

Parallels[®] Plesk Panel

Control Panel User's Guide

Panel 10.4

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Preface

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Typographical Conventions

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

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

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

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

Feedback

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

Getting Started after Migration from Small Business Panel

This chapter is intended for users who have migrated from Parallels Small Business Panel (SBP) to Panel and want to know about changes in management operations as well as about new product possibilities. If you want to learn more about the migration procedure, refer to **Migration Guide**.

Migration to Panel is almost seamless as Panel allows you to perform the majority of tasks you did in SBP. The main difference you may find out is that some functions are now available in new locations or have a slightly different effect. Moreover, Panel provides you with a number of features unavailable in SBP, such as enhanced user role permissions, the Web Presence Builder tool, or access to new web apps. Learn more about product differences in the section **Differences between SBP and Panel 10** (on page 7).

After the migration, you will use Panel in Power User view - a replacement of the SBP interface. Power User view is almost identical to the SBP GUI. Panel in this view is, in essence, Control Panel with server management capabilities. For more information on Power User view, refer to the **Administrator's Guide, Becoming Familiar with Parallels Plesk Panel** section.

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Differences between SBP and Panel 10

User interfaces of SBP and Panel in Power User view are almost identical. Thus, here we will discuss only the most important changes that could affect or improve your work in Panel.

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Extended User Role Permissions

Panel, comparing to SBP, allows more accurate adjustment of user role privileges due to a larger number of available permissions. For example, Panel allows dividing users on those who can manage mail accounts and those who can manage company mailing lists. As Panel has the extended list of permissions, some of SBP permissions can migrate into a number of related Panel permissions. For better understanding how permissions are migrated, refer to the table below.

SBP permission	Panel permission	Migration result comments
Manage users Manage roles	Manage users and roles	The permission is granted, if one of the SBP permissions is granted.
Manage websites and domains	Create and manage sites Configure log rotation Configure anonymous FTP service Create and manage scheduled tasks Create and manage databases Configure and perform data backup and restoration View statistics Design sites in Web Presence Builder Create and manage additional FTP accounts Manage DNS settings Install and manage Java applications	
Change server settings	-	The permission is not migrated, as Panel allows changing server settings to users with the Administrator role only.
Manage mail	Create and manage mail accounts Create and manage mailing lists	
Update personal information	-	The permission is not migrated, as Panel allows changing personal information to all users.
-	Upload and manage files	By default, this permission is denied after migration.
-	Configure spam filter	By default, this permission is denied after migration.
-	Configure antivirus	By default, this permission is denied after migration.

For more information on user role properties, refer to the section **User Roles** (on page 53).

Web Presence Builder Tool

While using SBP, you could easily create your own websites with the Site Editor tool. For the same purposes, Panel provides you with the much more powerful tool, Web Presence Builder. Comparing to Site Editor, Web Presence Builder offers:

- New intuitive interface that allows creating websites in less number of steps.
- About 100 website templates filled with content that you can use as a basis for your sites.
- Additional components that can be easily integrated with your site, such as the online store or the embedded video.
- Integration of your website with Facebook and much more.

For more information on Web Presence Builder, refer to the **User's Guide to Web Presence Builder**.

Note that websites created in Site Editor are not compatible with Web Presence Builder. Nevertheless, if Site Editor is installed in Panel, you can edit such websites with it. In that case, websites in **Websites & Domains** list will contain the additional button **Edit in SiteBuilder 4 or Site Editor**.

SSL Protection

Panel allows you to secure connections to your websites the same way as you did in SBP. That means you can obtain SSL certificates in **Server > Settings > SSL Certificates** and assign them to IP addresses in **Server > Settings > IP Addresses**. As in SBP, you can assign only one certificate per IP address. Thus, if your hosting resources include one shared IP address, you can secure only one website. Panel provides enhanced SSL protection features that allow you to resolve this problem:

- *Separate SSL certificates for websites.*
If you use Panel on a Linux operating system with the SNI technology support, it is possible to use authentic SSL certificates for sites hosted on shared IP addresses. In other words, Panel allows using separate SSL certificate for each website. Learn more about separate SSL certificates in **Administrator's Guide, Hosting Multiple SSL Sites on a Single IP Address (Linux Hosting)** section.
- *Shared SSL certificate for a number of websites.*
If you use Panel on a Windows operating system, it is possible to use one shared SSL certificate to secure connections to all sites. In that case, certificate is assigned to a domain that shares it with others. That domain is called master SSL domain. In other words, all websites will use common SSL certificate, despite of the fact it is issued to only one of your websites. Learn more about shared SSL certificates in **Administrator's Guide, Securing Sites with a Single SSL Certificate (Windows Hosting)** section.

The process of assigning an SSL certificate to a website is covered in the section **Securing Connections with SSL Certificates** (on page 96).

Web Apps

Comparing to SBP, the app management in Panel has little or no changes. As in SBP, the list of available web apps is accessed through the **Applications** tab. For more information on app management, refer to the section **Employing Website Applications** (on page 93).

Note that the uploading of your own app packages is now performed by means of Application Vault. Vault is the local Panel repository of web apps. Besides of extending the list of available apps, it allows you to update apps, configure their server-wide settings, and carry out some other operations. For more information on Application Vault, refer to the **Administrator's Guide, Managing Applications** section.

Extended Mail Management

Mail management in Panel slightly varies from those in SBP. General mail settings are now available in **Mail > Change Settings**, while other settings are located in **Server > Settings > Mail**.

Comparing to SBP mail functionality, Panel provides a number of additional mail features:

- *Enhanced spam protection:*
 - Server black and white lists.
Use these lists to always reject or always receive mail from selected servers. Learn more on black and white mail lists in the **Administrator's Guide, Setting up Spam Protection** section.
 - Extended SpamAssassin settings.
Panel allows you to configure SpamAssassin more accurately. For example, you have access to such settings as spam filter sensitivity or SpamAssassin's black and white lists. Moreover, you can configure spam filter individually for each mail account. Learn more in the **Protecting from Spam** (on page 144) section.
- *Monitoring mail server message queue (on Linux platforms).*
This can be helpful when your mail server is overloaded and cannot cope with the amount of received messages. You can find out the reason that caused the overload using the mail queue. Learn more about message queue in the **Administrator's Guide, Monitoring Mail Server Message Queue and Troubleshooting Mail Congestion (Linux Hosting)** section.

Other Panel Features

On top of main changes described above, Panel contains a number of features unavailable in SBP at all. These are event management, server health monitoring, custom branding themes and many more. The scope of this chapter does not allow to cover all of them. For the detailed information on other server management operations, refer to the **Administrator's Guide**. If you want to know more about operations related with your account and websites management, read respective chapters of this guide.

Overview of the Main Changes Since Panel 9

This chapter is intended for hosting service customers who previously used Parallels Plesk Panel version 9 and earlier. It describes the most important changes in the Panel and addresses possible issues that the users might encounter after their accounts and sites are moved to Parallels Plesk Panel 10 during the Panel upgrade.

What to do first after upgrade

- *Switch on auxiliary user accounts (former domain administrator accounts).*

Panel 10 replaces domain administrators with the new type of accounts - *auxiliary users* that are able to access Control Panel together with the customer who created accounts for them. If you had domain administrator accounts in the previous version of Plesk, they are most likely converted to user accounts and switched off. This is done for security reasons: a customer's user who is allowed to log in to Control Panel for managing websites is able to view and manage all sites belonging to the customer. For this reason, you should decide which of the users can be allowed to log in to Control Panel again, and then switch the corresponding accounts on.

If you need to collaborate with other people on website content without allowing them to log in to Control Panel, then you can create separate FTP accounts for them and specify the directories to which they will have access.
- *Move apps that used `httpsdocs` to the new directory - `httpdocs`.*

If you used the option to keep SSL-protected and all other content in separate directories, and had APS-packaged applications installed in the `httpsdocs` directory of a website, then after upgrade, the Panel will switch on the compatibility mode for that site. This will make the apps previously installed into `httpsdocs` directory accessible to the Internet users, but the apps will not be manageable through the Panel, and you will not be able to install new apps to the `httpsdocs` directory.

In such a case, if you have the necessary technical skills, you can do the following:

1. Back up all content from the `httpsdocs` directory and save it to another location. Do not move the files to `httpdocs` yet.
2. Back up databases used by applications installed in `httpsdocs` directory. You can do this with the help of the `mysqldump` utility.
3. Remove applications from the `httpsdocs` directory.
4. Switch off the compatibility mode through the Panel (at **Websites & Domains** tab > *domain name*).
5. Reinstall the required applications.
6. Upload the data you backed up on the step 1 to the `httpdocs` directory.
7. Restore the applications' databases by importing them to the MySQL database server.

If you are an inexperienced user, we recommend that you leave the previously installed applications and uploaded content in the `httpsdocs` directory, and host new applications on other websites. If you need to install apps on the site operating in compatibility mode, you can install them to the `httpdocs` (`http://`) location on that site.

The most important concepts you should know

- *Domain is replaced by subscription.*
The concept of a domain has been replaced with a concept of a subscription - a hosting unit able to run multiple sites (domains and subdomains) over given resources and services. Multi-domain hosting within one subscription is limited to one IP address. Customers who need to host sites on different IP addresses are advised to obtain additional subscriptions.
- *Resources of a client are now resources of a subscription.*
Customers no longer need to redistribute their resources across domains or subscription: Each subscription is allocated a fixed set of resources according to a hosting plan.
- *SSL certificates are typically shared among all domains of a subscription.*
All sites in a subscription typically share the same SSL certificate. Customers who want to protect all sites in a subscription should consider purchasing a multi-domain (a wildcard) SSL certificate. It is also possible to have per-domain certificates in case Panel supports SNI.

Peculiarities of SiteBuilder upgrade

- *Panel 10 ships with Web Presence Builder (former SiteBuilder), but you can use SiteBuilder 4.5 as well.*
Parallels Web Presence Builder is the Panel component focused on fast and efficient creation of websites. When Plesk with SiteBuilder is upgraded to Parallels Plesk Panel 10, the SiteBuilder component is not actually upgraded. Instead, the new Web Presence Builder is installed on the server, and the SiteBuilder 4.5 remains operable, however, operations on websites created in SiteBuilder 4.5 are limited to editing and publishing.
- *Transfer of websites from SiteBuilder 4.5 to Web Presence Builder is not supported.*
We recommend that you create your new sites in Web Presence Builder.

Changes in storing secure content

- *httpdocs is the only allowed directory for storing web content accessed over secure SSL.*
The option to use a separate directory for storing web content that should be accessed over secure SSL connections is no longer available. All web content is now stored in a single directory - `httpdocs`.

The `httpsdocs` directory may remain in the webspace after upgrading to Parallels Plesk Panel 10, however, we recommend that you place all content in the `httpdocs` directory when uploading files to the webspace over FTP.

Quick Start with Parallels Panel

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

We assume that you have already completed these two necessary actions before proceeding any further:

- *Purchased a hosting account from a hosting provider.*
Your hosting account is the access to the services vital for web presence: Internet connectivity, disk space to store your website content, and so on. For more information about hosting accounts in Panel, refer to the chapter **Hosting Account Administration** (on page 37).
- *Registered a domain name.*
The name people will use to access your site from their browsers. Say, `www.example.com`.

These two parts - a hosting account and a domain name - make up your *website*. In this chapter we will explain how to create your first website, fill it with content, create mailboxes for users of the site, and, finally, view the site visits dynamics.

Advanced Hosting Features

Once you feel yourself more comfortable with basic Panel capabilities, try out some advanced hosting features: Expand website functionality by installing web applications (on page 93), secure your sites with SSL certificates (on page 96), employ databases (on page 156), and much more. Note that hosting providers can turn off some of the advanced features to make your GUI look simple and user friendly. We designated the sections about features that may be turned off with the **(Advanced)** prefix. If you require one of the advanced options, contact your hosting provider.

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Set Up Your First Website

Now when you have a hosting account and a domain name, the first thing you most surely want to do is to create a website. There are two general ways to create a website:

- Employ a web design studio to create a site for you and then just maintain its content.
- Create a site by yourself using *Web Presence Builder* - the powerful tool that allows you to create professional looking websites in few mouse clicks. Learn more in the section **Creating Websites with Web Presence Builder** (on page 16).

If you purchased a site, you already have its content. In this case, you just should upload it to Panel by one of the ways:

- *Upload files to your site using FTP*. Learn more in the section **Uploading Content over FTP** (on page 17).
- *Upload files using integrated File Manager*. Learn more in the section **Using File Manager** (on page 17).

When your site is ready, you may want to take a look at the result in your browser (on page 18).

Even the perfectly designed site will not be effective if no one knows about it. When all design job is done, spare some time to submit your site to popular search engines (on page 19).

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1. Create Your Site

If your hosting plan provides website creation and management service using Web Presence Builder, you can create and publish sites using it. 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 an FTP connection (most common and easiest way).
- Through the Control Panel's file manager.
- Through a Secure Shell connection (only for users of Linux and FreeBSD operating systems).
- Through Adobe Dreamweaver or Microsoft FrontPage software (only for users of Microsoft Windows operating systems).

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Creating Websites with Web Presence Builder

You can create and publish websites using Web Presence Builder, if this option is provided with your hosting service.

If your hosting service does not include any sites published with Web Presence Builder or you reached the limit of published sites, you still can create a new website with Web Presence Builder. In this case, all website editing options in Web Presence Builder will be available to you. To publish this website, you will need to upgrade your hosting plan.

Web Presence Builder is a great tool that enables users to create professionally looking sites without any knowledge of HTML markup or graphic design skills. Just pick a suitable page design and content template, add your text to pages, and publish the site.

➤ *To start creating a website using Web Presence Builder:*

1. Go to either the **Home** tab or the **Websites & Domains** tab, and click **Launch Web Presence Builder**.

If you have only one domain name configured, Web Presence Builder will open in a new browser window or tab.

2. If you have several domain names or subdomains, click the corresponding link **Edit in Web Presence Builder**. The Web Presence Builder wizard will open in a new browser window or tab.

Uploading Content over FTP

➤ *To publish website through FTP:*

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

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

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

Enable the passive mode if you are behind a firewall.

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

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

Using File Manager

➤ *To upload files through the Panel's file manager:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click **File Manager**.
4. Create or upload files and directories.

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

- To upload a file from your computer, click **Add New File**, click the **Browse** button to locate the file, or specify the path to its location in the **Path to file** box, and then click **OK**.
- To upload a ZIP archive to the server and then extract its contents, click **Add New File**, click the **Browse** button to locate the archive file, and click **OK**. After the file is uploaded, select the corresponding checkbox on the left, and click **Extract Files**.
- 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**, select the **Create a file** option, specify the file name, select the **Use html template** checkbox, if you want file manager to insert some basic HTML tags into the new file, and click **OK**. A page will open allowing you to enter the content or HTML-formatted source of a new file. After you finished, click **OK**.

- To add files to a ZIP archive, select the files you want to pack, click **Add to Archive**, and specify the name of your archive file.

When you upload web content through File Manager or FTP, the Panel automatically sets the appropriate access permissions for files and directories. On Linux-based servers, 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, that is, Internet users visiting a site) can do with the file or directory. R means the permission to read the file or directory, W means the permission to write to the file or directory, and X means the permission to execute the file or look inside the directory.

To modify permissions for a file or directory on a Linux-based hosting account, click a hyperlink representing the set of permissions in the **Permissions** column. If you use a Windows-based hosting account, click the icon . Modify the permissions as desired and click **OK**.

To edit the source code of a file, click .

To edit the Web page in the built-in visual editor (available only to users of Microsoft Internet Explorer), click . When editing an HTML file, the 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 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 checkbox, 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 download a file, click the corresponding icon .

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

2. Preview Your Site

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

➤ **To preview a site:**

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

2. Click the **Websites & Domains** tab.
3. In the list of domain names at the bottom of the screen, locate the website that you want to preview and click the corresponding icon .

Your site will open in a new browser window.

Note: For sites created with Web Presence Builder, protected access to site pages can work incorrectly in Preview mode.

Sometimes, you may need to show your site to someone when your domain name is not registered yet. There are several ways to do it without giving a person access to your hosting account. Learn more in the section **Previewing Websites** (on page 90).

3. Submit Your Sites to Search Engines

To gain more visitors and drive traffic to your site after you publish it on the Internet, you need to submit it to search engines.

To improve your site ranking in search results, consider optimizing web pages:

- Include in the text contained in your web pages the frequently searched keyword phrases, which are relevant to the topic of your site. For example, mention your product or a topic of your interest several times in the text on a web page.
- Add relevant keywords to the `<title>` and `<meta>` tags. Some search engines look for keywords and descriptions in meta tags placed within web pages, and present these keywords in search results.

For example, if you are selling hosting automation software, then you can include the following tags in HTML pages of your website:

```
<HEAD>
<TITLE>Ordering hosting automation software
</TITLE>
<META name="keywords" content="order,hosting,software">
<META name="description" content="Ordering Hosting Automation Software">
</HEAD>
```

Separate the keywords with a comma without white spaces.

After you optimize the website and publish it to your hosting account, submit it to search engines, such as Google, Yahoo, Bing, and other engines that you know to be popular in your country.

- To submit a site to Google, visit <http://www.google.com/addurl/>.
- To submit a site to Yahoo, visit <https://siteexplorer.search.yahoo.com/submit>.
- To submit a site to Bing, visit <http://www.bing.com/webmaster/SubmitSitePage.aspx>.

Set Up Mail Account

Once your website is ready, you can perform mail configuration. You may decide to create several mail accounts, say a separate account for each of company employees. Note that a number and size of mailboxes is limited by your hosting plan.

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1. Create Mail Account

➤ *To create an e-mail address:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Mail** tab.
3. Click **Create E-mail Address**.
4. Type the left part of the e-mail address before the @ sign, and, if you have several domain names on your account, select the domain name under which the e-mail address will be created.
5. Leave the **Mailbox** checkbox selected.
Clearing this checkbox makes sense only if you want to use this address as a mail forwarder, which will forward all incoming mail to another address.
6. Specify the mailbox size or use the default size defined by the provider's policy or your service plan.
7. Specify a password consisting of five or more Latin characters.
8. Click **OK**.

2. Access Your Mailbox

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

- Set up and use an e-mail client program on your computer.
- Use a web browser to connect to the webmail interface. Webmail interface is provided by Horde IMP Webmail software, which is installed by default. You can either use the default Horde IMP Webmail, or install Atmail Webmail Lite software.

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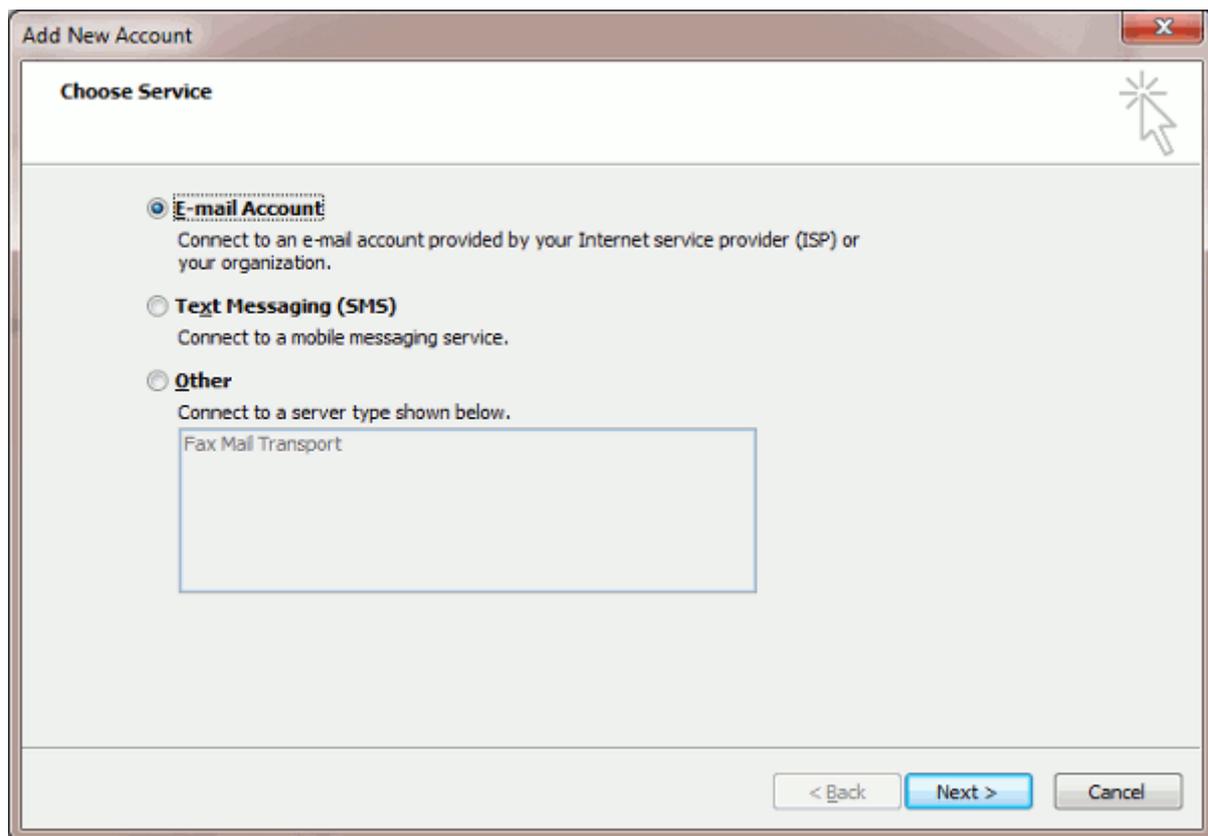
➤ *To access your mailbox through webmail, do any of the following:*

- In a Web browser, visit the URL `webmail.example.com`, where `example.com` is the Internet address of your website. When prompted, specify your full e-mail address as the username (for example, `mail@example.com`), and specify the password that you use for logging in to the Panel.
- When logged in to the Panel, click the **Mail** tab, and in the list of e-mail addresses, click an icon  corresponding to the e-mail address you need.

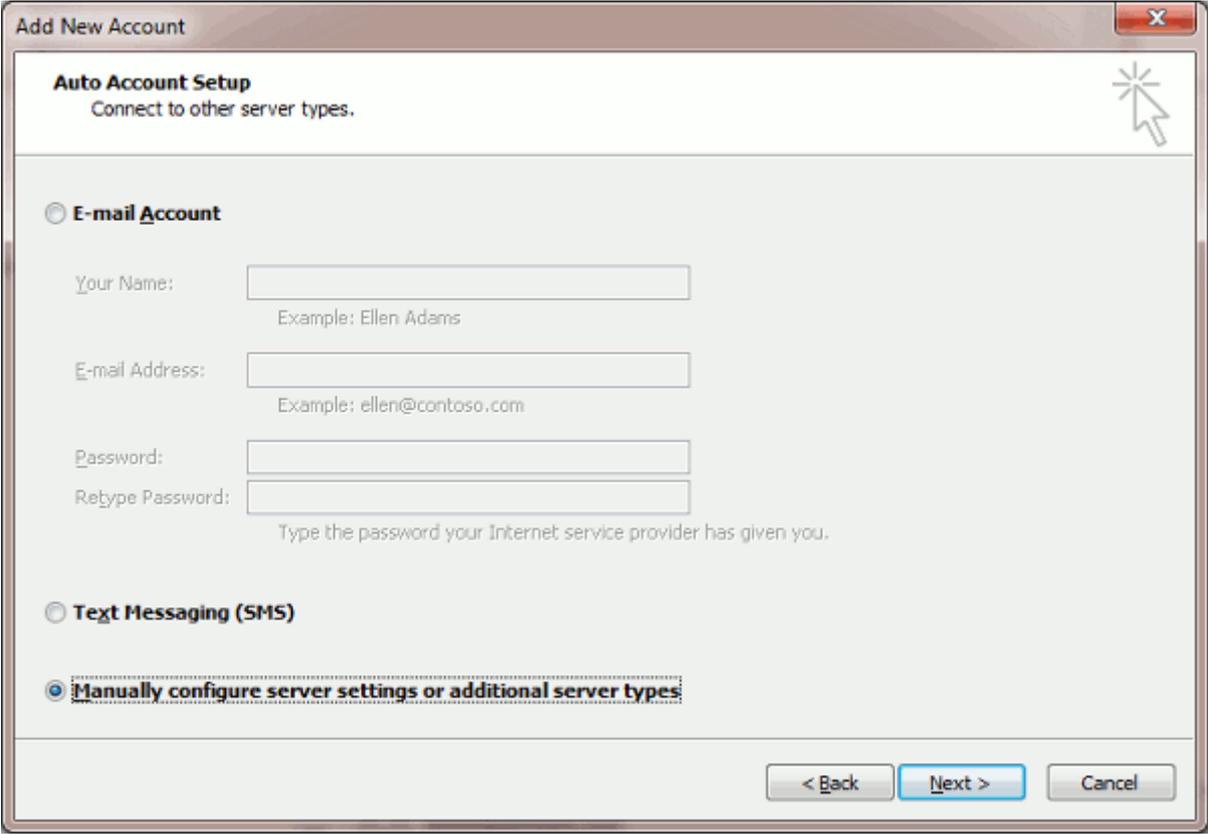
Access from Microsoft Office Outlook

➤ *To set up Microsoft Office Outlook 2010:*

1. Open Microsoft Office Outlook.
2. Go to **File > Info > Account Settings**.
3. On the **E-mail** tab, click **New**.
4. Leave the option **E-mail Account** selected. Click **Next**.

