SWsoft

PLESK 7.5 RELOADED

ADMINISTRATOR'S MANUAL

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Chapter 1. About Plesk

Plesk™ is a complete hosting automation solution specifically designed to allow quick deployment and simplified management of a Linux based server. It delivers the stability demanded by Hosting Service Professionals while providing the self administration interfaces and end user access for mail, domain, reseller and server level administration.

Plesk auto-installs in minutes and lets non-technical personnel perform a wide variety of administrative tasks — from creating new e-mail accounts to managing entire domains — all with point-and-click simplicity.

The perfect solution for both dedicated server and shared domain management, Plesk deploys and configures all of the systems you need to run a webserver. Tiered login levels provided encrypted and secure access to for system administrators and domain resellers as well as their clients and domain owners. Plesk effectively lowers the threshold for non IT personnel to use, create and manage a Linux based system.

Plesk provides four tiers of administration: admin, client, domain, and mail name user. All can perform various tasks at remote locations via any standard Internet browser.

Plesk users do not need to possess the advanced knowledge of the operating system in order to use Plesk.

As soon as Plesk is installed, both administrators and clients are ready to manage the system. Plesk provides great flexibility to the user, enabling him/her to remotely access and administer servers at anytime. The default settings provided for opening accounts and domains can be changed with the click of a button. With Plesk, each client can create his/her own settings and make his/her own adjustments.

Plesk uses extensive security measures to assure your system of the highest possible integrity and protection. It should be noted however that this is limited to Plesk and the software it installs. The security of the server operating system is considered the responsibility of the system administrator and is not part of the Plesk installation and/or setup.

Plesk uses the secure HTTP (HTTPS) protocol. All documents and communications between users and the server are fully encrypted and secure.

Plesk provides a free self-signed secure socket layer (SSL) certificate that enables secure transactions between a remote user and Plesk. However, this certificate is not from an "official" authority and will not be recognized by the web browser as being valid for the login URL, which results in warning messages. If you wish to use an authentic SSL certificate for the Control Panel you can. Certificates can be purchased directly through the Plesk control panel or by contacting a certificate-signing authority directly.

When creating physical hosting with PHP support, you are unable to start an external program from the PHP script. It is impossible to read or write files above the user's home directory.

There is a possibility of entering different IP-addresses for A domain record and domain hosting address (which is added into web server configuration file) to ensure that the server functions properly behind the firewall.

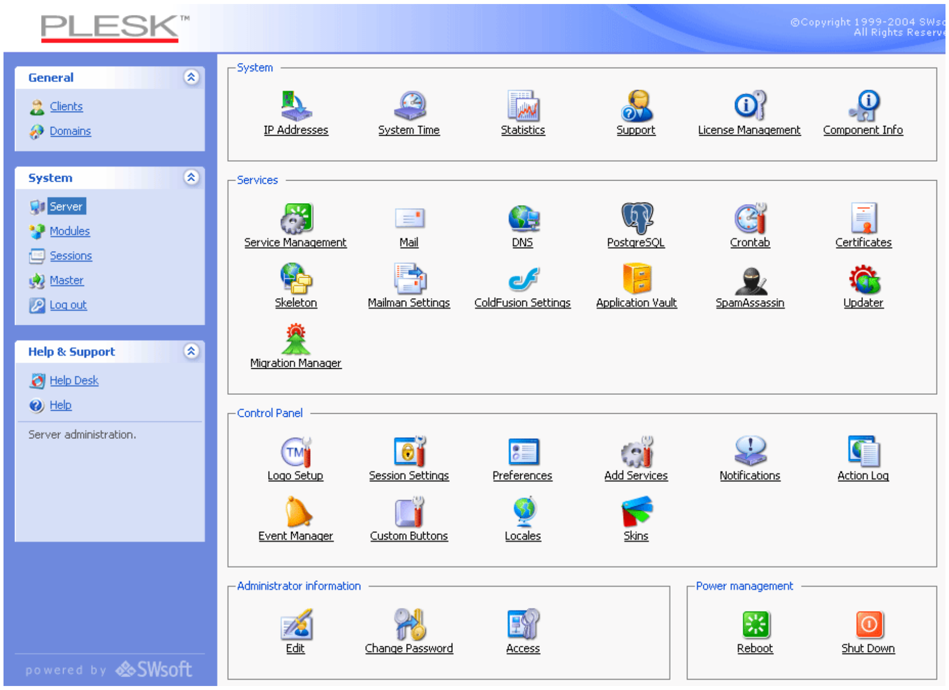
Plesk provides additional security measures, allowing the administrator to restrict access to control panel from specific IP addresses.

