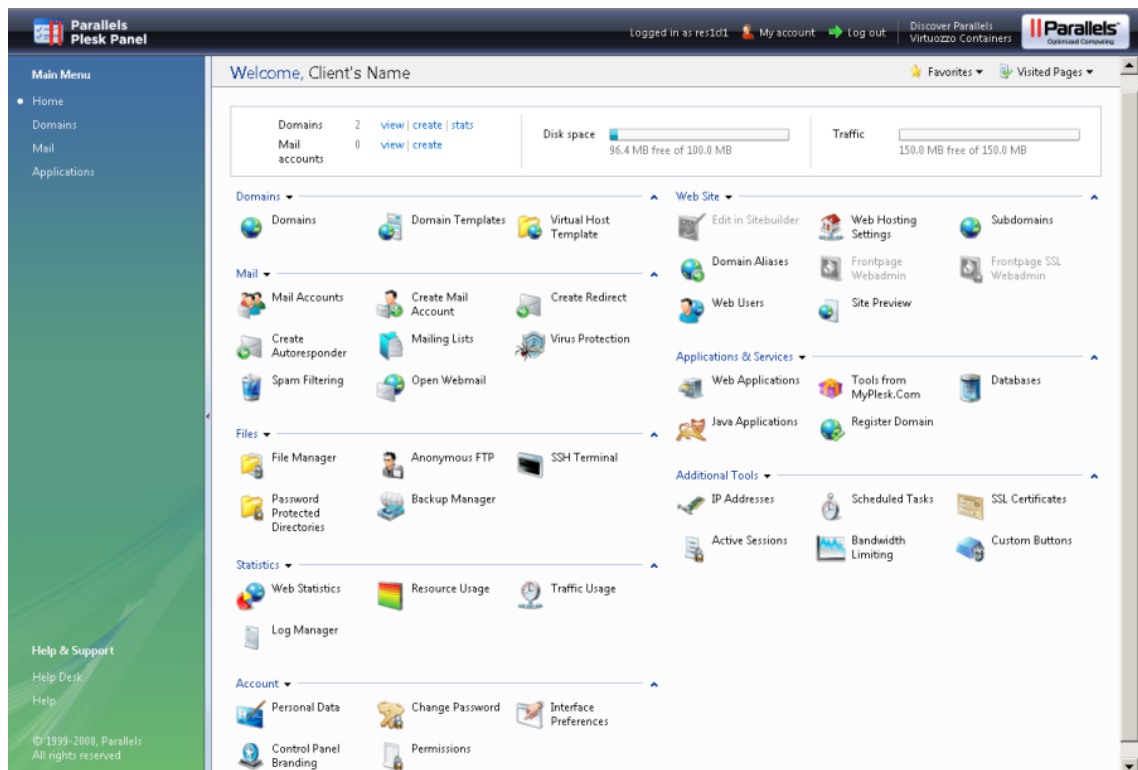
The top banner area provides access to the following functions:

- **My account.** This is where you can select a language and theme for your control panel and change your contact information.
- **Switch user.** This is where you can switch between user accounts. This shortcut is shown only when single sign-on technology is enabled on the server.
- **Log out.** This is where you close your session when you have finished working with control panel.

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

- **Home.** This is where you start working with the control panel. Most of the operations you might need to perform are accessible from this area.
- **Domains.** This is where you perform operations on Web sites. You can accomplish the following tasks from this area of the control panel:
    - Add Web sites (set up DNS, configure hosting settings and resource usage limits), modify hosting settings, remove Web sites
    - Create, modify, remove Web site hosting templates (referred to as Domain templates)
- **Mail.** This is where you perform operations on e-mail accounts. You can accomplish the following tasks from this area of the control panel:
    - Set up and manage mailboxes.
    - Set up mailing lists, automatic responses, mail forwarders.
- **Applications.** This is where you can view and install applications on your Web sites.
- **Global Account.** This shortcut appears in your Parallels Plesk Panel when the single sign-on capabilities are switched on on the hosting server. Single sign-on technology allows you to log in to different Parallels products using a single global login name and password. This shortcut is used for changing the global login settings.
- **Help Desk.** This is the help desk system integrated with your control panel. If you see this shortcut in the navigation pane, then it is likely that your provider uses it; so you can use it to report your problems to provider's technical support staff.
- **Help.** Provides context sensitive help.

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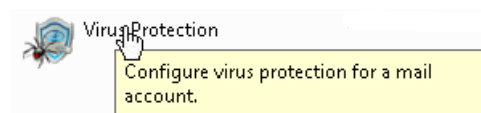
If your hosting plan includes the Web site creation and management service using Parallels Plesk Sitebuilder, the following shortcuts are also shown in your control panel's navigation pane under the **Sitebuilder Administration** group:

- **Home page**. This provides shortcuts to the task-oriented wizards. Here you can perform any operations on your account and Web sites through the Sitebuilder system. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/using_desktop_interface.htm.

- **Users**. Here you can add and manage user accounts and service plans for your customers. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/signing_up_customers.htm.

- **Sites**. Here you can add and manage sites. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/managing_sites.htm.

- **Server**. Here you can view and manage the following system settings:

  - **Trial Sites Settings**. Here you can configure settings for trial sites created by your prospective customers. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/setting_up_sitebuilder_wizard_for_anonymous_visits.htm

  - **Branding**. Here you can configure the logo and title setting for your prospective customers. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/setting_up_logo_and_title_bar_text.htm

  - **Notifications**. Here you can configure settings for notifications sent by Sitebuilder to your users. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/configuring_email_message_sent_at_trial_site_publishing_attempt.htm.

  - **Modules**. Here you can view the list of available modules. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/viewing_and_configuring_sitebuilder_wizard_presets_and_modules.htm.

  - **Page Sets**. Here you can view the list of available page sets. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/viewing_and_configuring_sitebuilder_wizard_presets_and_modules.htm.

  - **Site Families.** Here you can view the list of available templates that combine design templates and page sets. For more information, see http://download1.parallels.com/SiteBuilder/4.5.0/doc/reseller/en_US/html/viewing_and_configuring_sitebuilder_wizard_presets_and_modules.htm.

The main working area on the right provides access to the tools available for the current section of the control panel selected in the navigation pane. Additional operations are accessible from drop-down menus that open when you click group titles.
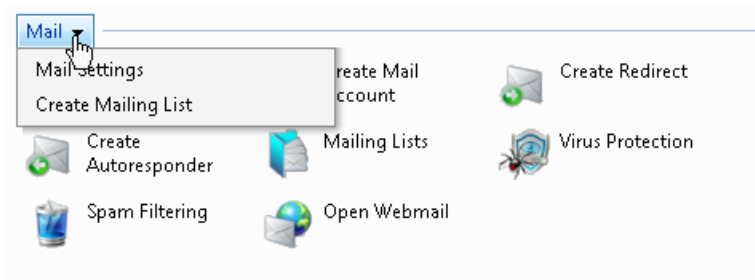
To navigate through Parallels Plesk Panel, you can use a path bar: a chain of links that appears in the right part of the screen, below the banner area.

To the right of the path bar, there are **Favorites** and **Visited Pages** menus. The **Visited Pages** menu keeps the shortcuts to the recently visited control panel screens. These shortcuts are added automatically. The **Favorites** menu keeps the shortcuts to the screens that you manually add to favorites. For information about working with shortcuts in the **Favorites** menu, see the section Customizing Your Home Page (on page 21).

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.

When changing settings for a user account, domain name, or e-mail account, you can quickly select another user account, domain name, or e-mail account whose settings you also want to change. To do this, click a small arrow icon located to the right of the user name, domain name, or e-mail address.

This will open a list of user accounts, domain names or e-mail addresses that you can select.

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

Changing Your Contact Information and Password

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

1 On your Home page, click **Personal Data**.

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

➢ *If you forgot your password:*

1 In your web browser's address bar, type the URL where your Parallels Plesk Panel is located.

2 For example, https://your-domain.com:8443.

3 Press ENTER. Parallels Plesk Panel login screen will open.

4 Click the **Forgot your password?** link.

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

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

Setting Up a Global Account

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

In this chapter:

Creating a Global Account

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

➢ *To create a global account:*

1 Log in to Parallels Plesk Panel, go to **Global Account** and click **Connect To Global Account**.

2 Select **Create new global account** and provide the login and password for your global account.

3 Click **OK**.

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

Connecting Local Accounts To Your Global Account

➢ *To connect a local Parallels Plesk Panel account to your global account:*

1 Log in to Parallels Plesk Panel under the local account you want to connect.

2 Go to **Global Account** and click **Connect To Global Account**.

3 Make sure that **Use existing global account** option is selected and provide the login and password for the global account you want to connect to.

4 Click **OK**.

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

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

1 Log in to software product with SSO support under the account you want to connect.

2 Follow the instructions on connecting to a global account in respective software product documentation. Make sure that you provide the credentials for the existing global account when you are asked to.

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

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

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

Switching Between Accounts

> ➢ *To switch to another account:*

1   Click **Switch User** in the upper right corner.
2   Select the account you want to switch to:
- Choose the required local account from the list of accounts connected to your global account

   or

- Select **Specify credentials for another account** and provide login and password for a local account not connected to your global account or to another global account. You can also specify the language for your control panel from the **Interface language** menu. If you had previously specified the interface language for that account and saved it in its interface preferences, leave the **Default** value selected.

3   Click **OK**.

Changing Global Account Password

> ➢ *To change password of your global account:*

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

Disconnecting Local Accounts From Global Account

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

1 Log in to Parallels Plesk Panel under the local account you want to disconnect.

2 Go to **Global Account** and click **Disconnect From Global Account**.

3 Confirm the disconnection and click **OK**.

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

Customizing Your Control Panel

In this chapter:

Customizing Your Home Page

➢ *To add or remove items from the Home page:*

1 Go to **Home** > **Account** group title menu > **Customize Home page**.

2 Specify what server information and statistics should be shown on the Home page by selecting the corresponding items check boxes.

3 Specify what actions should be shown on the Home page. The **Selected actions** lists show the tasks for which shortcuts are already placed on the Home page. The **Available actions** lists show the tasks for which you do not yet have shortcuts on your Home page.

- To add a shortcut to the Home page, select the required tasks in the **Available actions** list and click **Add >>**.

- To remove a shortcut from the Home page, select the task that you do not need in the **Selected actions** list and click **<< Remove**.

4 Specify what actions should be shown in the drop-down menus on the Home page by selecting the corresponding check boxes.

5 Click **OK**.

➢ *To add shortcuts to control panel screens to the* Favorites *menu on the Home page:*

1 Navigate to the control panel screen you need.

2 In the **Favorites** menu, select **Add to Favorites**.

➢ *To edit shortcut descriptions in the* Favorites *menu on the Home page:*

1 On your Home page, open the **Favorites** menu.

2 Place the mouse pointer over the shortcut you need and click **Edit favorite's name**.

3 Type the shortcut title and description and click **Save**.

➢ *To remove shortcuts from the* Favorites *menu:*

1 On the Home page, open the **Favorites** menu.

2 Place the mouse pointer over the shortcut you want to remove and click **Remove from favorites**.

Customizing Home Pages for Domain Administrator Accounts

➢ *To customize the Home page of a domain owner:*

1 Go to **Home** > **Domains** > **Domain** group title menu > **Customize Home page**.

2 Specify what domain information and statistics should be shown on the Home page by selecting the corresponding items check boxes.

3 Specify what actions should be shown on the Home page. The **Selected actions** lists show the tasks for which shortcuts are already placed on the Home page. The **Available actions** lists show the tasks for which you do not yet have shortcuts on your Home page.

   ▪ To add a shortcut to the Home page, select the required tasks in the **Available actions** list and click **Add >>**.

   ▪ To remove a shortcut from the Home page, select the task that you do not need in the **Selected actions** list and click **<< Remove**.

4 Specify what actions should be shown in the drop-down menus on the Home page by selecting the corresponding check boxes.

5 Click **OK**.

Setting Interface Language and Skin for Your Control Panel

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

1 On your Home page, click **Interface Preferences**.

2 Select the desired interface language and skin from the respective menus.

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

3 Click **OK**.

Setting a Custom Logo

➢ *To set up a custom logo image in the Parallels Plesk Panel:*

1 On your Home page, open the **Account** group title menu, and select **Control Panel Branding**.

2 Click **Browse...** to navigate to the desired image file that you have on your local computer.

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

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

4 Click **OK** to submit.

➢ *To restore the original Parallels Plesk Panel logo image:*

1 On your Home page, open the **Account** group title menu, and select **Control Panel Branding**.

2 Click **Default Logo**.

Adding and Removing Hyperlink Buttons

> ➢ *To add a custom hyperlink button to your Parallels Plesk Panel and specify whether your customers will see it in their control panels:*

1 Go to **Home** > **Custom Buttons,** and click **Create Custom Button**.

2 Specify properties of the button:

- Type the text that will show on your button in the **Button label** field.

- Choose the location for your button. To place it in the right frame of your Home page, select the **Client home page** value from the **Location** drop-down box. To place it on each domain's administration screen (**Domains** > **domain name**), select the **Domain Administration page** value. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.

- Specify the priority of the button. Parallels Plesk Panel will arrange your custom buttons on the control panel in accordance with the priority you define: the lower the number – the higher is priority. Buttons are placed in the left-to-right order.

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

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

- Using the check boxes, specify whether to include the information, such as domain name, FTP login, FTP password and other data to be transferred within the URL. These data can be used for processing by external web applications.

- In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.

- Select the **Open URL in the control panel** check box if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this check box unchecked to open the URL in a separate browser window.

- If you wish to make this button visible to the mailbox users with access to control panel, select the **Visible to all sub-logins** check box.

3 Click **OK** to complete creation.

> ➢ *To remove a hyperlink button from your Parallels Plesk Panel:*

1 Go to **Home** > **Custom Buttons**.

2 Select a check box corresponding to the button that you want to remove and click **Remove**.

Viewing Resource Allotments and Hosting Features Included in Your Hosting Package

In this chapter:

Viewing IP addresses Included in Your Hosting Package

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

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

- The **Certificate** column shows which SSL certificate (for what domain name) is tied to an IP address. See the section Securing E-commerce Transactions with Secure Sockets Layer Encryption (on page 82) for details.

- The **FTP over SSL** column shows whether it is possible to use secure FTP connection (FTP over SSL) on one of the domains hosted on this IP. To switch on FTP over SSL for an exclusive IP address, select the check box corresponding to the required IP address under the **FTP over SSL** column.

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

Viewing Resource Allotments for Your Account

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

▪ **Maximum number of domains**. The total number of domain names/web sites you can host on the server. This includes web sites that you host on this server, and domain forwarders that point to web sites hosted on other servers. Domain aliases (additional domain names for a site hosted on this server) are not limited by this resource type.

▪ **Maximum number of subdomains**. The total number of subdomains that can be hosted for your sites.

▪ **Maximum number of domain aliases**. The total number of additional alternative domain names that you can use for your sites.

▪ **Disk space**. The total amount of disk space in megabytes that can be occupied by your web sites and sites of your customers. It includes disk space occupied by all files related to all domains/web sites: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses.

▪ **Maximum amount of traffic**. The amount of data in megabytes that can be transferred from your web sites during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses.

▪ **Maximum number of web users**. The total number of personal web pages that you or your customers can host for other users. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like http://your-domain.com/~username. Refer to the Hosting Personal Web Pages on Your Web Server section for details.

▪ **Maximum number of databases**. The total number of databases that can be hosted on the server.

▪ **Maximum number of mailboxes**. The total number of mailboxes that can be hosted on the server.

▪ **Mailbox quota**. The limit on amount of disk space in kilobytes that can be allocated to each mailbox for storing e-mail messages and autoresponder attachment files.

▪ **Maximum number of mail forwarders**. The total number of mail forwarders that can be set up on the server.

▪ **Maximum number of mail autoresponders**. The total number of automatic responses that can be set up on the server.

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

▪ **Maximum number of Java applications**. The total number of Java applications or applets that can be hosted on the server.

▪ **Validity period**. The term of your hosting or reseller account. At the end of the term, your domains/web sites will be suspended, their Web, FTP and mail services will no longer be accessible to the Internet users, and domain owners will not be able to log in to their control panels.

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

To view the list of operations you can perform within your control panel, go to **Home > Permissions**. The permissions for operations are listed as follows:

- **Domain creation**. Shows whether you can host new domain names (Web sites) on the server.

- **Physical hosting management**. Shows whether you can fully control hosting accounts for your Web sites. If it says **No**, then you can only change FTP password for accessing your Web spaces.

- **Hosting performance settings management**. Shows whether you can limit connections and bandwidth usage for your sites.

- **PHP safe mode management**. Shows whether you can switch the PHP safe mode off for your sites. By default, PHP is configured to operate in safe mode with functional restrictions. To learn more about PHP safe mode, refer to http://php.net/features.safe-mode. Some web applications may not work properly with safe mode enabled: If an application on a site fails due to safe mode, switch the safe mode off (or ask your provider to do this) by clearing the **PHP 'safe_mode' on** check box in the hosting account properties (**Domains > domain name > Web Hosting Settings**).

- **Management of shell access to the server**. Shows whether you can access the server shell and allow other users to do so.

- **Hard disk quota assignment**. Shows whether you can set up the hard quotas on disk space allocated to your sites.

- **Subdomains management**. Shows whether you can set up, modify and remove subdomains.

- **Domain aliases management**. Shows whether you can set up additional alternative domain names for your Web sites.

- **Log rotation management**. Shows whether you can adjust the cleanup and recycling of processed log files for your site.

- **Anonymous FTP management**. Shows whether you can have an FTP directory where all users could download and upload files without the need to enter login and password. A Web site should reside on a dedicated IP address in order to use anonymous FTP service.

- **Task scheduling**. Shows whether you can schedule tasks in the system. Scheduled tasks can be used for running scripts or utilities on schedule.

- **Limits adjustment**. Shows whether you can change resource usage limits for your Web sites.

- **DNS zone management**. Shows whether you can manage the DNS zones of your domains.

- **Java applications management**. Shows whether you can install Java applications and applets on Web sites through the control panel.

- **Mailing lists management.** Shows whether you can use mailing lists provided by the GNU Mailman software.

- **Spam filter management**. Shows whether you can use spam filter provided by the SpamAssassin software.

- **Antivirus management**. Shows whether you can use server-side antivirus protection for filtering incoming and outgoing mail.

- **Backup and restore functions**. Shows whether you can use the control panel's facilities to backup and restore your sites. Scheduled and on-demand backups are supported.

- **Home page management**. Shows whether you can customize your Home page.

- **Ability to use remote XML interface**. Shows whether you can remotely manage Web sites through custom applications. The XML interface can be used for developing custom applications integrated with Web sites, which could be used, for instance, for automating setup of hosting accounts and provisioning of services for customers purchasing hosting services from your site. To learn more about using Parallels Plesk Panel's XML interface (also referred to as Parallels Plesk Panel API RPC), refer to the documents: http://download1.parallels.com/Plesk/Plesk9.0/Doc/en-US/plesk-9.0-api-rpc-guide/index.htm and http://download1.parallels.com/Plesk/Plesk9.0/Doc/en-US/plesk-9.0-api-rpc/index.htm.

- **Hosting performance management**. Shows whether you can limit number of connections and bandwidth usage for your sites.

- **Ability to select a database server**. Shows whether you can select a database server of each type for creating your databases, not only use the default database server.

Viewing Your Account Balance

To view an account balance report in the billing system, on your Home page, click **Billing Details**. If there is no **Billing Details** button, it means that billing system is not accessible from your control panel.

Simplifying Setup of Web Sites

Before you start hosting Web sites, you should create hosting configuration presets, referred to as *domain templates*. The templates cover all resource usage allotments, permissions and resource limits that you can define for a hosting account, plus mail bounce and Web statistics retention settings. There is a predefined domain template available from the control panel: You can modify it as required and use it, or you can create your own templates. The default template cannot be removed.