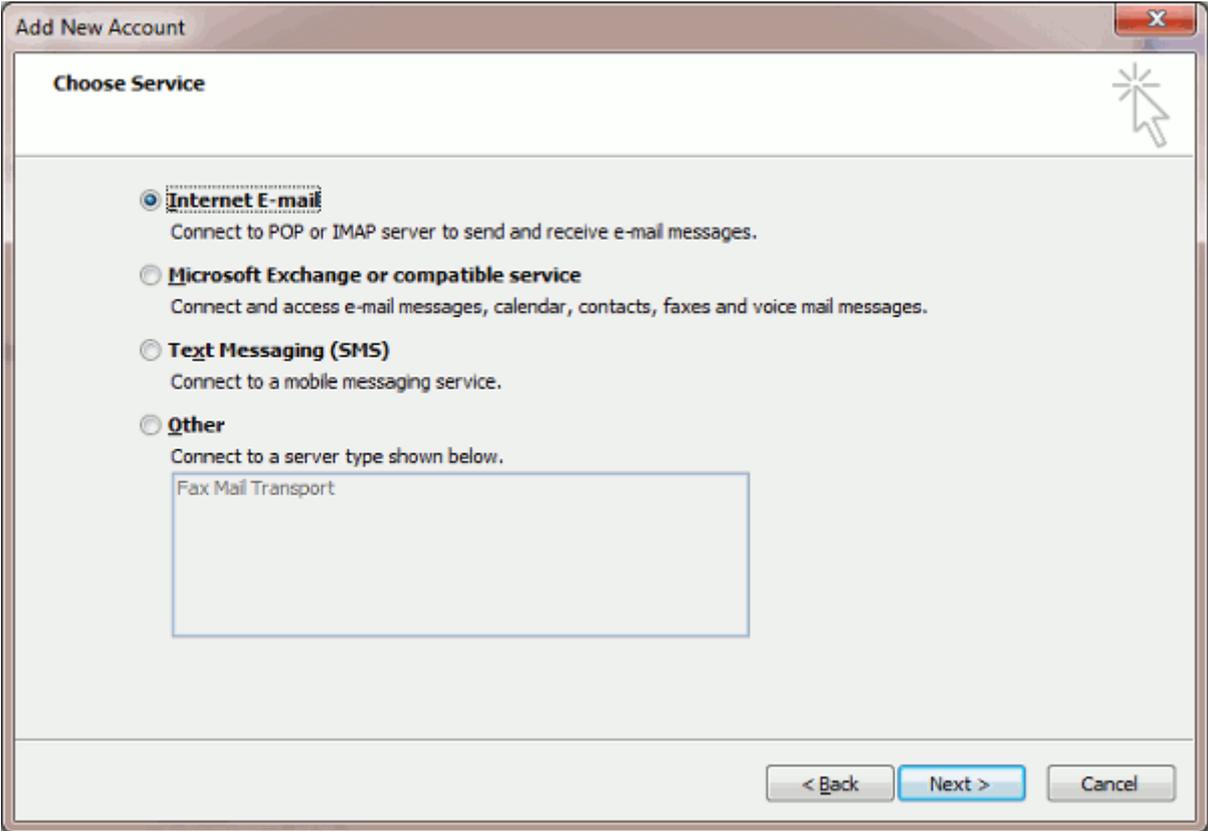


5. Select the checkbox **Manually configure server settings or additional server types**. Click **Next**.



The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' section. The title bar reads 'Add New Account' and the subtitle is 'Auto Account Setup' with the instruction 'Connect to other server types.' There are three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The 'Manually configure server settings or additional server types' option is selected. Below the 'E-mail Account' option, there are four input fields: 'Your Name' (with example 'Ellen Adams'), 'E-mail Address' (with example 'ellen@contoso.com'), 'Password', and 'Retype Password' (with instruction 'Type the password your Internet service provider has given you.'). At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

6. Select the Internet E-mail option and click Next.



The screenshot shows the 'Add New Account' dialog box with the 'Choose Service' section. The title bar reads 'Add New Account' and the subtitle is 'Choose Service'. There are four radio button options: 'Internet E-mail', 'Microsoft Exchange or compatible service', 'Text Messaging (SMS)', and 'Other'. The 'Internet E-mail' option is selected. Below the 'Internet E-mail' option, there is a text box containing 'Fax Mail Transport'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

7. Specify the following:

- Your name.
- Your e-mail address.
- Account type. If you want to keep copies of messages on the server, select the IMAP option. If you do not want to keep any messages on the server, select the POP3 option. Selecting IMAP will also allow you to train the SpamAssassin spam filter on e-mail messages you receive, if SpamAssassin is enabled on the server.
- Incoming mail server. Type your domain name. For example, example.com.
- Outgoing mail server. Type your domain name. For example, example.com.
- Username for logging in to the mailbox. Specify your full e-mail address.
- Password for logging in to the mailbox. Most likely, this password coincides with the password you use for logging in to Panel.

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: John Doe
E-mail Address: mail@example.com

Server Information

Account Type: POP3
Incoming mail server: example.com
Outgoing mail server (SMTP): example.com

Logon Information

User Name: mail@example.com
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...
 Test Account Settings by clicking the Next button

Deliver new messages to:

New Outlook Data File
 Existing Outlook Data File
Browse

More Settings ...

< Back Next > Cancel

8. Click Next.

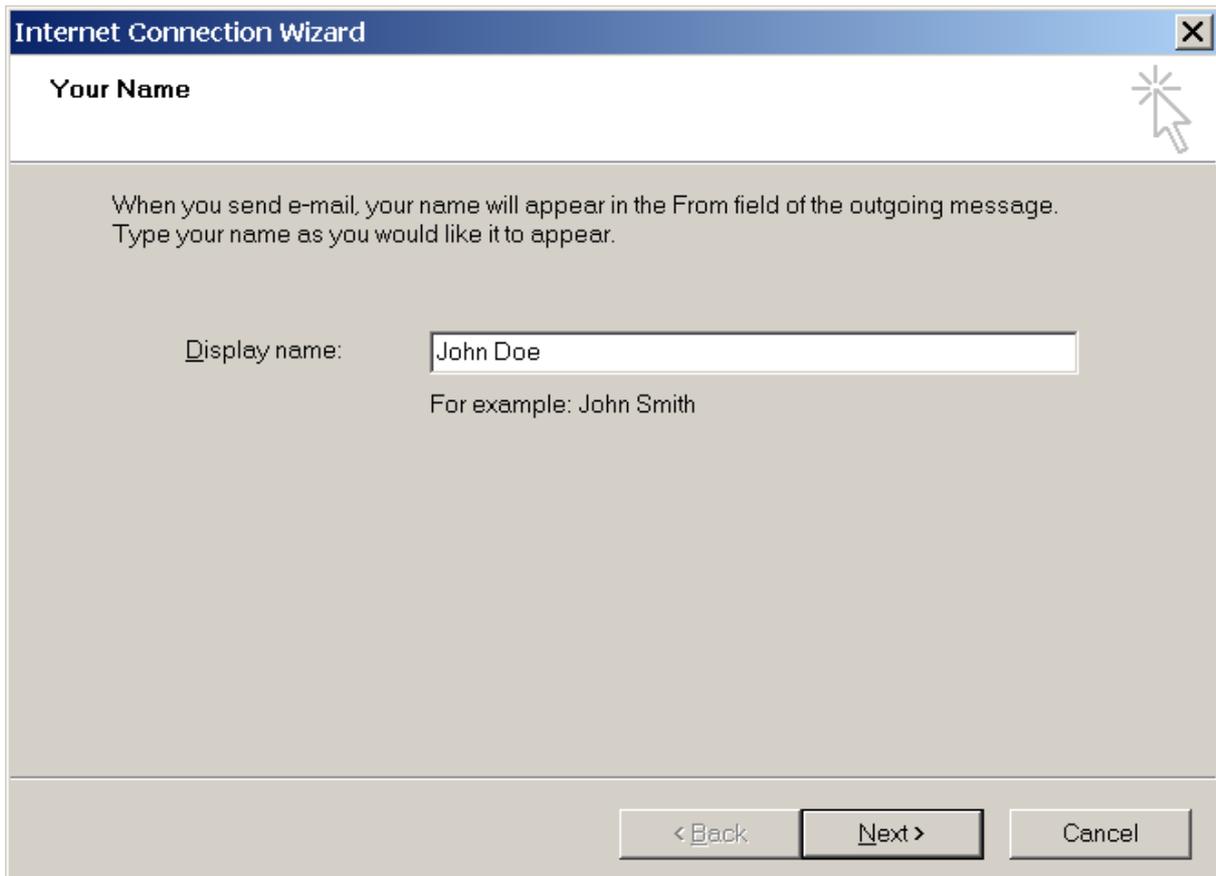
9. Click Finish.

Access from Microsoft Outlook Express

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

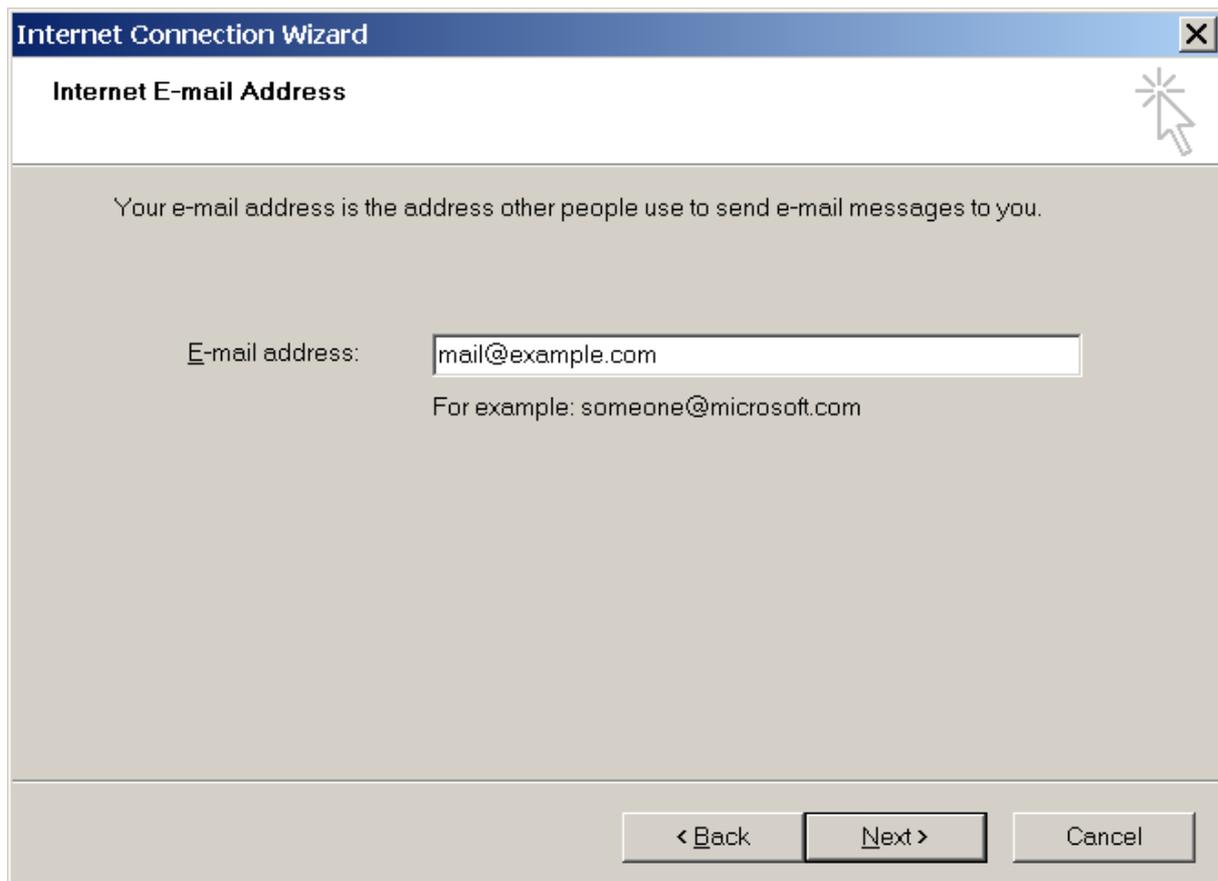
➤ **To set up Microsoft Outlook Express:**

1. Open Microsoft Outlook Express.
2. Go to **Tools > Accounts**.
3. Click the **Add** button and select the **Mail** item.
4. Enter your name as you want it to appear in any messages you send, and click **Next**.



The screenshot shows a dialog box titled "Internet Connection Wizard" with a close button (X) in the top right corner. The main heading is "Your Name". Below the heading is a text area with the instruction: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." There is a text input field containing "John Doe". Below the input field is the text "For example: John Smith". At the bottom of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

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

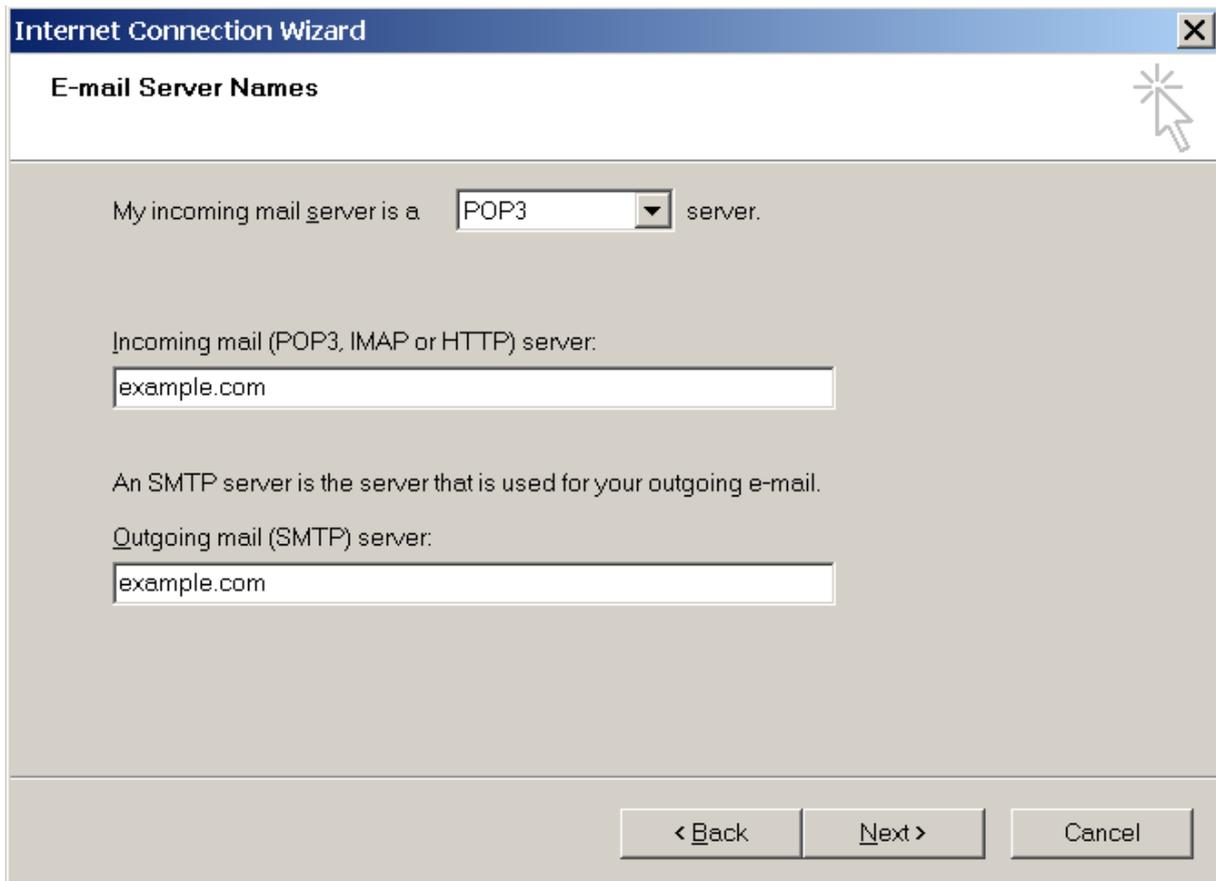


6. Specify the following settings:

- Protocol of your incoming mail server.

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

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



The screenshot shows a window titled "Internet Connection Wizard" with a close button (X) in the top right corner. Below the title bar, the text "E-mail Server Names" is displayed. The main area of the window contains the following text and input fields:

My incoming mail server is a server.

Incoming mail (POP3, IMAP or HTTP) server:

An SMTP server is the server that is used for your outgoing e-mail.

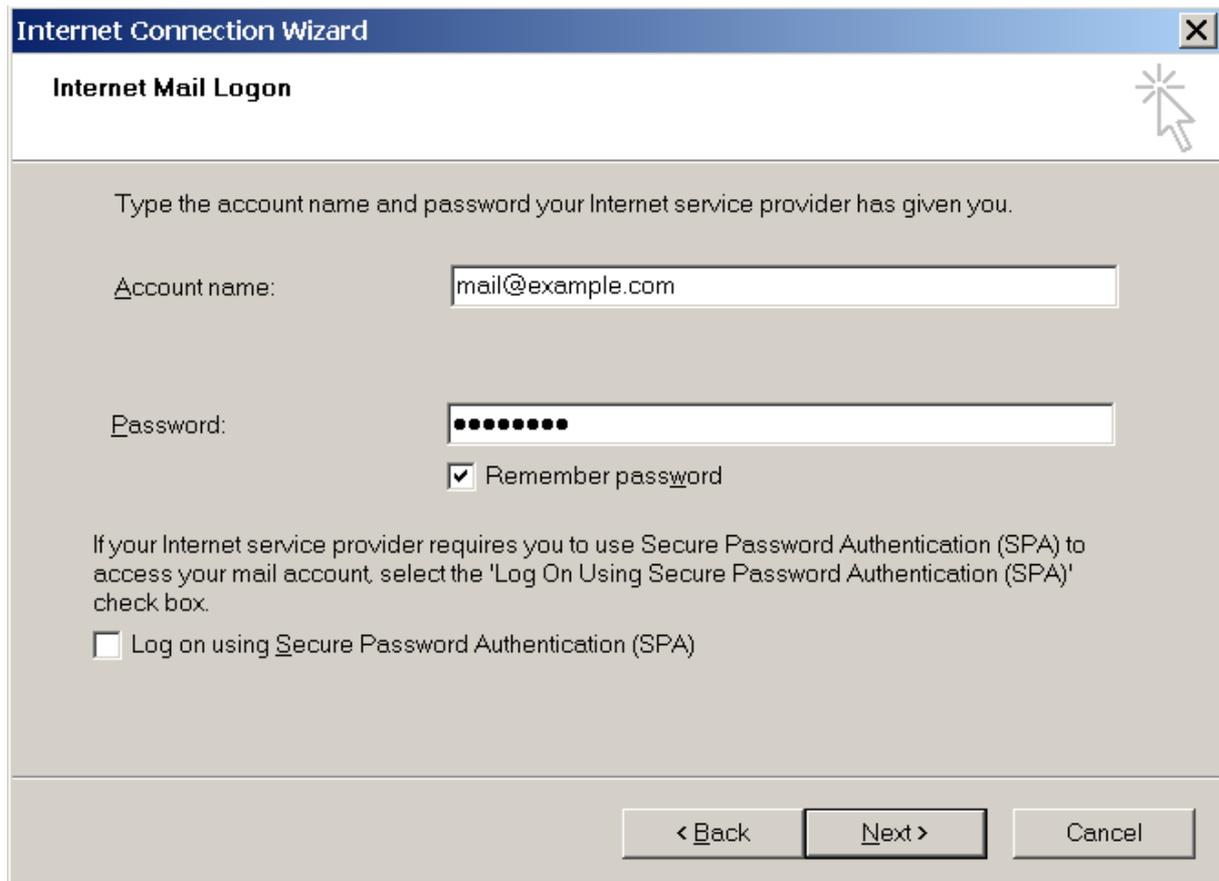
Outgoing mail (SMTP) server:

At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

7. Click **Next**.

8. Specify the following:

- Your account name. Type your e-mail address in the **Account name** box.
- Your password. Most likely, this password coincides with the password you use for logging in to the Panel.
- **Remember password** checkbox. Leave it selected if you do not want to be prompted to enter password each time your e-mail program connects to the mail server to check for new mail, and click **Next**.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The dialog contains the following elements:

- A close button (X) in the top right corner.
- A help icon (a star with a mouse cursor) in the top right corner.
- Instructional text: "Type the account name and password your Internet service provider has given you."
- An "Account name:" label followed by a text input field containing "mail@example.com".
- A "Password:" label followed by a password input field with ten black dots.
- A checked checkbox labeled "Remember password".
- Additional text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box."
- An unchecked checkbox labeled "Log on using Secure Password Authentication (SPA)".
- Navigation buttons at the bottom: "< Back", "Next >", and "Cancel".

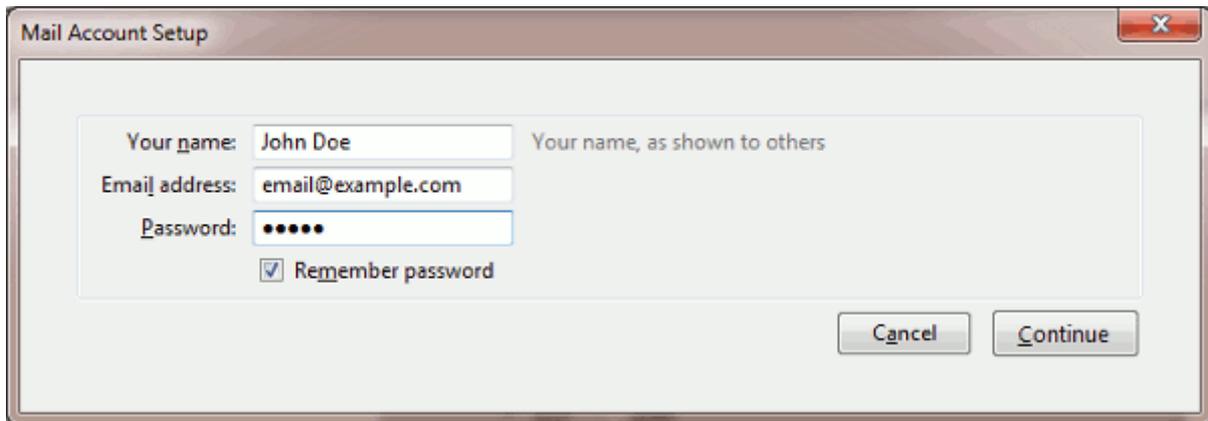
9. To complete setting up your e-mail program, click **Finish**.

Access from Mozilla Thunderbird

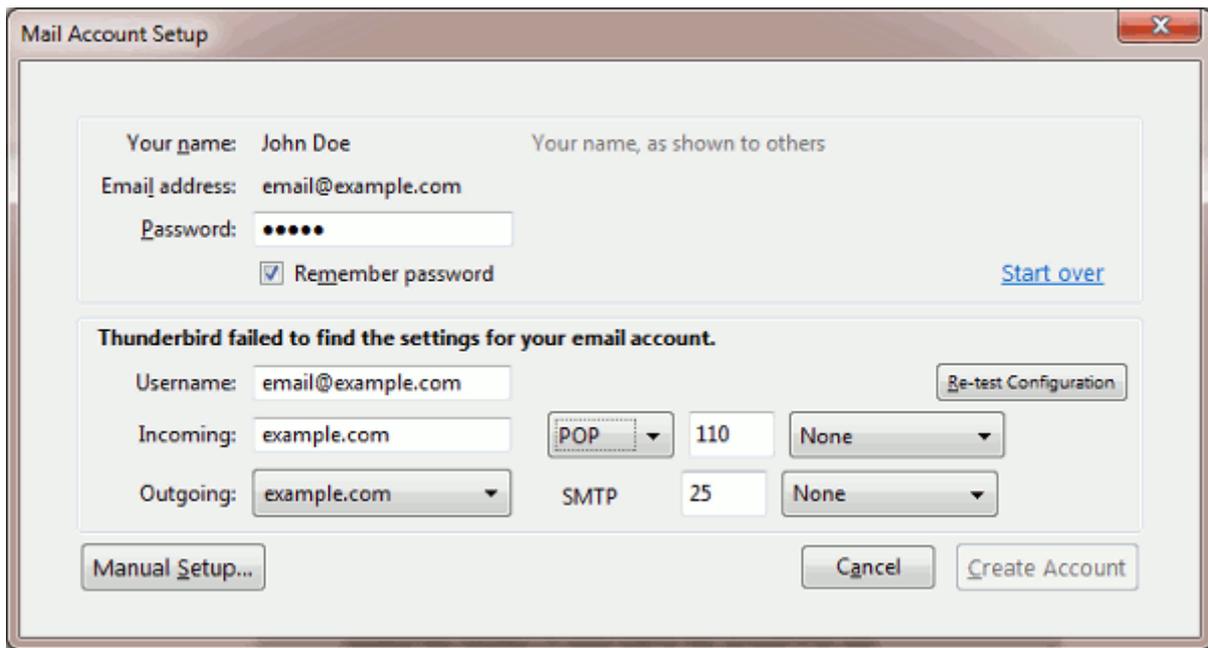
The instructions provided in this section were verified against Mozilla Thunderbird 3. They might not work with earlier or later versions of Mozilla Thunderbird.

➤ **To set up Mozilla Thunderbird:**

1. Open Mozilla Thunderbird.
2. Go to **File > New > Mail Account**.
3. Specify the following:
 - Your name, as you want it to appear in any messages you send.
 - Your e-mail address and password.



4. Click **Continue**.
5. If Thunderbird fails to find the settings automatically, specify the following:
 - Protocol of your incoming mail server.
If you want to keep copies of messages on the server, select the **IMAP** option. If you do not want to keep any messages on the server, select the **POP3** option. Selecting IMAP will also allow you to train the SpamAssassin spam filter on e-mail messages you receive, if SpamAssassin is enabled on the server.
 - Incoming server address. Specify your website's Internet address.
 - Outgoing server address. Specify your website's Internet address.