Plesk Interface Specific Features

This section focuses on description of the specific features of Plesk web-based interface.

Navigation

The control panel interface is divided into two main parts. The navigation pane occupies the left part. In the right part you can operate particular Plesk component selected from the navigation pane.



- The Clients shortcut opens the list of client accounts, and gives you access to user management functions.
- The Domains shortcut opens the list of domains allowing you to administer them.
- The Server shortcut gives you access to the server administration functions.
- The Sessions shortcut is used for managing currently active user sessions.
- The Master function is used for centralized management of Plesk enabled servers.
- The Migration Manager is a tool that allows migrating user accounts and domains from other hosting platforms.
- The Log out shortcut ends your control panel session.
- The Help Desk allows you to handle problem reports of your clients.

Pathbar

When you start your Plesk session, the path (chain of links) appears in the right part at the top of the screen. These links reflect your actual “location” within Plesk system. By clicking on the links, you can be one or more (depending on your “location”) levels up.

You can also use the Up Level button located at the upper right corner of the screen to go one level up or return to the previous screen.

Help

The Help shortcut located in the navigation pane provides you with context help. A help page is displayed in a separate window.

Below the Help shortcut is the area displaying a short context help tip. Basically, it provides a brief description of the current screen or available operations. When you hover the mouse pointer over a system element or status icon, it displays the additional information.

Working with Lists of Objects

You may have considerable number of objects within Plesk system. In order to facilitate working with the different lists of objects (for example, Lists of Domains, Client Accounts, etc.), the special tools are provided: Search and Sorting.

To search in a list, enter a search pattern into the Search field, and click Search. All matching items will be displayed in a reduced list. To revert to the entire list of objects, click Show All.

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

Chapter 2. Configuring Your System

After you have installed Plesk software on your server you need to configure your system and set up all services required for its operation. In order to configure your Plesk managed server via the control panel follow the instructions provided in this chapter.

Configuring Access Policy

To alleviate security concerns it is recommended that you use a security measure, allowing to restrict access to control panel with administrator privileges from certain IP's. You can make use of this function by creating a list of IP addresses to which a restriction policy will be applied, two modes are available:

1. Allow access from all IP's except those added to the list.
2. Deny access from IP's, which are not in the list.

Notes on access restriction policies

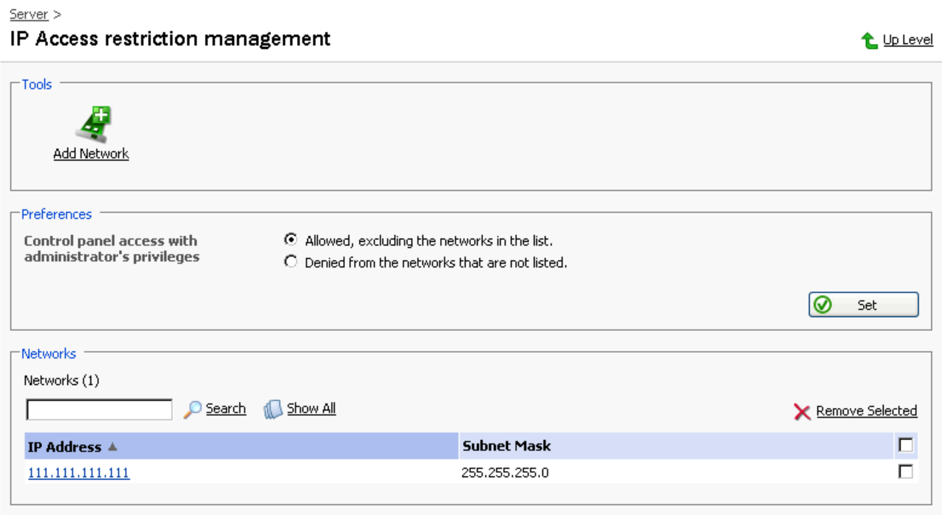
If the second policy is used, it becomes impossible to remove all records from the list. When you attempt to remove the last record, the restriction policy mode is switched automatically to mode 1.

When you attempt to switch to the mode 2 with empty list, you are warned of impossibility of such action.