➢ *To create a domain template:*

1 Go to **Home** > **Domain Templates** > **Create Domain Template**.

2 Specify the following settings:

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

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

  - change the default notice if you do not like it (leave the **Bounce** or **Bounce with message** option selected and type another message into the input box),

  - forward undelivered mail to another e-mail address (select the **Forward to address** option and specify the e-mail address you need), or

  - reject mail without accepting it (select the **Reject** option). This setting can decrease mail server load caused by a large amount of spam, which is often directed at randomly generated user names. However, for spammers this can somewhat speed up scanning your mail server for valid e-mail addresses.

  - forward to external mail server (available only for Windows hosting). With this setting, all mail addressed to nonexistent users will be forwarded to the specified external mail server.

- **Webmail**. Specify whether the users of mailboxes in this domain should be able to read their mail through a browser based webmail application, and select the webmail application that should be used.

- **Subdomains**. Specify the number of subdomains that can be hosted under this domain.

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

- **Disk space**. Specify the total amount of disk space allocated to a hosting account associated with the domain. This amount is measured in megabytes. It includes disk space occupied by all files related to the domain/Web site: Web site contents, databases, applications, mailboxes, log files and backup files.

- **Traffic**. Specify the amount of data in megabytes that can be transferred from the Web site during a month.

- **Web users**. Specify the number of personal Web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have Web addresses like http://your-domain.com/~username. If you wish to allow execution of scripts embedded in personal Web pages, select also the **Allow the web users scripting** check box. See the Hosting Personal Web Pages (on page 113) section for details.

- **Databases** (available only for Linux hosting). Specify the number of databases that can be hosted in a domain.

- **MySQL databases** (available only for Windows hosting). Specify the maximum number of MySQL databases that can be hosted under a domain.

- **Mailboxes**. Specify the number of mailboxes that can be hosted in a domain.

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

- **Mail redirects**. Specify the number of mail forwarders that can be used in a domain.

- **Mail groups**. Specify the number of mail groups that can be hosted in a domain.

- **Mail autoresponders**. Specify the number of automatic responses that can be set up in a domain.

- **Mailing lists**. Specify the number of mailing lists that the domain owner can run in a domain. To allow the use of mailing lists, you should also put a check mark into the **Mailing lists** check box under the Preferences group.

- **Java applications**. Specify the maximum number of Java applications or applets that the domain owner can install under a domain.

- **MySQL databases quota** and **Microsoft SQL databases quota** (available only for Windows hosting). Specify the maximum disk space amount in megabytes that MySQL and Microsoft SQL Server databases respectively can occupy under a domain.

- **FrontPage accounts** (only for Windows hosting). Specify the maximum number of additional Microsoft FrontPage accounts that can be created under a domain.

- **FTP accounts** (available only for Windows hosting). Specify the maximum number of additional FTP accounts that can be created under a domain.

- **Microsoft SQL server databases** (available only for Windows hosting). Specify the maximum number of Microsoft SQL Server databases that can be hosted under a domain.

- **Shared SSL links** (available only for Windows hosting). Specify the total number of shared SSL links that can be used under a domain.

- **ODBC connections** (available only for Windows hosting). Specify the total number of ODBC connections that can be used under a domain.

- **ColdFusion DSN connections** (available only for Windows hosting). Specify the total number of ColdFusion DSN connections that can be used under a domain.

- **Expiration date**. Specify the term for a hosting account. At the end of the term, the domain (Web site) will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel. Hosting accounts cannot be automatically renewed, therefore, in order to bring the hosted domain name/web site back to operation, you will need to manually renew the hosting account: click the **Domains** shortcut in the navigation pane, click the domain name your need, click the **Resource Limits** icon, specify another term in the **Expiration date** box, click **OK**, then click **Unsuspend** (**Domains** > **domain name > Unsuspend**).

- **Log rotation**. All connections to the Web server and requests for files that were not found on the server are registered in log files. These log files are analyzed by the statistical utilities running on the server, which then present graphical reports on demand. If you need to view the contents of these raw log files for debugging purposes, go to **Domains** > *domain name* > **Log Manager**, and then click the log file name you need. To prevent these log files from growing too large, you should enable automatic cleanup and recycling of log files:

  - select the **Switch on log rotation** check box,

  - specify when to recycle log files,

  - specify how many instances of each log file processed by Parallels Plesk Panel's statistical utilities to store on the server,

  - specify whether they should be compressed,

  - specify whether they should be sent to an e-mail address after processing.

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

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

- **Physical hosting account**. If you are going to host not only domain names (DNS zone settings), but also Web sites, select the **Physical hosting** check box and specify the hosting features:

  - **Hard disk quota**. In addition to the soft quota, you can specify the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get "Out of disk space" error.

- **SSL support**. Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a Web server that hosts several web sites with different domain names on a single IP address (shared or name-based hosting) is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for Web sites, select the **SSL support** check box.

- **Use a single directory for housing SSL and non-SSL content** (available only for Linux hosting). By default, when users publish their sites through their FTP accounts, they need to upload the Web content that should be accessible via secure connections to the httpsdocs directory, and the content that should be accessible via plain HTTP, to the httpdocs directory. For the convenience of publishing all content through a single location – httpdocs directory, select the **Use a single directory for housing SSL and non-SSL content** check box.

- **Create and publish Web site using Sitebuilder**. This will enable the site owner to create and manage a Web site using Sitebuilder.

- **Microsoft FrontPage support**. Microsoft FrontPage is a popular Web site authoring tool. To enable users to publish and modify their sites through Microsoft FrontPage, select the **Microsoft FrontPage support** and **FrontPage over SSL support** check boxes and set the **Remote Microsoft FrontPage authoring** option to **allowed**.

- **Support for programming and scripting languages used in development of dynamic Web sites and server-side Web applications**. Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the Web server: Active Server Pages (ASP), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl, Python, ColdFusion, and Miva scripting required for running Miva e-commerce solutions.

- **Web statistics**. To allow domain (Web site) owner to view the information on the number of people visited his or her site and the pages of the site they viewed, select the statistical package you need from the **Web statistics** menu, and select the **accessible via password protected directory /plesk-stat/webstat** check box. This will install the statistical software of your choice, which will generate reports and place them into the password-protected directory. The domain/web site owner will then be able to access Web statistics at the URL: https://your-domain.com/plesk-stat/webstat using his or her FTP account login and password.

- **Custom error documents**. When visitors coming to your site request pages that the Web server cannot find, the Web server generates and displays a standard HTML page with an error message. If you wish to create your own error pages and use them on your server, select the **Custom error documents** check box.

- ▪ **Shell access to the server with FTP user's credentials** (available only for Linux hosting). This allows a site owner to upload securely Web content to the server through a Secure Socket Shell or Remote Desktop connection, however, allowing access to the server also poses a potential threat to the server security, so we recommend that you leave the **Forbidden** option selected.

- ▪ **Additional write/modify permissions** (available only for Windows hosting). This option is required if Web applications on the site are using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the Web site security.

- ▪ **Use dedicated IIS application pool** (available only for Windows hosting). This option enables the use of dedicated IIS application pool for Web applications on the site. Using dedicated IIS application pool dramatically improves the stability of domain Web applications due to worker process isolation mode. This mode gives each Web site hosted on the server the 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 a shared hosting package.

- ▪ **Use dedicated pool** (available only for Windows hosting). This option enables the use of dedicated IIS application pool for Web applications on a domain. Using dedicated IIS application pool dramatically improves the stability of domain Web applications due to worker process isolation mode. This mode gives each Web site hosted on the server the 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.

- ▪ **Maximum CPU use** (available only for Windows hosting). To limit the amount of CPU resources that domain's IIS application pool can use, clear the **Unlimited** check box and type in the number (in percents).

- ▪ **Performance**. To avoid excessive usage of bandwidth, which can lead to resources overage, you can set various performance limitations for a domain.

  - ▪ **Maximum bandwidth usage.** To limit the maximum speed (measured in kilobytes per second) that a domain can share between all its connections, clear the **Unlimited** check box and type in a number in kilobytes.

  - ▪ **Connections limiting.** To limit the maximum number of simultaneous connections to a domain, clear the **Unlimited** check box and type in a number.

3 Click **OK** to complete creation of a template.

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

➢ *To reflect the changes in your domain templates that will apply to the newly created Web site hosting accounts:*

1 Go to **Home** > **Domain Templates**.

2 Click the template name corresponding to the domain template you want to update.

3 Modify the settings as required and click **OK**.

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

➢ *To remove a template that you no longer need:*

1 Go to **Home** > **Domain Templates**.

2 Select a check box corresponding to the template you no longer need.

3 Click **Remove**. Confirm removal and click **OK**.

C H A P T E R 6

Hosting Web Sites

In this chapter:

Prepackaging Branded Default Site Pages (Virtual Host Template)

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

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

1 On your local file system, create the required directories: `httpdocs`, `httpsdocs`, `cgi-bin`, `anon_ftp`, `error_docs`.

2 Place the files you need into the directories you have created: Place web pages into `httpdocs` and `httpsdocs` directories, scripts to `cgi-bin` directory, and custom error messages to `error_docs` directory.

3 Pack the directories and files into an archive file in tgz, tar, tar.gz, or zip format.

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

4 Log in to your Parallels Plesk Panel.

5 On your Home page, click **Virtual Host Template**.

6 Click the **Browse** button to locate the archive file on your local computer, select the file, and click the **Send File** button.

➢ *To revert back to the original structure of Web server directories and files:*

1 On your Home page, click **Virtual Host Template**.

2 Click the **Default** button.

Setting Up Hosting Account for a Web Site

➢ *To host a new Web site:*

1 Go to **Domains**, click **Create a Domain**.

2 Specify the domain name that was previously registered with a domain name registrar. Leave the **www** check box selected if you wish to allow users to access your site by a common and habitual URL like www.your-domain.com.

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

3 If you have a number of IP addresses to choose from, select the required address from the **Assign IP address** menu.

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

After your Web site is set up, you will be able to assign another IP address to it, if you have several IP addresses and if you are authorized to perform this operation. Note that after you change a site's IP address, your domain/site will be unreachable and e-mail messages sent to mailboxes under your domain will not reach them until the information about the new IP address is propagated across the DNS system. This can take one or two days.

4 If you have previously created a domain template and predefined all hosting features and resource usage allotments (as described in Simplifying Setup of Web Sites (see page 30)), select the required template from the **Use domain template settings** check box.

5 Select the **Mail** and **DNS** check boxes.

6 Select the **Web Site Hosting** option to host the Web site on this machine.

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

> **Note:** If your site is hosted on another machine, and you wish to set up your control panel's DNS server only to serve the DNS zone for that site, select the **Forwarding** option. In the **Forwarding settings** area, specify the URL where users will be redirected and select either **Standard forwarding** or **Frame forwarding** option. With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location. For example: your customer has a free personal web site with his or her Internet Service Provider or a free Web host, and the Web site address is http://www.geocities.com/~myhomepage. The customer purchased a second level domain name www.myname.com and wants you to provide domain forwarding to his Web site. In this case you would normally choose the **Frame forwarding** service. See the chapter Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding) (on page 126) for details.

7 Type in the username and password that will be used for uploading Web site content over FTP and Microsoft FrontPage.

8 Select the **Configure advanced Web site hosting settings** check box and click **OK**.

9 Specify the following settings:

- **SSL support**. Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a Web server that hosts several web sites with different domain names on a single IP address (shared or name-based hosting) is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for Web sites, select the **SSL support** check box.

- **Use a single directory for housing SSL and non-SSL content** (available only for Linux hosting). By default, when users publish their sites through their FTP accounts, they need to upload the web content that should be accessible via secure connections to the httpsdocs directory, and the content that should be accessible via plain HTTP, to the httpdocs directory. For the convenience of publishing all content through a single location – `httpdocs` directory, select the **Use a single directory for housing SSL and non-SSL content** check box.

- **FTP Login** and **FTP password** (available only for Linux hosting) or **FTP/Microsoft FrontPage Login** and **FTP/Microsoft FrontPage password** (available only for Windows hosting). Specify the user name and password that will be used for publishing the site to the server through FTP or Microsoft FrontPage. Retype the password into the **Confirm Password** box.

- **Hard disk quota**. Specify the amount of disk space in megabytes allocated to the web space for this site. This is the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get the "Out of disk space" error. Hard quotas should be enabled in the server's operating system, so if you see the "Hard disk quota is not supported" notice to the right of the **Hard disk quota** field, but would like to use the hard quotas, contact your provider or the server administrator and ask to enable the hard quotas.

- **Management of access to server over SSH** (available only for Linux hosting) or **Management of access to server over Remote Desktop** (available only for Windows hosting). This allows a site owner to upload securely Web content to the server through a Secure Socket Shell or Remote Desktop connection, however, allowing access to the server also poses a potential threat to the server security, so we recommend that you set this option to **Forbidden**.

- **Create and publish Web site using Sitebuilder**. This allows a site owner to create and manage his or her Web site using the Sitebuilder service installed on the server.

- **Microsoft FrontPage support**. Microsoft FrontPage is a popular Web site authoring tool. To enable users to publish and modify their sites through Microsoft FrontPage, select the options **Microsoft FrontPage support**, **Microsoft FrontPage over SSL support**, and **Remote FrontPage authoring allowed.**

- **Services**, or support for programming and scripting languages widely used in development of dynamic Web sites and server-side Web applications. Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the web server: Active Server Pages (ASP), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl, Python, ColdFusion, and Miva scripting languages. By default, PHP is configured to operate in safe mode with functional restrictions. To learn more about PHP safe mode, refer to http://php.net/features.safe-mode. Some web applications may not work properly with safe mode enabled: If an application on a site fails due to safe mode, switch the safe mode off (or ask your provider to do this) by clearing the **PHP 'safe_mode' on** check box in the hosting account properties (**Domains** > *domain name* > **Web Hosting Settings**).

- **Web statistics**. To allow Web site owner to view the information on the number of people visited his or her site and the pages of the site they viewed, select the statistics program you need from the **Web statistics** menu, and select the **accessible via password protected directory /plesk-stat/webstat** check box. This will install the statistics program of your choice, which will generate reports and place them into the password protected directory. The domain/web site owner will then be able to access Web statistics at the URL: https://your-domain.com/plesk-stat/webstat using his or her FTP account login and password.

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

- **Custom error documents**. When visitors coming to your site request pages that the Web server cannot find, the Web server generates and displays a standard HTML page with an error message. If you wish to create your own error pages and use them on your Web server or allow your customers to do that, select the **Custom error documents** check box.

- **Additional write/modify permissions** (available only for Windows hosting). This option is required if Web applications under a domain will be using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the Web site security.

- **Use dedicated IIS application pool** (available only for Windows hosting). This option enables the use of dedicated IIS application pool for Web applications on a domain. Using dedicated IIS application pool dramatically improves the stability of domain Web applications due to worker process isolation mode. This mode gives each Web site hosted on the server the 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.

10 Click **OK**.

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

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

If you have registered several domain names that you would like to point to a site hosted on this server, you should set up domain aliases. Refer to the section Setting Up Additional Domain Names for a Site (Domain Aliases) (on page 102) for details.

If you need to host on your account several domains, which will point to a site hosted on another server, you should set up domain forwarding. Refer to the section Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding) (on page 126) for details.

In this section:

Limiting the Amount of Resources a Site Can Consume

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

➢ *To limit the amount of resources a site can consume:*

1 Click **Domains**, and then click the domain name you need.

2 Click **Resource Usage**.

3 Adjust the following settings as required:

- **Overuse policy**. Specify what should be done when disk space and monthly bandwidth (traffic) allotments are exceeded. We recommend setting this option to **Overuse is allowed**. Otherwise, the Web site will be suspended when the resource limits are exceeded.

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

- **Disk space**. Specify the total amount of disk space allocated to the hosting account associated with this domain (Web site). This amount is measured in megabytes. It includes disk space occupied by all files related to the domain (Web site): Web site contents, databases, applications, mailboxes, log files and backup files.

- **Traffic**. Specify the amount of data in megabytes that can be transferred from the Web site during a month.

- **Subdomains**. Specify the number of subdomains that can be hosted under this domain.

- **Domain aliases**. Specify the total number of additional alternative domain names that can be used for this site.

- **Web users**. Specify the number of personal Web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like http://your-domain.com/~username. See the Hosting Personal Web Pages (on page 113) section for details.

- **FrontPage accounts** (available only for Windows hosting). Specify the maximum number of additional Microsoft FrontPage accounts that can be created for this site.

- **FTP accounts** (available only for Windows hosting). Specify the maximum number of additional FTP accounts that can be created for this site.

- **Mailboxes**. Specify the number of mailboxes that can be hosted under the domain.

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

- **Mail redirects**. Specify the number of mail forwarders that can be used under the domain.

- **Mail groups**. Specify the maximum number of mail groups that can be used in a domain.

- **Autoresponders**. Specify the number of automatic responses that can be set up under the domain.

- **Mailing lists**. Specify the number of mailing lists that the domain owner can run under the domain. The mailing lists are served by the GNU Mailman software, which may or may not be installed on the server. If it is not installed and your customers would like to use it, contact your service provider to have it installed.

- **Total mailboxes quota** (available only for Windows hosting). Specify the total amount of disk space available for all mailboxes on a domain.

- **Databases** (available only for Linux hosting). Specify the number of databases that can be hosted for this site.

- **MySQL databases** and **Microsoft SQL server databases** (available only for Windows hosting). Specify the maximum number of MySQL and Microsoft SQL Server databases that can be used by the site.

- **MySQL databases quota** and **Microsoft SQL databases quota** (available only for Windows hosting). Specify the maximum disk space amount in megabytes that MySQL and Microsoft SQL Server databases used by this site can occupy.

- **ODBC connections** (available only for Windows hosting). Specify the total number of ODBC connections that can be used by this site.

- **ColdFusion DSN connections** (available only for Windows hosting). Specify the total number of ColdFusion DSN connections that can be used by this site.

- **Java applications**. Specify the maximum number of Java applications or applets that the domain owner can install on the site.

- **Shared SSL links** (available only for Windows hosting). Specify the total number of shared SSL links that can be used on the site.

- **Expiration date**. Specify the term for the Web site hosting account. At the end of the term, the domain (Web site) will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and site owner will not be able to log in to the control panel. Hosting accounts cannot be automatically renewed, therefore, in order to bring the hosted domain name (Web site) back to operation, you will need to manually renew the hosting account: click the **Domains** shortcut in the navigation pane, click the domain name your need, click **Resource Usage**, specify another term in the **Expiration date** box, click **OK**, then click **Unsuspend**.

4   Click **OK**.

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

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

2   Click the domain name you need.

3   Click **Bandwidth Limiting**.

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

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

6   Click **OK**.

Allowing the Site Owner to Log in to Control Panel

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

1 Go to **Domains** > *domain name* > **Personal Data**.

2 Select the **Allow domain administrator's access** check box.

3 Type the password for access to the site owner's control panel.

   For security reasons, the password should be more than 8 symbols, and it should comprise a combination of letters, numbers, and punctuation; dictionary words and proper names should be avoided.

4 Specify the settings related to the appearance of user's control panel, if desired: interface language, theme (skin), the limit on number of characters that can appear on custom buttons placed into the control panel by the site owner.

5 Leave the **Allow multiple sessions** check box selected to allow the site owner to have several simultaneous sessions in the control panel.

6 Leave the **Prevent users from working with the control panel until interface screens are completely loaded** check box selected.

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

7 Specify the operations that the site owner will be able to perform in his or her control panel:

   - **Physical hosting management**. Allow or disallow full control of the hosting account and Web space.

   - **Hosting performance management**. Specify whether the user will be able to limit bandwidth usage and number of connections to his or her Web site.

   - **Manage FTP password** (available only for Linux hosting). Specify whether the user will be able to manage the FTP password.

   - **Management of access to server over SSH** (available only for Linux hosting) or **Management of access to server over Remote Desktop** (available only for Windows hosting). Specify whether the user will be able to access the server shell through Secure Shell or Remote Desktop protocols. Note that allowing access to the server also poses a potential threat to the server security.

   - **Hard disk quota assignment**. Specify whether the user will be able to assign hard quota on disk space for this Web site.