6. Click **Create Account**.

Access from Apple Mail

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

➤ *To set up Apple Mail:*

1. Run Apple Mail.

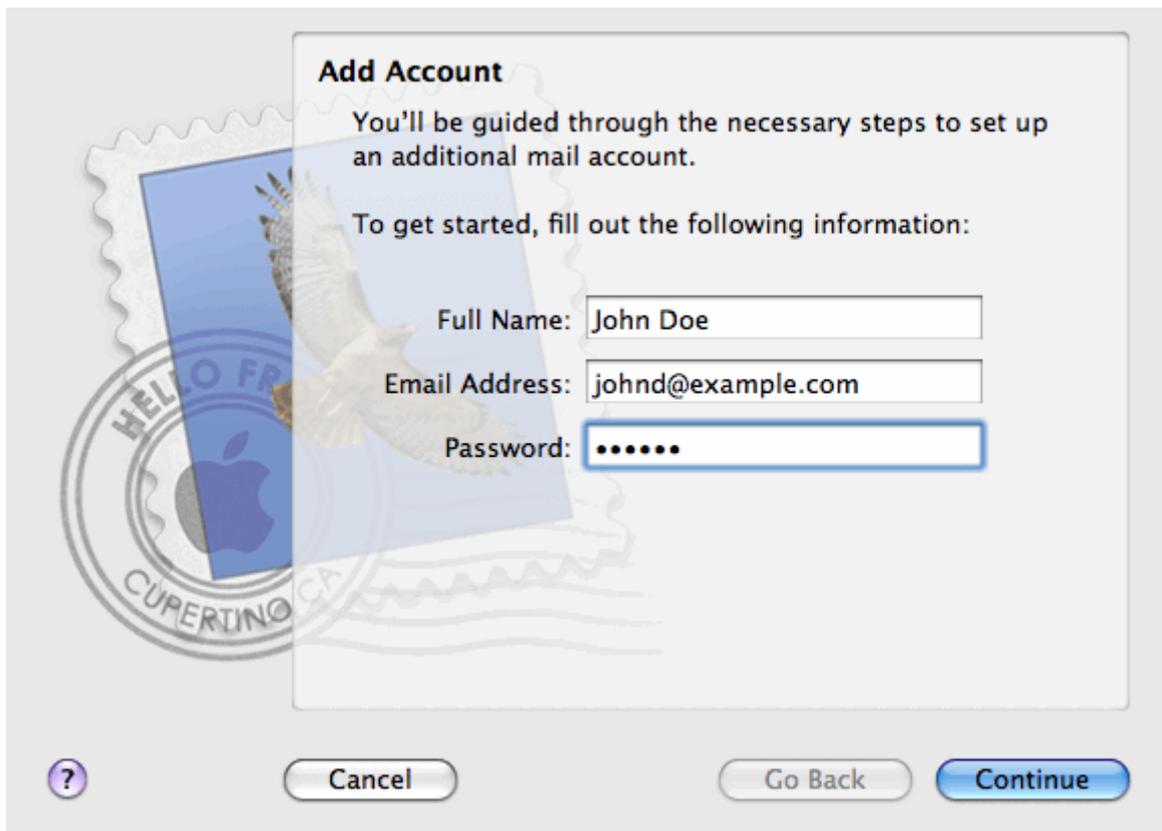
If you run it for the first time and do not have any mail accounts configured in it, skip the next step: Apple Mail will take you directly to creating one.

2. Open the Adding Mail Account wizard:

- a. Click **Mail > Preferences...**
- b. Select the **Accounts** tab.
- c. Click the **+** button at the bottom left corner.

3. Enter the account information:

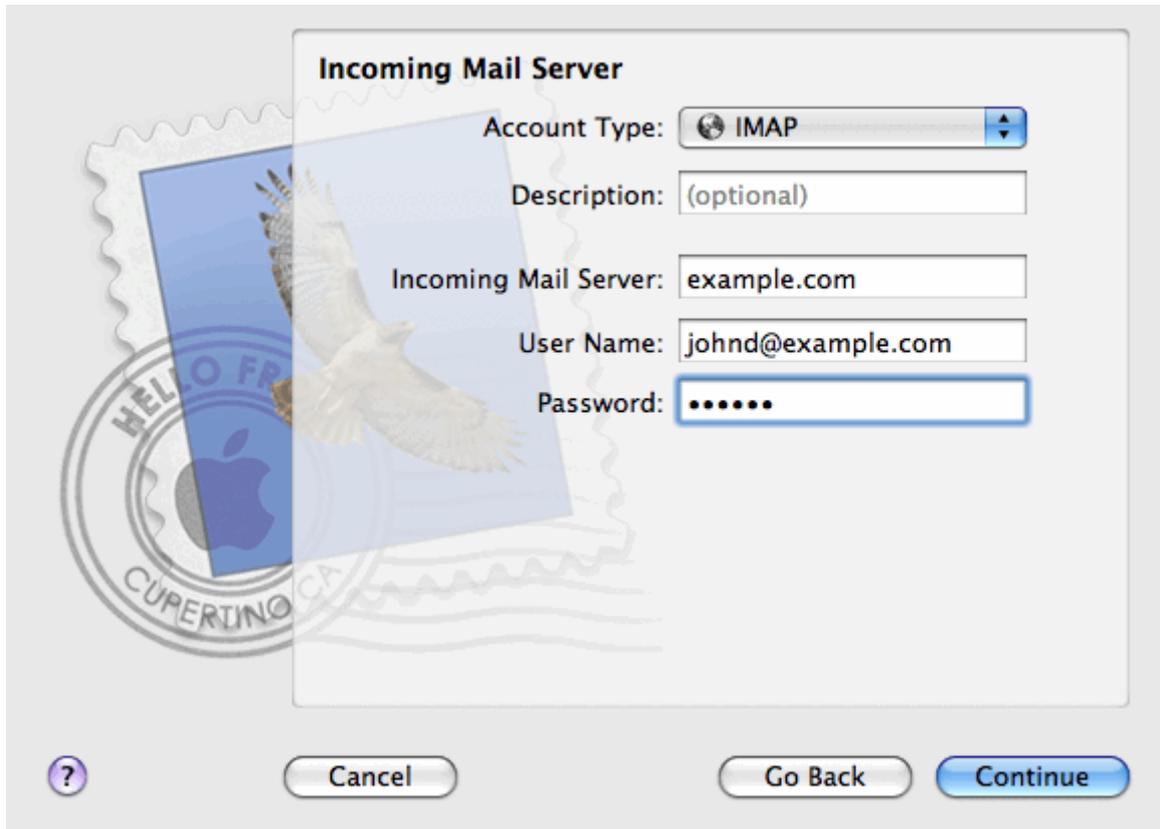
- Your full name
- Your full e-mail address
- The password you use to log in to the Panel.



4. Click **Continue**.

5. Fill in the following incoming mail server information:

- **Account Type:** select whether you want to use IMAP or POP protocol.
We recommend selecting IMAP if you use SpamAssassin as a spam filtering solution: IMAP account is a requirement for SpamAssassin learning which messages are spam and which are not.
- **Incoming Mail Server:** type in the name of domain which serves your mail (which follows the @ sign in your e-mail address).
- **User Name:** enter your full e-mail address.
- **Password:** leave it auto-completed (Apple Mail takes it from the previous step).



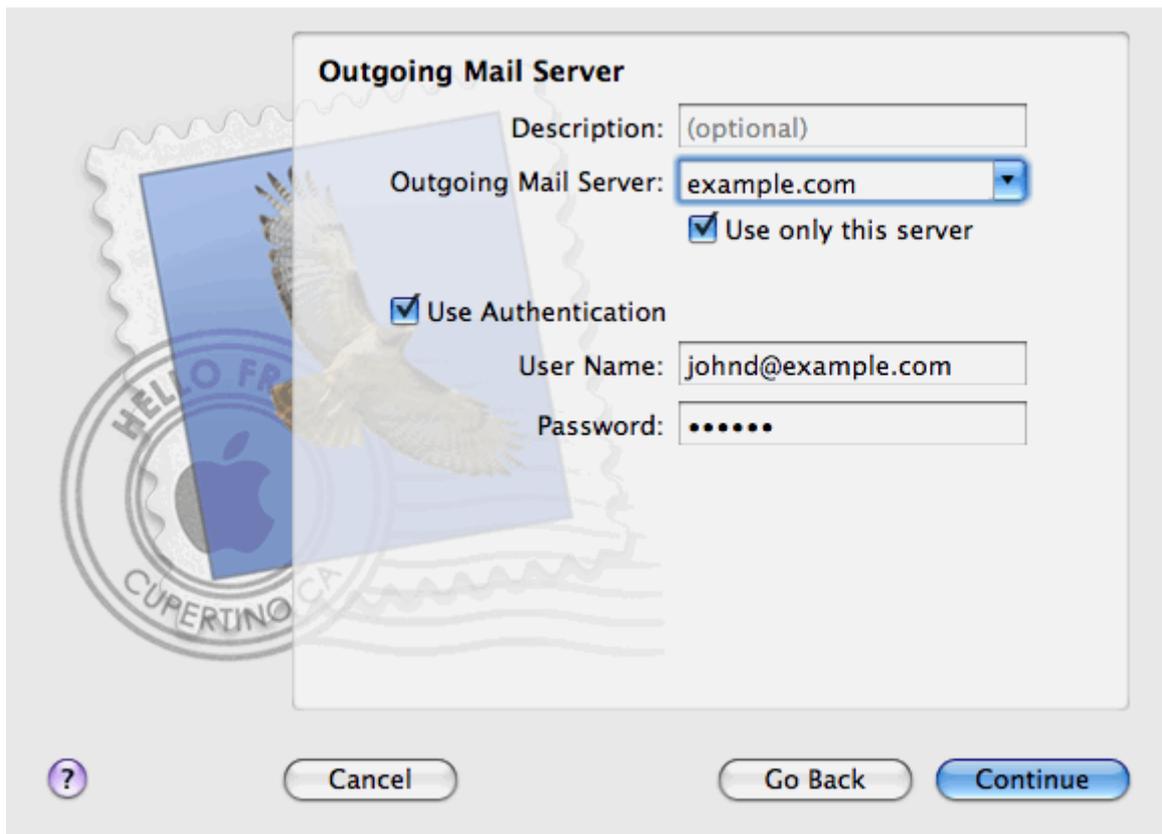
6. Click **Continue**.
7. (Optional) Specify the incoming mail security options:
 - a. Select the **Use Secure Sockets Layer (SSL)** checkbox.
 - b. Select the authentication method.

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

Apple Mail displays this setup screen only if a mail server bundled with Parallels Small Business Panel supports SSL for the selected account type (POP or IMAP).



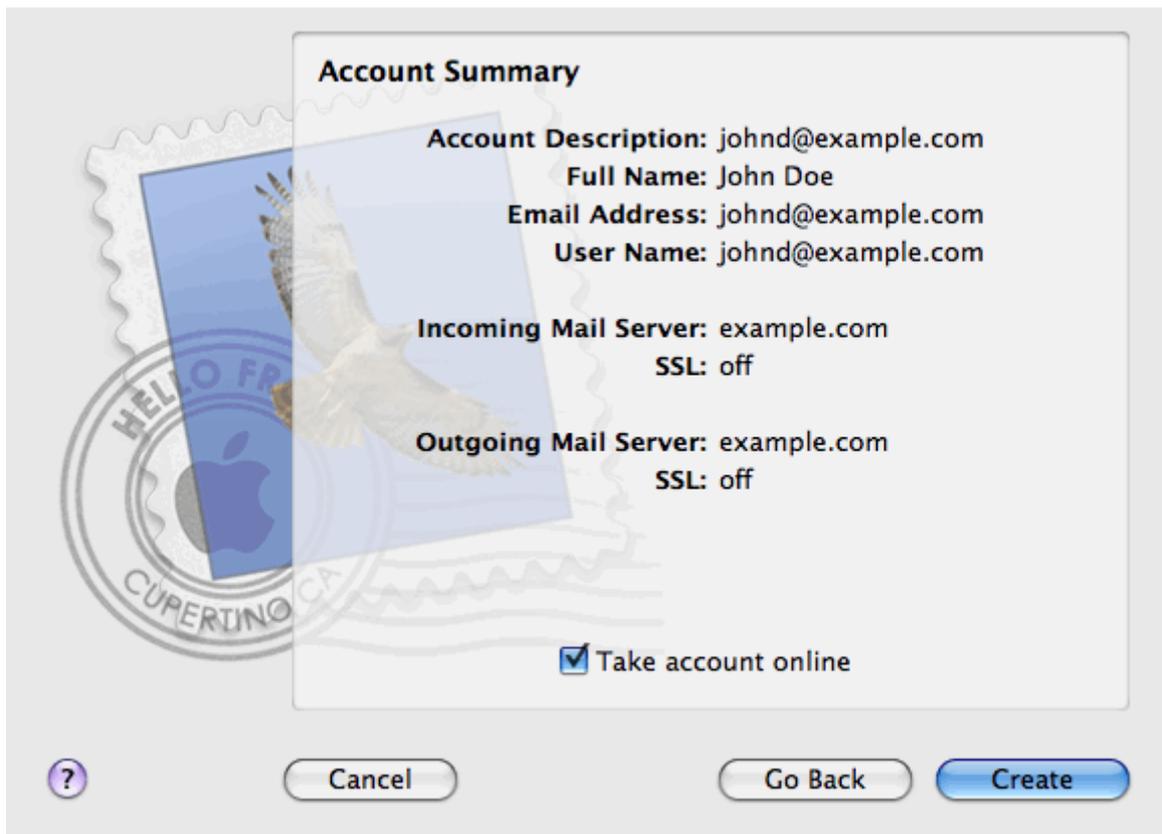
8. Click **Continue**.
9. Fill in the following outgoing mail server information:
 - **Outgoing Mail Server:** type in the name of domain which serves your mail (which follows the @ sign in your e-mail address).
 - **Use only this server:** selected.
 - **Use Authentication:** selected.
 - **User Name:** enter your full e-mail address.
 - **Password:** leave it auto-completed (Apple Mail takes it from the previous step).



10. Click **Continue**.

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

11. Select the **Take account online** checkbox and click **Create**.



View Site Visit Statistics

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

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Web Statistics**.
The site visitor statistics will show in a new browser window.
3. To view statistics for web pages viewed from the SSL-secured area of your site, select **SSL Web Statistics** in the menu.
4. To view statistics for files downloaded over the file transfer protocol (FTP), select **FTP Statistics** in the menu.

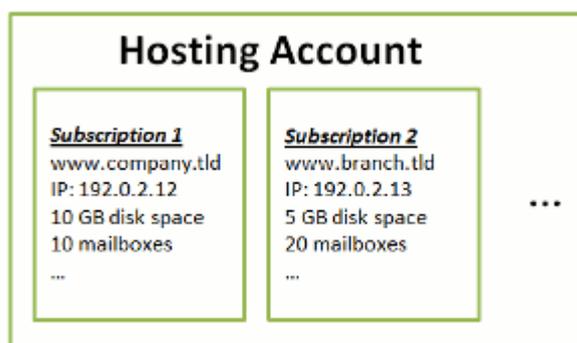
Alternately, you can view the visits statistics for a site by visiting the following URL: <https://your-domain.com/plesk-stat/webstat>. When prompted for username and password, specify your FTP account username and password.

Hosting Account Administration

As described in the section **Quick Start with Parallels Panel** (on page 14), the first step in establishing your company's web presence is a purchasing a hosting account or, in other words, subscribing to a hosting plan. Hosting account is a personalized time-limited access to hosting services and resources, like mailboxes, disk space, or monthly bandwidth.

Hosting Account and Multiple Subscriptions

Panel allows you to subscribe to as many hosting plans as you need. Say, if you do not want your main site to share hosting resources with a company's branch site you can subscribe to a hosting plan one more time. This new subscription will be available to you under the same hosting account. In other words, hosting account is a personalized access to all your subscriptions (see the picture below).



Another reason of using multiple subscriptions is that subscription is limited to *only one IPv4 and one IPv6 address*. Thus, all domains within a subscription share the same IP (v4 or v6). If you need to host sites on different IP addresses, you should additionally order the same plan as many times as many IPs you need. This can be useful, for example, if you want to protect each of your sites with a separate SSL certificate. To get the details on how to purchase an additional subscription, refer to the section **Ordering More Resources** (on page 49).

If you have multiple subscriptions under a single hosting account, you can easily switch between them from the **Account** tab. To be more specific, the **Account** tab contains actions that apply to *all your subscriptions*. All other tabs (like **Mail**, **Users**, or **Domains & Websites**) are, on the contrary, *subscription-wide*. This means that to change mail settings on a particular subscription, *you should first switch to it* and only after that click **Mail**.

Adding Resources to a Subscription

Purchasing a new subscription for extending hosting resources is not always necessary. You may always improve just one of your subscriptions. Say, add to it an SSL support or extra disk space. This can be made by switching to another hosting plan or purchasing hosting plan add-ons. Learn more in the section **Ordering More Resources** (on page 49).

Managing Hosting Account

Panel allows you to perform a number of administrative operations on your hosting account:

- Change an account password and personal information. Learn more in the section **Changing Your Password and Contact Information** (on page 39).
- View the list of services and resources provided by subscription in the **Account** tab. For the detailed information about all subscription features, refer to the section **Viewing Account Information** (on page 40).
- Make payments to renew your subscription. Learn more in the section **Managing Account Balance and Invoices** (on page 47).
- View statistics on your account: Say, disk space or traffic usage. Learn more in the section **Viewing Statistics** (on page 50).

Allow Other Users Access Your Account

If an amount of hosting maintenance operations is too large to be handled by one person, you can delegate a part of them to other people. For this purpose, you can create auxiliary user accounts grouped by means of user roles. Say, you can create a group that is allowed to only upload content to websites. Users in this group will not be able to perform any operations except sites content managing. For more information about auxiliary users, refer to the section **(Advanced) Configuring Access to Hosting Account** (on page 52).

In this chapter:

Changing Your Password and Contact Information	39
Viewing Account Information	40
Managing Account Balance and Invoices	47
Ordering More Resources	49
Viewing Statistics	50
(Advanced) Configuring Access to Hosting Account.....	52

Changing Your Password and Contact Information

- ***To change your password for access to Control Panel:***
 1. Click a link with your name at the top of the screen.
 2. Type a new password, and click **OK**.

- ***To change a username or password that you use for connecting to your webspace:***
 1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.
 2. Click the **Websites & Domains** tab.
 3. Click **Web Hosting Settings**.
 4. Type the new username or password, and click **OK**.

- ***To change your contact information:***
 1. Click a link with your name at the top of the screen.
 2. Click the **Contact Details** tab.
 3. Update your contact information and click **OK**.

Viewing Account Information

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

You can view the following information about your account:

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

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

1. Click the **Account** tab.

A list of your current subscriptions is shown.

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

- **Account credit balance.** This is how much money is available in your billing account.
- **Due invoices balance.** This is how much money you owe to your provider. Here, you can pay all invoices at once by clicking **Pay All Outstanding Invoices**, or pay one of invoices by clicking a **Pay Now** link in the list titled **Latest Outstanding Invoices**. You can also view all invoices by clicking the link **Show all invoices**, or print an invoice by clicking an invoice number and then clicking **Print**.
- **Latest to-do items.** This shows reminders from the system about actions you need to take.
- List of all your subscriptions. You can use links in the list to perform the following operations:
 - View subscription properties by clicking a link with subscription name.
 - Select a subscription that you want to manage through the Control Panel by clicking the corresponding link **Switch to Subscription**.
 - Order an SSL certificate for a site by clicking **Request SSL Certificate**. This operation is described in the section **Ordering SSL Certificates** (on page 99).
 - View properties of already ordered SSL certificates by clicking **Show Certificate Info**.

- View or change domain information, contact information, and DNS settings specified at a registrar's site, by clicking **Show Domain Info**. These operations are described in the section **Registrar's DNS Settings in Panel** (on page 72).
3. To view detailed information about resource allotments, available hosting options, and permissions for operations, click a subscription's name.
 4. Do any of the following:
 - To view a list of allocated and consumed resources, click the **Resources** tab.
 - To view a list of hosting features available for your account, click the **Hosting Options** tab.
 - To view a list of operations that you can perform in your Hosting Panel, click the **Permissions** tab.

Information About Your Account and Subscriptions

The following subscription properties are shown in the Panel at the **Account** tab > *<subscription name>*:

- **Subscription name.** Each subscription in the Panel is referred by a domain name of the first website created under that subscription.
- **Plan name.** Name of the service plan to which you are subscribed.
- **Setup date.** The date when the subscription was activated.
- **Price.** This is a price of your hosting package stated for the subscription term. Depending on your provider's policy and your subscription term, it can show a price per one month, several months, or one year.
- **Latest renewal date.** This is shown if a billing system is integrated with your Control Panel. This indicates the last time when the subscription was prolonged and a new term was started.
- **Next renewal date.** This is shown if a billing system is integrated with your Control Panel. This indicates the date when the subscription needs to be prolonged.
- **Status.** This is shown if a billing system is integrated with your Control Panel. A subscription can be in several statuses, and the most common of them are **active**, **pending**, and **failed**. If a subscription is in the active status, then you can work with your hosting account. If it is in the pending status, then you need to wait for some time before you can start working with it. If it is in the failed status, then you need to contact your hosting service provider for assistance.

Allocated and Consumed Resources

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

- **Disk space.** This is the total amount of disk space allocated to your account with subscription. This amount includes all data related to your websites, e-mail accounts, applications, backups, and log files.
- **Traffic.** This is the total amount of data in megabytes that can be transferred monthly from all your websites.
- **Domains.** This is the number of websites that can have separate second-level domain names, such as, for example, example.com.
For information about setting up websites, refer to the sections **Set Up Your First Website** (on page 15) and **Adding Domains** (on page 60).
- **Subdomains.** This is the number of additional websites that can have third-level domain names, such as, for example, news.example.com.
For information about setting up subdomains, refer to the section **Adding Subdomains** (on page 62).
- **Domain aliases.** This is the number of additional domain names that can be set up to point to one of your sites. For example, example.fr and example.de can both point to example.com.
For information about setting up domain aliases, refer to the section **Adding Domain Aliases** (on page 63).
- **Mailboxes.** This is the number of mailboxes that can be created under all your websites.
For information about creating mailboxes, refer to the chapter **Mail** (on page 139).
- **Mailbox size.** This is the amount of disk space that can be occupied by a mailbox.
- **Total mailboxes quota.** This is the total amount of disk space that can be used by all mailboxes under all your domains. This option is available only on Windows-based hosting accounts.
- **Mailing lists.** This is the total number of mailing lists that can be set up under all your websites. Note that there are mailing lists and mail groups, which serve the same purpose, but are slightly different in functionality. Mailing lists support archiving and pre-moderation of messages, while mail groups can only be used for sending one message to a number of recipients at once.
For information about setting up and using mailing lists, refer to the section **Using Mailing Lists** (on page 148).
- **Additional FTP accounts.** This is the number of FTP accounts that can be set up for accessing the webspace, in addition to the main FTP account that was created when your subscription was activated.
For information about setting up FTP accounts, refer to the sections **Changing FTP Access Credentials** (on page 134) and **Adding FTP Accounts** (on page 135).
- **Databases (Linux hosting).** This is the number of databases that can be hosted for all your websites. Databases are a standard means of organizing data storage that allows dynamic websites, web applications, and their users to store, search, and retrieve information.
For information about working with databases, refer to the chapter **(Advanced) Using Databases** (on page 156).
- **MySQL databases and Microsoft SQL Server databases (Windows hosting).** This is the maximum number of MySQL and Microsoft SQL Server databases respectively that can be created on the Panel database servers and used by the subscription's websites.

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

Hosting Features Available for Your Websites

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

- **SSL support**. This allows you to secure connections to websites with SSL encryption. For information about securing sites with SSL, refer to the section **Securing Connections with SSL Certificates** (on page 96).
- **Web statistics**. This allows you to view website visitor statistics presented in diagrams and charts. For information about viewing website visits statistics, refer to the section **Viewing Statistics** (on page 50).
- **Custom error documents**. This allows you to create custom HTML pages and configure web server to show them instead of typical error messages, such as `404 Not Found`. For information about setting up custom error documents, refer to the section **Setting Up Custom Error Pages** (on page 107).
- **Support for programming and scripting languages**, such as PHP, CGI, Perl, Python, Microsoft ASP, ASP.NET, Adobe ColdFusion, SSI.
- **Microsoft FrontPage support** and **Microsoft FrontPage over SSL support**. These allow you to use Microsoft FrontPage to create and edit website content. These options are available only for Windows-based hosting accounts.

- **Remote Microsoft FrontPage authoring** (Windows hosting). This allows you to use Microsoft FrontPage to create and edit website content directly on the server. This option is available only for Windows-based hosting accounts.
- **Dedicated IIS application pool** (Windows hosting). This provides isolation and improved stability for web applications working on sites.
- **Additional write/modify permissions** (Windows hosting). This option allows the web applications to use a file-based database (like Jet) located in the root of `httpdocs` folder.
- **Allow web users to use scripts**. This allows scripting at web pages available at URLs like `http://example.com/~<username>/<webpage>`, where `<username>` refers to a web user. Web users are individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.

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

- **DNS zone management**. Manage resource records in the DNS zones of websites. DNS stands for Domain Name System. It is a service that enables web browsers to locate websites by domain names.
For information about configuring DNS settings for your websites, refer to the section **(Advanced) Configuring DNS for a Domain** (on page 66).
- **Hosting settings management**. Manage web hosting settings, such as support for scripting languages.
- **PHP safe mode management**. This option is available only for Linux-based hosting accounts. It allows to switch PHP safe mode on or off for websites. Safe mode is a security restriction that does not allow scripts written in PHP to perform potentially dangerous operations on the server. You might need to switch off the safe mode for PHP if you use some web applications written in PHP and they do not function properly.
- **Management of access to the server over SSH and Management of access to the server over Remote Desktop**. Securely upload web content to the server through Secure Shell (Linux hosting) or a Remote Desktop connection (Windows hosting).
- **Anonymous FTP management**. Set up a folder on the server which should be accessible to the Internet users over FTP protocol. This folder can have an address like, for example, `ftp://downloads.example.com`. This feature is called anonymous FTP because the users will not need to specify a username and password to browse, download, or upload files.
For information about setting up FTP folder with unrestricted access, refer to the section **Setting Up Anonymous FTP Access** (on page 137).
- **Scheduler management**. Schedule execution of programs or scripts in the server's operating system.
For information about scheduling tasks, refer to the chapter **Scheduling Tasks** (on page 149).
- **Spam filter management**. Set custom settings for protection from unsolicited commercial e-mail, also known as spam.
For information about setting up spam filtering, refer to the section **Protecting Mailboxes from Spam**.

- **Antivirus management.** Set custom settings for protection from viruses and other malicious software that spreads itself through e-mail.
For information about setting up virus protection, refer to the section **Protecting Mailboxes from Viruses**.
- **Data backup and restoration using the server repository.** Use the backup and restore functions of the Panel to back up and restore websites, mail accounts, settings, and keep your backup files on the server.
For information about backing up and restoring data, refer to the chapter **(Advanced) Back Up and Restore Data** (on page 162).
- **Data backup and restoration using a personal FTP repository.** Use the backup and restore functions of the Panel to back up and restore websites, mail accounts, settings, and save your backup files to an FTP folder on another server.
For information about backing up and restoring data, refer to the chapter **(Advanced) Back Up and Restore Data** (on page 162).
- **Web statistics management.** Set custom preferences for visitor statistics reports.
For information about configuring and viewing website visitor statistics, refer to the section **Viewing Statistics** (on page 50).
- **Log rotation management.** Set custom preferences for recycling (rotation) of web server logs. Web server records information about connections to your sites and errors occurred on attempts to retrieve missing files. You can use these log files for website debugging purposes.
For information about working with web server access logs, refer to the section **Log Files** (on page 51).
- **Access to Application Catalog.** View and install applications on websites. For information about applications, refer to the section **Employing Website Applications** (on page 93).
- **Setup of potentially insecure web scripting options that override provider's policy.** This allows you to override the hosting security policy, if it is applied by the provider.
- **Domain creation.** Set up and manage new websites.
For information about setting up websites, refer to the sections **Set Up Your First Website** (on page 15) and **Adding Domains** (on page 60).
- **Subdomains management.** Set up and manage new websites with addresses like `forum.example.com`.
For information about setting up subdomains, refer to the section **Adding Subdomains** (on page 62).
- **Domain aliases management.** Set up and manage additional domain names for a site.
For information about setting up domain aliases, refer to the chapter **Adding Domain Aliases** (on page 63).
- **Additional FTP accounts management.** Set up and manage additional FTP accounts. To enable collaboration on website content, you can set up FTP accounts for other users and specify which directories of the site should be accessible to them.
For information about setting up FTP accounts, refer to the section **Adding FTP Accounts** (on page 135).
- **Java applications management.** Install and manage Java applications distributed in WAR archives and obtained separately from third-party vendors or application developers.

For information about installing Java applications, refer to the section [Installing Java Applications](#).

- **Mailing lists management.** Set up and manage mailing lists.
For information about setting up and using mailing lists, refer to the section [Using Mailing Lists](#) (on page 148).
- **Hosting performance settings management.** Limit the bandwidth and number of connections to websites.
For information about restricting bandwidth usage for sites, refer to the section [Limiting Bandwidth and Number of Connections to Websites](#) (on page 114).
- **IIS application pool management.** Set custom preferences for IIS application pool (available only on Windows-based hosting accounts).
For information about setting up IIS application pool, refer to the section [Setting Up IIS Application Pool \(Windows Hosting\)](#) (on page 131).
- **Additional write/modify permissions management.** Set additional write/modify permissions for websites that use file-based databases (available only on Windows-based hosting accounts).
- **Shared SSL management.** Secure connections to your sites with SSL protection by using an SSL certificate shared by your provider.
For more information, refer to the section [Using Shared SSL Certificates \(Windows Hosting\)](#) (on page 101).
- **Hard disk quota assignment.** Adjust hard quotas on disk space if that is supported by your hosting account.
- **Database server selection.** Select a database server for creating databases, if multiple database servers are available.

Managing Account Balance and Invoices

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

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

1. Click the **Account** tab.
2. The following information is shown:
 - Account credit balance. This is how much money is available in your account.
 - Due invoices balance. This is how much money you owe to your provider. Here, you can pay all invoices at once by clicking **Pay All Outstanding Invoices**, or pay one of invoices by clicking a **Pay Now** link in the list titled **Latest Outstanding Invoices**.
 - Latest to-do items. This shows reminders from the system about actions you need to take.
 - List of all your subscriptions. You can use links in the list to perform the following operations:
 - To view subscription properties, click a link with subscription name.
 - To select a subscription that you want to manage through the Control Panel, click the corresponding link **Switch to Subscription**.
 - To order an SSL certificate for a site, click **Order a Certificate**. For more information about this operation, see the section **Ordering SSL Certificates** (on page 99).
 - To view properties of already ordered SSL certificates, click **Show Certificate Info**.
 - To view or change domain information, contact information, and DNS settings specified at a registrar's site, click **Show Domain Info**. For more information about these operations, see the section **Registrar's DNS Settings in Panel** (on page 72).

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

1. Go to the Account tab > Billing Accounts.

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

2. Do any of the following:

- To view or change settings for a billing account, click the corresponding link in the **Billing account name** column, specify the information about your bank card or account, and select the subscriptions that should be paid by it. Click **OK**.
- To add a new billing account, click **Add New Billing Account**, select the payment method, click **Next**, specify the required information about your bank card or account, and select the subscriptions that should be paid by it. Click **OK**.
- To remove a billing account, click the corresponding **Remove** link.

Ordering More Resources

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

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

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

3. Click **Upgrade**.

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

4. Do any of the following:
 - To add resources to your subscription without upgrading to another plan, select the options you would like to add and click **Adjust Add-ons**.
 - To upgrade to another service plan, click **Order Upgrade**.

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

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

3. Click **Downgrade**.

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

4. Do any of the following:
 - To reduce the amounts of allocated resources without downgrading to another plan, select the options you would like to reduce and click **Adjust Add-ons**.
 - To downgrade to another service plan, click **Order Downgrade**.

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

1. Go to the **Account** tab and click the **Add Subscription** link.
2. Select the hosting plan to which you want to subscribe, and click **Buy Now**. Follow the instructions on the screen to complete the order.

Viewing Statistics

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

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

The following information is presented in charts:

- Disk space used by websites, mail accounts, databases, and other files located in your webspace.
- Traffic used by FTP, web, and mail services during the current month.

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

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

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

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

3. Do any of the following:
 - To view a report on the amount of data transferred to and from your sites over FTP, click **FTP Statistics**.
 - To view a report on the amount of data transferred to and from your FTP directory, which is accessed without authorization, click **Anonymous FTP statistics**.
 - To view a report on the amount of traffic used by services during a certain month, click **Data Transfer Statistics**, and select the required month from the menu.

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Log Files

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

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Logs** (in the **Advanced Operations** group) > **Log Rotation**.
3. Click **Switch On**. If you see only the **Switch Off** button there, this means that log recycling is already switched on.
4. Specify when to recycle log files and how many copies of each log file to store on the server. Also specify whether they should be compressed and sent to an e-mail address after processing.
5. Click **OK**.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Logs** (in the **Advanced Operations** group). A list of log files opens.
3. Do any of the following:
 - To view all entries in a log file, click the log file name. If you want to view only a few last lines from the log file, type the number of lines into the input box under the **Settings** group, and then click the log file name.
 - To download a file to your computer, click the corresponding icon .
 - To remove a processed log file from the server, select the corresponding checkbox and click **Remove**. Confirm removal and click **OK**.

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

1. Connect to the Panel server via FTP and log in using access credentials of the subscription logs of which you want to download.
2. Go to the `/statistics/logs` directory and copy the log files to your computer.

(Advanced) Configuring Access to Hosting Account

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

Users and User Roles

User accounts are created based on user roles. The roles include privileges to access certain areas of the Panel and perform operations in the Panel. There are several predefined user roles called Accountant, Application User, Owner, and Webmaster. You can review and modify the Accountant, Application User, and Webmaster roles to suit your needs, or you can create your own custom roles. For more information on user roles and user accounts creation, refer to the sections **User Roles** (on page 53) and **User Accounts** (on page 54) correspondingly.

After user accounts are created, the users will be able to log in to their accounts in Panel and use shortcuts in their Panels to access their mailboxes and work with applications. In addition, you can extend the list of links available to your auxiliary users with your custom links. That can be links to corporate resources, sites on the Web, and so on. Learn more in **Custom Links** (on page 56).

Users and Multiple Subscriptions

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

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User Roles

➤ *To create a user role:*

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

For more information about installing applications and providing access to users, refer to the section **Granting Panel Users Access to Apps** (on page 95).

3. Click **OK**.

➤ **To modify user role properties:**

1. Go to the **Users** tab > **User Roles** tab.
2. Click a link with the role name that you want to change.
3. Change the role properties as required and click **OK**.

➤ **To remove a user role:**

1. Go to the **Users** tab > **User Roles** tab.
2. Select a checkbox corresponding to the role you want to remove and click **Remove**. Note that it is impossible to remove the **Owner** role and other roles that are assigned to one or more users.
3. Click **Yes** to confirm the removal.

User Accounts

➤ **To create a user account:**

1. Go to the **Users** tab > **Create User Account**.
2. Specify the following:
 - **Contact name**.
 - **E-mail address**. The e-mail address will be used as a username for logging in to the Panel.
 - To create a new e-mail address for the user, select the option **Create an e-mail address under your account**,
type the desired left part of the address which goes before the @ sign, and, if you have a number of domains on your account, select the domain name under which the e-mail address should be created.
 - To associate with this user account an external e-mail address, select the option **Use an external e-mail address**, and specify an existing external e-mail address.
 - **User role**. Select the required user role from the menu.
 - **Access to subscriptions**. Allow a user to access only a specified subscription. The **All** value grants them access to all subscriptions within your hosting account.
 - **Password**. Type the password for access to the Panel.
3. Leave the **User is active** checkbox selected. Otherwise, the user will not be able to access the Panel and use applications on your hosting account.

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

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

➤ ***To change user account properties:***

1. Click the **Users** tab.
2. Click a link with the user's name.
3. Make the required changes and click **OK**.

➤ ***To suspend or activate a user account:***

1. Click the **Users** tab.
2. Click a link with the user's name.
3. Do any of the following:
 - To suspend a user account, clear the **User is active** checkbox. The user will no longer be able to log in to the Panel and access applications.
 - To activate a user account, select the **User is active** checkbox.
4. Click **OK**.

➤ ***To remove a user account:***

1. Click the **Users** tab.
2. Select a checkbox corresponding to the user account you want to remove, and click **Remove**. Note that you cannot remove your own account.
3. Click **Yes** to confirm the removal.

Custom Links

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

You can specify what information about users should be passed:

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

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

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

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

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

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

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

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

1. Go to the **Account** tab > **Additional Services**.
2. Select a checkbox corresponding to the link that you want to remove and click **Remove**.

Websites and Domains

As described in the chapter **Quick Start with Parallels Panel** (on page 14), your web presence always starts from purchasing a domain name. The *domain name* (or simply, *domain*) is the name people use to access your site from their browsers. Say, `www.example.com`. The domain registration is made by authorized companies - domain name registrars. Quite often hosting providers carry out this function. For the detailed information about how to manage domains in Panel, refer to the section **Domains and DNS** (on page 59).

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

Panel provides a full range of operations on domains and websites:

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

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

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Domains and DNS

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

Domain name is hierarchical and may consist from a number of parts called labels:

- The right-most label is called *top-level domain*. Say, `com` is the top-level domain of `www.example.com`. The number of top-level domains is limited and all of them are managed by responsible international organizations.
- *The second-level domain* is the label that we mainly use to imply the purpose of our website. In `www.example.com` it is the `example` part. The combination of a second-level and top-level domain names specifies the exact location of your website.
- Each label to the left is the subdomain of the domain to the right. Say, `www` is the subdomain of `example.com`. Subdomains may be convenient when you want to isolate some content from the main site. Say, you can organize your personal blog on `myblog.example.com`. For information on how to add subdomains in Panel, refer to the section **Adding Subdomains** (on page 62).

If you want to host more than one website under your subscription you can purchase more domains and add them to your subscription. For information on how to add domains in Panel, refer to the section **Adding Domains** (on page 60).

In fact, domain names exist only for the people convenience and the real communication between browser and web servers occurs with the help of IP addresses - the numerical host identifiers. Say, the real address of `www.example.com` may be `192.0.2.12` (IPv4). To resolve domain names into IP addresses web hosts use the DNS technology. For more details about how DNS is implemented in Panel, refer to the section **(Advanced) Configuring DNS for a Domain** (on page 66).

DNS allows resolving several domains into one IP address. Such additional names are called domain aliases. This is convenient when you purchased several domains that you want to point to the same website. For information on how to add aliases to existing domains, refer to the section **Adding Domain Aliases** (on page 63).

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Adding Domains

If your hosting package includes more than one domain name (website), then you can easily add new domains to the server. Before you start adding a new domain that will use a second-level domain name, like example.com, be sure to register that domain name with your service provider or another domain name registration authority.

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

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

Adding More Domains

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required web space in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab, click **Add New Domain** and follow on-screen instructions.

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

For example, if your NS record is
example.com. NS ns.example.com,
 find the A record with *ns.example.com*, say,
ns.example.com. A 192.0.2.12

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

3. Click **OK**.
The new domain name is now shown in the list at the bottom of the screen.
4. If the operation of changing hosting settings is available for your account, then you can click the domain name of the new website to view or change the hosting settings, as described in the section **Changing Hosting Settings** (on page 74).

You can now start creating your website with Web Presence Builder or upload your web content to the web space of the new website, as described in the section **Managing Website Content** (on page 83).

Removing Domains

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

➤ *To remove a domain:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required web space in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.

3. In the list of domain names, select the domains or subdomains that you want to remove and click **Remove**.
4. Confirm removal and click **OK**.

Adding Subdomains

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

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

An example of using subdomains:

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

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

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required web space in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click **Add New Subdomain**.
4. Specify the following:
 - a. In the **Subdomain name** box, type the portion of address that will be added to the domain name of your main site.
 - b. In the **Document root** box, type the desired location of the directory where all files and subdirectories of this site will be kept. You can use the default directory of the main site, called `httpdocs`, or specify another directory.
5. Click **OK**.

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

You can now upload your web content to the subdomains web space (directory on the server), as described in the section **Uploading Content over FTP** (on page 84).

Adding Domain Aliases

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

➤ *To set up a domain alias:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Domain Aliases** (in the **Advanced Operations** group).
3. Click **Add Domain Alias**.
4. Type the desired domain alias name, for example alias.com.
Domain aliases can comprise letters, digits and hyphens. Each part of the domain alias between dots should not be longer than 63 symbols.
5. Select the **Synchronize DNS zone with the primary domain** checkbox if you want the domain alias to use the same DNS zone resource records as in primary domain. With this setting, any subsequent changes in resource records of the primary domain's zone will be applied to the DNS zone of this domain alias.
6. Select the **Mail service** checkbox, 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 service** checkbox.
7. Select the **Web service** checkbox. Otherwise, the web server will not serve the web content to users coming to your site by typing the domain alias in their browsers.
8. 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** checkbox.
9. Click **OK**.

➤ *To change the properties of an alias:*

1. Go to the **Websites & Domains** tab > **Domain Aliases** (in the **Advanced Operations** group).
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 the **Websites & Domains** tab > **Domain Aliases** (in the **Advanced Operations** group).
 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 checkbox corresponding to the record you wish to remove and click **Remove**.
- ***To remove an alias from a domain:***
1. Go to the **Websites & Domains** tab > **Domain Aliases** (in the **Advanced Operations** group).
 2. Select a checkbox corresponding to the domain alias that you want to remove.
 3. Click **Remove**.
 4. Confirm removal and click **OK**.

(Linux) Adding Wildcard Subdomains

Use wildcard subdomains to redirect visitors from *non-existent subdomains* to one of your websites, commonly, to your main website. The typical use cases of this feature are:

- Improve website organization and run marketing campaigns.
For example, you don't have the *vps-limited-offer* subdomain but wish to forward users from *limited-vps-offer.example.com* to *example.com*.
- Help users reach your website even if they mistyped a subdomain name.
It is a widespread mistake to mistype a website name if it has the leading *www* prefix (for example, type *ww.example.com*).
- Finally, some website applications (WordPress) use wildcard subdomains to create dynamic subdomains for convenience and better user experience.

Note: Traffic from existent subdomains will not be affected in any way if you add a wildcard subdomain.

How to Add Wildcard Subdomains

You can add one wildcard subdomain per each of domain names under a subscription. For this, go to the **Websites & Domains** tab and add a new subdomain which name is "*" to one of your domain names. Example: **.example.com*. If you wish this subdomain to have a custom set of scripts or website content, specify a custom document root for this subdomain.

Limitations of Wildcard Subdomains

Wildcard subdomains act like typical subdomains with the following exceptions:

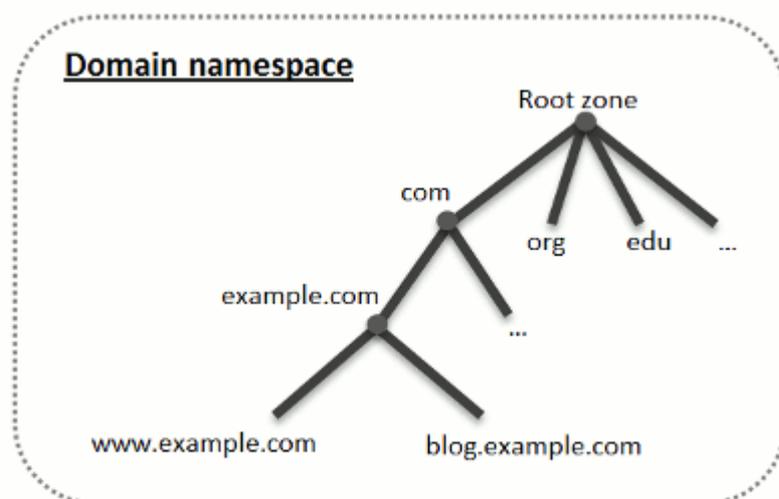
- *Linux-only feature.* Currently, wildcard subdomains are supported only on Panel for Linux.
- *Renaming is not available.* It is not possible to rename such subdomains.
- *No DNS zone.* This type of subdomains does not have own zone record in the Panel DNS server. Instead, they have the A record that points to the IP address associated with a corresponding domain name.
- *Installation of APS apps is not allowed.* Plesk users are unable to install APS apps to wildcard subdomains.
- *No Web Presence Builder sites.* Plesk users are unable to edit and publish sites to these subdomains.

(Advanced) Configuring DNS for a Domain

The Domain Name System (DNS) is a hierarchical naming system that translates understandable domain names into the numerical identifiers (IP addresses) associated with web hosts. Such translation is called *resolving*.

DNS Name Resolving

DNS is based on a hierarchical tree structure called the domain namespace. This global namespace contains all possible domain names and is divided into logical parts - domain zones (see the picture below). Domain zone is a part of namespace that contains addresses of particular domains. Addresses are stored in a file on a separate name server authoritative for that zone. Say, when a browser tries to access `www.example.com`, it gets the site's IP address from a server authoritative for the `example.com` zone. For more information about how DNS works, refer to the respective documentation (say, Microsoft TechNet (<http://technet.microsoft.com/en-us/library/cc958978.aspx>)).



When you purchase a domain, a registrar gives you the access to the DNS zone responsible for your domain and its subdomains. You can either allow the registrar to manage the zone or delegate the zone to Panel. Panel users mostly delegate their zones, which gives them the ability to manage a zone right from their Panel hosting account and other benefits. To get the details about how to delegate your zone to Panel, refer to the section **Panel as a Primary DNS Server** (on page 67).

If you are an advanced user and already have a DNS server that you want to be authoritative for your zone, you can set up Panel to be a secondary DNS server. In this case, Panel just stores the copy of your zone and you do not have the ability to manage it from Control Panel. The Panel DNS server will be used only if your primary name server becomes inaccessible or inoperable. For the information about how to make Panel act as a secondary DNS server, refer to the section **Panel as a Secondary DNS Server** (on page 71).

If you decided *not* to use Panel as a DNS server, all zone management should be performed on a registrar's site. Some registrars provide the support for the remote DNS zone management. If your hosting provider uses this feature, you still be able to modify the DNS zone from Panel regardless your authoritative name server. To get the details about how to switch off Panel DNS server and manage your zone remotely, refer to the section **Registrar's DNS Settings in Panel** (on page 72).

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Panel as a Primary DNS Server

For each new domain name, the Panel automatically creates DNS zone in accordance with the settings configured by your service provider. The domain names should work fine with the automatic configuration, however, if you need to perform custom modifications in the domain name zone, you can do that through your Panel.

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

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.

A screen will show all resource records for a given domain.

➤ *To add a new resource record to the zone:*

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **Add Record**.
4. Select a resource record type, and specify the appropriate data:
 - For an NS record, which specifies the domain name of a name server that is responsible for a DNS zone of a domain, you need to specify the domain name (or a subdomain), and then the corresponding name server's domain name. If you are defining an NS record for your main domain, then you should leave the domain name field empty. If you are defining a name server for a subdomain, then type the subdomain into the **domain name** field. After that, type the appropriate name server's domain name into the **name server** field. For example: ns1.mynameserver.com.

- For A and AAAA records, which associate IP addresses with domain names, you need to specify the domain name and IP address. If you are simply defining an record for your main domain, then you should leave the **domain name** field empty. If you are defining a record for a name server, then type ns1 or ns2 into the **domain name** field. Then specify the appropriate IP address with which to associate the domain name.
- For a CNAME record, which specifies which subdomains (or domain aliases that look like subdomains, for example, www) should be associated in the Domain Name System with the main domain address, you need to type the subdomain name or www alias, and then, the main domain name.
- For an MX record, which specifies the host name of the preferred mail server for the given domain, you need to specify the mail domain (or subdomain), the domain name of the mail exchange server responsible for receiving e-mail, and the server's priority. For the main domain, you would simply leave the available field blank. Then type the domain name of your mail server. If you are running a remote mail server named 'mail.myhostname.com', then simply type 'mail.myhostname.com' into the **Mail exchange server** field. After that, specify its priority: 0 is the highest and 50 is the lowest.
- For a PTR record, which is required for reverse DNS lookup (an IP address is translated to domain name), you need to enter the IP address/mask, and then type the appropriate domain name for this IP address to be translated to.
- For a TXT record, which is used for specifying arbitrary human-readable text, you can type an arbitrary text string, or an SPF record.
- For an SRV record, which is used for specifying location of services other than mail, you will need to enter the service name, protocol name, port number, and target host. Service and protocol names should start with the underscore symbol. You can also specify the priority of the target host, and relative weight (for records with the same priority) in the appropriate fields.

4. Click **OK**, and then click **Update**.

➤ ***To modify the properties of a resource record:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click the hyperlink in the **Host** column corresponding to the resource record you want to modify.
4. Modify the record as required, click **OK**, and then click **Update**.

In addition to the resource records described above, there is also a Start of Authority record. This record indicates that this DNS name server is responsible for the domain's DNS zone. It also contains settings that affect propagation of information about the DNS zone in the Domain Name System.

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

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **SOA Record**.
4. Specify the required values:
 - **Refresh interval.** This is how often the secondary name servers check with the primary name server to see if any changes have been made to the domain's zone file. The Panel sets the default value of three hours.
 - **Retry interval.** This is the time a secondary server waits before retrying a failed zone transfer. This time is typically less than the refresh interval. The Panel sets the default value of one hour.
 - **Expire interval.** This is the time before a secondary server stops responding to queries, after a lapsed refresh interval where the zone was not refreshed or updated. The Panel sets the default value of one week.
 - **Minimum TTL.** This is the time a secondary server should cache a negative response. The Panel sets the default value of three hours.
 - **Default TTL.** This is the amount of time that other DNS servers should store the record in a cache. The Panel sets the default value of one day.
5. Click **OK**, and then click **Update**.

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

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

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

➤ ***To change the Start of Authority (SOA) serial number format to YYYYMMDDNN for a domain:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **SOA Record**.
4. Select the **Use serial number format recommended by IETF and RIPE** checkbox.

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

5. Click **OK**, and then click **Update**.

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

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Select a checkbox corresponding to the record you want to remove.
4. Click **Remove**.
5. Confirm removal, click **OK**, and then click **Update**.

➤ ***To restore the original zone configuration in accordance with the default DNS template settings used on the server:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **Restore Defaults**.
4. In the **IP address** menu, select the IP address to be used for restoring the zone.
5. Specify whether a **www** alias is required for the domain.
6. Select the **Confirm the restoration of the DNS zone** checkbox, and click **OK**.

➤ ***To restore the default Start of Authority (SOA) serial number format (UNIX timestamp) for a domain:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **SOA Record**.
4. Clear the **Use serial number format recommended by IETF and RIPE** checkbox.

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

5. Click **OK**, and then click **Update**.

By default, transfer of DNS zones is allowed only for the name servers designated by NS records contained within each zone. If you are using a Windows-based hosting account, then you can change zone transfer settings.

➤ ***If your domain name registrar requires that you allow transfer for all zones you serve:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **Zone Transfers**. A screen will show all hosts to which DNS zone transfers for all zones are allowed.
4. Specify the registrar's IP or network address and click **Add Network**.

Panel as a Secondary DNS Server

If you host websites on your hosting account and have a standalone DNS server acting as a primary (master) name server for your sites, you may want to set up the Panel's DNS server to function as a secondary (slave) name server.

➤ ***To make the Panel's DNS server act as a secondary name server:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **Switch DNS Service Mode**.
4. Click **Add Record**.
5. Specify the IP address of the primary (master) DNS server.
6. Click **OK**, and then click **Update**.
7. Repeat steps from 2 to 6 for each website that needs to have a secondary name server on your server.