   - **Subdomains management**. Specify whether the user will be able to set up additional sites under this domain.

   - **Domain aliases management**. Specify whether the user will be able to set up additional alternative domain names for this site.

   - **Log rotation management**. Specify whether the user will be able to adjust the cleanup and recycling of processed log files for this sites.

- **Anonymous FTP management**. Specify whether the user will be able to have an FTP directory where all other users could download and upload files without the need to enter login and password. A Web site should reside on a dedicated IP address in order to use anonymous FTP service.

- **FTP accounts management** (available only for Windows hosting). Specify whether the user will be able to create and manage additional FTP accounts.

- **Scheduler management**. Specify whether the user will be able to schedule tasks in the system. Scheduled tasks can be used for running scripts or utilities on schedule.

- **DNS zone management**. Specify whether the user will be able to manage the DNS zone of this site.

- **Java applications management**. Specify whether the user will be able to install Java applications and applets on the site.

- **Web statistics management**. Specify whether the user will be able to manage Web statistics for this site.

- **Mailing lists management.** Specify whether the user will be able to use mailing lists.

- **Spam filter management**. Specify whether the user will be able to use spam filter.

- **Antivirus management**. Specify whether the user will be able to use server-side antivirus protection for filtering incoming and outgoing mail.

- **Allow backing up and restoring data**. Specify whether the user will be able to use the control panel's facilities to back up and restore the site.

- **Ability to use Sitebuilder**. Specify whether the user will be able to use Sitebuilder for creating and editing his or her Web site.

- **IIS application pool management** (available only for Windows hosting). Specify whether the user will be able to manage his or her IIS application pool.

- **Additional write/modify permissions management** (available only for Windows hosting). Specify whether the user will be able to manage additional write/modify permissions for this site. These permissions are required if user's Web applications are using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the Web site security.

- **Home page management**. Specify whether the customer will be able to customize his or her Home page.

- **Ability to select a database server**. Specify whether the site owner will be able to select a database server of each type for creating his or her databases, not only use the default database server.

8 Specify the site owner's contact information.

9 Click **OK**.

Now you can send the control panel's URL, login and password to the site owner. The URL is https://user's_domain_name:8443, where *user's_domain_name* is the domain name without the www alias. The login name that the site owner should specify in order to log in to the control panel is his or her domain name, for example, your-domain.com.

Creating and Publishing a Site

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

- Through FTP connection (most common and easiest way)
- Through control panel's file manager
- Through Secure Shell connection (only for users of Linux and FreeBSD operating systems)
- Through Adobe Dreamweaver or Microsoft FrontPage software (only for users of Microsoft Windows operating systems)

In this section:

Creating and Publishing Web Sites Using Sitebuilder

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

1 Go to **Domains > *domain name* > Edit in Sitebuilder**. The Sitebuilder wizard opens.

2 Select the **Create your site** option and click **Next** at the bottom of the screen.

For further instructions on creating or editing your site, refer to the online Sitebuilder Wizard user's guide at
http://download1.parallels.com/SiteBuilder/4.5.0/doc/user/en_US/html/index.htm.

Publishing Sites Through FTP

➢ *To publish Web site through FTP:*

1   Connect to the server with an FTP client program, using FTP account credentials that you specified during setup of hosting account or obtained from your provider. The FTP address should be ftp://your-domain-name.com, where your-domain-name.com is your site's Internet address.

Enable the passive mode if you are behind a firewall.

2   Upload files and directories that should be accessible through HTTP protocol to the `httpdocs` directory, and files/directories that should be transferred securely over SSL protocol to the `httpsdocs` directory.

3   Place your CGI scripts into the `cgi-bin` directory.

4   Close your FTP session.

In this section:

Changing FTP Password

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

1   Go to **Domains > *domain name* > Web Hosting Settings**.

2   Specify new password.

3   Click **OK**.

Using Additional FTP Accounts (Windows Hosting)

If you are working on your Web site together with someone else or host subdomains for other users, you might want to create additional FTP accounts.

In this section:

Creating Additional FTP Accounts

➢ *To create an additional FTP account for a domain:*

1 On your Home page, click **FTP Accounts**.

2 On the **Additional FTP Accounts** tab, click **Add New FTP Account**.

3 Specify the **FTP account name** in the appropriate field.

4 Specify the **Home directory** by clicking 📁 and select the directory required. Alternatively, you can specify the path in the input field.

5 Type the new password into the **New password** and **Confirm password** boxes.

6 By default, the **Hard disk quota** is set to **Unlimited**. To set the required parameter, clear the **Unlimited** check box and type the amount of disk space in megabytes into the **Hard disk quota** box.

7 If required, select the **Read permission** check box. The FTP account users will be able to view the content of the home directory and download files from it.

8 If required, select the **Write permission** check box. The FTP account users will be able to create, view, rename and delete directories in the home directories.

If you don't grant any permissions, the connection to the FTP account will be made, but the home directory will be not displayed for users.

9 Click **OK**. A new additional FTP account will be added.

Changing Settings of Additional FTP Accounts

➢ *To change the properties of an additional FTP account:*

1 On your Home page, click **FTP Accounts**.

2 On the **Additional FTP Accounts** tab, click the required account in the list.

3 Specify the **FTP account name** in the appropriate field.

4 Specify the **Home directory** by clicking 📁 and select the directory required. Alternatively, you can specify the path in the input field.

5 Type the new password into the **New password** and **Confirm password** boxes.

6 By default, the **Hard disk quota** is set to **Unlimited**. To set the required parameter, clear the **Unlimited** checkbox and type the amount of disk space in megabytes into the **Hard disk quota** box.

7 If required, select the **Read permission** checkbox. The FTP account users will be able to view the content of the home directory and download files from it.

8 If required, select the **Write permission** checkbox. The FTP account users will be able to create, view, rename and delete directories in the home directories.

If you don't grant any permissions, the connection to the FTP account will be made, but the home directory will be not displayed for users.

9 Specify the changes as required and click **OK**.

Removing Additional FTP Accounts

➢ *To remove an additional FTP account:*

1 On your Home page, click **FTP Accounts**.

2 On the **Additional FTP Accounts** tab, select the check box corresponding to the account you want to remove and click **Remove**.

3 Confirm removal and click **OK**. The FTP account will be removed.

Publishing Sites Through Parallels Plesk Panel's File Manager

> ➢ *To upload files through Parallels Plesk Panel's File Manager:*

1 Log in to Parallels Plesk Panel.

2 Go to **Domains > *domain name* > File Manager**.

3 Create and upload files and directories.

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

- To create a new directory within your current location, click **Add New Directory**.

- To create new files in the required directory, click **Add New File**, in the **File creation** section specify the file name, select the **Use html template** check box, if you want file manager to insert some basic html tags to the new file, and click **OK**. A page will open allowing you to enter the content or html-formatted source of a new file. When finished, click **OK**.

- To upload a file from the local machine, click **Add New File**, specify the path to its location in the **File source** box (or use the **Browse** button to locate the file), and click **OK**.

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

- To edit the source code of a file, click .

- To view the file, click .

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

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

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

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

When you upload Web content through File Manager or FTP, your control panel automatically sets the appropriate access permissions for files and directories. If you need to change the permissions for files and directories, refer to the sections:

Setting File and Directory Access Permissions (Linux hosting) (see page 93).

Setting File and Directory Access Permissions (Windows hosting) (see page 93).

Publishing Sites Through SSH Connection

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

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

Publishing Sites with Microsoft FrontPage (Windows Hosting)

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

You can publish disk-based web sites either through FTP or HTTP. If your server is running FrontPage Server Extensions, you would publish your site to an HTTP location. For example: http://your-domain.com/MyWebSite. If your server supports FTP, you would publish to an FTP location. For example: ftp://ftp.your-domain.com/myFolder.

After publishing, you can manage your site through FrontPage Server Extensions.

➢ *To access FrontPage Server Extensions management interface:*

1   Log in to Parallels Plesk Panel.

2   Click the domain name you need.

3   To manage a site, which is not protected by SSL, open the **Web Site** group title menu, and click **Frontpage Webadmin**. To manage an SSL-enabled site, open the **Web Site** group title menu, and click **Frontpage SSL Webadmin**.

4   Type your FrontPage administrator's login name and password, and click **OK**.

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

In this section:

Publishing from Microsoft FrontPage through FTP

➢ *To publish files through FTP:*

1 Open your FrontPage program.

2 Open a FrontPage Web site: open **File** menu and select the **Open Site** item.

3 Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.

4 Set up your Remote Web Site Properties:

- Click the **Remote Web Site Properties** button in the upper-right corner of the window.

- Select **FTP** as the remote Web server.

- In the **Remote Web site location** box, type your host name (e.g., ftp://ftp.your-domain.com)

- In the **FTP directory** box, type your FTP directory if your hosting company provided one. Leave it blank if they did not specify one.

- Select the **Use Passive FTP** check box if your computer or network is protected by a firewall.

5 Click **OK** to connect to the remote site.

The Remote Web site view will show files that you have in your local and remote sites.

6 Click the **Publish Web site** button in the lower-right corner of the window.

Publishing from Microsoft FrontPage through HTTP

> ➢ *To publish files through HTTP on a server that supports FrontPage Server Extensions:*

1 Open your FrontPage program.

2 Open a FrontPage Web site: open **File** menu and select the **Open Site** item.

3 Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.

4 Click the **Remote Web Site Properties** button in the upper-right corner of the window.

5 On the **Remote Web Site** tab, under **Remote Web server type**, click **FrontPage or SharePoint Services.**

6 In the **Remote Web site location** box, type the Internet address, including the protocol, of the remote Web site that you want to publish folders and files to — for example, http://www.your-domain.com — or click **Browse** to locate the site.

7 Do any of the following:

- To use Secure Sockets Layer (SSL) for establishing a secure communications channel to prevent the interception of critical information, click **Encryption connection required (SSL)**. To use SSL connections on your Web server, the server must be configured with a security certificate from a recognized certificate authority. If the server does not support SSL, clear this check box. Otherwise, you will not be able to publish folders and files to the remote Web site.

- To remove specific types of code from Web pages as they are being published, on the **Optimize HTML** tab, select the options you want.

- To change the default options for publishing, on the **Publishing** tab, select the options you want.

8 Click **OK** to connect to the remote site.

The **Remote Web site** view will show files that you have in your local and remote sites.

9 Click the **Publish Web site** button in the lower-right corner of the window.

Using Additional Microsoft FrontPage Accounts (Windows Hosting)

If you are working on your Web site together with someone else or host subdomains for other users, you might need to create additional Microsoft FrontPage accounts.

In this section:

Creating Additional Microsoft FrontPage Accounts

➢ *To create an additional Microsoft FrontPage account for a domain:*

1 Go to **Domains** > *domain name* > **Web Site** group title menu > **FrontPage Management**.

2 Click **Add New FrontPage Account**.

3 Specify the login and password for this account.

4 If you wish to limit the amount of disk space that can be used by this account, clear the **Unlimited** check box and type the desired value in megabytes into the **Hard disk quota** box.

   When the specified limit is exceeded, the account owner will not be able to add files to his or her Web space.

5 Click **OK** to finish the creation of an additional Microsoft FrontPage account.

Changing Settings of Additional Microsoft FrontPage Accounts

➢ *To change settings for an additional Microsoft FrontPage account:*

1 Go to **Domains** > *domain name* > **Web Site** group title menu > **FrontPage Management**.

2 Click the required account in the list.

3 Adjust the settings as necessary and click **OK** to save changes.

Removing Additional Microsoft FrontPage Accounts

➢ *To remove an additional Microsoft FrontPage account:*

1 Go to **Domains** > *domain name* > **Web Site** group title menu > **FrontPage Management**.

2 Select the check box corresponding to the account you want to remove.

3 Click **Remove**.

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

Changing Microsoft FrontPage Settings (Windows Hosting)

If you want, you can set Microsoft FrontPage to use its own IIS Index Server to build the full-text index of your Web site.

➢ *To make Microsoft FrontPage use its own IIS Index Server:*

1 Go to **Domains** > *domain name* > **Web Site** group title menu > **FrontPage Management** > **Preferences**.

2 Select **Use the IIS Index Server** check box and click **OK**.

If you use FrontPage forms that submit information by e-mail on your site, you may want to specify the following preferences:

- **SMTP mail server that will be used for sending mail.** By default, SMTP server specified in the domain's DNS zone is used for sending mail. If no SMTP server is specified in the zone, then FrontPage uses the mail service running on the server where the domain (site) is hosted.

- **Sender's e-mail address.** By default, domain owner's e-mail address is used. If the domain owner's e-mail address is not specified in domain owner's profile, then FrontPage uses the e-mail address of the client, to whom the domain belongs. If the client's e-mail address is not specified in the client's profile, then the server administrator's e-mail address is used.

➢ *To change the preferences:*

1 Go to **Domains** > *domain name* > **Web Site** group title menu > **FrontPage Management** > **Preferences**.

2 Under **Mail Settings**, specify the SMTP server and the e-mail address you want to use, and then click **OK**.

Publishing Sites with Adobe Dreamweaver

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

➢ *To define a site in Dreamweaver:*

1 From the **Site** menu, choose **New Site**. The Site Definition screen opens.

2 Click the **Advanced** tab.

3 In the **Local Info** category, specify the following:

- **Site name**. This will show in Web browser's title bar.

- **Local root folder**. This is the folder on your computer where all of your site files are stored. For example `c:\My Site`

- **Default images folder**. Specify the folder where your site's graphic files are stored. For example `c:\My Site\images`

- **HTTP address**. Specify your domain name. For example, `http://your-domain.com`

4 From the **Category** menu, select the **Remote Info** item.

5 From the **Access** menu, select the **FTP** option. Most likely, your server supports publishing through FTP (File Transfer Protocol, commonly used for transferring files over the Internet).

6 Specify the following settings:

- **FTP host**. Type your FTP host name without the `ftp://` prefix. For example, `your-domain.com`.

- **Host directory**. Specify the directory on the server where your site will reside. In most cases, this is `httpdocs`.

- **Login and password**. Specify the login name and password for access to the FTP account.

- **Use passive FTP**. Select this option only if your computer is behind a firewall.

7 To ensure that you specified the correct login and password, and that Dreamweaver can connect to the server, click the **Test** button.

8 To save the settings, click **OK**.

➢ *To publish your site:*

1 Open your site in Dreamweaver.

2 From the **Site** menu, select the **Put** option (or press **Ctrl+Shift+U** simultaneously).

Previewing a Site

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

➢ *To preview a site:*

1 Go to **Domains** > *domain name*.

2 Click **Site Preview**.

Configuring ASP.NET (Windows Hosting)

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.

In this section:

Configuring ASP.NET for Domains

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 ASP.NET for a domain:*

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

2 Click **ASP.NET Settings** in the **Hosting** group.

3 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 then 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.

4 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.

5 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 **Switch on debugging** checkbox empty.

- To enable compiling debug binaries, select the **Switch on debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

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

6 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.

7 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.

8 Enable the usage of the auxiliary scripts in the **Script Library Settings** field. Specifying the script library settings is necessary if the validation web controls are used on your web site. This option is available only for ASP.NET 1.1.x.

- If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.

- To initiate the auto-installation of files containing the scripts to the specified location, select the **Install** check box. If the files already exist there, they will be rewritten.

9 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 idle before it is abandoned, enter appropriate number minutes into the **Session timeout** field.

10 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 ASP.NET for Virtual Directories

To improve the performance of ASP.NET-based web applications, Parallels Plesk Panel allows using individual settings of .NET framework per virtual directory.

➢ *To configure ASP.NET for a virtual directory:*

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

2 Click **Web Directories**.

3 Browse to the required directory and enter it.

4 Click **ASP.NET Settings**.

5 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 then 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.

6 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.

7 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 **Switch on debugging** checkbox empty.

- To enable compiling debug binaries, select the **Switch on debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

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

8 Configure encoding settings for ASP.NET applications in the **Globalization Settings** section:

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- 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.

9 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.

10 Enable the usage of the auxiliary scripts in the **Script Library Settings** field. Specifying the script library settings is necessary if the validation web controls are used on your web site. This option is available only for ASP.NET 1.1.x.

- If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.

- To initiate the auto-installation of files containing the scripts to the specified location, select the **Install** checkbox. If the files already exist there, they will be rewritten.

11 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 idle before it is abandoned, enter appropriate number minutes into the **Session timeout** field.

12 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).

Restoring Default ASP.NET Configuration

➢ *To restore the default ASP.NET configuration:*

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

2 Click **ASP.NET Settings** in the **Hosting** group.

3 Click **Set to Default**.

4 Confirm the restoring and click **OK**.

Changing .NET Framework Version for Domains

Since Parallels Plesk Panel supports both 1.1.x and 2.0.x versions of the .NET framework, it is possible to choose the version used by your domains on a per-domain basis.

➢ *To change the version of .NET framework used by a domain:*

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

2 Click **ASP.NET Settings** in the **Hosting** group.

3 Click **Change Version** in the **Tools** group. If this button is absent, only one version of .NET framework is available. You can see the version number in the **Framework Version** field.

4 Select the required version number and click **OK**.

5 Click **OK** to save changes.

Alternatively, on your home page you can click the domain name you need, then click **Setup** and select the .NET framework version in the **Microsoft ASP.NET support** drop-down menu.

Changing .NET Framework Version for Virtual Directories

In order to provide running ASP.NET applications which use different .NET framework versions within one domain, Parallels Plesk Panel allows setting up the framework version per virtual (web) directory, where the applications are deployed.

➢ *To choose the version of .NET framework for a virtual (web) directory:*

1 On your home page, click the domain name you need.
2 Click **Web Directories** in the **Hosting** group.
3 Enter the required web directory and click **ASP.NET Settings** in the **Tools** group.
4 Select the required .NET framework version and adjust other settings as necessary.
5 Click **OK**.

Setting PHP Version for a Domain (Windows Hosting)

➢ *To set PHP version for a domain:*

1 On your Home page, click the required domain name in the list.
2 Click **PHP Settings**.
3 Choose the required version of PHP and click **OK**.

Deploying Databases

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

In this section:

Creating or Importing a Database

➢ *To create a new database on your hosting account:*

1 Go to **Domains** > *domain name* > **Databases** and click **Add New Database**.

2 Enter a name for the database.

We recommend that you choose a name that starts with a Latin alphabet symbol and comprises only alphanumeric and underscore symbols (up to 64 symbols).

3 Select the database type that you are going to use: MySQL, PostgreSQL or Microsoft SQL Server.

4 Select the database server of the selected type from the list. Click **OK**.

5 To set up database administrator's credentials, click **Add New Database User**.

6 Type a user name and a password that will be used for accessing the contents of the database.

7 Click **OK**.

➢ *To import an existing database:*

1 Go to **Domains** > *domain name* > **Databases** and click **Add New Database**.

2 Enter a name for the database. We recommend that you choose a name that starts with a Latin alphabet symbol and comprises only alphanumeric and underscore symbols (up to 64 symbols).

3 Select the database type that you are going to use: MySQL, PostgreSQL, or Microsoft SQL Server. Click **OK**.

4 To set up database administrator's credentials, click **Add New Database User**.

5 Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.

6 Click the **DB WebAdmin** icon in the **Tools** group. An interface to phpMyAdmin, phpPgAdmin, or ASPEnterpriseManager database management tool will open in a separate browser window.

If you have a MySQL database:

1. Click **Query window** in the left frame, click the **Import files** tab,

2. Select the text file that contains the data and click **Go**.

3. Click the **Insert data from a text file** link.

If you have a MS SQL database:

1. Click the name of your database in the left frame

2. Click **Query** (the magnifying glass button)

3. Copy the text of your script into the text area and click **Run Query**.

To manage your databases and their contents, use your favorite MySQL, PostgreSQL, or Microsoft SQL Server client or the Web based database management tool accessible from Parallels Plesk Panel (**Domains** > *domain name* > **Databases** > *database name* > **DB WebAdmin**).

Creating Database User Accounts

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

➢ *To create a database user account:*

1 Go to **Domains** > *domain name* > **Databases** > *database name*, and click **Add New Database User**.

2 Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.