➤ ***To make the Panel's DNS server act as a primary back:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **Switch DNS Service Mode**.

The original resource records for the zone will be restored.

Registrar's DNS Settings in Panel

If you have external primary and secondary name servers that are authoritative for some of your websites, switch off the Panel's DNS service for each of these sites.

➤ ***To switch off the Panel's DNS service for a site served by external name servers:***

1. Go to the **Websites & Domains** tab > **DNS Settings**.
2. If you have several domain names, select the domain name whose DNS settings you want to manage.
3. Click **Switch Off the DNS Service**.

Turning the DNS service off for the zone will refresh the screen, so that only a list of name servers remains. Note that the listed name server records have no effect on the system. They are only presented on the screen as clickable links to give you a chance to validate the configuration of the zone maintained on the external authoritative name servers.
4. If you want to validate the configuration of a zone maintained on authoritative name servers, do the following:
 - a. Add to the list the entries pointing to the appropriate name servers that are authoritative for the zone: Click **Add Record**, specify a name server, click **OK**, and then click **Update**.
 - b. Repeat the step a for each name server you would like to test. The records will appear in the list.
 - c. Click the records that you have just created.

The Panel will retrieve the zone file from remote name servers and will check the resource records to make sure that domain's resources are properly resolved. The results will be interpreted and displayed on the screen.

If your Control Panel is integrated with a billing system, then the following operations on domains might be available from the Panel:

- Setting a password for access to domain management panel at a registrar's site.
- Locking and unlocking domain name for transferring to another provider.

-
- Changing domain registrant and other contact information.
 - Changing DNS settings for domain zones served by a domain registrar.
 - Configure automatic renewal of the domain account at the domain name registration company.
- ***To set a new password for access to your domain management control panel at a registrar's site:***
1. Go to the **Account** tab.
 2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.
 3. Click **Change Domain Password**.
 4. Type a new password and click **OK**.
- ***To lock or unlock domain name for transferring to another provider:***
1. Go to the **Account** tab.
 2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.
 3. Click **Change Registrar Lock Setting**.
 4. To allow domain name transfer, clear the **Lock** checkbox and click **OK**.
- ***To change domain owner's contact, technical, administrative, or billing information:***
1. Go to the **Account** tab.
 2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.
 3. Click **Edit Contact Info**.
 4. Make the necessary changes and click **OK**.
- ***To change DNS settings for a domain:***
1. Go to the **Account** tab.
 2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.
 3. Click **Edit DNS Settings**.
 4. Specify the domain name servers that serve the DNS zone for your website and IP address of the server where the website is hosted.

5. If the DNS zone of your website is served by your domain name registrar, then you can also specify other resource records that affect how your website's services are accessible over the Internet.

6. To save your changes, click **OK**.

➤ ***To configure automatic renewal of the domain name:***

1. Go to the **Account** tab.
2. Locate the domain name for which you want to change settings, and click the link **Show Domain Info** next to it.
3. Click **Automatic Domain Renewal**.
4. To allow auto renewal of the domain registration, select the **Turn on auto renewal** checkbox and click **OK**.

Changing Hosting Settings

Panel allows you to manage a number of various hosting settings:

- *Basic settings*, like a domain name or hosting type.
- *Security settings*. To secure connections to your site with SSL certificates, you should activate the SSL support first.
- *Scripting settings*. You can specify what scripting languages your site will support. Learn more in the section **Web Scripting Settings (on page 76)**. Moreover, Panel supports custom per-site (per-subdomain) configuration for the PHP language. To learn more about adjustable PHP settings, see the section **PHP Settings (on page 77)**.

➤ ***If you want to review the hosting settings or select the hosting features and scripting languages that should be supported on your site:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the web space where the website is hosted.
2. Click the **Websites & Domains** tab.
3. In the list of websites at the bottom of the screen, click the website address.
4. Review or change the following hosting settings and options:

- **Hosting type.** The type of hosting configuration selected by default is website hosting, which means that the website is hosted on this server. You can also choose to redirect visitors to another website (this setup is also known as web forwarding); switch off web hosting service if you need to host only mailboxes and mailing lists under that domain; or suspend the website and all mailboxes and mailing lists hosted under the website's domain name.
 - If you want to redirect visitors to another site, click the **Change** link, select the **Forwarding** option, type the destination site address, select the forwarding scheme, and click **OK**.
 - If you want to switch off web service and use only e-mail services under that domain, click the **Change** link, select the **No web hosting** option, and click **OK**.
 - If you want to suspend the website and all services associated with it, including mail, click the **Suspend** link. When you need to bring that domain or website back online, return to the **Websites & Domains** tab > *domain name*, and click the **Activate** link.
- **Document root.** The location of the directory where all files and subdirectories of the site will be kept. You can use the default directory called httpdocs or specify another directory.
- **Enable SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce websites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a web server that hosts several websites with different domain names on a single IP address is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for the website, select the **Enable SSL support** checkbox.
- **Scripting languages.** Specify which of the following programming and scripting languages should be supported by the web server: Active Server Pages (ASP), Microsoft ASP.NET, Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl and Python. By default, PHP is configured to operate in safe mode, with functional restrictions that strengthen hosting security. To learn more about PHP safe mode, refer to <http://php.net/features.safe-mode>.
- **Microsoft FrontPage settings.** Microsoft FrontPage is a popular website authoring tool. To enable content creation and publishing through Microsoft FrontPage, select the options **Microsoft FrontPage support**, **Microsoft FrontPage over SSL support**, and **Remote FrontPage authoring allowed**.
- **Web statistics.** Select the web statistics software that you want to use for viewing graphical reports and charts on website visitors. Also, select the corresponding checkbox if you want to be able to access the statistical reports by visiting the password-protected directory <http://your-website/plesk-stat/webstat>.
- **Custom error documents.** When visitors coming to a site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. If you want to create your own error pages and use them on the web server, select the **Custom error documents** checkbox.

- **Additional write and modify permissions** (available only for Windows hosting). This option is required if web applications on the site will be using a file-based database (like Jet) located in the root of httpdocs directory. Note that selecting this option will seriously compromise the website security.
5. When finished with viewing or changing hosting settings, click **OK**.

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Web Scripting Settings

For each website in your subscription you can specify which of the following programming and scripting languages should be supported by the web server: Active Server Pages (ASP), Microsoft ASP.NET, Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl and Python. Since Panel 10.4, you are able to configure PHP settings individually for each website (or subdomain) in your subscription. This is possible only if your subscription have the corresponding permissions. To get the details about custom PHP configuration, refer to the section **PHP Settings** (on page 77).

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PHP Settings

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

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

Generally, PHP settings are defined by your provider's policy. Since Panel 10.4, *you have the ability to customize PHP settings individually for each website or subdomain right from your Control Panel*. In this case, provider's PHP configuration acts just as a preset for your hosting account and you can override it at any time. Note that your hosting plan must have corresponding permissions to allow you performing this action. Next in this section we will discuss how you can set up custom per-website PHP configuration.

Note: Custom PHP configuration of a website acts as a preset for all subdomains of this site. You can perform further per-subdomain PHP configuration in the same way as for the websites.

General PHP Settings

Before you proceed to custom PHP configuration for your website, select the site from the list in **Websites & Domains** and ensure that PHP is supported and operates in one of predefined modes:

- **ISAPI** (only on Windows). This mode uses less server resources, but a website is isolated only if it is operating in a dedicated IIS application pool.
- **Apache module** (only on Unix). This mode uses less server resources, but it is the least secure option. A site is isolated only if PHP safe mode is switched on.
- **FastCGI application**. This mode is faster than CGI, but consumes more memory. Provides site isolation.
- **CGI application**. This is the slowest mode of operation, but it uses the least amount of memory.

Note: Switching PHP from **Apache module** to **FastCGI application** may break functionality of existing PHP scripts.

If you use Windows hosting, you can additionally choose a PHP version. Always use PHP 5.x except the cases when you need PHP 4.x to host some old PHP apps.

Customizing PHP Configuration for a Website

All customizable PHP settings are located on the **PHP Settings** tab of your website. For convenience, all PHP settings are divided into two groups:

- **Performance settings.**
These settings define how scripts work with system resources. For example: Use the `memory_limit` parameter to limit the amount of memory for a script and, as a consequence, to prevent a memory leak. Or prevent scripts from tying up the server by limiting the maximum time scripts are allowed to run in `max_execution_time`.
- **Common settings.**
This group contains other commonly used PHP settings. Generally, these are: Security settings (for example, the PHP safe mode toggle or the permission to register global variables), error reporting settings (for example, the directive to log errors), and other.

Note: Your ability to customize PHP performance and common settings is controlled by two separate permissions of your hosting plan. For example, if you do not have the permission to manage common PHP settings, they will be available to you in the read-only mode.

You can set the value of each parameter in **PHP Settings** either by selecting a value from a preset, typing a custom value, or leaving the **Default** value. In the latter case, *Panel uses the values defined by your provider*. For the information about certain PHP settings, refer to the respective documentation. For example, <http://php.net/manual/en/ini.list.php>.

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

ASP.NET Settings (Windows Hosting)

➤ *To configure ASP.NET Settings for a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **ASP.NET Settings** (in the **Advanced Operations** group).
3. Set up the strings that determine database connection data for ASP.NET applications that use databases. This option is available only for ASP.NET 2.0.x.

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

- To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click  next to them.

- To remove a string, click  next to it.
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 users.
 - To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click .
 - **Status Code** defines the HTTP status code resulting in redirection to the error page.
 - **Redirect URL** defines the web address of the error page presenting information about the error to the client.

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

- To remove a custom error message from the list, click  next to it.
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 **Default web page language** list.
 - To enable compiling retail binaries, leave the **Switch on debugging** checkbox empty.
 - To enable compiling debug binaries, select the **Switch on debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

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

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** checkbox. 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 remain idle, type the number of minutes into the **Session timeout** box.

10. Click **OK** to apply all changes.

Suspending and Activating Websites

When a website is suspended, it becomes inaccessible over the Internet, and e-mail addresses under the site's domain name stop working.

➤ ***To suspend a website:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required workspace in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click the domain name of the site that you want to suspend.
4. Click the **Suspend** link next to the **Hosting type** field.

➤ ***To activate a website:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required workspace in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click the domain name of the site that you want to activate.
4. Click the **Activate** link next to the **Hosting type** field.

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Suspending Websites for Maintenance

If you want to shut down a site for maintenance and let your visitors know that it is temporarily unavailable and will be back online later, switch on the *site maintenance mode*. When a site is in the maintenance mode, the "503 Service Unavailable" error document is shown to website visitors instead of the actual site pages.

If your hosting plan provides the option to customize web server error documents (the "Custom error pages" option), then you can use File Manager to open and customize the error page: Instead of the "Service Temporarily Unavailable" message, you can write your own message like "The site is temporarily down for maintenance, it will be up soon."

When maintenance work is finished, switch the maintenance mode off for the site to make it available to the visitors.

➤ **To switch on the maintenance mode for a website:**

1. Go to the **Websites & Domains** tab.
2. Click **Website Maintenance Mode** (in the **Advanced Operations** group).
3. If you have several websites, locate the site you want to temporarily suspend, and click the corresponding **Manage** link.
4. Select the **Switch on the maintenance mode for website** checkbox.
5. Click **OK**.

If the custom error documents option is switched on for the site, then you can edit the "503 Service Temporarily Unavailable" document to include your own text. For information about customizing error pages, refer to the section **Setting Up Custom Error Pages** (on page 107).

➤ **To switch off the maintenance mode and put a site back online:**

1. Go to the **Websites & Domains** tab.
2. In the list of your websites, locate the website you want to put back online. It should be accompanied by the **Switched off for maintenance** status indicator.
3. Click the corresponding **Change** link.
4. Clear the **Switch on the maintenance mode for website** checkbox.
5. Click **OK**.

Managing Website Content

If your hosting plan provides website creation and management service using Web Presence Builder, you can create and publish sites using it. 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 an FTP connection (most common and easiest way).
- Through the Control Panel's file manager.
- Through a Secure Shell connection (only for users of Linux and FreeBSD operating systems).
- Through Adobe Dreamweaver or Microsoft FrontPage software (only for users of Microsoft Windows operating systems).

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Creating Websites with Web Presence Builder

You can create and publish websites using Web Presence Builder, if this option is provided with your hosting service.

If your hosting service does not include any sites published with Web Presence Builder or you reached the limit of published sites, you still can create a new website with Web Presence Builder. In this case, all website editing options in Web Presence Builder will be available to you. To publish this website, you will need to upgrade your hosting plan.

Web Presence Builder is a great tool that enables users to create professionally looking sites without any knowledge of HTML markup or graphic design skills. Just pick a suitable page design and content template, add your text to pages, and publish the site.

➤ ***To start creating a website using Web Presence Builder:***

1. Go to either the **Home** tab or the **Websites & Domains** tab, and click **Launch Web Presence Builder**.

If you have only one domain name configured, Web Presence Builder will open in a new browser window or tab.

2. If you have several domain names or subdomains, click the corresponding link **Edit in Web Presence Builder**. The Web Presence Builder wizard will open in a new browser window or tab.

Uploading Content over FTP

➤ ***To publish website through FTP:***

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

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

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

Enable the passive mode if you are behind a firewall.

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

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

Using File Manager

➤ **To upload files through the Panel's file manager:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required web space in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click **File Manager**.
4. Create or upload files and directories.

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

- To upload a file from your computer, click **Add New File**, click the **Browse** button to locate the file, or specify the path to its location in the **Path to file** box, and then click **OK**.
- To upload a ZIP archive to the server and then extract its contents, click **Add New File**, click the **Browse** button to locate the archive file, and click **OK**. After the file is uploaded, select the corresponding checkbox on the left, and click **Extract Files**.
- 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**, select the **Create a file** option, specify the file name, select the **Use html template** checkbox, if you want file manager to insert some basic HTML tags into the new file, and click **OK**. A page will open allowing you to enter the content or HTML-formatted source of a new file. After you finished, click **OK**.
- To add files to a ZIP archive, select the files you want to pack, click **Add to Archive**, and specify the name of your archive file.

When you upload web content through File Manager or FTP, the Panel automatically sets the appropriate access permissions for files and directories. On Linux-based servers, 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, that is, Internet users visiting a site) can do with the file or directory. R means the permission to read the file or directory, W means the permission to write to the file or directory, and X means the permission to execute the file or look inside the directory.

To modify permissions for a file or directory on a Linux-based hosting account, click a hyperlink representing the set of permissions in the **Permissions** column. If you use a Windows-based hosting account, click the icon . Modify the permissions as desired and click **OK**.

To edit the source code of a file, click .

To edit the Web page in the built-in visual editor (available only to users of Microsoft Internet Explorer), click . When editing an HTML file, the 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 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 checkbox, 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 download a file, click the corresponding icon .

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

Setting File and Directory Access Permissions (Linux Hosting)

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required web space in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click **File Manager**.

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

4. Locate the file or directory for which you want to modify permissions and click a hyperlink in the **Permissions** column.
5. Modify the permissions as desired and click **OK**.

Setting File and Directory Access Permissions (Windows Hosting)

➤ *To set access permissions for a file or directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **File Manager**.
3. Locate the file or directory for which you want to set access permissions, and click the corresponding icon .
4. Do the following:
 - To make the file or folder inherit permissions from a parent folder (if it does not), select the checkbox **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here**.
 - To make the files and folders, which are contained in this folder, inherit the folder permissions you define, select the checkbox **Replace permission entries on all child objects with entries shown here that apply to child objects**.
 - To change or remove permissions from a group or a user, click the required name in the **Group or user names** list. If the group or user is not listed in the **Group or user names** list, select the required user or group name from the menu located above the list and click : the user/group appears in the list. Select it.

To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** checkboxes corresponding to permissions listed under **Permissions for <user/group name>**. If the checkboxes in **Allow** or **Deny** columns are shown in grey, it means that the corresponding permissions are inherited from a parent folder.
 - To deny the permissions, which are inherited from a parent object as allowed, select the required checkboxes under **Deny**. This will override inherited permissions for this file/folder.
 - To allow the permissions, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox: this removes the inherited permissions. Then select the required checkboxes under **Allow** and **Deny**.
 - To remove access permissions from a group or user, select the required name in the **Group or user names** list and click the icon  next to it.
5. If you need advanced fine-tuning of permissions, click the **Advanced** button, and do the following:
 - To create a permission entry for a group or user, select the required name from the **Group or user names** list and click .
 - To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** checkboxes corresponding to permissions listed under **Permissions for <user/group name>**.

- To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click .
 - To make child objects of a folder inherit its permissions defined under **Permissions for <user/group name>**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** checkbox, and select checkboxes in the **Apply to** list which correspond to the objects that must inherit the permissions.
6. Click **OK**.

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Setting File and Directory Access Permissions (Linux Hosting)

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required workspace in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click **File Manager**.

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

4. Locate the file or directory for which you want to modify permissions and click a hyperlink in the **Permissions** column.
5. Modify the permissions as desired and click **OK**.

Setting File and Directory Access Permissions (Windows Hosting)

➤ **To set access permissions for a file or directory:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **File Manager**.
3. Locate the file or directory for which you want to set access permissions, and click the corresponding icon .
4. Do the following:
 - To make the file or folder inherit permissions from a parent folder (if it does not), select the checkbox **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here**.
 - To make the files and folders, which are contained in this folder, inherit the folder permissions you define, select the checkbox **Replace permission entries on all child objects with entries shown here that apply to child objects**.
 - To change or remove permissions from a group or a user, click the required name in the **Group or user names** list. If the group or user is not listed in the **Group or user names** list, select the required user or group name from the menu located above the list and click : the user/group appears in the list. Select it.

To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** checkboxes corresponding to permissions listed under **Permissions for <user/group name>**. If the checkboxes in **Allow** or **Deny** columns are shown in grey, it means that the corresponding permissions are inherited from a parent folder.
 - To deny the permissions, which are inherited from a parent object as allowed, select the required checkboxes under **Deny**. This will override inherited permissions for this file/folder.
 - To allow the permissions, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox: this removes the inherited permissions. Then select the required checkboxes under **Allow** and **Deny**.
 - To remove access permissions from a group or user, select the required name in the **Group or user names** list and click the icon  next to it.
5. If you need advanced fine-tuning of permissions, click the **Advanced** button, and do the following:
 - To create a permission entry for a group or user, select the required name from the **Group or user names** list and click .

- To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** checkboxes corresponding to permissions listed under **Permissions for <user/group name>**.
 - To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click .
 - To make child objects of a folder inherit its permissions defined under **Permissions for <user/group name>**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** checkbox, and select checkboxes in the **Apply to** list which correspond to the objects that must inherit the permissions.
6. Click **OK**.

Previewing Websites

After you purchase a domain, its registration can require some time. The reason of the delay is that name servers update their zone information periodically. Thus, until all name servers get information about your zone, you will not be able to access your site by its domain name. Nevertheless, you can always access your site during domain name propagation using the button on the **Websites & Domains** tab.

During domain name propagation other people can access your site too. For this purpose, Panel registers your website as a subdomain of one of provider's sites. For example, if your website is *my-domain.tld* and a provider has configured the preview service on *provider-domain.tld*, you can access your site on *my-domain.tld.192-0-2-12.provider-domain.tld*. Here *192-0-2-12* is the site's IP address where dots are replaced with dashes.

Note: If you do not have the site preview button on the **Websites & Domains** page, contact your hosting provider.

(Advanced) Restricting Access to Content

If you have directories in a site that only authorized users should see, restrict access to these directories with password protection.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Password-protected Directories** (in the **Advanced Operations** group).
3. Click **Add Protected Directory**.

4. In the **Directory name** box, specify the path to the directory that you want to protect with a password.

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

5. If you are using a Linux-based hosting account, you can also protect your CGI scripts stored in the `cgi-bin` directory. To do this, leave '/' in the **Directory name** box and select the **cgi-bin** checkbox.
6. In the **Title of the protected area** box, type a resource description or a welcoming message that your users will see when they visit the protected area.
7. Click **OK**. The directory you specified will be protected.
8. To add authorized users, click **Add New User**.
9. Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length. Click **OK**.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Password-protected Directories** (in the **Advanced Operations** group).
3. Click on the name of the directory you need.
4. Click the **Add New User** icon.

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

6. Click **OK**.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Password-protected Directories** (in the **Advanced Operations** group).
3. Click on the name of the directory you need. A list of authorized users will open.
4. Click on the user's name.
5. Specify the new password and re-type it for confirmation.
6. Click **OK**.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Password-protected Directories** (in the **Advanced Operations** group).
3. Click on the name of the directory you need. A list of authorized users will open.
4. Select a checkbox corresponding to the user's name.
5. Click **Remove**. Confirm the operation and click **OK**.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Password-protected Directories** (in the **Advanced Operations** group).
3. Select a checkbox corresponding to the name of the directory, from which you want to remove protection.

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

Employing Website Applications

You can significantly increase your website functionality by using different web apps. Apps being installed on a website can solve a number of tasks. If you are an individual user, you may, for example, present yourself with a blog or organize an online storage of your media files. Companies can move a part of their business online by using the webmail, e-commerce, or CRM web apps. All these apps are available for installation right from your Control Panel.

The list of available apps is regulated by your hosting plan. For example, it may include only free apps or no apps at all. For more information on available apps, refer to your hosting provider.

App Types

There are two types of web apps:

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

App Installation and Maintenance

The process of installation does not require any specific skills. You just fill in app settings (say, administrator credentials), and Panel installs the app for you. The further app management is also eased as you can update or remove apps right in Panel. Moreover, you are able to access some functions that apps expose to Control Panel (without the need to log in to an app). For example, you can add SugarCRM user account right from your Control Panel. Such part of app functionality is a *service* provided by the app.

After you install the app, grant access to it to other Panel users, if you want them to use the app. To get started with apps managing, see the section **Managing Apps**.

Access to Apps

Make your apps available to certain users by adjusting their permissions. Once you allow a user to access an app, the link to the app appears on their **Home** page. Note that *you can control app access only for user groups*, so you either should modify permissions of an existing group or create a new one, and then assign users to it. For more details on access to apps, refer to the section **Granting Panel Users Access to Apps** (on page 95).

By default, the app administrator in Panel is a user with the **Owner** role. This user can not only access apps from the **Home** page but also install and manage apps within a subscription. These administrative tools are found in the **Applications** tab that is available only to app administrators. You can grant access to these tools to other subscription users. To get details on this operation, refer to the section **Granting Panel Users Access to Apps** (on page 95).

Apps and Panel User Accounts

Some apps let you create and manage user accounts directly in Panel. For example, the SugarCRM app allows you to add SugarCRM users without logging in to the app. All apps with such "account services" can associate their accounts with users of a Panel subscription (auxiliary users). To perform such association, you should grant the Panel users access to that account service (same as you grant access to apps). For more details on account association, refer to the section **Linking App and Panel Accounts** (on page 95).

Panel allows you to perform a number of operations with apps. You can install, configure, update, and remove apps right in Panel.

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Configuring Apps

Generally, all apps allow the configuration of their main parameters directly in Control Panel. You can access app settings by selecting the app from the list in **Applications > Manage Installed Applications**. After you select an app, you can perform the configuration of its:

- **General settings.**
These are basic app settings (say, administrator password) that can be changed with **Change Settings**.
- **Service settings.**
If an app provides a part of its functionality to Panel by means of services, you have the option to configure them. Say, the SugarCRM app allows creating of user accounts and provides this ability as a service in Control Panel. After you select this service in **Provided services**, you can view all app user accounts and create new ones.
For some apps, you can associate the app accounts with Panel user accounts. Learn more about account association in the section **Linking App and Panel Accounts** (on page 95).

Granting Panel Users Access to Apps

By default, after you install an app, only users with the **Owner** role can access it. To allow other subscription users to access the app:

- Grant the permission to access the app to a certain user group in **Users > User Roles**.
- Be sure to add users of your choice to the group.

Once you allow users to access the app, the link to the app appears on their **Home** page.

By default, the app administrator is a subscription user with the **Owner** role. This user can not only access apps from the **Home** page but also install and manage apps within a subscription. For these purposes, their interface has the additional **Applications** tab. You can provide the same administrative privileges to other subscription users by granting the **Install and manage applications** permission to their role in **Users > User Roles**. It gives users full administrative access to *all* apps within a subscription. As well as the administrator, the users with this permission can install, configure, update, and remove apps through the **Applications** tab in their Control Panel.

Linking App and Panel Accounts

Some apps let you create and manage user accounts without logging in to the app. If an app provides such "account service", you can link users of a Panel subscription with accounts in the app. To perform such association:

1. Organize the users into a certain group (**Users > User Roles**).
2. Grant one of these group permissions:
 - *Public access.*
If granted, all users from the group will have access to the app through the link on the **Home** page.
 - *Personal access.*
If granted, *the app will automatically create accounts* for all users from the group. After that, users' **Home** page will contain an additional link that allows logging in to a personal account in the app. Note that if you deny the **Personal access** permission, *the app will automatically remove all accounts* associated with this group.

Updating Installed Apps

Basically, your service provider is in charge of apps updates maintenance. If the update is available, your provider can perform it for you or, by convention, you can perform it by yourself. The last case is relevant if you want to review the changes available in the new version and decide whether to update the app or leave the current version. The update link appears in **Applications > Manage Installed Applications**.

(Advanced) Securing Your Websites

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Securing Connections with SSL Certificates

For every e-commerce website hosted on the server, you should purchase and install an authentic digital SSL certificate.

SSL certificates are used for establishing secure communication channels on the Internet and for verifying website identity. When users visit your secure online store, they are notified that your website is really what it claims to be and that all sensitive data, such as credit card numbers, will be transferred over a secure channel.

You can choose any of the following ways for purchasing and installing SSL certificates:

- Use a link in the Panel for purchasing SSL certificates. The link in the Panel, by default, refers to the MyPlesk.com online store which simplifies purchasing SSL certificates from Comodo, GeoTrust, Inc, and GoDaddy. This link can be modified by your provider to refer you to their own site.
- Create a certificate signing request (CSR) from the Panel and submit it to the certification authority of your choice, which will create an SSL certificate for you.

➤ ***To purchase an SSL certificate using the links in the Panel, and secure a site:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. Click **Secure Your Sites**. A list of SSL certificates that you have in your repository will be displayed.
4. Click **Add SSL Certificate**.
5. Specify the following:
 - Certificate name. This will help you identify this certificate in the repository.
 - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
 - Your location and organization name. The values you enter should not exceed the length of 64 symbols.

- The domain name for which you want to purchase an SSL certificate. This should be a fully qualified domain name. Example: your-domain.com.
 - The website administrator's e-mail address.
6. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
 7. Click **Buy SSL Certificate**.

Your private key and certificate signing request will be generated. Do not delete them. MyPlesk.com or another online store configured by the provider will open in a new browser window or tab.
 8. Register or log in to an existing account and you will be taken step by step through the certificate purchase procedure.
 9. Choose the type of certificate that you wish to purchase.
 10. Click **Proceed to Buy** and order the certificate. In the **Approver E-Mail** drop-down box, select the correct approver e-mail.

The approver e-mail is an e-mail address that can confirm that certificate for specific domain name was requested by an authorized person. This is the e-mail address listed in the domain owner or domain administrator's contact information in the WHOIS database.
 11. Once your certificate request is processed, you will be sent a confirmation e-mail. After you confirm, the SSL certificate will be sent to your e-mail.
 12. When you receive your SSL certificate, save it on your computer.
 13. Return to the SSL certificates repository (**Websites & Domains** tab > **Secure Your Sites**).
 14. Upload the SSL certificate: Click **Browse** in the middle of the screen and navigate to the location of the saved certificate. Select it, and then click **Send File**.

This will upload and install the certificate against the corresponding private key.
 15. To install the certificate on a site, return to the **Websites & Domains** tab, and click the domain name of the website that you want to secure.
 16. To switch on SSL protection, select the **Enable SSL support** checkbox.
 17. From the **SSL certificate** menu, select your SSL certificate and click **OK**.

- ***To obtain an SSL certificate from any certificate authority of your choice, and secure a site:***
1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
 2. Click the **Websites & Domains** tab.
 3. Click **SSL Certificates**. A list of SSL certificates that you have in your repository will be displayed.
 4. Click **Add SSL Certificate**.
 5. 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.
 - Your location and organization name. The values you enter should not exceed the length of 64 symbols.
 - The domain name for which you want to purchase an SSL certificate. This should be a fully qualified domain name. Example: your-domain.com.
 - The website administrator's e-mail address.
 6. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
 7. Click **Request**. Your private key and certificate signing request will be generated and stored in the repository.
 8. In the list of certificates, click the name of the certificate you need. A page showing the certificate properties opens.
 9. Locate the **CSR section** on the page, and copy the text that starts with the line **-----BEGIN CERTIFICATE REQUEST-----** and ends with the line **-----END CERTIFICATE REQUEST-----** to the clipboard.
 10. Visit the website of the certification authority from which you want to purchase an SSL certificate, and follow the links on their site to start a certificate ordering procedure. When you are prompted to specify CSR text, paste the data from the clipboard into the online form and click **Continue**. The certification authority will create an SSL certificate in accordance with the information you supplied.
 11. When you receive your SSL certificate, save it on your local machine or network.
 12. Return to the SSL certificates repository (**Websites & Domains** tab > **Secure Your Sites**).

13. Upload the SSL certificate: 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. To install the certificate on a site, return to the **Websites & Domains** tab, and click the domain name of the website that you want to secure.
15. To switch on SSL protection, select the **Enable SSL support** checkbox.
16. From the **SSL certificate** menu, select your SSL certificate and click **OK**.

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Ordering SSL Certificates

If your Control Panel is integrated with a billing system, then you might be able to purchase an SSL certificate for a site from the **Account** tab.

➤ *To purchase an SSL certificate and install in on a site:*

1. Go to the **Account** tab.
2. In the list of subscriptions, click the **Add Subscription** link.
3. Select the option or plan related to SSL certificates and click **Buy Now**. Follow the instructions on the screen to complete the order.
4. Go to the **Websites & Domains** tab > **Secure Your Sites**, select the domain name you need, and click **Add SSL Certificate**.
5. 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.
 - Your location and organization name. The values you enter should not exceed the length of 64 symbols.
 - The domain name for which you want to purchase an SSL certificate. This should be a fully qualified domain name. Example: your-domain.com.
 - The website administrator's e-mail address.
6. Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
7. Click **Request**. Your private key and certificate signing request will be generated and stored in the repository.

8. In the list of certificates, click the name of the certificate you need. A page showing the certificate properties opens.
9. Locate the **CSR section** on the page, and copy the text that starts with the line **-----BEGIN CERTIFICATE REQUEST-----** and ends with the line **-----END CERTIFICATE REQUEST-----** to the clipboard.
10. Return to the **Account** tab.
11. In the list of subscriptions, locate the link **Request SSL Certificate** and click it.
12. In the **Certificate signing request** field, paste the text from the clipboard that you previously copied at the step 9.
13. Click **Next**.
14. Verify that the information in your request is correct and click **Next**.
15. Select the administrative contact e-mail and click **Next**.
16. Specify technical and billing contact information and click **Next**.
17. Review the information presented on the screen and click **Submit Certificate Request**.
18. After you receive your certificate by e-mail, return to the **Websites & Domains** tab > **Secure Your Sites**, and select the domain name for which you ordered the certificate.
19. Upload the SSL certificate to the Panel: Click **Browse** in the middle of the screen and navigate to the location of the saved certificate. Select it, and then click **Send File**.

This will upload and install the certificate against the corresponding private key.
20. To install the certificate on a site, return to the **Websites & Domains** tab, and click the domain name of the website that you want to secure.
21. To switch on SSL protection, select the **Enable SSL support** checkbox.
22. From the **SSL certificate** menu, select your SSL certificate and click **OK**.

Using Shared SSL Certificates (Windows Hosting)

If your hosting service provider offers shared SSL for securing access to sites, then you can switch on SSL encryption without purchasing your own SSL certificate.

➤ ***To secure connections to a site by using an SSL certificate shared by your provider:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Shared SSL** (in the **Advanced Operations** group).
3. Select the domain name of the site that you want to secure.
4. Select the **Switch on shared SSL** checkbox.
5. Specify the virtual directory name in the corresponding input field. The virtual directory with the supplied name will be created under the domain whose SSL certificate is shared (called master SSL domain). This directory will be used for accessing your site through SSL.

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

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

6. Select the directory where protected content is located under your website. The documents within the specified directory will be accessible only through SSL.
7. To make your domain accessible via SSL only, select the checkbox **Make this website accessible only through secure connections**.
8. Click **OK**.

Protecting Sites from Hotlinking (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 tag. If your domains are hotlinked, you may face the problem of excessive bandwidth usage.

➤ ***To protect a website from hotlinking:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Hotlink Protection** (in the **Advanced Operations** group).
3. Click **Switch On** to enable the protection from hotlinking.
4. Specify the extensions of files that you want to protect from hotlinking (for example, jpg, bmp, and so on) in the **Protected files extensions** field. When listing several file extensions, separate them with white spaces.
5. If you want to allow direct linking to your files from certain sites, type the website addresses into the **Addresses of friendly websites** field, and click **Add**.
6. Click **OK**.

(Advanced) Extended Website Management

Panel provides a number of operations on websites and domains for advanced users: Working with third-party applications and services, fine tuning of some system services, and much more. This section contains the detailed instructions on all these operations.

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Working with a Staging Site

If you have a production website and are planning major site changes, consider setting up a staging site — a separate location on the server where you can conveniently update and test a copy of the site before putting it into production.

We recommend that you work with a staging site in the following way:

1. Decide where you want to host the development copy and prepare the development environment. You can choose to host it in the same webspace, in a separate webspace on the same server, or upload it to an FTP account on another server.
If you choose the same webspace, then you first need to set up a new website by adding a domain or a subdomain.
2. (Optional step.) If you set up your development environment under your account in the Panel and your production site has APS applications installed via the Panel (at the **Applications** tab), install the desired site applications in your development environment in the same subdirectory as you have on your production site. This step is optional; however, it will help you avoid changing manually database connection settings in the application scripts.
3. Make a copy of the website and place it in the staging environment.
4. Make copies of the databases used by the site and deploy them in the staging environment.

5. Change database connection settings in the scripts to point at the databases in the staging environment.
6. (Optional step.) Complete APS applications setup. Go to the **Applications** tab for your development site, locate the application in the list of installed applications, open its **Settings** screen and re-save the parameters. With this operation, the APS scripts should stop pointing at the production database and reconnect the application to the database copy. This step is needed if your production site has APS apps installed via the Panel and you performed Step 2 of the current instruction.
7. Make the required changes to the site copy in the staging environment, and test them to make sure everything works as intended.
8. Publish the updated site. This is done by pointing the document root of the production site to the staging site location.

➤ ***To set up a site for staging purposes:***

1. Go to the **Websites & Domains** tab.
2. Click either **Add New Domain** or **Add New Subdomain**.
We recommend that you use a subdomain for staging purposes.
3. Proceed as described in **Adding Domains** (on page 60) or **Adding Subdomains** (on page 62).

If you do not want your staging site to be accessible to the Internet users, do not register the newly added domain or subdomain name with a domain name registrar, or use an `.htaccess` file (on Linux hosting) to restrict access to it.

➤ ***To make a copy of website files:***

1. Go to the **Websites & Domains** tab.
2. Click **Website Copying** (in the **Advanced Operations** group).
3. If you have several websites, select the one you need and click **Manage**.
4. To copy website files to the document root of an existing site:
 - a. Select the option **Website in the Panel**.
 - b. Select the destination site from the **Site name** menu.
 - c. Specify what to do with the files that might already be present in the destination directory.
5. To copy website files to an FTP account on this or another server:
 - a. Select the option **FTP storage**.
 - b. Specify the server's host name and credentials for connecting to the FTP account.
 - c. In the **FTP connection method** field, leave the **Active mode** option selected. If the Panel fails to connect to the external FTP account, select the **Passive mode** option here.

6. Click OK.

If the site uses scripts that work with a database, copy the database to the staging environment:

- If the database is hosted on the same server managed by Panel 10, use the procedure below to copy it.
- If the database is hosted on a server which is not managed by Panel 10, use the `mysqldump` utility to export the database, move the resulting data dump file to the staging environment and deploy it there. Modify the site's scripts in the staging environment so that they connect to the copied database.

➤ To make a copy of a database from the Panel-managed server:

1. Go to the **Websites & Domains** tab > **Databases** > *database name*.
2. Click **Make a Copy**.
3. Specify the following:
 - **Destination database server.** You can select the same Panel-managed database server, or a database server located elsewhere. For an external database server, specify the host name or IP address, and access credentials: the username and password of a database management system user authorized to create new databases and database tables.
 - **Destination database.** You can choose to create a new database or copy the data to an existing database.
 - **Create a full copy.** Leave this option selected to copy the database structure and all data.
4. Click **OK**.

The copy of the database will be deployed on the destination server.
5. Modify the site's scripts in the staging environment so that they connect to the copied database.

When the site copy in the staging environment is updated and ready to go live, publish it as described in the following steps.

➤ To publish the updated site to the production environment:

1. Go to the **Websites & Domains** tab.
2. In the list of domain names, locate the address of your production site and click it.
3. In the **Document root** box, specify the document root directory of the staging site.
4. Click **OK**.

This will make the updated site copy in the staging site location accessible to visitors of your production site address.

Setting Up Mobile Sites

Your service plan may include the option to create website copies optimized for viewing on mobile devices. The copies are hosted with external UNITY Mobile online service.

➤ ***To create a copy of your website optimized for viewing on mobile devices, or set up a new mobile website:***

1. Go to **Websites & Domains** tab > **Mobile Websites**.
2. Click the corresponding **Create Mobile Site** link.
3. Specify an address for the mobile site.
If your site is accessible, for example, by domain name `example.com`, you can type a prefix like `mobile`, and then the optimized copy of your website will be accessible by the address `mobile.example.com`.
4. Click **OK**.
5. Click **Edit Site Content**. A UNITY Mobile site opens in a new browser window or tab, and you are logged on under your account.
6. In the **Import from the web** section showing your main website's domain name, click the button .
7. Complete the website import wizard by following instructions presented on the screen.

After the mobile site is created, you can add a link to it to your main site.

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

- Open site editor.
- Remove mobile site.

Setting Up Custom Error Pages

When visitors coming to a site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. You may want to create your own error pages and use them for your sites or individual virtual directories. The following error messages are the ones customized most often:

- 400 Bad File Request. Usually means the syntax used in the URL is incorrect (for example, uppercase letter should be lowercase letter; wrong punctuation marks).
- 401 Unauthorized. Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.
- 403 Forbidden/Access denied. Similar to 401; a special permission is needed to access the site – a password or username, if it is a registration issue.
- 404 Not Found. Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered. This is the most common error.
- 500 Internal Server Error. Could not retrieve the HTML document because of server configuration problems.
- 503 Service Temporarily Unavailable. The site is temporarily unavailable due to maintenance.

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Setting Up Custom Error Pages on Windows Servers

➤ *To configure the web server to show custom error pages for a site or a directory within a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Switch on support for custom error documents.
 - a. Go to the **Websites & Domains** tab and in the list of domains, click the domain name you need.
 - b. Select the **Custom error documents** checkbox.
 - c. Click **OK**.
3. Go to the **Websites & Domains** tab > **Virtual Directories** to see the list of error documents for the root web directory. Error documents located here are used for all web pages of the selected site. If you want to customize error pages for a specific virtual directory, navigate to that directory.

4. Click **Error Documents** tab and click the required error document in the list.

- To use the default document provided by IIS for this error page, select **Default** in the **Type** menu.
- To use a custom HTML document already located in the `error_docs` directory in the virtual host directory of the domain, select **File** in the **Type** menu and specify the file name in the **Location** field.
- To use a custom HTML document located in a directory other than `error_docs` on a domain, select **URL** in the **Type** menu and enter the path to your document in the **Location** field. The path should be relative to the virtual host root (that is, `<vhosts>\<domain>\httpdocs`).

For example, you have created a file `forbidden_403_1.html` and saved it in the `my_errors` directory located in the `httpdocs`. To use this file as an error document, you need to type the following path into the **Location** field:
`/my_errors/forbidden_403_1.html`.

Note: You can use a connection over FTP or File Manager in the Panel to upload your custom error document to the server. By default, all error documents are stored in the `/vhosts/your-domain.com/error_docs/` directory (located in `C:\InetPub` by default).

5. Once the web server is restarted, it will start using your error documents.

Setting Up Custom Error Pages on Linux Servers

➤ *To configure the web server to show custom error pages for a site:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Switch on support for custom error documents.
 - a. Go to the **Websites & Domains** tab and in the list of domains, click the domain name you need.
 - b. Select the **Custom error documents** checkbox.
 - c. Click **OK**.
3. Connect to your FTP account, and go to the `error_docs` directory.
4. Edit or replace the respective files. Be sure to preserve the correct file names:
 - 400 Bad File Request - `bad_request.html`
 - 401 Unauthorized - `unauthorized.html`
 - 403 Forbidden/Access denied - `forbidden.html`
 - 404 Not Found - `not_found.html`

- 405 Method Not Allowed - method_not_allowed.html
- 406 Not Acceptable - not_acceptable.html
- 407 Proxy Authentication Required - proxy_authentication_required.html
- 412 Precondition Failed - precondition_failed.html
- 414 Request-URI Too Long - request-uri_too_long.html
- 415 Unsupported Media Type - unsupported_media_type.html
- 500 Internal Server Error - internal_server_error.html
- 501 Not Implemented - not_implemented.html
- 502 Bad Gateway - bad_gateway.html
- 503 Service Temporarily Unavailable - maintenance.html

The web server will start using your error documents in a few hours, after it is restarted.

Adding a Domain Forwarder

You can set up a new domain name or reconfigure an existing domain name so that it will redirect visitors to another website.

➤ *To add a new domain forwarder:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, select the required webspace in the **Subscription** menu at the top of the screen.
2. Click the **Websites & Domains** tab.
3. Click **Add New Domain**.
4. Specify the following:
 - a. In the **Domain name** box, type the domain name that you have registered with your service provider or a domain name registration company.
 - b. Under **DNS server configuration**, select the option **Keep master DNS zone on this server**.
 - c. Under **Hosting type**, select the **Forwarding** option.
 - d. In the **Destination address** box, type the Internet address to which you want to redirect visitors.
 - e. Under **Forwarding type**, select the preferred type of forwarding. With **standard forwarding**, a user is redirected to the site and the actual site's address is shown in the user's browser, so the user always knows that he or she is redirected to another address. 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.

5. Click **OK**.

➤ ***To reconfigure an existing domain and make it a domain forwarder:***

1. Go to **Websites & Domains** tab > domain name.
2. Click the **Change** link next to the **Hosting type** field.
3. Specify the following:
 - a. Under **Hosting type**, select the **Forwarding** option.
 - b. In the **Destination address** box, type the Internet address to which you want to redirect visitors.
 - c. Under **Forwarding type**, select the preferred type of forwarding.
With **standard forwarding**, a user is redirected to the site and the actual site's address is shown in the user's browser, so the user always knows that he or she is redirected to another address.
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.
4. Click **OK**.

Using Google Services

Using links in the Panel, you can generate code for inserting a custom Google search engine into your site, submit your website to Google through Webmaster Tools area, enroll in the AdSense program, embed YouTube videos, Google Translate service, or other Google products into your site.

Google Custom Search is a search engine provided by Google. It adds search functions to your site and allows you to apply your website's look and feel to the search results page. It can be used for free on websites of individuals and non-profit organizations. Websites related to for-profit businesses can either use a Custom Search Engine that will show advertisements from Google, or purchase a subscription to Google Site Search service, which starts from \$100 per year. To learn more about Google Site Search and current prices, visit <http://www.google.com/sitesearch>.

Google Webmaster Tools allow webmasters to submit a website to Google and view search statistics. To learn more about Webmaster Tools, visit <http://www.google.com/support/webmasters/?hl=en>.

Google AdSense allows webmasters to earn money for displaying targeted Google ads on their websites. To learn more about AdSense, visit <https://www.google.com/adsense/login/en/>.

Google Web Elements allows webmasters to easily add their favorite Google products to websites. Embed content, such as news, maps, YouTube videos, and social conversations from Google Friend Connect to Web pages with simple cut-n-paste. To learn more about Google Web Elements, visit <http://www.google.com/webelements/>.

Before you start using Google services, you need to confirm acceptance of Google Terms of Services, and then confirm ownership for your sites.

➤ ***To confirm acceptance of Google terms of service and then confirm ownership of your sites:***

1. Go to either the **Home** tab or the **Websites & Domains** tab, and click the **Google Services for Websites** link.
2. Click the appropriate links in the Panel to open and read the Terms of Service documents.
3. To confirm that you accept the Terms of Service, select the checkbox and click **Confirm**.

Now you can do the following:

- Submit your site to Google and improve site visibility in search results by clicking **Google Webmaster Tools**.
- Add search functions to a site by clicking **Add New Custom Search Engine**.
- Enroll in the AdSense program by clicking **Google AdSense**.
- Embed Google products into your site by clicking **Google Web Elements**.

➤ ***To submit a site to Google:***

1. Go to either the **Home** tab or the **Websites & Domains** tab, and click the **Google Services for Websites** link.
2. Click **Google Webmaster Tools**.
The Google Webmaster Tools area opens in a new browser window or tab.
3. Create a *Sitemap* and submit it to Google by following instructions at <http://www.google.com/support/webmasters/bin/answer.py?hl=en&answer=156184>.

➤ ***To add a custom search engine to a site:***

1. Go to either the **Home** tab or the **Websites & Domains** tab, and click the **Google Services for Websites** link.
2. Click **Custom Site Search**.
3. Click **Add New Custom Search Engine**.
4. Type a search engine name and select the website you need.
5. Select the checkbox to confirm your acceptance of Terms of Service, and click **OK**.

The record corresponding to the new search engine is added to the Panel.

6. Click the corresponding **Get Code** link, copy the generated code to the clipboard and paste it into the source code of your website pages.

The other links in the list of Custom Search Engines will help you perform the following operations:

- **Make Money.** Connect your Custom Search Engine to a Google AdSense account. You make money when users click on an ad they see in your search results. If you have more than one Custom Search engine, all of your search engines will automatically be associated with the same AdSense account.
- **Manage.** Manage your Custom Search Engines.
- **Look and Feel.** Adjust the appearance of search box and search results page.
- **Upgrade.** Upgrade a Custom Search Engine to ads-free Google Site Search.
- **Statistics.** Review site search reports.
- **Delete.** Delete a Custom Search Engine.

➤ ***To participate in the Google AdSense program:***

1. Go to either the **Home** tab or the **Websites & Domains** tab, and click the **Google Services for Websites** link.
2. Click **Google AdSense**.
3. Click **Google AdSense** account.
4. Fill in all the required fields to create a new AdSense account, or select an existing account, and click **OK**.

A confirmation e-mail with further instructions will be sent to your e-mail address.

Hosting Personal Web Pages Under Your Domains

You can host on your web server personal web pages for users who do not need their own domain names. These pages usually have web addresses like `http://your-domain.com/~username`.

➤ ***To accommodate a personal web page under your domain and set up an FTP account for publishing:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Websites & Domains** tab > **Web Users** (in the **Advanced Operations** group).
3. Click **Settings**.
4. If you want to allow execution of scripts embedded in personal web pages, select the **Allow web users to use scripts** checkbox.
5. Click **OK**.

The settings you have defined at the step 4 are common for all personal web pages you might host on your account. Therefore, you will not need to perform the steps from 3 to 5 next time you set up a new web user account.

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

You can use only lower-case alphanumeric, hyphen and underscore symbols in the username. The username should begin with an alphabet character. It cannot contain white spaces. The password cannot contain quotation marks, white space, username, and should be between 5 and 14 characters in length.
8. If you want to limit the amount of disk space that can be occupied by the web page content, type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, the web page owner will not be able to add files to his or her web space.
9. Specify the programming languages that should be supported for the web page.

For example, if the web page is written in PHP, select the **PHP support** checkbox.
10. If you use a Windows-based hosting account and this personal web page's applications need to use a file-based database (like Jet) located in the root of `httpdocs` directory, select the **Additional write/modify permissions** option. Note that selecting this option might seriously compromise the website security.
11. Click **OK**.

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

➤ ***To change FTP password for a web page owner:***

1. Go to the **Websites & Domains** tab > **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**.

➤ ***To allocate more disk space to the web page owner:***

1. Go to the **Websites & Domains** tab > **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**.

➤ ***To remove a web page owner's account together with their web page:***

1. Go to the **Websites & Domains** tab > **Web Users**.

2. Select a checkbox corresponding to the user account you want to remove and click **Remove**.
3. Confirm removal and click **OK**.

Limiting Bandwidth and Number of Connections to Websites

To avoid excessive usage of bandwidth, and protect your site from Denial Of Service attacks, you can limit bandwidth usage for a site and number of simultaneous connections.

➤ ***To limit bandwidth usage and number of connections to a site:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Bandwidth Limiting** (in the **Advanced Operations** group).
3. Select the **Switch on bandwidth limiting** checkbox.
4. In the **Maximum bandwidth usage (KB/S)** box, specify the maximum speed, measured in kilobytes per second, that a website can share among all its connections.
5. Select the **Switch on connections limiting** checkbox.
6. In the **Connections limited to** box, specify the maximum number of simultaneous connections to the site.
7. Click **OK**.

Working with Microsoft Frontpage Websites (Windows Hosting)

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

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

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

➤ **To access FrontPage Server Extensions management interface:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. In the **Advanced Operations** group, click **FrontPage**.
4. Do either of the following:
 - To manage a site over HTTP connection, click **Frontpage Webadmin**.
 - To manage a site over a secure SSL connection, if SSL support is enabled for the site, click **Frontpage SSL Webadmin**.
5. Type your FrontPage administrator's username and password, and click **OK**.

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

The following FrontPage settings are changeable through the Panel:

- The use of Microsoft FrontPage IIS Index Server for building the full-text index of your website.
- SMTP mail server and sender's e-mail address. These options are applicable if you use FrontPage forms that submit information from your site by e-mail. By default, SMTP server specified in the domain's DNS zone is used for sending mail. If no SMTP server is specified in the zone, then FrontPage uses the mail service running on the server where the domain (site) is hosted.

➤ **To change any of these settings:**

1. Go to the **Websites & Domains** tab > **FrontPage** > **Settings**.
2. Make the required changes and click **OK**.

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Publishing FrontPage Websites

➤ **To publish files through FTP:**

1. Open your FrontPage program.
2. Open a FrontPage website: open **File** menu and select the **Open Site** item.
3. Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.
4. Set up your Remote Web Site Properties:
 - Click the **Remote Web Site Properties** button in the upper-right corner of the window.
 - Select **FTP** as the remote Web server.
 - In the **Remote Web site location** box, type your host name (for example, ftp://ftp.your-domain.com)
 - In the **FTP directory** box, type your FTP directory if your hosting company provided one. Leave it blank if they did not specify one.
 - Select the **Use Passive FTP** check box if your computer or network is protected by a firewall.
5. Click **OK** to connect to the remote site.

The Remote Web site view will show files that you have in your local and remote sites.
6. Click the **Publish Web site** button in the lower-right corner of the window.