Changing Database User Passwords

➢ *To change password for a database user:*

1 Go to **Domains** > *domain name* > **Databases** > *database name* > *database user name*.

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

Removing Database User Accounts

➢ *To remove a database user account:*

1 Go to **Domains** > *domain name* > **Databases** > *database name*.

2 Select a check box corresponding to the user account that you want to remove.

3 Click **Remove**. Next, confirm removing and click **OK**.

Removing Databases

> ➢ *To remove a database with its contents:*

1 Go to **Domains** > *domain name* > **Databases**.

2 Select a check box corresponding to the database that you want to remove.

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

3 Click **Remove**.

4 Confirm removal and click **OK**.

Accessing Data From External Databases (Windows Hosting)

If you want to access data from an external database management system, you should create ODBC connections through Parallels Plesk Panel.

In this section:

Creating Connections to External Databases

To let your Web applications use external databases for storing the data, you need to create connections to these external databases.

➢ *To create an ODBC connection to an external database:*

1   Go to **Domains** > *domain name* > **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

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

1   Go to **Domains** > *domain name* > **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

➢ *To remove a redundant ODBC connection:*

1   Go to **Domains** > *domain name* > **ODBC Data Sources**.

2   Select the check box corresponding to a connection you want to remove.

3   Click **Remove**, confirm the removal and click **OK**.

Configuring Data Source Names for Adobe ColdFusion (Windows Hosting)

If you are using Adobe ColdFusion, you can configure data source names (DSNs) for ColdFusion through Parallels Plesk Panel. Data source names allow your ColdFusion Web applications to use local and remote databases for processing and storing application data.

In this section:

Creating a New Data Source Name

➢ *To create a new Data Source Name for Adobe ColdFusion on a domain:*

1 Go to **Domains** > *domain name* > **ColdFusion DSN** and click **Add New ColdFusion DSN**.

2 Specify the data source name and select the required driver for this data source in the **Driver** menu. **Click Next >>**.

3 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. Refer to Adobe ColdFusion documentation for more information on the driver configuration options.

4 Click **OK** to finish.

Changing Settings of a Data Source Name

➢ *To change the settings of a data source name for Adobe ColdFusion on a domain:*

1 Go to **Domains** > *domain name* > **ColdFusion DSN** and click the required data source name in the list.

2 Specify the data source name and select the required driver for this data source in the Driver menu. Click **Next >>**.

3 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. Refer to Adobe ColdFusion documentation for more information on the driver configuration options.

4 Click **OK**.

Removing a Data Source Name

➢ *To remove a redundant ColdFusion DSN connection:*

1 Go to **Domains** > *domain name* > **ColdFusion DSN**.

2 Select the check box corresponding to a DSN connection you want to remove.

3 Click **Remove**, confirm the removal and click **OK**.

Installing Applications

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

> ➢ *To install an application on your site:*

1 Go to **Domains** > *domain name* > **Web Applications**. A list of applications installed on your site will be displayed.

2 Click **Add New Application** icon in the **Tools** group.

3 In the left menu, select a category to which the application you need belongs.

4 Select the required application in the list, and then click 📇 **Install**.

5 Some applications will display a license agreement. Read the license agreement carefully, and if you agree with it, select the **I agree** check box and click **Next >>**.

6 Specify whether you wish to create a hyperlink to the application and place it in the control panel.

7 Specify the installation preferences and other information that may be required by the application (the requirements may vary among applications). Click **Install**.

8 If you have chosen to create a hyperlink button inside your control panel, specify its properties:

  ▪ Type the text that will show on your button in the **Button label** box.

  ▪ Choose the location for your button. To place it on the domain administration screen (**Domains** > *domain name*), select the **Domain Administration page** value as the location. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.

  ▪ Specify the priority of the button. The buttons you create will be arranged on the control panel in accordance with the priority you define: the lower the number – the higher is priority. Buttons are placed in the left-to-right order.

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

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

  ▪ Using the check boxes, specify whether to include the data, such as domain id and domain name to be transferred within the URL. These data can be used for processing by external Web applications.

  ▪ In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.

- Select the **Open URL in the control panel** check box if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this check box unchecked to open the URL in a separate browser window.
- If you wish to make this button visible to the domain owners and e-mail users who you granted access to control panel, select the **Visible to all sub-logins** check box.

9   Click **OK** to complete creation.

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

➢ *To access the Web interface of an application, do any of the following:*

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

➢ *To reconfigure an application, change the application administrator's password, or to install a license key for a commercial application:*

1   Go to **Domains** > *domain name* > **Web Applications**.

2   Click an icon corresponding to the application.

➢ *To upgrade an application to a newer version (if it is available on the server):*

1   Go to **Domains** > *domain name* > **Web Applications**.

2   Click a corresponding shortcut in the **U** column.

➢ *To uninstall an application:*

1   Go to **Domains** > *domain name* > **Web Applications**, and select a check box corresponding to the application that you no longer need.

2   Click **Remove**, confirm the removal and click **OK**. The application will be uninstalled and its databases removed from the server.

If you want a certain Web application to be started when someone visits the site, it can be done by creating a default domain application.

➢ *To set an application as default for a domain (available only for Windows hosting):*

1   Go to **Domains** > *domain name* > **Web Applications**.

2 Select a check box corresponding to Web Application you want to set as default and click **Default**. Click **OK** to confirm.

Now, when a user visits the site, he or she is taken to the default Web application's pages.

In this section:

Installing Java Web Applications

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

➢ *To install a Java Web application:*

1 Go to **Domains** > *domain name* > **Java Applications** and click **Switch On**.

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

2 Click **Install New Application**.

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

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

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

▪ Go to **Domains** > *domain name* > **Java Applications**, and click a respective hyperlink in the **Path** column.

▪ Type the URL in your browser. For example: http://your-domain.com:9080/storefront/.

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

1 Go to **Domains** > *domain name* > **Java Applications**. A list of installed applications will open.

2 Locate an application on the list, and use the icons in the right part of the list to perform the required operations:

▪ To start an application, click the icon .

▪ To stop an application, click the icon .

▪ To restart an application, click the icon .

➢ *To uninstall a Java Web application:*

1 Go to **Domains** > *domain name* > **Java Applications**.

2 Select a check box corresponding to the application that you no longer need. Click **Remove**, confirm the removal and click **OK**.

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

Installing ASP.NET Web Applications (Windows Hosting)

In addition to the applications from the Application Vault and Java Web Applications, you can install ASP.NET Web application packages provided with Parallels Plesk Panel.

➢ *To install an application on your site:*

1 Go to **Domains** > *domain name* > **Web Applications** > **ASP.NET 1.1 Applications**.

   A list of ASP.NET 1.1 Web applications installed on your site will be displayed.

2 Click **Install New Application** in the **Tools** group. A list of Web applications available for installation will be displayed. To specify which application you wish to install, select a radio button corresponding to the application of your choice.

3 Click **Install**.

4 Specify the domain folder in which the application should be installed, database name for the application, and click **Install**.

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

➢ *To access the Web interface of an application, do any of the following:*

▪ Type the URL in your browser. For example: http://your-domain.com/forum/.

▪ Go to **Domains** > *domain name* > **Web Applications** > **ASP.NET 1.1 Applications**, and click an icon , corresponding to the application.

➢ *To reconfigure an application or change the application administrator's password:*

Go to **Domains** > *domain name* > **Web Applications** > **ASP.NET 1.1 Applications**, and click an icon , corresponding to the application.

➢ *To uninstall an application:*

1 Go to **Domains** > *domain name* > **Web Applications** > **ASP.NET 1.1 Applications**, and select a check box corresponding to the application that you no longer need.

2 Click **Remove**. The application will be uninstalled and its databases removed from the server.

If you want a certain Web application to be started when someone visits a site, it can be done by creating a default domain application.

➢ *To set an application as default for a domain:*

1 Go to **Domains** > *domain name* > **Web Applications** > **ASP.NET 1.1 Applications**.

A list of application packages installed on the site will be displayed.

2 Select a check box corresponding to the application package you want to set as default, then click ☑ **Default**. Click **OK** to confirm the creation of the default Web application.

Now, when a user visits the site, he or she is taken to the default Web application's pages.

Installing Ruby Web Applications (Linux Hosting)

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

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

1   Go to **Domains > *domain name* > Web Hosting Settings**.

2   Select the **CGI** and **FastCGI** check boxes, and click **OK**.

3   Connect to your FTP account, change to the `/httpdocs` directory, and create a subdirectory where the application files will reside. Let's call this directory `<your_application>`, for illustration purposes.

4   Upload the application files to the `httpdocs/<your_application>` directory.

5   Locate the `readme` file in the application directory. Follow the instructions from this file to install the application. Note that installation of additional Ruby modules or operating system components may be required. In such a case, contact your hosting service provider or server administrator for assistance.

6   Log in to the server shell over SSH and issue the command `cd /<path_to_virtual_hosts>/<your_domain_name>/httpdocs; mv <your_application> <your_application>.real; ln -s <your_application>.real/public <your_application>`

where <path_to_virtual_hosts> is the path to the directory with virtual host configuration files, <your_domain_name> is the name of your domain, and <your_application> is the directory where your Ruby application is located.

If you do not have access to server shell, ask your server administrator or hosting service provider to perform this step for you.

7   Create a file with name `.htaccess` in the directory <your_domain_name>/httpdocs/<your_application>/public, open it with a text editor of your choice and add the following lines into the file:

```
AddHandler fcgid-script .fcgi

Options +FollowSymLinks +ExecCGI

RewriteEngine On

RewriteBase /<your_application>

RewriteRule ^$ index.html [QSA]

RewriteRule ^([^.]+)$ $1.html [QSA]

RewriteCond %{REQUEST_FILENAME} !-f

RewriteRule ^(.*)$ dispatch.fcgi [QSA,L]

ErrorDocument 500 "<h2>Application error</h2>Rails
application failed to start properly"
```

8   Save the file.

9 Make sure that the proper path to the Ruby interpreter is specified in the file `public/dispatch.fcgi`: issue the commands `head -n1 dispatch.fcgi` and `which ruby`. The both commands must return identical values.

Now the Web application will be accessible at the following URL: http://your-domain.com/your_application.

Using IIS Application Pool

IIS Application Pool contains all web applications on your domains. If your service provider has given you a dedicated IIS application pool, it allows you to have a level of isolation between web applications used by your domains and web applications used by other domain owners that host their web sites on the same server. Because each application pool runs independently, errors in one application pool will not affect the applications running in other application pools.

Once you enable the application pool, all web applications on your domains will be using it.

To stop all applications running in the application pool, click **IIS Application Pool** on your home page and click **Stop**.

To start all applications in the application pool, click **IIS Application Pool** on your home page and click **Start**.

To restart all applications running in the application pool, click **IIS Application Pool** on your home page and click **Recycle**. This can be handy if some applications are known to have memory leaks or become unstable after working for a long time.

In this section:

Setting Up IIS Application Pool

➢ *To enable IIS application pool for a domain:*

1 On your Home page, select a domain from the list.

2 Click **IIS Application Pool**.

3 Click **Switch On**.

4 To limit the amount of CPU resources that this domain's application pool can use, select the **Switch on CPU monitoring** checkbox and provide a number (in percents) in the **Maximum CPU use (%)** field.

5 Click **OK**.

➢ *To enable IIS application pool for all your domains:*

1 On your Home page, click **IIS Application Pool**.

2 Click **Switch On**.

3 To limit the amount of CPU resources that the application pool can use for all your domains, select the **Switch on CPU monitoring** checkbox and provide a number (in percents) in the **Maximum CPU use (%)** field.

4 Click **OK**.

Disabling IIS Application Pool

➢ *To disable IIS application pool for a domain:*

1 On your Home page, select a domain from the list.

2 Click **IIS Application Pool**.

3 Click **Switch Off**.

4 Click **OK**.

➢ *To disable IIS application pool for all your domains:*

1 On your Home page, click **IIS Application Pool**.

2 Click **Switch Off**.

3 Click **OK**.

Securing Web Sites

This chapter describes the measures for securing Web sites you host.

In this section:

Securing E-commerce Transactions with Secure Sockets Layer Encryption

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

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

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

Your Parallels Plesk Panel provides facilities for purchasing SSL certificates from Comodo, GeoTrust, Inc and GoDaddy.

In this section:

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

> ➢ *To purchase an SSL certificate through MyPleskCom online store and secure your site:*

1   Go to **Domains > domain name > SSL Certificates**. 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 domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: www.your-domain.com.

- Enter the domain administrator's 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 login 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.

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

10 Once your certificate request is processed, you will be sent a confirmation e-mail. After you confirm, the SSL certificate will be sent to your e-mail.

11 When you receive your SSL certificate, save it on your local machine or network.

12 Return to the SSL Certificates repository (**Domains > domain name > SSL Certificates**).

13 Click **Browse** in the middle of the page and navigate to the location of the saved certificate. Select it, and then click **Send File**. This will upload and install the certificate against the corresponding private key.

14 Return to your domain's administration screen (**Domains > domain name**) and click **Web Hosting Settings**.

15 Select the SSL certificate that you wish to install from the **Certificate** menu.

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

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

Obtaining and Installing SSL Certificates from Other Certification Authorities

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

1 Go to **Domains** > *domain name* > **SSL Certificates**. 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 domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: www.your-domain.com.

- Enter the domain administrator's 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 Web site 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 (**Domains** > *domain name* > **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 and install the certificate against the corresponding private key.

12 Return to your domain's administration screen (**Domains** > *domain name*) and click **Web Hosting Settings**.

13 Select the SSL certificate that you wish to install from the **Certificate** menu.

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

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

Creating and Installing Free Self-signed SSL Certificate

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

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

1 Go to **Domains > *domain name* > SSL Certificates**. 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 domain name for which you wish to generate an SSL certificate. For example: www.your-domain.com.
- Enter the domain owner's e-mail address.

4 Click **Self-Signed**. Your certificate will be generated and stored in the repository.

5 Return to your domain's administration screen (**Domains > *domain name***) and click **Web Hosting Settings**.

6 Select the self-signed SSL certificate from the **Certificate** menu.

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

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

Uninstalling a Certificate from Your Site

➢ *To uninstall a certificate from your site and disable SSL protection:*

1 Make sure that the certificate you want to remove is not used at the moment.

2 Go to **Domains** > *domain name* > **Web Hosting Settings**. The **Certificate** menu indicates which SSL certificate is currently used.

3 If the certificate that you want to remove is currently in use, you should first release it: in the **Certificate** drop-down box, select another certificate and click **OK**.

4 Remove the certificate from repository.

5 To permanently remove the certificate from repository, go to **Domains** > *domain name* > **SSL Certificates**.

6 Select a check box corresponding to the certificate that you no longer need and click **Remove**.

7 Confirm removal and click **OK**.

8 Disable SSL support if you no longer need it: Go to **Domains** > *domain name* > **Web Hosting Settings.**

9 Clear the **SSL support** check box and click **OK**.

Using SSL Certificate Shared By Another Domain (Windows Hosting Only)

Shared SSL is a means of securing access to a site with SSL (Secure Sockets Layer) without purchasing your own SSL certificate. Web sites 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.

Note: In order to use shared SSL, the Master SSL Domain should be set either by your server administrator or by you on another domain, if you have the permission to do so.

➢ *To configure the Master SSL Domain and enable shared SSL for your domains:*

1   On your Home page, click **Shared SSL**.

2   Select the **Switch on shared SSL** check box.

3   Select the required domain name. Only those domains that are hosted by you and have SSL enabled, are present in the list.

4   Click **OK**.

5   Now you need to create the shared SSL links for every domain that needs SSL protection: Go to **Domains** > *domain name* > **Shared SSL**.

6   Select the **Switch on shared SSL** check box.

7   Specify the virtual directory name in the corresponding input field. The virtual directory with the supplied name will be created on the Master SSL Domain. This directory will be used for accessing your site through SSL.

For example, let us suppose that you have a domain named mydomain.com, Master SSL Domain is defined as master_ssl_domain.com, and the virtual directory name you supplied is `my_virtual_dir`. In this case, to access your site through SSL, you need to use the following address: https://master_ssl_domain.com/my_virtual_dir.

Note: You cannot use your domain name (for example, mydomain.com) to access your site via SSL if you are using shared SSL.

8   Select the directory where protected content is located on your domain. The documents within specified directory will be accessible only through SSL. You can only choose either `httpdocs` or `httpsdocs` as a target directory.

9   To make your domain accessible via SSL only, select the **Require SSL** check box.

10 Click **OK**.

➢ *To disable shared SSL for your domains:*

1   On your Home page, click **Shared SSL**.

2   Clear the **Switch on shared SSL** check box.

3 Click **OK**.

Restricting Bandwidth Usage for Sites

To avoid excessive usage of bandwidth, which can lead to resources overage, you can limit bandwidth usage for a site.

➢ *To limit the bandwidth for a site:*

1 Go to **Domains** > *domain name* > **Bandwidth Limiting**.

2 Select the **Switch on bandwidth limiting** check box.

3 Specify the maximum speed (measured in KB per second) that a domain can share between all its connections in the **Maximum bandwidth usage (KB/S)** field.

4 Click **OK**.

Restricting the Amount of Simultaneous Connections to Sites

To avoid Denial Of Service attacks and to prevent excessive usage of bandwidth, you can set a limit of maximum number of simultaneous web connections your domain can have.

➢ *To limit the maximum number of simultaneous connections to a Web site:*

1 Go to **Domains** > *domain name* > **Bandwidth Limiting**.

2 Select the **Switch on connections limiting** check box.

3 Specify the maximum number of simultaneous connections in the **Connections limited to** field.

4 Click **OK**.

Protecting Sites From Bandwidth Stealing (Windows Hosting)

Hotlinking (also called file leeching, remote linking, direct linking, bandwidth stealing or bandwidth banditism) is a term used for describing a situation when a Web page of one domain owner is directly linking to images (or other multimedia files) on the Web pages of another domain owner, usually using an <IMG> tag. If your domains are hotlinked, you may face the problem of excessive bandwidth usage.

➢ *To protect a domain from hotlinking:*

1   Go to **Domains** > *domain name* > **Hotlink Protection**.

2   Click **Switch On** to enable the protection from hotlinking.

3   Specify the extensions of files you wish to be protected from hotlinking (for example, jpg, bmp, and so on) in the **Protected files extensions** field. When listing several file extensions, separate them with spaces.

4   Click **OK**.

Restricting Access to Web Server's Resources with Password Protection

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

In this section:

Protecting a Resource

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

1 Go to **Domains** > *domain name* > **Password Protected Directories**.

2 Click **Add New Directory**.

3 Specify the path to the directory that you wish to password protect in the **Directory name** box.

This can be any directory existing in your site, for example: `/private`. If the directory that you would like to protect has not yet been created, specify the path and the directory name – Parallels Plesk Panel will create it for you.

4 Specify in what location (also called document root) your password protected directory resides or will reside (available only for Linux hosting). For example:

- To protect the `httpdocs/private` directory, type '/private' in the **Directory name** box and select the **Non-SSL** check box.

- To protect the `httpsdocs/private` directory, type '/private' in the **Directory name** box and select the **SSL** check box.

- To protect your CGI scripts stored in the `cgi-bin` directory, leave '/' in the **Directory name** box and select the **cgi-bin** check box. Make sure there are no white spaces after the slash symbol; otherwise, a protected directory will be created with the name consisting of white spaces.

5 In the **Header Text** box, type a resource description or a welcoming message that your users will see when they visit your protected area.

6 Click **OK**. The directory you specified will be protected.

7 To add authorized users, click **Add New User**.

8 Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length. Click **OK**.

9 To add more authorized users for this protected resource, repeat the steps 7 and 8.

Specifying Authorized Users

> ➤ *To add an authorized user of a protected directory:*

1 Go to **Domains > *domain name* > Password Protected Directories**.

2 Click the name of the directory you need.

3 Click **Add New User**.

4 Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length.