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

1. Open your FrontPage program.
2. Open a FrontPage website: open **File** menu and select the **Open Site** item.
3. Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.
4. Click the **Remote Web Site Properties** button in the upper-right corner of the window.
5. On the **Remote Web Site** tab, under **Remote Web server type**, click **FrontPage or SharePoint Services**.
6. In the **Remote Web site location** box, type the Internet address, including the protocol, of the remote website that you want to publish folders and files to, for example, `http://www.your-domain.com`, or click **Browse** to locate the site.
7. Do any of the following:
 - To use Secure Sockets Layer (SSL) for establishing a secure communications channel to prevent the interception of critical information, click **Encryption connection required (SSL)**. To use SSL connections on your web server, the server must be configured with a security certificate from a recognized certificate authority. If the server does not support SSL, clear this check box. Otherwise, you will not be able to publish folders and files to the remote website.
 - To remove specific types of code from web pages as they are being published, on the **Optimize HTML** tab, select the options you want.
 - To change the default options for publishing, on the **Publishing** tab, select the options you want.
8. Click **OK** to connect to the remote site.

The **Remote Web site** view will show files that you have in your local and remote sites.
9. Click the **Publish Web site** button in the lower-right corner of the window.

Adding FrontPage Accounts

If you are using Microsoft FrontPage for collaborating on website content with other users, then you need to create additional Microsoft FrontPage accounts.

➤ ***To create an additional Microsoft FrontPage account:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. In the **Advanced Operations** group, click **FrontPage**.
4. Click **Add New FrontPage Account**.
5. Specify the following:
 - Username and password for the account.
 - Limit on disk space. If you wish to limit the amount of disk space that can be used by this account, clear the **Unlimited** check box and type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, the user will not be able to upload more files to the workspace.
6. Click **OK**.

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

1. Go to the **Websites & Domains** tab > **FrontPage**.
2. Click the required account name in the list.
3. Adjust the settings as necessary and click **OK** to save changes.

➤ ***To remove an additional Microsoft FrontPage account:***

1. Go to the **Websites & Domains** tab > **FrontPage**.
2. Select the checkbox corresponding to the account you want to remove.
3. Click **Remove**.
4. Confirm the removal and click **OK**.

Using Virtual Directories (Windows Hosting)

A virtual directory is a link to an existing physical directory that is present on the server's hard disk. Virtual directories can have a number of specific settings like custom ASP.NET configuration, access permissions, and protection with a password.

Because any virtual directory can have its own settings, including customized ASP.NET configuration, virtual directories are very useful in setting up your web applications, especially those written in ASP.NET. For example, if you have three web applications that use ASP.NET version 1.1, and you need to install one web application that uses ASP.NET version 2.0, you can create a virtual directory for the ASP.NET 2.0 application, configure ASP.NET settings for this directory so as to enable support for version 2.0, and then successfully install the required application.

Virtual directories can also be used as aliases. For example, you have a web application installed on your domain "example.com" in the physical directory `/my_data/web_apps/forum`. To access this web application, users need to type `example.com/my_data/web_apps/forum`, which is hard to remember and too long to type. You can create virtual directory called `forum` in the root of your virtual host, and link this virtual directory to `/my_data/web_apps/forum`, so the users who want to access the web application will need to type `example.com/forum`, which is much shorter and easier to remember.

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Creating Virtual Directories

➤ *To create a virtual directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** 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** checkbox to automatically create a physical directory with the same name as the virtual directory you are creating.
 - Clear the **Create physical directory with the same name as virtual directory** checkbox and specify the path in the field to select a physical directory that already exists.
 - **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.
 - **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.
 - **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.
 - **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.
 - **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.
 - **Create application** - select this checkbox to make the directory an IIS application. The directory becomes logically independent from the rest of the website.
 - **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.
 - **None** - allow access only to static files such as HTML or image files.
 - **Scripts only** - allow running scripts only, not executables.

- **Scripts and Executables** - remove all restrictions so that all file types can be executed.
- **ASP Settings** - set specific settings for ASP-based web applications.
 - If you are using ASP-based applications that cannot operate correctly under data transfer restrictions currently set by IIS, clear the **Defined by parent directory** checkbox corresponding to the field you want to change and type in the required number.
 - If you want to enable debugging of ASP applications on the server side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP server-side script debugging** checkbox.
 - If you want to enable debugging of ASP applications on the client side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP client-side script debugging** checkbox.

Note that if you are trying to change ASP Settings for the root virtual directory, the default checkbox names will be **Defined by IIS** instead of **Defined by parent directory**.

6. Click **OK**.

➤ ***To remove a virtual directory:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Select the checkbox corresponding to the directory you want to remove.
4. Click **Remove**.
5. Confirm the removal and click **OK**.

Configuring ASP.NET for Virtual Directories

➤ *To configure ASP.NET settings for a virtual directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Browse to the required directory and click a link with its name.
4. Click **ASP.NET Settings**.
5. Set up the strings that determine database connection data for ASP.NET applications that use databases. This option is available only for ASP.NET 2.0.x.

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

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

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

 - To remove a custom error message from the list, click  next to it.
 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 the **Default web page language** menu.
- To enable compiling of retail binaries, leave the **Switch on debugging** checkbox empty.
- To enable compiling of debug binaries, select the **Switch on debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic message.

Note: When running applications in debug mode, a memory and performance overhead occurs. We recommended that you use debugging when testing an application, and disable it before deploying the application into production scenario.

8. 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.

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 permission levels, see http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010.

10. If you are using ASP.NET 1.1.x, then you can enable the usage of the auxiliary scripts in the **Script Library Settings field. Specifying the script library settings is necessary if the validation web controls are used on your web site.**

- If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.
- To initiate installation of files containing the scripts to the specified location, select the **Install** checkbox. If the files already exist there, they will be rewritten.

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 the allowed session idle time, enter appropriate number minutes into the **Session timeout** field.

12. Click **OK** to apply all changes.

Configuring PHP for Virtual Directories

To be able to use web applications that require PHP4 or PHP5, you can select the required PHP version for individual virtual directories.

➤ *To select PHP version for a virtual directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Browse to the required directory and click a link with its name.
4. In the **Tools** group, click **PHP Settings**.
5. Select the required version of PHP and click **OK**.

Setting Up Access to Virtual Directories

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. To set access permissions for the current virtual directory, in the **Tools** group, click **Directory Access Permissions**. If you want to set permissions for a subdirectory located within the current directory, click the corresponding icon .

4. Do the following:

- To make the file/folder inherit permissions from a parent folder (if it does not), select the checkbox **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here**.
- To make the files and folders, which are contained in this folder, inherit the folder permissions you define, select the checkbox **Replace permission entries on all child objects with entries shown here that apply to child objects**.
- To change or remove permissions from a group or a user, click the required name in the **Group or user names** list. If the group or user is not listed in the **Group or user names** list, select the required user or group name from the menu located above the list and click : the user/group appears in the list. Select it.

To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** checkboxes corresponding to permissions listed under **Permissions for <user/group name>**. If the checkboxes in **Allow** or **Deny** columns are shown in grey, it means that the corresponding permissions are inherited from a parent folder.

- To deny the permissions, which are inherited from a parent object as allowed, select the required checkboxes under **Deny**. This will override inherited permissions for this file/folder.
- To allow the permissions, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox: this removes the inherited permissions. Then select the required checkboxes under **Allow** and **Deny**.
- To remove access permissions from a group or user, select the required name in the **Group or user names** list and click the icon  next to it.

5. If you need advanced fine-tuning of permissions, click the **Advanced** button, and do the following:

- To create a permission entry for a group or user, select the required name from the **Group or user names** list and click .
- To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** checkboxes corresponding to permissions listed under **Permissions for <user/group name>**.
- To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click .
- To make child objects of a folder inherit its permissions defined under **Permissions for <user/group name>**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** checkbox, and select checkboxes in the **Apply to** list which correspond to the objects that must inherit the permissions.

6. Click **OK**.

➤ ***To restrict access to files and directories located within a virtual directory:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories**.
3. Navigate to the directory you want to protect and click the **Protection** tab.
4. Click **Protect**.
5. To specify users who will be able to access the directory, click **Add User**, specify username and password, and click **OK**.
6. If you want to specify a title for the protected area that will be shown to users when they attempt to access the directory, click **Settings**, specify a title, and click **OK**.

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

1. Go to the **Websites & Domains** tab > **Virtual Directories** > the **Protection** tab.
2. Select the checkbox corresponding to the user's name and click **Remove**.

➤ ***To remove protection from a directory and allow the general public to see the directory contents without restrictions:***

1. Go to the **Websites & Domains** tab > **Virtual Directories** > the **Protection** tab.
2. Click **Remove Protection**.
3. Click **OK** to confirm removal.

Changing Virtual Directory Settings

➤ *To change settings of a virtual directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Browse to the directory whose preferences you want to change, and click the corresponding icon , or click **Directory Properties** when inside the required directory.
4. Change the settings as required:
 - **Name** - specify virtual directory name.
 - **Path** - specify the path to the physical directory to which the virtual directory is linked.
 - **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.
 - **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.
 - **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.
 - **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.
 - **Log visits** - select this checkbox if you want to store the information about visits to the virtual directory.
 - **Create application** - select this checkbox to make the web directory an IIS application. The directory becomes logically independent from the rest of the website.
 - **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.
 - **None** - allow access only to static files such as HTML or image files.
 - **Scripts only** - allow running scripts only, not executables.
 - **Scripts and Executables** - remove all restrictions so that all file types can be executed.

- **Allow to use parent paths** - select this checkbox to allow using double period in the path name when referring to a folder above the current directory. This enables users to move up the folder tree without knowing the folder name or the whereabouts in the hierarchy. If the option is selected, parent path directories should not have the **Execute permission** checkbox selected in their properties, so that applications do not have the ability of unauthorized running of programs in the parent paths.
- **Allow application execution in MTA (multi-threaded apartment) mode** - select this checkbox to allow the application execution in multi-threaded apartment (MTA) mode. Otherwise, the application will run in a single-threaded apartment (STA) mode. Using STA, each application pool is executed in a dedicated process. With MTA, several concurrent application pools are executed in one thread which can increase performance in some cases.
- **Use default documents** - select this checkbox to allow the use of default documents for the current directory. The default document is sent when users access the directory on the web without a specific file name (for example, using `http://www.example.com` as opposed to `http://www.example.com/index.html`). If this checkbox is cleared and the **Directory browsing** checkbox is selected, the web server returns a folder listing. If this checkbox is cleared and the **Directory browsing** checkbox is cleared as well, the web server returns an "Access Forbidden" error message.
- **Default documents search order** - specifies the order in which IIS searches for the default document, sending user the first available file it finds. If no match is found, IIS behaves as in the cases when the default content page is disabled.
- **Allow anonymous access** - select this checkbox if you want to make the directory public so that the Internet users could access it without authentication.
- **Require SSL** - select this checkbox to enable access to the folder only via SSL-encrypted connections.
- **ASP Settings** - set specific settings for ASP-based web applications.
 - If you are using ASP-based applications that cannot operate correctly under data transfer restrictions set by IIS, clear the **Defined by parent directory** checkbox corresponding to the field you want to change and type in the required number.
 - If you want to enable debugging of ASP applications on the server side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP server-side script debugging** checkbox.
 - If you want to enable debugging of ASP applications on the client side, clear the corresponding **Defined by parent directory** checkbox and select the **Enable ASP client-side script debugging** checkbox.

Note that if you are trying to change ASP Settings for the root directory, the default checkbox names will be **Defined by IIS** instead of **Defined by parent directory**.

5. Click **OK** to save changes.

Adding and Removing MIME Types

Multipurpose Internet Mail Exchange (MIME) types instruct a web browser or mail application how to handle files received from a server. For example, when a web browser requests an item on a server, it also requests the MIME type of the object. Some MIME types, like graphics, can be displayed inside the browser. Others, such as word processing documents, require an external application to be displayed.

When a web server delivers a web page to a client web browser, it also sends the MIME type of the data it is sending. If there is an attached or embedded file in a specific format, IIS also tells the client application the MIME type of the embedded or attached file. The client application then knows how to process or display the data being received from IIS.

IIS can only operate files of registered MIME types. These types could be defined both on the global IIS level and on the website or virtual directory level. Globally-defined MIME types are inherited by all websites and virtual directories while ones defined on the website main or virtual directory level are used only for the area where they are defined. Otherwise, if the web server receives request for a file with unregistered MIME type, it returns the 404.3 (Not Found) error.

➤ *To add a new MIME type for a virtual directory:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Navigate to the required virtual directory and click the corresponding link with its name.
4. Click the **MIME Types** tab.
5. Click **Add MIME Type**.
6. Specify the following:
 - Type the file name extension in the **Extension** field. File name extension should begin with a dot (.), or a wildcard (*) to serve all files regardless of file name extension.
 - Specify the file content type in the **Content** field.
 - You can either select the appropriate value from the list or define a new content type. To do this, select **Custom** and enter the content type in the input box provided.
7. Click **OK** to finish the creation.

➤ ***To edit a MIME type for a virtual directory:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Navigate to the required virtual directory and click the corresponding link with its name.
4. Select the **MIME Types** tab.
5. Select the required MIME type in the list.
 - Type the file name extension in the **Extension** field. File name extension should begin with a dot (.), or a wildcard (*) to serve all files regardless of file name extension.
 - Specify the file content type in the **Content** field.
 - You can either select the appropriate value from the list or define a new content type. To do this, select **Custom** and enter the content type in the input box provided.
6. Click **OK** to save changes.

➤ ***To remove a MIME type for a virtual directory:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Virtual Directories** (in the **Advanced Operations** group).
3. Navigate to the required virtual directory and click the corresponding link with its name.
4. Select the **MIME Types** tab.
5. Select the checkbox corresponding to the MIME type you want to remove.
6. Click **Remove**.
7. Confirm removal and click **OK**.

Setting Up IIS Application Pool (Windows Hosting)

IIS Application Pool contains all web applications installed on your sites. If your service provider allocated a dedicated IIS application pool for your sites, then you can have a level of isolation between web applications used by your sites and web applications used by other hosting users who host their websites on the same server. Because each application pool runs independently, errors in one application pool will not affect the applications running in other application pools.

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

➤ ***To switch on dedicated IIS application pool for your websites:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites** (in the **Advanced Operations** group).
3. Click **Switch On**.
4. To limit the amount of CPU resources that this application pool can use, select the **Switch on CPU monitoring** checkbox and type a number in percents into the **Maximum CPU use (%)** box.
5. Click **OK**.

➤ ***To stop all applications running in the application pool:***

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites** (in the **Advanced Operations** group).
2. Click **Stop**.

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

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites** (in the **Advanced Operations** group).
2. Click **Start**.

If you run applications that are known to have memory leaks or become unstable after working for a long time, then you might need to restart them from time to time.

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

1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites** (in the **Advanced Operations** group).
2. Click **Recycle**.

- **To switch off the dedicated IIS application pool for your websites:**
1. Go to the **Websites & Domains** tab > **Dedicated IIS Application Pool for Your Websites** (in the **Advanced Operations** group).
 2. Click **Switch Off**.

Web Publishing with Web Deploy (Windows Hosting)

Web Deploy (Web Deployment Tool) is a Microsoft tool that significantly simplifies the migration, management, and deployment of your websites and Web applications. More precisely, you can write a code in you favorite environment, say, in *Visual Studio* (IDE) or *Web Matrix* (development tool), and then periodically publish the updates to your production server by means of Web Deploy.

Differences Between Visual Studio and Web Matrix

If you are looking for an environment that lets you seamlessly publish code updates to the hosting account, the most likely you will choose between Visual Studio and Web Matrix.

- Visual Studio is a classical IDE for writing .NET applications and sites of any scale. It has a variety of plugins that extend its basic functionality. However, to run and debug your applications in Visual Studio, you should perform extra configuration (like preparing a database and environment settings). Thus, this tool is more suitable for advanced users.
- With Web Matrix you have a built-in set of application templates and even working applications (WordPress, Joomla) right out of box. If you wish to instantly add an app to your hosting account or run this application from scratch, you just need to select the app from the list and Web Matrix will transparently configure it for you. Moreover, you are able to promptly find and subscribe to a hosting plan for your project without leaving Web Matrix. Summing up, this tool fits even novice users and encourages fast development by using ready-to-run applications and templates.

It is up to you to decide what is better for your project.

How to Configure Web Publishing in Visual Studio and Web Matrix

Generally, to set up web publishing in your environment, you should open the publication settings and specify the IP address of your hosting account and the username and password you use to log in to Control Panel.

In Web Matrix, the publication settings are found in **Home > Publish**. For the step-by-step instruction on how to set up web publishing in Web Matrix, see <http://www.microsoft.com/web/post/how-to-publish-a-web-application-using-webmatrix>.

To learn more about publication settings in Visual Studio, see <http://msdn.microsoft.com/en-us/library/7z83t16a.aspx>.

Note: You are free to decide whether to transfer updates securely to your hosting account by selecting the corresponding option in the publication settings. If your hosting provider does not have a valid SSL certificate, you will receive an error on a publication attempt. To resolve the problem, do not use the secure connection or contact your hosting provider.

FTP Access to Your Websites

One of the most convenient ways to update your website content is to upload it through FTP. FTP (File Transfer Protocol) is a standard network protocol that allows transferring files between two hosts (say, your computer and Panel server). Panel acts as an FTP server, while users should use some FTP client to access the directories on the server. Panel provides all main FTP features:

- *Authorized access to the server.* Learn more in the section **Changing FTP Access Credentials** (on page 134).
- *Multiple user accounts* for collaborative work. Learn more in the section **Adding FTP Accounts** (on page 135).
- *Anonymous FTP access:* The access without authorization that may be used, for example, to share software updates. Learn more in the section **Setting Up Anonymous FTP Access** (on page 137).

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Changing FTP Access Credentials

All files and directories related to your sites are kept on the server in a single directory, commonly referred to as webspace. To connect to the webspace over FTP for uploading, downloading, and deleting files, you use FTP account username and password.

➤ *To change FTP account username or password:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the webspace where the website is hosted.
2. Click the **Websites & Domains** tab.
3. Click **Web Hosting Settings**.
4. Type a new username or password.
5. Click **OK**.

Adding FTP Accounts

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

➤ **To create an additional FTP account:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. Click **FTP Access**.
4. On the **Additional FTP Accounts** tab, click **Create Additional FTP Account**.
5. Specify the following:
 - **FTP account name.** Type an arbitrary name.
 - **Home directory.** Select the directory to which the user will be taken when he or she connects to the FTP account.
 - **FTP password.**
 - **Hard disk quota** (on Windows hosting). To limit the amount of disk space on the server that the FTP user can occupy, clear the **Unlimited** checkbox next to the **Hard disk quota** box, and type the amount of disk space in megabytes.
 - **Read permission** (on Windows hosting). To allow the FTP user to view the contents of the home directory and download files from it, select the **Read permission** checkbox.
 - **Write permission** (on Windows hosting). To allow the FTP user to create, view, rename and delete directories in the home directory, select the **Write permission** checkbox.

On Window hosting, if you do not grant any permissions, a connection to the FTP account will be made, but the contents of the home directory will not be shown to the user.
6. Click **OK**.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. Click **FTP Access**.
4. On the **Additional FTP Accounts** tab, click the required FTP account name in the list.
5. Make the required changes and click **OK**.

➤ ***To remove an additional FTP account:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. Click **FTP Access**.
4. On the **Additional FTP Accounts** tab, select the checkbox corresponding to the FTP account you want to remove and click **Remove**.
5. Confirm removal and click **OK**.

Setting Up Anonymous FTP Access

If your site is hosted on a dedicated IP address (not shared by other users or sites), you can set up a directory within the site, where other users will be able to anonymously download or upload files through FTP. Once anonymous FTP is switched on, the users will be able to log in to the directory at an address like ftp://ftp.your-domain.com with the "anonymous" username and any password.

➤ **To allow anonymous FTP access:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. Click **FTP Access**.
4. Click the **Anonymous FTP** tab.
5. Do the following:

- a. To activate anonymous FTP service, click **Switch On**.
- b. To set up a welcoming message to be displayed when users log in to FTP site, select the **Display login message** checkbox and type the message text in the input field as desired.

Note that not all FTP clients display welcoming messages.

- c. To allow visitors to upload files to the `/incoming` directory, select the **Allow uploading to incoming directory** checkbox.
- d. To allow users to create subdirectories in the `/incoming` directory, select the **Allow creation of directories in the incoming directory** checkbox.
- e. To allow downloading files from the `/incoming` directory, select the **Allow downloading from the incoming directory** checkbox.
- f. To limit the amount of disk space that can be occupied by uploaded files, clear the **Unlimited** checkbox corresponding to the **Limit disk space in the incoming directory** option, and specify the amount in kilobytes.

This is the hard quota: The users will not be able to add more files to the directory when the limit is reached.

- g. To limit the number of simultaneous connections to the anonymous FTP server, clear the **Unlimited** checkbox corresponding to the **Limit number of simultaneous connections** option and specify the number of allowed connections.

Mail

Panel offers you all modern e-mail features. You can create and remove mail accounts right from Control Panel, set up mail forwarding, protection from spam and viruses, and so on. For more details on mail service configuration, refer to the section **Configuring Mail** (on page 140).

If you want to use some of your mailboxes to distribute news and promotions, or set up group discussions, try out the mailing lists feature. These are e-mail addresses to which a number of users are subscribed. Learn more in the section **Using Mailing Lists** (on page 148).

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Adding Mail Accounts

➤ *To create an e-mail address:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Click the **Mail** tab.
3. Click **Create E-mail Address**.
4. Type the left part of the e-mail address before the @ sign, and, if you have several domain names on your account, select the domain name under which the e-mail address will be created.
5. Leave the **Mailbox** checkbox selected.
Clearing this checkbox makes sense only if you want to use this address as a mail forwarder, which will forward all incoming mail to another address.
6. Specify the mailbox size or use the default size defined by the provider's policy or your service plan.
7. Specify a password consisting of five or more Latin characters.
8. Click **OK**.

➤ **To remove an e-mail address:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Mail** tab.
3. Select a checkbox corresponding to the e-mail address you want to remove and click **Remove**.
4. To confirm removal, click **Yes**.

Configuring Mail

Panel allows you to configure mail services on two levels:

- *Configuring mail account settings.* These settings affect mail account only. Say, where to forward received messages or what to do with potential spam. Learn more about possible operations on mail accounts in the section **Configuring Mail Account** (on page 141).
- *Configuring global mail settings.* These are subscription-wide settings that affect all mailboxes within a subscription. Say, what webmail system Panel should use, or what to do with mail sent to nonexistent users. These settings may be unavailable in your hosting plan. To get the details on how to change global mail settings, refer to the section **(Advanced) Configuring Global Mail Settings** (on page 147).

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Configuring Mail Account

If the provider's policy allows setting up mail accounts and services through Control Panel, then you can set up and use the following types of e-mail services:

- Mailboxes associated with your domain names.
- E-mail aliases: additional e-mail addresses that are associated with a user's primary (or main) e-mail address. E-mail aliases can be used as temporary disposable addresses that can be published on the Internet. When spam starts coming to an address that was set up as an e-mail alias, you can remove that alias and create another one.
- E-mail forwarding: for each e-mail account, you can set up e-mail forwarding service that will send copies of all incoming messages to another e-mail address.
- Automatic response: for each e-mail account, you can switch on automatic response service, which will send a predefined e-mail message in reply to any incoming e-mail message. This is useful for sending "out of office" or "on vacation" notices when you are away.
- Protection from spam: for each e-mail account you can set up the analysis of all incoming messages by antispam filter. In addition, you can specify what to do with messages identified as spam: Remove them, move to special folder, or just add some text to the message subject.
- Protection from viruses: Panel can check all incoming and outgoing mail for viruses.

Setting Up Mail Forwarding

➤ ***To set up e-mail forwarding for an e-mail address:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **e-mail address** > **Forwarding** tab.
3. Select the **Switch on mail forwarding** checkbox.
4. Specify one or several e-mail addresses to which e-mail must be forwarded. When specifying e-mail addresses, separate them with white spaces, commas, semicolons, or type each of them on a new line.
5. Click **OK**.
6. If you do not want to keep copies of forwarded messages in the mailbox, go to the **Mail** tab > **e-mail address**, clear the **Mailbox** checkbox, and click **OK**.

➤ ***To switch off mail forwarding:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **e-mail address** > **Forwarding** tab.
3. Clear the **Switch on mail forwarding** checkbox, and click **OK**.

Creating Mail Aliases

➤ ***To add or remove additional e-mail addresses (e-mail aliases) for a mail account:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **e-mail address** > **E-mail Aliases** tab.
3. Do any of the following:
 - To add an address, type it into the **E-mail alias** box, and click **OK**.
 - To remove an address, click the **Remove** link to the right of the address you want to remove.

Setting Up Auto-Reply

➤ ***To set up automatic reply for an e-mail address:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **e-mail address** > **Auto-Reply** tab.
3. Select the **Switch on auto-reply** checkbox, and specify the following settings:
 - **Auto-reply message subject.**
 - **Message format.** We recommend that you leave the option Plain text selected because some of your recipients might be unable to see the text formatted with HTML.
 - **Encoding.** We recommend that you leave the UTF-8 encoding selected to ensure that the letters in your message are displayed properly.
 - **Message text.**
 - **Forwarding address.** If you want to forward incoming messages to another e-mail address, type an e-mail address in this box.
 - **Attached files.** If you want to attach a file to your message, click **Browse** and select a file.
4. Click **OK**.

➤ ***To switch off automatic reply for an e-mail address:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **e-mail address** > **Auto-Reply** tab.
3. To switch off automatic reply, clear the **Switch on auto-reply** checkbox, and click **OK**.

Protecting from Spam

➤ *To switch on spam filtering for a mailbox:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **e-mail address** > **Spam Filter** tab.
3. Select the checkbox **Switch on spam filtering for this e-mail address**.
4. Specify what to do with messages classified as spam.
 - If you want to filter mail with the software on your local computer, select the option **Mark spam messages by adding the following text to message subject**, and then specify how spam filter should mark the messages recognized as spam. "X-Spam-Flag: YES" and "X-Spam-Status: Yes" headers are added to the message source by default, and if you want, the spam filter will also add a specific text string to the beginning of the subject line and to the message body.
 - If you are sure that your spam filter is accurate, you may want to set the filter to automatically delete all incoming messages recognized as spam. To do this, select the option **Delete all spam messages**.
 - If you are accessing your mailbox over IMAP protocol and want the spam filter to move all messages considered spam to the IMAP folder called Spam, select the option **Move spam to the Spam folder**.