5 Click **OK**.

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

1 Go to **Domains > *domain name* > Password Protected Directories**.

2 Click the name of the directory you need. A list of authorized users will open.

3 Click the user's name.

4 Specify the new password and re-type it for confirmation.

5 Click **OK**.

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

1 Go to **Domains > *domain name* > Password Protected Directories**.

2 Click the name of the directory you need. A list of authorized users will open.

3 Select a check box corresponding to the user's name.

4 Click **Remove**. Confirm the operation and click **OK**.

Unprotecting a Resource

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

1 Go to **Domains > *domain name* > Password Protected Directories**. A list of password protected directories will open.

2 Select a check box corresponding to the name of the directory, from which you want to remove protection.

3 Click **Remove**. The protection will be removed and the contents of the directory will be accessible to the public without restrictions.

Setting File and Directory Access Permissions (Linux Hosting)

> *To review or change the permissions set for files and directories:*

1 Go to **Domains** > *domain name*.

2 Click **File Manager**.

The permissions are represented as three sets of symbols, for example, 'rwx rwx r--'. The first set tells what the owner of the file or directory can do with it; the second tells what the user group, the file or directory belongs to, can do with the file or directory; the third set indicates what other users (the rest of the world, i.e. Internet users visiting a site) can do with the file or directory. R means the permission to read the file or directory, W means the permission to write to the file or directory, and X means the permission to execute the file or look inside the directory.

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

Setting File and Directory Access Permissions (Windows Hosting)

Parallels Plesk Panel provides setting up file and folder access permissions, including defining special permissions and permissions inheritance, similarly to the way it is presented in Windows interface.

Note. For security reasons, permissions for Administrators, SYSTEM and Parallels Plesk Panel Domain Administrator cannot be changed or removed.

In this section:

Setting and Changing Access Permissions for Groups and Users

> ➢ *To set or change access permissions for a group or user:*

1 Go to **Domains** > *domain name* > **File Manager**.

2 Click 📁 corresponding to the required file or folder.

  - To change or remove permissions from a group or user, click the required name in the **Group or user names** list.

  - To set permissions for a group or user, which is not in the **Group or user names** list, select the required user/group name from the drop-down box located above the list and click ➕: the user/group appears in the list. Select it.

3 To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** check boxes corresponding to permissions listed under **Permissions for [user/group name]**.

Note. If check boxes in **Allow** and/or **Deny** columns are shaded, it means that the corresponding permissions are inherited from a parent folder.

  - To deny the permission, which are inherited from a parent object as allowed, select the required check boxes under **Deny**. This will override inherited permissions for this file/folder.

  - To allow the permission, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** check box: this removes the inherited permissions. Then select the required check boxes under **Allow** and **Deny**.

4 Click **OK**.

Removing Access Permissions from Groups and Users

➢ *To remove access permissions from a group or user:*

1 Go to **Domains** > *domain name* > **File Manager**.

2 Click the icon ▯ corresponding to the required file or folder.

3 Select the required name in the **Group or user names** list and click ⊖ next to it.

Note: The ⊖ icons appear unavailable for entries with permissions inherited from a parent object.

4 Select the required entry.

5 Clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** check box.

6 Select the entry again and click ⊖.

7 Click **OK**.

Setting Up Access Permissions Inheritance for Files and Folders

➢ *To set up access permissions inheritance for files and folders:*

1 Go to **Domains** > *domain name* > **File Manager**.

2 Click an icon ▯ corresponding to the required file or folder.

3 To make the file/folder inherit permissions from a parent folder (if it does not), select the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** check box.

4 To make the files and folders, which are contained in this folder, inherit the folder permissions defined here, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** check box.

5 Click **OK**.

Setting, Changing and Removing Special Access Permissions

You can also set, change and remove special permissions including advanced management of folder permissions inheritance. In **Advanced** permissions management mode, several permission entries can be associated with a single group or user, each containing different set of permissions. Also, the list of permissions in **Advanced** mode is more detailed and gives more opportunities for fine-tuning file/folder permissions. It contains permissions that cannot be seen in Microsoft Windows interface, but present combinations of native Microsoft Windows permissions. They are Read Control, Write Control, and Execute Control.

➢ *To set, change or remove file/folder special permissions:*

1   Go to **Domains** > *domain name* > **File Manager**.

2   Click an icon ▯ corresponding to the required file or folder.

3   Click **Advanced**.

- ▪ To create a permission entry for a group or user, select the required name from the **Group or user names** list and click ➕.

- ▪ To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** check boxes corresponding to permissions listed under **Permissions for [group/user name]**.

- ▪ To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click ⛔.

- ▪ To make child objects of a folder inherit its permissions defined under **Permissions for [group/user name]**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** check box, and select check boxes in the **Apply onto:** list which correspond to objects you want to inherit the permissions.

4   Click **OK**.

Setting Access Permissions for Virtual Directories

Access permissions can also be applied to virtual (Web) directories.

➢ *To set access permissions for a virtual directory:*

1   Go to **Domains** > *domain name* > **Virtual Directories**.

2   Navigate the web site structure and click the required directory.

3   Click **Permissions** in the **Tools** group and set access permissions for this virtual directory, as described in the preceding sections.

Repairing Access Permissions

If some scripts on your sites stop working, this might be due to the incorrectly defined or corrupted file and folder access permissions. It is advised to run check and repair process to restore proper access permissions, thereby restoring scripts functioning.

➢ *To check and repair access permissions for a domain or a group of domains, restoring scripts functioning:*

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

2 Select the check boxes corresponding to the domain names you want to perform permissions check on.

3 Click 🔒 **Check permissions**.

4 Adjust the settings as required:

- Clear the **Check-only mode** check box to check and repair access permissions. Leave the **Check-only mode** check box selected to run the checking in the read-only mode, when permissions are only checked (with errors reported), but not fixed.

- Leave the **Send notification by e-mail** check box selected to receive check and repair report by e-mail, and specify the required e-mail address in this field.

5 Click **OK**. Parallels Plesk Panel will start checking permissions and correcting them, if the corresponding option is set. Please note that this procedure might take a lot of time, depending on the complexity of file and folder structure of your domains.

Organizing Site Structure with Subdomains

Subdomains are additional domain names that enable you to:

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

An example of using subdomains:

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

In this section:

Setting Up Subdomains (Linux Hosting)

> *To set up a subdomain:*

1 Go to **Domains** > *domain name* > **Subdomains**.

2 Click **Add New Subdomain**.

3 Type the subdomain name as desired. This can be, for example, a topic of your site, organization department, or any other combination of letters, numbers and hyphens (up to 63 characters in length).

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

4 If this subdomain will require secure transactions, select the **SSL support** check box. Then, the SSL certificate installed under the parent domain will be used for encrypting transactions.

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

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

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

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

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

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

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

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

Setting Up Subdomains (Windows Hosting)

> *To set up a subdomain:*

1 Go to **Domains** > *domain name* > **Subdomains**.

2 Click **Add New Subdomain**.

3 Select the required **Hosting type** and click **OK**:

- Select **Physical hosting** to create a virtual host for the domain.

- Select **Subdomain on subfolder** to create a virtual subdomain. **Subdomain on subfolder** will use physical structure of the domain. The creation of a separate FTP user account will be not possible: the FTP user account of the domain will be used.

4 Type the subdomain name as required. This can be, for example, a topic of a site, organization department, or any other combination of letters, numbers and hyphens (up to 63 characters in length). To add the **WWW** prefix, select the appropriate check box.

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

5 If you are creating subdomain on subfolder, specify the physical location for the subdomain files in the **Site home directory** field:

- Clear the **Create physical directory for subdomain** check box and specify the existing directory to the right of **httpdocs** field. You can click 📁 to browse for the required directory, select it and click **OK**.

- Leave the **Create physical directory for subdomain** check box selected to create a corresponding physical directory with the same name as the subdomain.

6 If you are creating subdomain with physical hosting, specify the FTP user account for it:

- If this subdomain will hold a part of your own Web site that you manage on your own, leave the **Use the FTP user account of the main domain** option selected.

- If this subdomain will hold a separate web site that will belong to or will be managed by another person, select the **Create a separate user account for this subdomain** option, and specify the login name and password that will be used for accessing the web space through FTP and publishing web site content. Specify the hard disc quota in the appropriate field in megabytes or leave the **Unlimited** check box selected. When the specified limit is exceeded, you will not be able to add files to the web space, and editing existing files may corrupt them.

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

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

8 Leave the **Create and publish site with Sitebuilder** check box selected to be able to access Sitebuilder and build web site through your Parallels Plesk Panel interface. When the **Create and publish site with Sitebuilder** option is selected, a site will be created in Sitebuilder.

All publishing parameters will be set in the paths predefined: for subdomain with **Physical hosting** - /subdomains/SUBDOMAINNAME/httpdocs/sitebuilder; for subdomain with **Subdomain on subfolder** - /httpdocs/SUBDOMAINNAME/.

9 If you want to enable **Microsoft FrontPage support**, select the appropriate check box. Enable or disable **Remote Microsoft FrontPage authoring** by selecting the appropriate option.

10 Specify the programming languages support in the **Services** group by selecting the required languages. Use **select all** or **clear all** to select or clear all of the languages available.

If the ASP.NET support is disabled on the domain for which you are creating subdomain, it is also unavailable on **Subdomain on subfolder**. In case the ASP.NET support is enabled on the domain, the ASP.NET is available for subdomain created on a subfolder.

11 To allow you to view the information on the number of people visited the site and the pages of the site they viewed, select a module in **Web statistics** drop-down menu and select the **accessible via password protected directory /plesk-stat/webstat** check box, if required. This will install the selected statistical software module, which will generate reports and place them into the password protected directory. The subdomain administrator will then be able to access Web statistics at the URL: https://subdomain.domain.com/plesk-stat/webstat using their FTP account login and password.

Note: If subdomain administrator changes the FTP credentials, web statistics access credentials do not change. The original login and password specified upon the subdomain creation should always be used for accessing password-protected Web statistics directory.

12 Select the **Additional write/modify permissions** option if this subdomain's Web applications will use a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the web site security.

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

To publish Web content to the subdomain's Web space, follow the instruction presented in the Creating and Publishing a Site (see page 47) section.

Removing Subdomains

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

1 Go to **Domains** > *domain name* > **Subdomains**.

2 Select a check box corresponding to the subdomain name that you wish to remove, and click **Remove**.

3 Confirm removal and click **OK**. The subdomain configuration and its Web content will be removed from the server.

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

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

If you need to serve several domain names that point to a Web site hosted on another server, you should set up domain forwarding: see the section Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding) (on page 126) for instructions.

In this section:

Setting Up a Domain Alias

➢ *To set up a domain alias:*

1   Go to **Domains** > *domain name* > **Domain Aliases**.

2   Click **Add Domain Alias**.

3   Type the desired domain alias name, for example alias.com.

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

4   Select the **Synchronize DNS zone with the primary domain** check box if you want the domain alias to use the same DNS zone resource records as in primary domain. With this setting, any subsequent changes in resource records of the primary domain's zone will be applied to the DNS zone of this domain alias.

5   Select the **Mail** check box, if you want e-mail directed at the e-mail addresses under the domain alias to be redirected to the e-mail addresses under your original domain name.

    Example: You have an e-mail address mail@yourdomain.com. You have set up an alias for your domain name, for example, alias.com. If you want to receive mail to your mailbox mail@yourdomain.com when it is sent to mail@alias.com, select the **Mail** check box.

6   Select the **Web** check box. Otherwise, the web server will not serve the web content to users coming to your site by typing the domain alias in their browsers.

7   If you use hosting services based on a Linux platform, and you have Java applications installed on your site that you want to make accessible through the domain alias, select the **Java Web applications** check box.

8   Click **OK**.

Modifying Properties of a Domain Alias

➢ *To change the properties of an alias:*

1 Go to **Domains** > *domain name* > **Domain Aliases**.

2 Click the alias name you need.

3 Click **Preferences** in the **Tools** group.

4 Modify the domain alias properties as required and click **OK**.

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

1 Go to **Domains** > *domain name* > **Domain Aliases**.

2 Click the alias name you need.

3 Click **DNS Settings**.

4 Add, edit or remove the resource records as required:

 ▪ To add a resource record to the zone, click **Add New Record**. Specify the required values and click **OK** to write the values to the zone.

 ▪ To modify a resource record, under the **Host** column, click a hyperlink corresponding to the record you need.

 ▪ To remove a record, select a check box corresponding to the record you wish to remove and click **Remove**.

Removing a Domain Alias

➢ *To remove an alias from a domain:*

1 Go to **Domains** > *domain name* > **Domain Aliases**.

2 Select a check box corresponding to the domain alias that you want to remove.

3 Click **Remove**.

4 Confirm removal and click **OK**.

Using Virtual Directories

A virtual directory in Parallels Plesk Panel is a link to existing physical directory that is present on the server's hard disk. Virtual directories can have a number of specific settings like custom ASP.NET configuration, access permissions, URL password protection, and so on.

Since any virtual directory can have its own settings, including customized ASP.NET configuration, virtual directories are very useful in setting up your web applications, especially those written in ASP.NET. For example, if you have three web applications that use ASP.NET version 1.1, and you need to install one web application that uses ASP.NET version 2.0, you can create a virtual directory for the ASP.NET 2.0 application, configure ASP.NET settings for this directory, enabling version 2.0 only for this directory, and successfully install the required application.

Virtual directories can also be used as aliases. For example, you have a web application installed on your domain 'example.com' in the physical folder '/my_data/web_apps/forum'. To access this web application, users need to type 'example.com/my_data/web_apps/forum', which is hard to remember and too long to type. You can create virtual directory 'forum' in the root of your virtual host, and link this virtual directory to '/my_data/web_apps/forum', so users who want to access the web application have to type 'example.com/forum', which is much shorter and easier to remember.

To open a virtual directory in your browser, click the required domain name on your Home page, click **Web Directories**, and click the icon corresponding to the directory you wish to open.

In this section:

Creating Virtual Directories

➢ *To create a new virtual directory on a domain:*

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

2 Click **Web Directories** in the **Hosting** group. You are in your web site root now.

3 Navigate to the directory in which you want to create a new virtual directory.

4 Click **Create Virtual Directory**.

Note: To create a physical directory instead of virtual directory, click **Create Directory**, specify the name of the directory and click **OK**.

5 Specify the required parameters:

- **Name** - specify the virtual directory name.

- **Path** - specify the virtual directory path:

  - Select the **Create physical directory with the same name as virtual directory** check box to automatically create a physical directory with the same name as the virtual directory you are creating.

  - Clear the **Create physical directory with the same name as virtual directory** check box and specify the path in the field to select the physical directory that already exists.

- **Script source access** - select this check box to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.

- **Read permission** - select this check box to allow users to read files or directories and their associated properties.

- **Write permission** - select this check box to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.

- **Directory browsing** - select this check box to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.

- **Log visits** - select this check box if you want to store the information about visits of the virtual directory.

- **Create application** - select this check box to make the web directory an IIS Application. The directory becomes logically independent from the rest of the web-site.

- **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.

  - **None** - allow access only to static files such as HTML or image files.

  - **Scripts only** - allow running scripts only, not executables.

  - **Scripts and Executables** - remove all restrictions so that all file types can be executed.

- **ASP Settings** - set specific settings for ASP-based web applications.

  - If you are using ASP-based applications that cannot operate correctly under data transfer restrictions currently set by IIS, clear the **Defined by parent directory** check box corresponding to the field you want to change and type in the required number.

  - If you want to enable debugging of ASP applications on the server side, clear the corresponding **Defined by parent directory** check box and select the **Enable ASP server-side script debugging** check box.

  - If you want to enable debugging of ASP applications on the client side, clear the corresponding **Defined by parent directory** check box and select the **Enable ASP client-side script debugging** check box.

  Note that if you are trying to change ASP Settings for the root web directory, the default check box names will be **Defined by IIS**.instead of **Defined by parent directory**.

6   Click **OK** to complete the creation.

> *To set access permissions for a virtual directory:*

1   Click the required domain name on your Home page.

2   Click **Web Directories**.

3   Click the icon 🔒 corresponding to the directory you wish to open, and set the access permissions for this directory and all its files.

Refer to the Setting File and Folder Access Permissions section for more information on setting access permissions.

> *To configure ASP.NET for a virtual directory:*

1   Click the required domain name on your Home page,

2   Click **Web Directories**.

3   Browse to the required directory and enter it.

4   Click **ASP.NET Settings** and set the options accordingly.

Refer to Configuring ASP.NET for Virtual Directories section for more information on configuring ASP.NET

Changing Virtual Directory Settings

➢ *To change preferences of an existing virtual directory on a domain:*

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

2 Click **Web Directories** in the **Hosting** group.

3 Find the directory which preferences you wish to change, and click ⚙, or click **Directory Access Permissions** in the required directory.

4 Change the preferences of the virtual directory:

- **Name** - specify virtual directory name.

- **Path** - specify the path to the physical directory which virtual directory is linked to.

- **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.

- **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.

- **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.

- **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.

- **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.

- **Create application** - select this checkbox to make the web directory an IIS Application. The directory becomes logically independent from the rest of the web-site.

- **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.

   None - allow access only to static files such as HTML or image files.

   Scripts only - allow running scripts only, not executables.

   Scripts and Executables - remove all restrictions so that all file types can be executed.

- **Allow to use parent paths** - select this checkbox to allow using double period in the pathname when referring to a folder above the current web directory. This makes users able to move up the folder tree without knowing the folder name or the whereabouts in the hierarchy. If the option is selected, parent path directories should not have the **Execute permission** checkbox selected in their preferences, so that applications do not have the ability of unauthorized running of programs in the parent paths.

- ▪ **Allow application execution in MTA (multi-threaded apartment) mode** - select this checkbox to allow the application execution in multi-threaded apartment (MTA) mode. Otherwise the application will run in a single-threaded apartment (STA) mode. Using STA, each application pool is executed in a dedicated process. With MTA, several concurrent application pools are executed in one thread which can increase performance in some cases.

- ▪ **Use default documents** - select this checkbox to allow the use of default documents for the current web directory. The default document is sent when users access the directory on the Web without a specific file name (for example, using 'http://www.parallels.com' as opposed to 'http://www.parallels.com/index.html'). If this checkbox is cleared and the **Directory browsing** checkbox is selected, the Web server returns a folder listing. If this checkbox is cleared and the **Directory browsing** checkbox is cleared as well, the Web server returns an "Access Forbidden" error message.

- ▪ **Default documents search order** - specifies the order in which IIS searches for the default document, sending user the first available file it finds. If no match is found, IIS behaves as in the cases when the default content page is disabled.

- ▪ **Allow anonymous access** - select this checkbox if you want to make the directory public so that web users could access it without authentication.

- ▪ **Require SSL** - select this checkbox to enable SSL-only access to the folder.

- ▪ **ASP Settings** - set specific settings for ASP-based web applications.

  - ▪ If you are using ASP-based applications that cannot operate correctly under data transfer restrictions currently set by IIS, deselect the **Defined by parent directory** check box corresponding to the field you want to change and type in the required number.

  - ▪ If you want to enable debugging of ASP applications on the server side, deselect the corresponding **Defined by parent directory** check box and select the **Enable ASP server-side script debugging** check box.

  - ▪ If you want to enable debugging of ASP applications on the client side, deselect the corresponding **Defined by parent directory** check box and select the **Enable ASP client-side script debugging** check box.

    Note that if you are trying to change ASP Settings for the root web directory, the default check box names will be **Defined by IIS**.instead of **Defined by parent directory**.

5   Click **OK** to save changes.

➢ *To change access permissions for a virtual directory:*

1   Click the required domain name on your Home page.

2   Click **Web Directories**.

3   Click the icon 🔒 corresponding to the directory you wish to open, and change the access permissions for this directory and all its files.

Refer to the Setting File and Folder Access Permissions section for more information on setting access permissions.