Because all messages are automatically removed from the Spam folder after 30 days, you will need to review the contents of the Spam folder on a regular basis to make sure you do not miss any important messages, and move all non-spam messages back to the Inbox folder.

When the option **Move spam to the Spam folder** is selected, you can train the spam filter and improve its accuracy by moving spam messages from Inbox to Spam, and non-spam messages from Spam to Inbox.
5. If you want to adjust spam filter sensitivity, click **Show Advanced Settings**, and type a number of points that a message must score to be considered spam.

SpamAssassin performs a number of different tests on contents and subject line of each message. As a result, each message scores a number of points. The higher the number, the more likely a message is spam. For example, a message containing the text string "BUY VIAGRA AT LOW PRICE!!!" in subject line and message body scores 8.3 points. By default, the filter sensitivity is set so that all messages that score 7 or more points are classified as spam.

- If you receive lots of spam messages with the current setting, to make filter more sensitive, try setting a lesser value in the **Spam filter sensitivity** box; for example, 6.
- If you are missing your e-mails because your spam filter thinks they are junk, try reducing filter sensitivity by setting a higher value in the **Spam filter sensitivity** box.

Note: To further improve spam filter accuracy, you may want to train your spam filter on e-mail messages you receive, as described further in this section.

6. If you want to be sure that you will not miss e-mail from specific senders, type e-mail addresses or domain names into the **White list** field.
Place each address in one row, or separate addresses with a comma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example:
address@mycompany.com, user?@mycompany.com, *@mycompany.com.
Specifying *@mycompany.com will add to the white list all e-mail addresses that are under the mycompany.com mail domain.
7. If you do not want to receive e-mail from specific domains or individual senders, type e-mail addresses or domain names into the **Black list** field.
Place each address in one row, or separate addresses with a comma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example:
address@spammers.net, user?@spammers.net, *@spammers.net. Specifying *@spammers.net will block the entire mail domain spammers.net.
8. If you use a Windows-based hosting account, then you can also specify trusted languages and character sets. E-mail messages written in the specified languages and with the defined character sets will pass the spam filter and will not be marked as spam.
9. On Windows-based hosting accounts, you can also specify IP addresses of computers or networks from which e-mail must always be accepted. When specifying network addresses, type an address and add a network mask after a slash. For example, 192.168.10.10/24.
10. Click **OK**.

You can improve accuracy of spam detection if SpamAssassin spam filter on the server is switched on for your account and you are accessing your mailbox over IMAP protocol.

➤ ***To improve accuracy of spam detection:***

1. Access your mailbox with webmail or a mail client program on your computer.
2. Review the messages in your **Inbox** folder. Move all spam messages to the **Spam** folder. This will make the SpamAssassin spam filter recognize spam more efficiently.

Protecting from Viruses

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

➤ ***To switch on antivirus protection for a mailbox:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Mail** tab > **e-mail address** > **Antivirus** tab.
3. Select the checkbox **Switch on antivirus protection for this e-mail address**.
4. Choose the desired mail scanning mode. You can switch on scanning for incoming mail, outgoing mail, or both.
5. Click **OK**.

When an infected message comes, you will be notified by e-mail. If Kaspersky Antivirus is used by your provider, then you might be able to configure it at the **Mail** tab > **e-mail address** > **Antivirus** tab.

➤ ***To switch off antivirus protection for a mailbox:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Mail** tab > **e-mail address** > **Antivirus** tab.
3. Clear the checkbox **Switch on antivirus protection for this e-mail address**.
4. Click **OK**.

(Advanced) Configuring Global Mail Settings

You can configure the following mail service settings that apply to all domains created under a subscription:

- Mail service status. You can switch the mail service on or off. If the mail service is switched off, then e-mail messages cannot be sent or received.
- Mail bounce settings. When somebody sends an e-mail message to an e-mail address that does not exist under your domain, the mail server, by default, accepts mail, processes it, and when it finds out that there is no such a recipient under the domain, it returns the mail back to sender with an error message. You can choose to:
 - Continue returning all such mail back to senders (**Bounce with message** option),
 - Forward all such mail to the specified e-mail address (**Forward to address** option),
 - Forward all such mail to another mail server with the specified IP address using the option **Redirect to external mail server with IP address** (available only for Windows hosting),
 - Reject such mail without accepting it and without notifying senders (**Reject** option).
- Webmail. If your service plan provides the option to choose which webmail program to use for your account, then you can select it in the global mail settings.

➤ ***To configure the mail service settings:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab, and then click **Change Settings**.
3. Select the required options, and click **OK**.

Using Mailing Lists

Mailing list is a group e-mail address to which a number of users are subscribed. Mailing lists are used for sending e-mail messages to multiple recipients at once. E-mail messages sent to mailing list subscribers can include anything from plain text to colorful newsletters and promotions with embedded images and links, and attached multimedia and presentation materials.

How it all works: you create a mailing list e-mail address in the Panel, and subscribe users to it. Then you send your message to the mailing list address, and all subscribers receive it.

➤ ***To set up a mailing list and subscribe users to it:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **Mailing Lists** tab.
3. Click **Create Mailing List**.
4. Type the mailing list address and, if you have several websites, select the website under which the mailing list will be created.
5. To subscribe users to the mailing list, type their e-mail addresses, one address per line.
6. To notify the mailing list administrator about mailing list creation, select the checkbox **Notify administrator on the mailing list creation**.
7. Click **OK**.

➤ ***To subscribe or unsubscribe users:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **Mailing Lists** tab.
3. Click the mailing list address.
4. Do any of the following:
 - To subscribe users to the mailing list, type their e-mail addresses into the **Subscribers** field, one address per line.
 - To unsubscribe users, remove their addresses from the **Subscribers** field.
5. Click **OK**.

➤ ***To remove a mailing list:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Mail** tab > **Mailing Lists** tab.
3. Select a checkbox corresponding to the mailing list you want to remove and click **Remove**.
4. To confirm removal, click **Yes**.

➤ ***To switch off the mailing lists service and all mailing lists created under the currently selected subscription:***

1. Go to the **Mail** tab > **Mailing Lists** tab.
2. Click **Switch Off the Service**.

➤ ***To switch on the mailing lists service for the currently selected subscription:***

1. Go to the **Mail** tab > **Mailing Lists** tab.
2. Click **Switch On the Service**.

Scheduling Tasks

If you need to run scripts on your hosting account at specific time, use the task scheduler in the Panel to make the system automatically run the scripts for you.

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Scheduling Tasks (Linux Hosting)

If you need to run scripts on your hosting account at specific time, use the task scheduler in the Panel to make the system automatically run the scripts for you.

During installation of the Panel, the following tasks are automatically created:

- `autoreport.php` – delivers daily, weekly and monthly reports on domains (three separate tasks)
- `backupmng` – initiates scheduled backing up of domains once every 30 minutes
- `statistics` – generates statistics on resource usage by domains
- `mysqldump.sh` - creates a backup copy of three MySQL databases: psadump, MySQL, and Horde databases

As all these tasks are related to statistics, databases, and reports, it is strongly recommended that you neither change nor remove them.

➤ **To schedule a task:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Click **Schedule New Task**.
4. Leave the **Switched on** checkbox selected.
5. Specify when to run your command:
 - **Minute** - enter the value from 0 to 59
 - **Hour** - enter the value from 0 to 23
 - **Day of the month** - enter the value from 1 to 31
 - **Month** - enter the value from 1 to 12, or select the month from a drop-down box
 - **Day of the week** - enter the value from 0 to 6 (0 for Sunday), or select the day of the week from a menu.

You can schedule the time using the UNIX crontab entry format. In this format, you can:

- Enter several values separated by commas. Two numbers separated by a hyphen mean an inclusive range. For example, to run a task on the 4th, 5th, 6th, and 20th of a month, type 4-6,20.
- Insert an asterisk to specify all values allowed for this field. For example, to run a task daily, type * in the **Day of the month** text box.

To schedule the task to run every Nth period, enter the combination */N, where N is a value for this field (minute, hour, day, month). For example, */15 in the **Minute** field schedules the task to start every 15 minutes.

You can type the contracted names of months and days of the week, which are the first three letters: Aug, Jul, Mon, Sat, etc. However, the contracted names cannot be separated with commas or used together with numbers.

6. Specify which command to run. Type it into the **Command** input box.

For example, if you want to run the backup creation task at the specified time and have the backup file sent to your e-mail, you need to specify the following command in the **Command** input box:

```
/usr/local/psa/admin/sbin/backupmng
```

7. Click **OK**.

➤ ***To receive notifications when the facts are started:***

1. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
2. Click **Settings** and specify the notification policy.

➤ ***To temporarily suspend execution of a scheduled task:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Locate the task that you want to suspend and click the corresponding link in the **Command** column.
4. Clear the **Switched on** checkbox and click **OK**.

➤ ***To resume execution of a scheduled task:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Locate the task whose execution you want to resume and click the corresponding link in the **Command** column.
4. Select the **Switched on** checkbox and click **OK**.

➤ **To cancel a task:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Select a checkbox to the left of the task that you want to cancel and click **Remove**.
4. Confirm removal and click **OK**.

Scheduling Tasks (Windows Hosting)

If you need to run scripts on your hosting account at specific time, use the task scheduler in the Panel to make the system automatically run the scripts for you.

During installation of the Panel, the following tasks are automatically created:

- Update antivirus database – updates Parallels Premium Antivirus database.
- Statistics calculation - generates statistics on resource usage, such as traffic and disk space.

As all these tasks are related to site statistics, databases and reports, it is strongly recommended that you neither change nor remove them.

➤ **To schedule a task:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Click **Schedule New Task**.
4. Leave the **Switched on** checkbox selected if you want your scheduled task to be active immediately after the creation.
5. Type a name for your task in the **Description** field.
6. In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:
 - **Switched off** - do not notify you.
 - **Send to the default e-mail** - send the notification to your default e-mail address.

- **Send to the e-mail I specify** - send the notification to the e-mail specified in the corresponding field. After selecting this option, you need to type the required e-mail address in the field on the right.
7. Specify which command or executable file to run. Type it into the **Path to executable file** input box. If you need to run the command with certain options, type them in the **Arguments** field.
- For example, if you want to run the statistics calculation task to count disc space and see more detailed information for the example.com and example.net domains, you need to specify the following path in the **Path to executable file** input box:

```
C:\Program Files\Parallels\Parallels  
Panel\admin\bin\statistics.exe
```

and the following options in the **Arguments** field:

```
--disk-usage --process-domains=example.com, example.net -  
verbose
```
 - If you want to run your own PHP script using the task scheduler, you need to specify the following path in the **Path to executable file** input box:

```
C:\Program Files (x86)\Parallels\Parallels  
Panel\Additional\PleskPHP5\php.exe
```

and specify the script location in the **Arguments** field:

```
C:\inetpub\vhosts\mydomain.tld\httpdocs\myscript.php
```
8. Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.
9. Specify when to run your command by selecting the appropriate checkboxes in the **Hours**, **Days of month**, **Months** or **Days of week** fields.
10. Click **OK** to schedule the task or click **Run Now** to schedule the task and immediately run it.

➤ ***To temporarily suspend execution of a scheduled task:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Choose a task that you want to suspend and click the corresponding link in the **Description** column.
4. Clear the **Switched on** checkbox.
5. Click **OK**.

➤ ***To resume execution of scheduled task:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Choose a task whose execution you want to resume and click the corresponding link in the **Description** column.
4. Select the **Switched on** checkbox.
5. Click **OK**.

➤ ***To cancel a task:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Scheduled Tasks** (in the **Advanced Operations** group).
3. Select a checkbox to the left of the task that you want to cancel and click **Remove**.
4. Confirm removal and click **OK**.

(Advanced) Using Databases

If your website incorporates custom 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. Note that when you install an application from the Applications Catalog, all required databases and database user accounts are created automatically.

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Managing Databases

Panel allows you to perform a number of database management operations:

- Create and remove databases.
- Import existing databases.
- Create additional database user accounts for collaborative work.

For the details on these operations, refer to the particular sections of this chapter.

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Creating Databases

➤ *To create a new database on a hosting account:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Click the **Websites & Domains** tab.
3. Click **Databases** (in the **Advanced Operations** group).
4. Click **Add New Database**.
5. 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).
6. Select the database type that you are going to use: MySQL, PostgreSQL or Microsoft SQL Server. Click **OK**.
7. To set up database administrator's credentials, click **Add New Database User**.
8. Type a user name and a password that will be used for accessing the contents of the database.
9. Click **OK**.

➤ *To remove a database with its contents:*

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Databases**.
3. Select a checkbox corresponding to the database that you want to remove.
If the required checkbox appears grayed out, this means that this database is used by a web application and you can remove it only by removing the respective application.
4. Click **Remove**.
5. Confirm removal and click **OK**.

Importing Databases

➤ ***To import an existing database:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Databases** (in the **Advanced Operations** group) > **Add New Database**.
3. 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).
4. Select the database type that you are going to use: MySQL, PostgreSQL, or Microsoft SQL Server. 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. Click **OK**.
7. Click the **Webadmin** icon in the **Tools** group. An interface to phpMyAdmin, phpPgAdmin, or ASPEnterpriseManager database management tool will open in a separate browser window. The database management tools allow to operate database user accounts and execute SQL queries through the web browser.

If you have a MySQL database:

- a. Click **Query window** in the left frame, click the **Import files** tab,
- b. Select the text file that contains the data and click **Go**.
- c. Click the **Insert data from a text file** link.

If you have a MS SQL database:

- a. Click the name of your database in the left frame
- b. Click **Query** (the magnifying glass button)
- c. 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 the Panel (the **Websites & Domains** tab > **Databases** > *database name* > **Webadmin**).

Creating Database User Accounts

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

➤ ***To create a database user account:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Databases** > *database name*, and click **Add New Database User**.
3. Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.

➤ ***To change a password for a database user:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Databases** > *database name* > *database user name*.
3. Type a new password and click **OK**.

➤ ***To specify whose user account credentials should be used by default for managing a database through the Webadmin tool:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Databases** > *database name*.
3. Select a checkbox corresponding to the user account you need.
4. Click **Default for DB Webadmin**.

➤ ***To remove a database user account:***

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **Databases** > *database name*.
3. Select a checkbox corresponding to the user account that you want to remove.

4. Click **Remove**, then confirm removing and click **OK**.

Accessing External Databases (Windows Hosting)

If your applications need to access external databases for storing data, then you need to create ODBC connections through the Panel.

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

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required workspace.
2. Go to the **Websites & Domains** tab > **ODBC Data Sources** (in the **Advanced Operations** group).
3. Click **Add New ODBC DSN**.
4. Specify the ODBC connection name and description in the corresponding fields.
5. Select the required driver in the **Driver** field.
6. Click **OK**.
7. 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.
8. Click **Test Connection** to check whether the connection will function properly with provided settings. Click **Finish** to complete the creation.

➤ ***To change settings of an ODBC connection:***

1. Go to the **Websites & Domains** tab > **ODBC Data Sources** (in the **Advanced Operations** group).
2. Click the required connection name in the list.
3. Change the settings as needed.
4. Click **Test Connection** to check whether the connection will function properly with new settings. Click **Finish** to save changes.

➤ ***To remove an ODBC connection:***

1. Go to the **Websites & Domains** tab > **ODBC Data Sources** (in the **Advanced Operations** group).
2. Select the checkbox corresponding to a connection you want to remove.
3. Click **Remove**, confirm the removal and click **OK**.

(Advanced) Backing Up and Restoring Data

Unfortunately, data loss events are quite common problem today. The reasons of these events may vary: Hardware failures, hacking attacks, and so on. To minimize the consequences of data loss, Panel provides the back up / restore feature. During the backup Panel saves your account configuration along with all websites content into a number of files. You can restore the backup at any time later to recover corrupted data, or just to return Panel to stable state.

This chapter describes how to perform the following operations in your Panel:

- Back up all data related to your account and sites. Learn more in the section **Backing Up Account and Websites** (on page 164).
- Back up databases (Windows hosting). Learn more in the section **Backing Up Databases (Windows Hosting)** (on page 166).
- Schedule backups. Learn more in the section **Scheduling Backups** (on page 167).
- Restore data from backup archives. Learn more in the section **Restoring Data** (on page 170).

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Backing Up Data

Depending on your needs, Panel can perform two types of backup:

- *Hosting account configuration.* Such backups have small size and are convenient for reverting Panel in case of configuration problems.
- *Hosting account configuration and websites content.* This type of backup requires more disk space and system resources as along with Panel configuration it saves the content of all websites. Such full backups are the best way to prevent data loss.

You can perform backup manually at any time, or schedule it on definite time. Say, make the full backup once a day at night time when the number of site visits is minimal. To get the details on scheduling backups, refer to the section **Scheduling Backups** (on page 167).

Storing Backups

There are two ways of storing backups in Panel:

- *On a local Panel server.* All backup files are stored on your Panel server along with other account content. Note that in this case backup files occupy the disk space provided by your subscription.
- *On a remote FTP server.* All backup files are stored on a remote FTP repository. In this case, backup files do not occupy the disk space provided by your subscription. The instructions on how to configure an FTP server parameters in Panel are provided below.

Configuring Panel for Working with an FTP Repository

➤ ***If you are going to store backup files on an FTP server, you should specify the FTP account credentials that should be used:***

1. Go to the **Account** tab > **Back Up My Account and Websites** > **Personal FTP Repository Settings**.
2. Specify the following:
 - FTP server's IP address or host name.
 - Directory on the server where you want to store backup files.
 - Username and password for access to the FTP account.
 - Passive mode option. Switch it on if the Panel experiences problems when connecting to the remote FTP directory.
3. Click **OK**.

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Backing Up Account and Websites

➤ **To back up all data related to your account and all your subscriptions:**

1. Go to the **Account** tab > **Back Up My Account and Websites** > **Back Up**.
2. Specify the following:
 - Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the Panel to add a prefix to backup file names. Note that the Panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.
 - Splitting of the backup file. To create a multivolume backup, select the corresponding checkbox and specify volume size in megabytes.
 - Location where to store the backup file. Select the repository where you would like to store the backup file.
 - E-mail notification on backup completion. If you want to be notified of the backup completion, type your e-mail address.
 - What data to back up. You can back up only the account settings or account settings and all data.
 - **Suspend domains until backup task is completed.** Select this option to prohibit users from making changes to content or settings of websites while they are being backed up.

Note: If you select this option, then, after restoring the data from this backup file, you will need to manually switch on every domain alias for every site that needs to have domain aliases. This can be done at **Websites & Domains** tab > **Domain Aliases** (in the **Advanced Operations** group) > *domain alias name* > **Switch On**.

3. Click **Back Up**.

When backing up is finished, the backup file will be saved to the repository you selected.

➤ **To back up all websites related to a subscription:**

1. If you are subscribed to several hosting packages and have access to several webspaces associated with your account, in the **Subscription** menu at the top of the screen, select the required webspace.
2. Go to the **Account** tab > **Back Up Websites** > **Back Up**.
3. Specify the following:

- Backup file name prefix and description. You cannot specify an arbitrary file name, however, you can set the Panel to add a prefix to backup file names. Note that the Panel automatically adds the date and time of backup file creation (in Universal Time) to backup file names.
- Splitting of the backup file. To create a multivolume backup, select the corresponding checkbox and specify volume size in megabytes.
- Location where to store the backup file. Select the repository where you would like to store the backup file.
- E-mail notification on backup completion. If you want to be notified of the backup completion, type your e-mail address.
- What data to back up. You can choose to back up:
 - Only settings of websites.
 - All settings and data with or without mail accounts and messages in mailboxes.
 - Only mail accounts with messages.
- **Suspend domains until backup task is completed.** Select this option to prohibit users from making changes to content or settings of websites while they are being backed up.

Note: If you select this option, then, after restoring the data from this backup file, you will need to manually switch on every domain alias for every site that needs to have domain aliases. This can be done at **Websites & Domains** tab > **Domain Aliases** (in the **Advanced Operations** group) > *domain alias name* > **Switch On**.

4. Click **Back Up**.

When backing up is finished, the backup file will be saved to the repository you selected.

Backing Up Databases (Windows Hosting)

If you are using a Windows-based hosting account, then you can back up and subsequently restore the databases, database user accounts and data used by your websites.

You can:

- Back up your domain databases with all data and user accounts.
- Restore databases from backup files.
- Download, upload and remove database backup files.
- Recover users who became orphaned after the restoration.

Important: Panel does not back up encrypted objects, such as stored procedures, views, and triggers. Backup utility ignores them and, therefore, they can not be restored.

➤ *To back up databases:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**.
2. Using the **Database** menu, select the databases you want to back up.
3. Click **Back Up**.
4. Specify the name of the backup file and click **OK**.
5. If you want to download the resulting backup file, click the file name on the next page after the backup process was finished. Specify the location where you want to save the file and click **Save**.
6. Click **OK**.

Scheduling Backups

➤ *To schedule backing up of data:*

1. Go to the **Account** tab > **Back Up My Account and Websites** > **Scheduled Backup Settings**.
2. Select the **Activate this backup task** checkbox and specify the following:
 - When and how often to run the backup.
 - A prefix that should be added to the backup file name.
 - Splitting of the backup file. To create a multivolume backup, select the respective checkbox and specify volume size in megabytes. Note that volume size cannot exceed 4095 megabytes.
 - Location where to store the backup file. Select the repository where you would like to store the backup file.
 - Maximum number of backup files stored in the repository. Type a number if you want to recycle backup files: When this limit is reached, the oldest backup files are removed.
 - E-mail notification on backing up errors. If you want to send an e-mail notice when something goes wrong during backing up, type the e-mail address you need.
 - What data to back up. You can back up only account settings, or account settings and all related data.
 - **Suspend domains until backup task is completed**. Select this option to prohibit users from making changes to content or settings of websites while they are being backed up.
3. Click **OK**.

Managing Backup Files

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Uploading and Downloading Backup Files

➤ ***To upload a backup file to a backup repository on the server:***

1. Go to the **Account** tab > **Back Up My Account and Websites**.
2. Click **Upload Files to Server Repository**.
3. Click **Browse** and select the required backup file.

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

4. Click **OK**.

The backup file will be uploaded to the backup repository.

➤ ***To download a backup file from a backup repository within Panel:***

1. Go to the **Account** tab > **Back Up My Account and Websites**.
2. Click an icon  corresponding to the backup file you want to download.
3. Select the location where you want to save the backup file and click **Save**.

The backup file will be downloaded from the backup repository.

➤ ***To remove a backup file from a backup repository in Panel:***

1. Go to the **Account** tab > **Back Up My Account and Websites**.
2. Select a checkbox corresponding to the backup file you want to remove.
3. Click **Remove**.
4. Confirm removal and click **OK**.

Uploading and Downloading Database Backup Files (Windows Hosting)

➤ *To upload a backup file to backup repository:*

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository** and click **Upload Backup File**.
2. Select the database in whose repository you want to upload the backup file to in the **Database name** menu.
3. Click **Browse...** and select the required backup file.
4. Leave the **Restore database backup immediately upon uploading** checkbox selected if you want the database contents to be restored immediately after the backup file is uploaded.
5. Click **OK**.

The database backup file will be uploaded to the backup repository of the specified database.

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

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**.
2. In the **Database** menu, select the database whose backup files you want to browse. Leave **All domain databases** selected if you want to browse backup files of all databases on a domain.
3. Click the icon  corresponding to the database backup file you want to download.
4. Select the location where you want to save the backup file and click **Save**.

The backup file will be downloaded from the backup repository.

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

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**.
2. In the **Database** menu, select the database whose backup files you want to remove. Leave **All domain databases** selected if you want to browse backup files of all databases on a domain.
3. Select a checkbox corresponding to the database backup file you want to remove. Click **Remove**, confirm removal and click **OK**.

Restoring Data

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Restoring Backups

You can restore data from backup files kept in Panel's repository on the server, a custom FTP repository (on page 163), and you can upload a backup file (on page 168) in a ZIP archive (on Windows systems) or tar archive (on Linux systems), and then restore data from it.

➤ ***To restore data from a backup file:***

1. Go to the **Account** tab > **Back Up My Account and Websites**.
2. Click the name of the backup file that you want to restore.
3. Specify the following settings:
 - Types of data to be restored.
 - **Suspend domains 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.
 - Type your e-mail address if you want the 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.

Restoring Databases (Windows Hosting)

➤ ***If the database already exists and you only need to restore its contents:***

1. Go to the **Websites & Domains** tab > **Backup Manager** > **Database Backup Repository**.
2. Select the required backup file from the list and click **Restore Selected**.

If you do not have the backup file on the server, you can upload the backup file to the server repository from your local machine. For more information, refer to the section *Uploading, Downloading, and Removing Database Backup Files*.

3. Confirm the restoration by selecting the corresponding checkbox and click **OK**.

If you are restoring an MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them. For more information, refer to the section *Recovering Orphaned Database Users*.

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Post-Restoration Database Repair

If you are restoring an MS SQL database, there is a possibility that some database users will be orphaned. In order to provide the ability to access and use the database for these users, you need to repair them.

➤ ***To check if a database has orphaned users and to repair them:***

1. Go to **Websites & Domains** tab > **Databases** (in the **Advanced Operations** group) > **database name**.
2. If you see a warning saying that there are several orphaned users that should be repaired in order to function properly, you have orphaned users who need to be repaired.
3. To repair orphaned users, click the **Repair now** button corresponding to the users you want to repair.
4. Provide password for the users and click **Repair**.

If a user is supposed to be a system user without a password, run repair with empty password field.