➢ *To reconfigure ASP.NET for a virtual directory:*

1 Click the required domain name on your Home page,

2 Click **Web Directories**.

3 Browse to the required directory and enter it.

4 Click **ASP.NET Settings** and change the options accordingly.

Refer to the Configuring ASP.NET for Virtual Directories section for more information on configuring ASP.NET

Adding and Removing MIME Types

Multipurpose Internet Mail Exchange (MIME) types instruct a Web browser or mail application how to handle files received from a server. For example, when a Web browser requests an item on a server, it also requests the MIME type of the object. Some MIME types, like graphics, can be displayed inside the browser. Others, such as word processing documents, require an external helper application to be displayed.

When a web server delivers a Web page to a client Web browser, it also sends the MIME type of the data it is sending. If there is an attached or embedded file in a specific format, IIS also tells the client application the MIME type of the embedded or attached file. The client application then knows how to process or display the data being received from IIS.

IIS can only operate files of registered MIME types. These types could be defined both on the global IIS level and on the domain or virtual directory level. Globally defined MIME types are inherited by all the domains and virtual directories while ones defined on the domain or virtual directory level are used only for the area where they are defined. Otherwise, if the web server receives request for a file with unregistered MIME type, it returns the 404.3 (Not Found) error.

In this section:

Adding MIME Types

➢ *To add a new MIME type for a virtual directory on a domain:*

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

2   Click **Web Directories** in the **Hosting** group.

3   Navigate to the required virtual directory and enter it.

4   Select the **MIME Types** tab.

5   Click **Add MIME Type**.

   ▪ Type the filename extension in the **Extension** field. Filename extention should begin with a dot (.), or a wildcard (*) to serve all files regardless of filename extension.

   ▪ Specify the file content type in the **Content** field.

   ▪ You can either select the appropriate value from the list or define a new content type. To do this, select **Custom...** and enter the content type in the input box provided.

6   Click **OK** to finish the creation.

Changing MIME Types

➢ *To edit an existing MIME type for a virtual directory on a domain:*

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

2   Click **Web Directories** in the **Hosting** group.

3   Navigate to the required virtual directory and enter it.

4   Select the **MIME Types** tab.

5   Select the required MIME type in the list.

   ▪ Type the filename extension in the **Extension** field. Filename extention should begin with a dot (.), or a wildcard (*) to serve all files regardless of filename extension.

   ▪ Specify the file content type in the **Content** field.

   ▪ You can either select the appropriate value from the list or define a new content type. To do this, select **Custom...** and enter the content type in the input box provided.

6   Click **OK** to save changes.

Removing MIME Types

➢ *To remove a MIME type for a virtual directory on a domain:*

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

2 Click **Web Directories** in the **Hosting** group.

3 Navigate to the required virtual directory and enter it.

4 Select the **MIME Types** tab.

5 Select the check box corresponding to the MIME type you wish to remove.

6 Click **Remove**.

7 Confirm removal and click **OK**.

Setting PHP Version for Virtual Directories

In addition to be able to choose the PHP version you would like to use on each of your domains, you also have the additional ability to specify the PHP version for any given virtual directory on your domains, allowing you to use web applications that require PHP4 as well as PHP5.

➢ *To set PHP version for a virtual directory:*

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

2 Click **Web Directories** in the **Hosting** group.

3 Click **PHP Settings**.

4 Choose the required version of PHP and click **OK**.

Removing Virtual Directories

➢ *To remove an existing virtual directory:*

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

2 Click **Web Directories** in the **Hosting** group.

3 Select the check box corresponding to the directory you wish to remove.

4 Click **Remove**.

5 Confirm the removal and click **OK**.

Hosting Personal Web Pages on Your Web Server

You can host on your Web server personal Web pages for individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.

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

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

1 Go to **Domains** > *domain name* > **Web Users**.

2 Click **Preferences**.

3 If you wish to allow execution of scripts embedded in personal web pages, select the **Allow the web users scripting** check box.

4 Click **OK**.

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

5 Click **Add New Web User**.

6 Specify a user name and password that will be used for accessing the web space through FTP and publishing the Web page.

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

7 If you wish to limit the amount of disk space that can be occupied by the Web page content, type the desired value in megabytes into the **Hard disk quota** box.

   When the specified limit is exceeded, the Web page owner will not be able to add files to his or her Web space.

8 Specify the programming languages that should be supported for the Web page.

   For example, if the web page is written in PHP, select the **PHP support** check box.

9 Select the **Additional write/modify permissions** option if this personal web page's Web applications will use a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the web site security.

10 Click **OK**.

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

In this section:

Changing FTP Password for a Web Page Owner

> *To change FTP password for a web page owner:*

1 Go to **Domains** > *domain name* > **Web Users**.

2 Click the user name you need.

3 Type the new password into the **New password** and **Confirm password** boxes.

4 Click **OK**.

Allocating More Disk Space to the Web Page Owner

> *To allocate more disk space to the web page owner:*

1 Go to **Domains** > *domain name* > **Web Users**.

2 Click the user name you need.

3 Type the amount of disk space in megabytes into the **Hard disk quota** box.

4 Click **OK**.

Removing Web Page Owner's Account

> *To remove a Web page owner's account together with their Web page:*

1 Go to **Domains** > *domain name* > **Web Users**.

2 Select a check box corresponding to the user account you want to remove and click **Remove**.

3 Confirm removal and click **OK**.

Setting Up Anonymous FTP Access to the Server

If you host a site on a dedicated IP address, you can set up a directory within the site, where other users will be able to anonymously download or upload files through FTP. Once anonymous FTP is enabled, the users will be able to log in to the ftp://ftp.your-domain.com with the "anonymous" login name and any password.

➢ *To allow anonymous FTP access:*

1 Go to **Domains** > *domain name* > **Anonymous FTP**.

2 To activate anonymous FTP service, click **Switch On**.

3 To set up a welcoming message to be displayed when users log in to FTP site, select the **Display login message** check box and type the message text in the input field as desired.

   Note that not all FTP clients display welcoming messages.

4 To allow visitors to upload files to the `/incoming` directory, select the **Allow uploading to incoming directory** check box.

5 To allow users to create subdirectories in the `/incoming` directory, select the **Allow creation of directories in the incoming directory** check box.

6 To allow downloading files from the `/incoming` directory, select the **Allow downloading from the incoming directory** check box.

7 To limit the amount of disk space that can be occupied by uploaded files, clear the **Unlimited** check box corresponding to the **Limit disk space in the incoming directory** option, and specify the amount in kilobytes.

   This is the hard quota: the users will not be able to add more files to the directory when the limit is reached.

8 To limit the number of simultaneous connections to the anonymous FTP server, clear the **Unlimited** check box corresponding to the **Limit number of simultaneous connections** option and specify the number of allowed connections.

9 To limit the bandwidth for anonymous FTP connections, clear the **Unlimited** check box corresponding to the **Limit download bandwidth for this virtual FTP domain** option and enter the maximum bandwidth in kilobytes per second.

10 Click **OK**.

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

1 Go to **Domains** > *domain name* > **Anonymous FTP**.

2 Adjust the settings as required and click **OK**. To switch off the anonymous FTP service, click **Switch Off**.

Customizing Web Server Error Messages (Linux Hosting)

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

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

- **400 Bad File Request.** Usually means the syntax used in the URL is incorrect (for example, uppercase letter should be lowercase letter; wrong punctuation marks).

- **401 Unauthorized.** Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.

- **403 Forbidden/Access denied.** Similar to 401; a special permission is needed to access the site - a password and/or username if it is a registration issue.

- **404 Not Found.** Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered. This is the most common error.

- **405 Method Not Allowed.** The method specified in the Request-Line is not allowed for the resource identified by the Request-URI.

- **406 Not Acceptable.** The resource identified by the request is only capable of generating response entities which have content characteristics not acceptable according to the accept headers sent in the request.

- **407 Proxy Authentication Required.** This code is similar to 401 (Unauthorized), but indicates that the client must first authenticate itself with the proxy.

- **412 Precondition Failed.** The precondition given in one or more of the request-header fields evaluated to false when it was tested on the server. This response code allows the client to place preconditions on the current resource metainformation (header field data) and thus prevent the requested method from being applied to a resource other than the one intended.

- **414 Request-URI Too Long.** The server is refusing to service the request because the Request-URI is longer than the server is willing to interpret. This rare condition is only likely to occur when a client has improperly converted a POST request to a GET request with long query information, when the client has descended into a URI "black hole" of redirection (e.g., a redirected URI prefix that points to a suffix of itself), or when the server is under attack by a client attempting to exploit security holes present in some servers using fixed-length buffers for reading or manipulating the Request-URI.

- **415 Unsupported Media Type.** The server is refusing to service the request because the entity of the request is in a format not supported by the requested resource for the requested method.

- **500 Internal Server Error.** Could not retrieve the HTML document because of server-configuration problems.

- **501 Not Implemented.** The server does not support the functionality required to fulfill the request. This is the appropriate response when the server does not recognize the request method and is not capable of supporting it for any resource.
- **502 Bad Gateway.** The server, while acting as a gateway or proxy, received an invalid response from the upstream server it accessed in attempting to fulfill the request.

➢ *To configure Parallels Plesk Panel 's Web server to show your custom error pages:*

1 Switch on support for custom error documents through Parallels Plesk Panel: Go to **Domains** > *domain name* > **Web Hosting Settings**. Select the **Custom error documents** check box and click **OK**.

2 Connect to your FTP account on the Parallels Plesk Panel server, and go to the `error_docs` directory.

3 Edit or replace the respective files. Be sure to preserve the correct file names:

- 400 Bad File Request - `bad_request.html`
- 401 Unauthorized - `unauthorized.html`
- 403 Forbidden/Access denied - `forbidden.html`
- 404 Not Found - `not_found.html`
- 405 Method Not Allowed – `method_not_allowed.html`
- 406 Not Acceptable – `not_acceptable.html`
- 407 Proxy Authentication Required – `proxy_authentication_required.html`
- 412 Precondition Failed – `precondition_failed.html`
- 414 Request-URI Too Long – `request-uri_too_long.html`
- 415 Unsupported Media Type – `unsupported_media_type.html`
- 500 Internal Server Error - `internal_server_error.html`
- 501 Not Implemented – `not_implemented.html`
- 502 Bad Gateway – `bad_gateway.html`

4 Wait for a few hours till your Web server is restarted. After that, the Web server will start using your error documents.

Customizing Web Server Error Messages (Windows Hosting)

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

You may want to create your own error pages and use them on your Web server. The following error messages are the ones customized most often:

- 400 Bad File Request. Usually means the syntax used in the URL is incorrect (e.g., uppercase letter should be lowercase letter; wrong punctuation marks).
- 401 Unauthorized. Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.
- 403 Forbidden/Access denied. Similar to 401; a special permission is needed to access the site – a password and/or username if it is a registration issue.
- 404 Not Found. Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered. This is the most common error.
- 500 Internal Server Error. Could not retrieve the HTML document because of server-configuration problems.

➢ *To configure Parallels Plesk Panel's Web server to show custom error pages for a domain:*

1 Switch on support for custom error documents through Parallels Plesk Panel.

   1. Go to **Domains** > *domain name* > **Web Hosting Settings**.

   2. Select the **Custom error documents** check box.

   3. Click **OK**.

2 Go to **Domains** > *domain name* > **Virtual Directories** to see the list of error documents for the root Web directory (error documents located here are used for all domain Web pages). If you want to customize error pages for a certain Web directory, go to that directory.

3 Click **Error Documents** tab and click the required error document in the list.

   - To use the default document provided by IIS for this error page, select **Default** in the **Type** menu.
   - To use a custom HTML document already located in the `error_docs` directory on a domain, select **File** in the **Type** menu and specify the file name in the **Location** field.

▪ To use a custom HTML document located in directory other than `error_docs` on a domain, select **URL** in the **Type** menu and enter the path to your document in the **Location** field. The path should be relative to the virtual host root (that is, `<vhosts>\<domain>\httpdocs`).

For example, you have created a file `forbidden_403_1.html` and saved it in the `my_errors` directory located in the `httpdocs`. To use this file as an error document, the following path should be entered in the **Location** filed: `/my_errors/forbidden_403_1.html`.

Note. You can use both FTP and File Manager to upload your custom error document to the server. By default, all error documents are stored in the `/vhosts/your-domain.com/error_docs/` directory (located in `C:\InetPub` by default).

4 Once the Web server is restarted, it will start using your error documents.

Customizing DNS Zone Configuration for Domains

For each new domain name, your control panel automatically creates DNS zone in accordance with the configuration preset defined by your provider. The domain names should work fine with the automatic configuration, however if you need to perform custom modifications in the domain name zone, you can do that through your control panel.

Note: Here you can update the DNS zone with multiple changes in DNS records at once, and then confirm the changes by clicking the **Apply** button. Unconfirmed changes will not be saved.

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

Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group). A screen will show all resource records for this domain.

To learn about modifying resource records in the DNS zone of a domain alias, refer to the Setting Up Additional Domain Names for a Site (Domain Aliases) (see page 102) section.

In this section:

Adding Resource Records

➢ *To add a new resource record to the zone:*

1 Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).

2 Click **Add New Record**.

3 Select a resource record type, and specify the appropriate data:

- For an A record you will need to enter the domain name for which you wish to create an A record. If you are simply defining an A record for your main domain, then you should leave the available field empty. If you are defining an A record for a name server then you will need to input the appropriate entry for the given name server (ie. ns1). Then, you need to enter the appropriate IP address to which to associate the domain name.

- For a NS record, you will need to enter the domain name for which you wish to create the NS record. If you are defining an NS record for your main domain, then you will leave the available field blank. Then enter the appropriate name server name in the field provided. You will need to enter the complete name (i.e. ns1.mynameserver.com).

- For a MX record, you will need to enter the domain for which you are creating the MX record. For the main domain, you would simply leave the available field blank. You will then need to enter your mail exchanger, this is the name of the mail server. If you are running a remote mail server named 'mail.myhostname.com' then you would simply enter 'mail.myhostname.com' into the field provided. You will then need to set the priority for the mail exchanger. Select the priority using the drop-down box: 0 is the highest and 50 is the lowest. Keep in mind you would also need to add the appropriate A record, and/or CNAME if applicable for the remote mail exchange server.

- For a CNAME record, you will need to first enter the alias domain name for which you wish to create the CNAME record. You then need to enter the domain name within which you want the alias to reside. Any domain name can be entered. It does not need to reside on the same server.

- For a PTR record you will first enter the IP address/mask for which you wish to define the pointer. Then enter the appropriate domain name for this IP to be translated to.

- For a TXT record, you will be able to enter an arbitrary text string, which could be a description or an SPF record.

- For a SRV record, you will need to enter the service name, protocol name, port number, and target host. Service and protocol names should start with the underline symbol. You can also specify the priority of service and weight of service in the appropriate fields.

4 Click **OK** to submit the data.

Note: When you are finished with modifying DNS records of the DNS zone, confirm the changes by clicking the **Apply** button on the DNS zone screen (**DNS Settings**). Unconfirmed changes will not be saved.

Modifying Resource Records

> *To modify the properties of a resource record:*

1 Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).

2 Click the hyperlink in the **Host** column corresponding to the resource record you want to modify.

3 Modify the record as required and click **OK**.

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

1 Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).

2 Click **SOA Record**.

3 Specify the desired values:

- **TTL**. This is the amount of time that other DNS servers should store the record in a cache. Parallels Plesk 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. Parallels Plesk 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. Parallels Plesk 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. Parallels Plesk Panel sets the default value of one week.

- **Minimum**. This is the time a secondary server should cache a negative response. Parallels Plesk Panel sets the default value of three hours.

4 Click **OK**.

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 won't overflow until the year 4294.

➢ *To change the Start of Authority (SOA) serial number format to YYYYMMDDNN for a domain:*

1 Go to **Domains** > *domain name* > **DNS Settings** (in the **Web Site** group).

2 Click **SOA Record**.

3 Select the **Use serial number format recommended by IETF and RIPE** check box.

> **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**.

Removing Resource Records

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

1 Go to **Domains** > *domain name* > **DNS Settings** (in the **Web Site** group).

2 Select a check box corresponding to the record you wish to remove.

3 Click **Remove**.

4 Confirm removal and click **OK**.

> **Note:** When you are finished with modifying DNS records of the DNS zone, confirm the changes by clicking the **Apply** button on the DNS zone screen (**DNS Settings**). Unconfirmed changes will not be saved.

Restoring the Original Zone Configuration

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

1 Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).

2 In the **IP address** drop-down box, select the IP address to be used for restoring the zone, specify whether a www alias is required for the domain, and click the **Default** button. The zone configuration will be recreated.

➢ *To restore the default Start of Authority (SOA) serial number format (UNIX timestamp) for a domain:*

1 Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).

2 Click **SOA Record**.

3 Clear the **Use serial number format recommended by IETF and RIPE** check box.

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**.

Serving Sites with External Domain Name Servers

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

➢ *To make the control panel's DNS server act as a secondary name server:*

1   Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).
2   Click **Switch DNS Service Mode**.
3   Specify the IP address of the primary (master) DNS server.
4   Click **Add**.
5   Repeat steps from 1 to 5 for each Web site that needs to have a secondary name server on this machine.

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

1   Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).
2   Click **Switch DNS Service Mode**. The original resource records for the zone will be restored.

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

➢ *To switch off the control panel's DNS service for a site served by an external name server:*

1   Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).
2   Click **Switch Off the DNS Service** in the **Tools** group. Turning the DNS service off for the zone will refresh the screen, so that only a list of name servers remains.

> **Note:** The listed name server records have no effect on the system. They are only presented on the screen as clickable links to give you a chance to validate the configuration of the zone maintained on the external authoritative name servers.

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

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

1   Go to **Domains > *domain name* > DNS Settings** (in the **Web Site** group).

2 Add to the list the entries pointing to the appropriate name servers that are authoritative for the zone: click **Add**, specify a name server, and click **OK**. Repeat this for each name server you would like to test.

The records will appear in the list.

3 Click the records that you have just created. Parallels Plesk Panel will retrieve the zone file from a remote name server and check the resource records to make sure that domain's resources are properly resolved.

The results will be interpreted and displayed on the screen.

Changing Web Hosting Type from Physical to Forwarding

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

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

➢ *To reconfigure a hosting account:*

1 Go to **Domains** > *domain name* > **Web Site** group title menu > **Change Hosting Type**.

2 Select the **Forwarding** option, and then select the type of forwarding: **Frame forwarding** or **Standard forwarding**.

With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location, therefore, **Frame forwarding** should be preferred.

3 Specify the destination URL: the current Web site address that you would like this domain to point to.

4 Click **OK**.

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

> ➢ *If you need to serve a domain name or several domain names that point to a Web site hosted on another server:*

1 Go to **Domains** > **Create Domain**.

2 Specify the domain name.

Leave the **www** check box selected if you wish to allow users to access the site by a common and habitual URL like www.your-domain.com. Having the www alias preceding the domain name will allow users to get to the site no matter what they type in their browsers: www.your-domain.com and your-domain.com will both point to the site.

3 If you have a number of IP addresses to choose from, select the required address from the **Assign IP address** menu.

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

4 Leave the **Create domain without template** option selected in the **Use domain template settings** menu.

5 Select the **Mail** and **DNS** check boxes.

6 Under **Hosting Type,** select the **Forwarding** option.

7 Specify the destination URL: the current Web site address that you would like this domain to point to.

8 Select the type of forwarding: **Frame forwarding** or **Standard forwarding**.

With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location, therefore, **Frame forwarding** should be preferred.

9 Specify the destination URL: the current Web site address that you would like this domain to point to.

10 Click **OK**.

Upgrading Web Site Hosting Accounts

➢ *To modify settings for a Web site:*

1   Go to **Domains** > *domain name.*

2   To allocate more disk space, bandwidth and other resources, click **Resource Usage.**

3   To add hosting features, such as support for programming languages and scripts, click **Web Hosting Settings**.

4   To renew (prolong) an expired Web site hosting account, click **Resource Usage**, specify another term in the **Validity period** box, and click **OK.** Then click **Unsuspend**.

In this section:

Introducing Similar Changes to Numerous Web Hosting Accounts

➢ *To change hosting options for a number of hosting accounts at once:*

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

2 Select the check boxes corresponding to the domain names you wish to perform group operations on.

3 Click **Modify**.

4 In the **Status** section, you can suspend or unsuspend the domains. To suspend or unsuspend the domains, select an option button to **Switch on**, **Switch off**, or **Do not change** to leave it as is.

5 In the **Limits** section, you can see the list of all domain-specific limits. To change a certain limit, select an appropriate menu on the left side of the list. Adjust the settings as required:

- Select **Unlimited** to remove the corresponding limit.

- Select **Value** and type the numeric value to set the corresponding limit to the specified value.

- Select **Increase (+)**, select the type of value (specific units or percentage) and type the numeric value to increase the corresponding limit by the specified value (in specific units or percents).

- Select **Decrease (-)**, select the type of value (specific units or percentage) and type the numeric value to decrease the corresponding limit by the specified value (in specific units or percents).

- Leave the **Do not change** value selected, to leave it as is.

6 In the **Hosting** section, you can see the list of hosting parameters. To change a certain feature availability for the domains, select an appropriate option button to **Switch on**, **Switch off**, or **Do not change** to leave it as is.

7 In the **Preferences** section, you can see the list of domain preferences. To set a certain preferences setting for the domains, select an appropriate option button to **Switch on**, **Switch off**, or **Do not change** to leave it as is.

8 In the **Services** section, you can define availability of various domain services. To do this, select an appropriate option button to **Switch on**, **Switch off**, or **Do not change** to leave it as is.

9 Click **OK**.

Suspending and Unsuspending Web Sites

➢ *To suspend a domain (Web site):*

1 Go to **Domains** > *domain name*.

2 Click **Suspend**.

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

➢ *To unsuspend a domain (Web site):*

1 Go to **Domains** > *domain name*.

2 Click **Unsuspend**.

Removing Web Sites

➢ *To remove a domain (Web site) with its Web content:*

1 Click **Domains.**

2 Select a check box corresponding to the domain name you want to remove.

3 Click **Remove**, confirm removal and click **OK**.

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

1 Go to **Domains** > **Subdomains**.

2 Select the check box corresponding to the subdomain you wish to remove.

3 Click **Remove**, confirm removal and click **OK**.

Using E-mail Services

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

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

1 Go to **Domains** > *domain name* > **DNS Settings** (in the **Web Site** group).

2 In the **Record type** column, locate an MX record, and click the respective link in the **Host** column on the left.

3 In the **Enter mail exchanger** box, type the external mail server's host name, for example, `mailserver.example.com`.

4 Click **OK**.

5 Click **Up Level** to return to the domain management screen.

6 Click **Mail Accounts**.

7 Click **Mail Accounts** > **Mail Settings**.

8 Clear the **Activate mail service on domain** check box and click **OK**.

In this chapter:

Creating Mailboxes

> *To create a mailbox:*

1 Go to **Domains** > *domain name* > **Create Mail Account**.

2 The domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

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

3 Specify a password that mailbox owner will use for accessing his or her mailbox.

4 Specify the settings related to the appearance of user's control panel, if desired: interface language, theme (skin), the limit on number of characters that can appear on custom buttons placed into the control panel by the mailbox owner.

5 Leave the **Allow multiple sessions** check box selected to allow the mailbox owner to have several simultaneous sessions in the control panel.

6 Leave the **Prevent users from working with the control panel until interface screens are completely loaded** check box selected.

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

7 Make sure that a check mark is present in the **Mailbox** check box. If required, limit the amount of disk space that this mailbox and it's autoresponder attachment files can use. To do this, under **Mailbox quota** select the **Enter size** option and type the desired value in kilobytes. Click **OK**.

8 To allow the mailbox owner to log in to control panel for managing his or her mail account, click **Permissions**, click the **Select all** shortcut and click **OK**.

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

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

➢ *To set up Microsoft Outlook Express:*

1 Open Microsoft Outlook Express.

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

3 Click the **Mail** tab to open a list of your mail accounts.

4 Click the **Add >** button and select the **Mail ...** item.

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

6 Type your e-mail address that you created through Parallels Plesk Panel (for example, your.name@your-domain.com), and click **Next >**.

7 Select the protocol of your incoming mail server.

8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.

9 Type your e-mail address in the **Account name** box (for example: your.name@your-domain.com).

10 Type your password. This should be the password that you specified during creation of the mailbox through Parallels Plesk Panel.

11 Leave the **Remember password** box checked, if you do not wish to be prompted to enter password each time your e-mail program connects to the mail server to check for new mail, and click **Next >**.

12 To complete setting up your e-mail program, click **Finish**.

➢ *To set up Mozilla Thunderbird:*

1 Open Mozilla Thunderbird.

2 Go to **Tools** > **Account Settings...**

3 Click **Add Account**. The Account Wizard will open.

4 Leave the **Email account** option selected, and click **Next >**.

5 Enter your name as you want it to appear in any messages you send.

6 Type your e-mail address that you created through Parallels Plesk Panel.

    For example, your.name@your-domain.com. Click **Next >**.

7 Select the protocol of your incoming mail server.

8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.

9   In the Incoming User Name box, specify your full e-mail address (for example, your.name@your-domain.com), and click **Next >**.

10 Enter the name by which you would like to refer to this account (for example, Work Account) and click **Next >**.

11 Verify that the information you entered is correct, and click **Finish**.

12 Click **OK** to close the Account Settings wizard.

Accessing Your Mail From a Web Browser

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

➢ *To allow access to the Webmail interface:*

1 Go to **Domains** > *domain name* > **Mail** group title menu > **Mail Settings**.
2 From the **Webmail** menu, select the webmail program that you want to use.
3 Click **OK**.

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

➢ *To access your mailbox through webmail:*

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

Note: If you are going to use Kronolith Web calendars, do not share your calendars with other users by selecting the option "all authenticated users" because this will make your calendars accessible to users under other domains hosted on this server. To share calendars, use the "individual users" type of sharing and add all authorized users manually.

Protecting Mailboxes From Spam

To protect your mailbox from undesirable correspondence, do not publish your e-mail address on Internet forums and switch on the server-side spam filter provided by the SpamAssassin software. Also ask your provider to switch on protection from spam and phishing based on DomainKeys.

DomainKeys is 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. Verification of incoming mail can be switched on only by your provider; however, if server policy allows, you can switch on signing of e-mail messages that are sent from your domain: **Domains >** *domain name* **> Mail** group title menu **> Mail Settings > Use DomainKeys spam protection system to sign outgoing e-mail messages** option.

If you use a Linux-based hosting account, then you can also use the spam protection based on greylisting. 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 individual domains through Parallels Plesk Panel (at **Domains > domain name > Mail** group title menu > **Mail Settings > Switch on greylisting spam protection for all mail accounts under this domain** option). When you need to publish your e-mail address, you may want to create a disposable e-mail address - e-mail alias - for your primary e-mail address, and publish it instead. All messages sent to the e-mail alias will come into your mailbox. Once you start getting spam, remove that alias and create another one. If you have a mailbox at another domain or mail server, you may want to set up a disposable e-mail forwarder.

In this section:

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

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

1 Go to **Domains > *domain name* > Mail Accounts > e-mail address > Add New Mail Alias**.

2 Type a desired name and click **OK**.

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

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

1 Go to **Domains > *domain name* > Mail Accounts > e-mail address.**

2 Select the check box corresponding to the alias that you wish to remove, and click **Remove**.

Setting Up SpamAssassin Spam Filter

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

▪ Enable SpamAssassin spam filter in Parallels Plesk Panel, if supported by your provider, and

▪ Install spam filtering software of your choice to work with e-mail program on your home or office computer.

In this section:

Switching on Spam Filter

➢ *To switch on spam filtering for a mailbox:*

1 Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Spam Filtering**.

2 Configure the following settings:

- **Switch on SpamAssassin spam filtering**. Select this option to switch on spam protection.

- **The score that a message must receive to qualify as spam**. This setting adjusts spam filter sensitivity. SpamAssassin performs a number of different tests on contents and subject line of each message. As a result, each message scores a number of points. The higher the number, the more likely a message is spam. For example, a message containing the text string "BUY VIAGRA AT LOW PRICE!!!" in Subject line and message body scores 8.3 points. By default, the filter sensitivity is set so that all messages that score 7 or more points are classified as spam.

  - If you receive lots of spam messages with the current setting, to make filter more sensitive, try setting a lesser value in the **The score that a message must receive to qualify as spam** box; for example, 6.

  - If you are missing your e-mails because your spam filter thinks they are junk, try reducing filter sensitivity by setting a higher value in the **The score that a message must receive to qualify as spam** box.

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

- **What to do with spam mail**. If you are sure that your spam filter is accurate, you may want to set the filter to automatically delete all incoming messages recognized as spam. To do this, select the **Delete** option. If you wish to filter mail with the software on your local computer, select the **Mark as spam and store in mailbox** option, and then specify how spam filter should mark the messages recognized as spam. "X-Spam-Flag: YES" and "X-Spam-Status: Yes" headers are added to the message source by default, and if you want, the spam filter will also include a specific text string to the beginning of Subject line. To include a desired combination of symbols or words to the message subject, type it into the **Add the following text to the beginning of subject of each message recognized as spam** box. If you do not want the spam filter to modify message subject, leave this box blank. If you want to include into the subject line the number of points that messages score, type _SCORE_ in this box.

- **Spam detection alert text**. If you want spam filter to include a text into e-mail messages marked as spam, type the text into this box.

- **Trusted languages and locales**. E-mail messages written in the specified languages and with the defined character sets will pass the spam filter and will not be marked as spam.

3 Click **OK** to save the settings.

4 If you do not want to receive e-mail from specific domains or individual senders, click the **Black List** tab, and then add the respective entries to the spam filter's black list:

- ▪ To add entries to the black list, click **Add Addresses**. If you have a list of entries stored in a file, click **Browse** to specify it, and then click **OK**. Otherwise, select the **From List** option, and type the e-mail addresses into the **E-mail addresses** box. Place each address in one row, or separate addresses with a 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. To save the entries you added, click **OK**, then confirm adding, and click **OK** again.

- ▪ To remove entries from the black list, under the **Black List** tab, select the entries and click **Remove**. Confirm removal and click **OK**.

5 If you want to be sure that you will not miss e-mail from specific senders, click the **White List** tab, and then add e-mail addresses or entire domains to the spam filter's white list:

- ▪ To add entries to the white list, click **Add Addresses**. If you have a list of entries stored in a file, click **Browse** to specify it, and then click **OK**. Otherwise, select the **From List** option, and type the e-mail addresses into the **E-mail addresses** box. Place each address in one row, or separate addresses with a 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**.

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

Improving Accuracy of Spam Detection

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

➢ *To improve accuracy of spam detection:*

1 Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Spam Filtering** > **Training**.

> **Note:** In Parallels Plesk Panel for Linux/Unix platforms, each message is accompanied by an icon in the left column, which tells if a message is recognized as spam - , non-spam - , or not recognized at all - . If you have already trained your spam filter on a message and the results were recorded in the spam filter's database, an icon is shown in the right column.

2 Train the spam filter.

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

- To mark a message as spam, select the corresponding check box and click '**It's Spam!'**'.

- To mark a message as not spam, select the corresponding check box and click '**It's Not Spam'**.

- To remove any information on a given message from the spam filter database, select the corresponding check box and click '**Forget It'**.

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

Clearing Spam Filter's Database

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

➢ *To clear spam filter's database:*

1 Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Spam Filter** > **Training** tab.

2 Click the **Clear** button.

Switching off Spam Filter

> ➢ *To switch off spam filtering for a mailbox:*

1   Go to **Domains >** *domain name* **> Mail Accounts >** *e-mail address* **> Spam Filter.**

2   Clear the **Switch on SpamAssassin spam filtering** check box and click **OK**.

Protecting Mailboxes From Viruses

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

In this section:

Switching on Anti-virus Protection

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

1   Go to **Domains >** *domain name* **> Mail Accounts >** *e-mail address* **> Virus Protection.**

2   Choose the desired mail scanning mode. You can switch on scanning for incoming mail, outgoing mail, or both.

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

3   Click **OK**.

Switching off Anti-virus Protection

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

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Virus Protection**.

2   Select the **Do not scan for viruses** option and click **OK**.

Suspending and Unsuspending Mailboxes

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

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address*.

2   Click **Mailbox** in the **Tools** group.

3   Clear the **Mailbox** check box.

4   Click **OK**.

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

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address*.

2   Click **Mailbox** in the **Tools** group.

3   Select the **Mailbox** check box.

4   Click **OK**.

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

1   Go to **Domains** > *domain name* > **Mail Accounts**.

2   Click **Switch Off** in the **Tools** group.

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

1   Go to **Domains** > *domain name* > **Mail Accounts**.

2   Click **Switch On** in the **Tools** group.

Removing Mailboxes

➢ *To remove a mailbox:*

1   Go to **Domains > *domain name* > Mail Accounts.**

2   Select a check box corresponding to the mailbox that you want to remove.

3   Click **Remove**.

4   When prompted, confirm removal and click **OK**.

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

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

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

1   Go to **Domains > *domain name* > Mail Accounts > *e-mail address* > Mailbox.**

2   Clear the **Mailbox** check box.

3   Click **OK**.

Setting Up Mail Forwarding to a Single E-mail Address

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

1   Go to **Domains** > *domain name* > **Create Redirect**.

2   Select an e-mail address that you would like to turn into a mail forwarder, or click **Add New Mail Account** to set up new e-mail address.

3   Click **Next >>**.

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

4   Select the **Redirect** check box and type the destination e-mail address to which you would like to forward e-mail.

5   Click **Finish**.

Suspending and Unsuspending Mail Forwarders

➢ *To suspend a mail forwarder:*

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Redirect**.

2   Clear the **Redirect** check box.

3   Click **OK**.

➢ *To unsuspend a mail forwarder:*

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Redirect**.

2   Select the **Redirect** check box.

3   Click **OK**.

Setting Up Mail Forwarding to Multiple E-mail Addresses

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

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Mail Group**.

2   Click **Add New Member**.

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

3   Enter the desired external e-mail address into the **E-mail** input box or select one or more of the listed mail accounts using check boxes.

4   Click **OK**.

5   Click **Switch On**.

In this section:

Adding and Removing Recipient Addresses

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

1 Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Mail Group**.

2 Click **Add New Member**.

3 Enter the desired external e-mail address into the **E-mail** input field.

4 Click **OK**.

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

1 Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Mail Group**.

2 Select the check box corresponding to the e-mail address you wish to remove from the list.

3 Click **Remove**. Confirm removal and click **OK**.

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

1 Go to **Domains** > *domain name* > **Mail Accounts** > *mail account* > **Groups**.

2 Select the required multiple e-mail forwarder in the **Available mail groups** list.

3 Click **Add >>**.

4 Click **OK**.

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

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

1 Go to **Domains** > *domain name* > **Mail Accounts** > *mail account* > **Groups**.

2 Select the required multiple e-mail forwarder in the **Member of the following mail groups** list.

3 Click **<< Remove**.

4 Click **OK**.

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

Switching off Mail Forwarding to Multiple E-mail Addresses

> ➤ *To switch off the e-mail forwarding to several e-mail addresses:*

1   Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Mail Group**.

2   Click **Switch Off**.

Removing Mail Forwarders

> ➤ *To remove a mail forwarder:*

1   Go to **Domains** > *domain name* > **Mail Accounts**.

2   Select a check box corresponding to the mail forwarder that you want to remove.

3   Click **Remove**.

4   When prompted, confirm removal and click **OK**.

Setting Up Automatic Reply

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

➤ *To set up automatic reply for a mailbox:*

1 Go to **Domains** > *domain name* > **Mail Accounts** > *e-mail address* > **Autoresponders**.

2 If you are not going to attach any files to the automatic reply, proceed to the step 3. To attach a file to the automatic reply:

   1. Click the **Attachment Files** icon in the **Tools** group.

   2. Click **Browse** to locate the file, and once selected, click **Send File**.

      The file will be added to the attachment files storage, and you will be able to attach this file to a number of different automatic replies.

   3. Once finished, click **Up Level** and proceed to the next step.

3 Click the **Add New Autoresponder** icon in the **Tools** group.

4 Configure the automatic reply:

   1. Type a name for this automatic reply into the **Autoresponder name** box.

      For example, Vacation notice.

   2. If you want your incoming mail to be forwarded to another e-mail address while you are away, specify an e-mail address in the **Upon automatic response, forward the original message to the specified e-mail** box.

   3. If you want this automatic reply to be sent in reply to any incoming e-mail message, in the **Conditions** group, leave the **always respond** option selected. If you wish to automatically reply only to e-mail messages that contain specific words in the message text or subject line, select the appropriate option, and type the word combination in the input box.

   4. By default, the subject line of incoming e-mail will be inserted into the automated reply. To use a custom subject, type it into the **Reply** subject input box.

5. As your correspondents may not figure out that the message they received from you was an automatic response, they may want to respond to your auto-reply. So, you should specify your e-mail address as the **Return address**, otherwise, their messages will be directed at the autoresponder's address.

6. Specify the automatic reply message format (**plain text** or **HTML**) and character encoding (**UTF-8** is recommended). If you use HTML tags in your auto-reply message, you should select the **HTML** option.

7. Type your message in the **Reply with text** field.

8. Attach your files, if needed. To do this, click the **Add New Attachment** button, select the check box corresponding to the file that you previously uploaded to the attachment storage, and click **OK**. To remove an attached file from the automatic reply, select the corresponding check box, and click **Remove**.

9. To limit the number of automated responses per day to the same e-mail address, enter the desired number in the respective input box under **Limits**.

   The default setting is to respond no more than ten times in one day to the same e-mail address.

10.   To reduce mail server load, you may want to limit the number of unique addresses that the autoresponder will remember. To do this, enter the desired number into the **Store up to** box.

5 Click **OK**.

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

Switching off Automatic Reply

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

1 Go to **Domains > *domain name* > Mail Accounts > *e-mail address* > Autoresponders**.

2 Click **Switch Off**.

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

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

1 Go to **Domains > *domain name* > Mail Accounts > *e-mail address* > Autoresponders**.

2 Select a check box corresponding to the configuration name, and click **Remove**.

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

When somebody sends an e-mail message to an e-mail address that does not exist under your domain, the mail server, by default accepts mail, processes it, and when it finds out that there is no such a recipient under the domain, it returns the mail back to sender with the "this address no longer accepts mail" notice. You can choose to:

- Continue returning all such mail back to senders (**Bounce** or **Bounce with message** option),
- Forward all such mail to the specified e-mail address (**Forward to address** option),
- Forward all such mail to another mail server with the specified IP address using the option **Redirect to external mail server with IP address** (available only for Windows hosting),
- Reject such mail without accepting it and without notifying senders (**Reject** option).

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

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

1 Go to **Domains > *domain name* > Mail** group title menu **> Mail Settings**.
2 Select the required option and specify the information as required.
3 Click **OK**.

Introducing Similar Changes to a Number of Mail Accounts at Once

➢ *To introduce similar changes to a number of mail accounts at once:*

1 Go to **Domains** > *domain name* > **Mail Accounts**.

2 Select the check boxes corresponding to the mail accounts whose settings you want to change.

3 Click ⬛ **Modify**.

4 Adjust the settings as necessary:

- Select **Switch on** to enable the corresponding option for the selected mail accounts.

- Select **Switch off** to disable the corresponding option for the selected mail accounts.

- Leave **Do not change** selected if you do not want to change the corresponding option.

5 Click **OK**.

Maintaining Mailing Lists

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

Mailing list is a convenient way to reach a number of readers at once: it contains a list of e-mail addresses, which are combined under a single e-mail address, to which you post your information or a newsletter.

In this section:

Setting Up a Mailing List

> ➤ *To set up a mailing list:*

1   Go to **Domains > *domain name* > Mailing lists**.

2   Click **Switch On** to start the mailing list service.

3   Click **Add New Mailing List**.

4   Specify the desired name for the mailing list.

    This can be, for example, a department name, a topic of the mailing list, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot and underscore symbols.

5   Specify the password that will be used for administering the mailing list.

6   Specify the mailing list administrator's e-mail.

7   Leave the **Notify administrator of the mailing list creation** check box selected.

    You will receive instructions on using and managing the mailing list at the administrator's e-mail you specified. Keep that message for your records.

8   Click **OK**.

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

> ➤ *To configure the mailing list:*

1   Go to **Domains > *domain name* > Mailing lists**.

2   Click the icon next to the desired mailing list's e-mail address.

    A login screen opens.

3   Type the list administrator's password and click **Let me in** ....

> ➤ *Alternately, you can access the mailing list configuration the following way (on Linux hosting):*

1   In your Web browser, enter the following URL: http://lists.your-domain.com/mailman/admin/listname (where your-domain.com is your domain name, and *listname* is the name of the mailing list (that is, the left part of the mailing list's e-mail address before the @ sign).

    A login screen opens.

2   Type the list administrator's password and click **Let me in** ....

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

Subscribing and Unsubscribing Users

➢ *To subscribe users to a mailing list:*

1 Go to **Domains** > *domain name* > **Mailing lists** > *mailing list name* > **Add New Member**.

2 Specify user's e-mail address.

3 Click **OK**.

➢ *To unsubscribe users from a mailing list:*

1 Go to **Domains** > *domain name* > **Mailing lists** > *mailing list name*.

2 Select a check box to the left of the user's e-mail address.

3 Click **Remove**.

4 Confirm removal and click **OK**.

Posting to Your Mailing List

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

Removing Mailing Lists

➢ *To remove a mailing list from a site:*

1 Go to **Domains** > *domain name* > **Mailing lists.**

2 Select a check box corresponding to the mailing list address that you want to remove.

3 Click **Remove**.

4 When prompted, confirm removal and click **OK**.

Viewing Statistics

➢ **To view the information about disk space and bandwidth used by your sites:**

On your Home page, click the appropriate **stats** shortcut.

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

1 Go to **Domains > domain name > Web Statistics**.

2 View the statistics for the web pages or files downloaded from or uploaded to specific areas of your site:

- To view the bandwidth usage by months, click **Bandwidth Usage History**.
- To view the bandwidth usage by FTP, Web and mail services in this domain, click **Traffic Usage Report**.
- To view the statistics for web pages transferred from your site over hypertext transfer protocol (HTTP), click **Web Stats**.
- To view the statistics for web pages transferred from your site over secure hypertext transfer protocol (HTTPS), click **Web Stats SSL**.
- To view statistics for files transferred over file transfer protocol (FTP), click **FTP Statistics**.
- To view statistics for files transferred over file transfer protocol (FTP) with anonymous access without a password, click **Anonymous FTP Statistics**.

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

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

To view a consolidated report on all your web sites and your hosting account, go to **Domains > View Statistics**.

Common operations on reports:

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

- To have the reports automatically generated and delivered by e-mail on a daily, weekly, or monthly basis, click **Report Delivery** and follow the instructions supplied in the section Automating Report Generation and Delivery by E-mail (on page 158).

In this chapter:

Adjusting Preferences for Web Statistics Presentation by Webalizer

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

You may want to:

- Hide these internal references, and references from other sites.

- Group references from a number of sites, so as to show them as if they originated from a single location.

- Hide direct requests. Direct requests are sent to your web server when users access your site by typing the URL in their browsers.

In this section:

Hiding and Unhiding Internal References from Your and Other Sites

➢ *To hide the internal references or references from other sites:*

1   Go to **Domains** > *domain name* > **Web Statistics** > **Preferences**.

2   Click **Hide Entries**.

3   In the **Entry type** drop-down box, leave the **Referrer** value selected.

4   In the **Referrer** field, type the domain name from which you do not want the referrers shown in web statistics reports.

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

5   Click **OK**.

➢ *To unhide references:*

1   Go to **Domains** > *domain name* > **Web Statistics** > **Preferences**.

2   Select the check boxes corresponding to the entries you wish to unhide and click **Remove**.

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

Grouping and Ungrouping References from Other Sites

➢ *To group references from a specific site:*

1   Go to **Domains** > *domain name* > **Web Statistics** > **Preferences** > **Grouped referrers** tab > **Group Referrers**.

2   Type the group name that you wish to be shown for all referrers on the specific site.

3   In the **Referrer** input box, specify the site (domain name) from which all referrers should be grouped.

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

4   Click **OK**.

➢ *To ungroup references from a specific site:*

1   Go to **Domains** > *domain name* > **Web Statistics** > **Preferences** > **Grouped referrers** tab. All referrer group names will be presented in a list.

2   Select the check box corresponding to the required group name and click **Remove**.

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

Hiding and Unhiding Direct Requests

➢ *To hide direct requests:*

1   Go to **Domains > *domain name* > Web Statistics > Preferences**.

2   Click **Hide Entries**.

3   In the **Entry type** drop-down box, select the **Direct request** value.

4   Click **OK**.

➢ *To unhide direct requests:*

1   Go to **Domains > *domain name* > Web Statistics > Preferences**. All hidden entries will be presented in a list.

2   Select the check box corresponding to the **Direct request** entry and click **Remove**.

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

Automating Report Generation and Delivery by E-mail

➢ *To receive consolidated reports on your account status on a regular basis:*

1 Go to **Domains** > *domain name* > **Report** > **Layouts**.

2 Under the **Name** column, click the report type you need.

3 Click **Report Delivery**.

4 Click **New Delivery Schedule**.

5 To receive the report to your e-mail address registered with the system, select the **the client** value from the **Deliver to** drop-down menu. To receive the report to another e-mail address, select the **the e-mail address I specify** option and type the e-mail address.

6 Select the delivery interval from the **Delivery frequency** drop-down menu.

   You can have the report delivered each day, each week, or each month.

7 Click **OK**.

➢ *To change the delivery schedule for an account status report:*

1 Go to **Domains** > *domain name* > **Report** > **Layouts** > *report name* > **Report Delivery**.

2 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.

3 Adjust the settings as required and click **OK**.

➢ *To stop receiving the account status reports:*

1 Go to **Domains** > *domain name* > **Report** > **Layouts** > *report name* > **Report Delivery**.

2 Select a check box corresponding to the delivery schedule and click **Remove**. Confirm removal and click **OK**.

➢ *To receive detailed reports on a specific domain/web site on a regular basis:*

1 Go to **Domains** > *domain name* > **Report** > **Layouts** > *report name* > **Report Delivery**.

2 Click **Add Delivery Schedule**.

3 To receive the report to your e-mail address registered with the system, select the **client** value from the **Deliver to** drop-down menu. To receive the report to another e-mail address, select the **e-mail address I specify** option and type the e-mail address.

4 Select the delivery interval from the **Delivery frequency** drop-down menu. You can have the report delivered each day, each week, or each month.

5 Click **OK**.

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

1 Go to **Domains** > *domain name* > **Report** > **Layouts** > *report name* > **Report Delivery**.

2 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.

3 Adjust the settings as required and click **OK**.

➢ *To stop receiving the account status reports:*

1 Go to **Domains** > *domain name* > **Report** > **Layouts** > *report name* > **Report Delivery**.

2 Select a check box corresponding to the delivery schedule and click **Remove**. Confirm removal and click **OK**.

Viewing Log Files and Configuring Recycling of Log Files

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

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

1 Go to **Domains** > *domain name* > **Log Manager** > **Log Rotation**.

2 Click **Switch On** in the **Tools** group. If you see only **Switch Off** there, this means that log recycling is already switched on.

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

4 Click **OK**.

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

1 Go to **Domains** > *domain name* > **Log Manager**. A list of log files opens.

2 Do any of the following:

- To specify the number of lines from the end of the log file that you would like to view, type a number into the input box under the **Preferences** group.

- To view the contents of a log file, click its file name.

- To download a file to your computer, click an icon 💾, corresponding to the file you need.

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

Backing Up And Restoring Your Data

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

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

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

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

Restore your data from backup archives.

In this chapter:

Configuring Control Panel for Using FTP Repository

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

1 Navigate to the repository you need:

- For a repository on your account level, go to **Home** > **Backup Manager** > **Personal FTP Repository Settings.**

- For a repository on a domain level, go to **Domains** > **domain name** > **Backup Manager** > **Personal FTP Repository Settings.**

2 Specify the following settings:

- FTP server's IP address or host name.

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

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

3 Click **OK**.

Backing Up Your Account with Your Domains

➢ *To back up your account with domains:*

1 On your Home page, click **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 check box and specify volume size in megabytes.

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

- What data to back up. You can back up only the settings related to your account and Web sites, or the settings with all Web site content.

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

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. When backing up is finished, the backup file will be saved to the repository you selected.

Backing Up Individual Domains (Web Sites)

➢ *To back up a domain (Web site):*

1 Go to **Domains > *domain name* > 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 check box and specify volume size in megabytes.

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

- What data to back up. You can back up only Web hosting settings, or the Web hosting settings and all site content.

- 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.

- Suspend the Web site until backing up is finished. If you do not want anybody to make any changes to the site content or settings during backing up, select the corresponding check box.

4 Click **Back Up Now**. 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, and will be accessible either from the FTP server, or from the location **Domains > *domain name* > Backup Manager**.

Backing Up Databases (Windows Hosting)

➢ *To back up a database:*

1 Go to **Domains > *domain name* > Databases**.

2 Select a check box corresponding to the database you want to back up and click **Back Up**.

3 Specify the name of the backup file and click **OK**.

4 If you want to download the resulting backup file, click the file name on the next page after the backup process was finished. Specify the location where you want to save the file and click **Save**.

5 Click **OK**.

➢ *To back up all databases on your domain:*

1 Go to **Domains** > *domain name* > **Backup Manager** > **Database Backup Repository**, make sure that **All domain repositories** is selected in the **Database** field, and click **Back Up**.

2 Specify the name of the backup file and click **OK**.

3 If you want to download the resulting backup file, click the file name on the next page after the backup process was finished. Specify the location where you want to save the file and click **Save**.

4 Click **OK**.

Scheduling Backups

➢ *To schedule backing up of data:*

1 Go to the backup files repository corresponding to the type of data you want to back up:

- To back up your account settings and Web site content, go to **Home** > **Backup Manager**.

- To back up a Web site, go to **Domains** > *domain name* > **Backup Manager**.

2 Click **Scheduled Backup Settings**.

3 Select the **Activate this backup task** check box and specify the following:

- When and how often to run the backup.

- Backup file name.

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

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

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

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

- What data to back up. You can back up only the settings, or settings and Web site content.

4 Click **OK**.

Restoring Data From Backup Archives

> ➢ *To restore data from a backup file:*

1 Go to the backup files repository where the backup file is located:

- To restore your account settings and Web site content, go to **Home** > **Backup Manager**.

- To restore a Web site, go to **Domains** > *domain name* > **Backup Manager**.

2 Click the backup file name.

3 Specify the following settings:

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

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

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

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

4 Click **Restore**.

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

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

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

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

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

Restoring Databases

➤ *If the database already exists and you only need to restore its contents:*

1 Go to **Domains** > *domain name* > **Databases** > *database name* > **Database Backup Repository**, select the required backup file from the list and click **Restore**.

If you do not have the backup file on your server, you can upload the backup file to the server repository from your local machine. Refer to Uploading Database Backup Files To Server section for more information.

2 Confirm the restoration by selecting the corresponding check box and click **OK**.

If you are restoring MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them. Refer to Recovering Orphaned Database Users section for more information.

➤ *If the database does not exist and you need to recreate it from scratch:*

1 Go to **Domains** > *domain name* > **Databases** and click **Add New Database**.

2 Specify the database name, type and server for the database you are restoring.

Note. You can specify a new database name, but you must choose the correct database type: for example, if you are trying to restore a MySQL database, choose MySQL database type.

3 Select the **Restore database from backup file** check box.

4 Specify the location of the database backup file. You can upload a backup file from your local machine or specify a file located on the server.

5 Provide the default username and password for the restored database.

6 Click **OK**.

If you are restoring MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them. Refer to Recovering Orphaned Database Users section for more information.

In this section:

Recovering Orphaned Database Users

If you are restoring an MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them.

➢ *To check if a database has orphaned users:*

1   Go to **Domains** > *domain name* > **Databases** > *database name*.

2   If you see a warning saying that there are several orphaned users that should be repaired in order to function properly, you have orphaned users who need to be repaired.

➢ *To repair orphaned users:*

1   Go to **Domains** > *domain name* > **Databases** > *database name* and click the **Repair** button corresponding to the orphaned user you want to repair.

2   Provide a password for this user and click **Repair**.

    If a user is supposed to be a system user without a password, run repair with empty password field.

3   Repeat steps 1-2 as necessary to repair all orphaned users.

Maintaining Your Backup Files Repository

This section provides instructions on:

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

In this section:

Uploading Backup Files to Server

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

1 Go to **Domains > *domain name* > Backup Manager**.

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

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

4 Click **OK**.

The backup file will be uploaded to the backup repository.

Downloading Backup Files from Server

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

1 Go to **Domains > *domain name* > Backup Manager**.

2 Click the icon ▦ corresponding to the backup file you wish 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.

Removing Backup Files from Server

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

1 Go to **Domains > *domain name* > Backup Manager**.

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

3 Click **Remove**.

4 Confirm removal and click **OK**.

Maintaining Database Backup Files Repository (Windows Hosting)

Your database backup files are stored in your own database backup repository, accessible by going to **Domains** > *domain name* > **Backup Manager** > **Database Backup Repository**. Each database has its own backup files repository. To see backup files for a specific database, select the required database from the **Database** menu. By default, the database backup repository shows backup files for all databases on a domain.

In the database backup repository you can:

- Upload database backup files stored on another computer
- Download database backup files to another computer
- Remove redundant database backup files from database backup repository

In this section:

Uploading Database Backup Files To Server

➢ *To upload a backup file to backup repository:*

1 Go to **Domains** > *domain name* > **Backup Manager** > **Database Backup Repository** and click **Upload Backup File**.

2 Select the database in which repository you want to upload the backup file to in the **Database name** menu.

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

4 Leave the **Restore database backup immediately upon uploading** check box selected if you want the database contents to be restored immediately after the backup file is uploaded.

5 Click **OK**.

The database backup file will be uploaded to the backup repository of the specified database.

Downloading Database Backup Files From Server

➢ *To download a backup file from backup repository:*

1 Go to **Domains** > *domain name* > **Backup** > **Database Backup Repository.**

2 Select the database which backup files you want to browse in the **Database** menu. Leave **All domain databases** selected if you want to browse backup files of all databases on a domain.

3 Click an icon corresponding to the database backup file you want to download

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

The backup file will be downloaded from the backup repository.

Removing Database Backup Files From Server

➢ *To download a backup file from backup repository:*

1 Go to **Domains** > *domain name* > **Backup Manager** > **Database Backup Repository.**

2 Select the database which backup files you want to browse in the **Database** menu. Leave **All domain databases** selected if you want to browse backup files of all databases on a domain.

3 Select a check box corresponding to the database backup file you wish to remove. Click **Remove**, confirm removal and click **OK**.

Scheduling Tasks

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

In this chapter:

Scheduling a Task (Linux Hosting)

> *To schedule a task:*

1 Go to **Domains** > *domain name* > **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 4th, 5th, 6th, and 20th of a month, type 4-6,20.

- insert an asterisk to specify all values allowed for this field. For example, to run a task daily, type * in the **Day of the Month** text box.

To schedule the task to run every Nth period, enter the combination */N, where N is the legal value for this field (minute, hour, day, month). For example, */15 in the **Minute** field schedules the task to start every 15 minutes.

You can type the contracted names of months and days of the week, which are the first three letters: Aug, Jul, Mon, Sat, etc. However, the contracted names cannot be separated with commas or used together with numbers.

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**.

Scheduling a Task (Windows Hosting)

➢ *To schedule a task for a domain:*

1   Go to **Domains** > *domain name* > **Scheduled Tasks**.

2   Click **Schedule New Task**.

3   Input a name for your task in the **Description** field.

4   In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:

   ▪ **Do not send** - 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.

5   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\Plesk\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\Plesk\Additional\PleskPHP5\php.exe`

   and specify the script location in the **Arguments** field:

   `C:\Inetpub\vhosts\mydomain.tld\httpdocs\myscript.php`

6   Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.

7   Specify when to run your command by selecting the appropriate check boxes in the **Hours**, **Days of Month**, **Months** or **Days of Week** fields.

8   Click **OK** to schedule the task or click **Run Now** to schedule the task and immediately run it.

Suspending and Resuming Execution of Tasks

➢ *To temporarily suspend execution of scheduled task:*

1 Go to **Domains** > *domain name* > **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 the command name.
4 Clear the **Switched on** check box and click **OK**.

➢ *To resume execution of scheduled task:*

1 Go to **Domains** > *domain name* > **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** check box and click **OK.**

Canceling a Task

➢ *To cancel a task:*

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

Monitoring Connections to Control Panel and FTP Services

In this chapter:

Monitoring Connections to Control Panel

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

1 Go to **Home** > **Active Sessions**. All sessions including yours will be presented and the following details will be displayed:

- **Type**. A type of control panel user who established the session:

     for client.

     for domain or Web site owner.

     for mailbox owner.

- **Login**. The login name the user is logged in as.

- **IP address**. The IP address from which the control panel is accessed.

- **Logon time**. The date and time when the user logged in to the control panel.

- **Idle time**. The time that user was not doing anything in the control panel while being logged in.

2 To refresh the list of user sessions, click **Refresh**.

3 To end a user session, select the respective check box and click **Remove**, 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 **Home** > **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 control panel.

   for anonymous FTP users.

   for domain or web site administrators.

   for subdomain administrators.

   for web users (owners of personal web pages without individual domain names).

- **Status**. The current status of FTP connection.
- **FTP user login**. The login name used for access to FTP account.
- **Domain name**. The domain the FTP user is currently connected to.
- **Current location**. The directory the FTP user is currently at.
- **File name**. The file name being operated on.
- **Speed**. Transfer speed in kilobytes.
- **Progress, %**. The file transfer operation progress in percentage.
- **IP address**. The IP address from which the FTP account is accessed.
- **Logon time**. The time lapsed since the moment user logged in.
- **Idle time**. The time that user was not doing anything while being connected to the server through FTP.
- To refresh the list of FTP sessions, click **Refresh**.
- To end a session, select the respective check box and click **Remove**.

Accessing The Server Using Remote Desktop (Windows Hosting)

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 **Domains** > *domain name* > **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, Parallels Plesk Panel uses the domain's FTP/Microsoft FrontPage login. You can supply any valid login 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).

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

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

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

In this chapter:

Viewing Trouble Tickets in Your Help Desk

➢ *To check for new tickets from your users, or to view the status of tickets you submitted:*

1   Click the **Help Desk** shortcut in the navigation pane. All tickets submitted by you and your customers will be listed and the following supplementary information will be displayed:

   ▪ **Id**: identification number assigned by the system upon submission,

   ▪ **Ticket Subject**: a summary entered by the ticket reporter,

   ▪ **Ticket Status**: new, reopened, closed,

   ▪ **Reporter Type**: a type of control panel user account or an e-mail address the ticket came from - a client, domain administrator, e-mail user with access to control panel, or user submitted a ticket by e-mail,

   ▪ **Reporter Name**: a name of person who submitted the ticket, domain names for tickets submitted by domain owners, or e-mail addresses for tickets submitted by e-mail,

   ▪ **Modified**: the date the ticket was modified - a comment appended, or status changed,

   ▪ **Category**: the category to which the ticket is related.

2   To see what is inside a ticket, click a ticket id or ticket subject.

Submitting a Problem Report to Your Service Provider

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

1   Go to **Help Desk** > **Add New Ticket**.

2   Type the ticket subject, select the category the issue is related to, and type in the problem description.

3   Click **OK**.

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

Commenting and Closing Trouble Tickets

➢ *To close a ticket when the issue was resolved or to post your comment:*

1 Click the **Help Desk** shortcut in the navigation pane.

2 Locate the ticket you need and click its subject or identification number.

3 To close, reopen or post a comment to the ticket, select the operation you would like to perform from the **Ticket Event** drop-down box, and type a new comment into the **New Comment** input field if required.

4 Click **OK** to submit.