You will be informed if access from your IP address becomes unavailable due to your restriction policy misconfiguration.

Managing control panel access

To use the access restriction function, select the Server shortcut in the navigation pane. The Server administration page will open. Click the Access icon on the Server administration page. The Access restriction management page will open:



IP Access restriction management

Preferences

Control panel access with administrator's privileges

● Allowed, excluding the networks in the list.

○ Denied from the networks that are not listed.

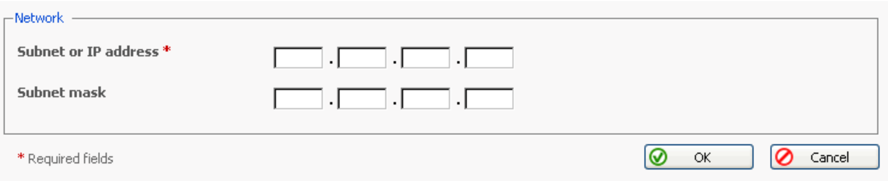
Networks

Networks (1)

IP Address ▲	Subnet Mask	☐
111.111.111.111	255.255.255.0	☐

To add a network to the list:

1. Click the Add Network icon. The Network editing page will open:



Network

Subnet or IP address * ☐.☐.☐.☐

Subnet mask ☐.☐.☐.☐

* Required fields

2. Specify the network IP address and subnet mask, and then click OK.

To remove a network IP from the list, select a corresponding checkbox and click Remove Selected.

To edit a network ip or subnet mask, select the ip address in the list, and you will be taken to the editing page.

To set the policy mode, select the appropriate radio button and click Set. A confirmation box will open, prompting you to confirm the mode change. Click OK.

IMPORTANT

By default Plesk allows multiple simultaneous sessions for several users logged into the control panel using the same login and password combination. This feature might be useful when delegating the management functions to other users or in case if you accidentally close your browser without logging out, thus becoming unable to log in again until your sessions expires. Being the administrator you can choose to disable this capability.

To disable multiple sessions, follow these steps:

1. On the Server administration page click Preferences.
2. Deselect the Allow multiple sessions under administrator's login checkbox.
3. Click OK.

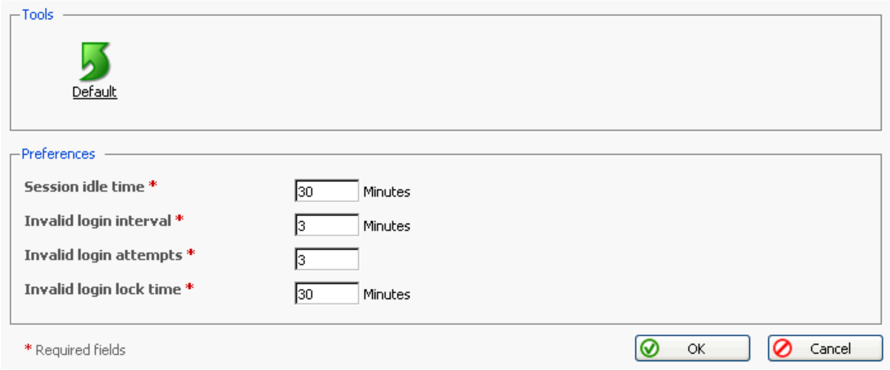
Setting Session Security Parameters

You can set the following parameters for any user session in Plesk:

- Session idle time: the allowable idle time for a user session. Should a user session remain idle for a length of time exceeding that specified as the session idle time, Plesk terminates the current session.
- Invalid login interval: an interval between two invalid login attempts within which the invalid login attempts counter is increased. If the time between two invalid login attempts exceeds this value, then the invalid login counter is reset back to 0.
- Invalid login attempts: the maximum number of invalid login attempts allowed. Once a user has exceeded this value, he/she is locked out for the time specified as the Invalid login lock time.
- Invalid login lock time: the lockout time for a user once the invalid login attempts counter has exceeded its maximum limit. Upon completion of the lockout time, the invalid login attempts counter is reset to zero and the user is again given the ability to login to Plesk.

In order to change the session security parameters, follow these steps:

1. Select the Session Settings icon on the Server administration page. The Sessions Settings page appears:



Preferences

Session idle time *	30	Minutes
Invalid login interval *	3	Minutes
Invalid login attempts *	3	
Invalid login lock time *	30	Minutes

* Required fields

2. Adjust the settings as desired.

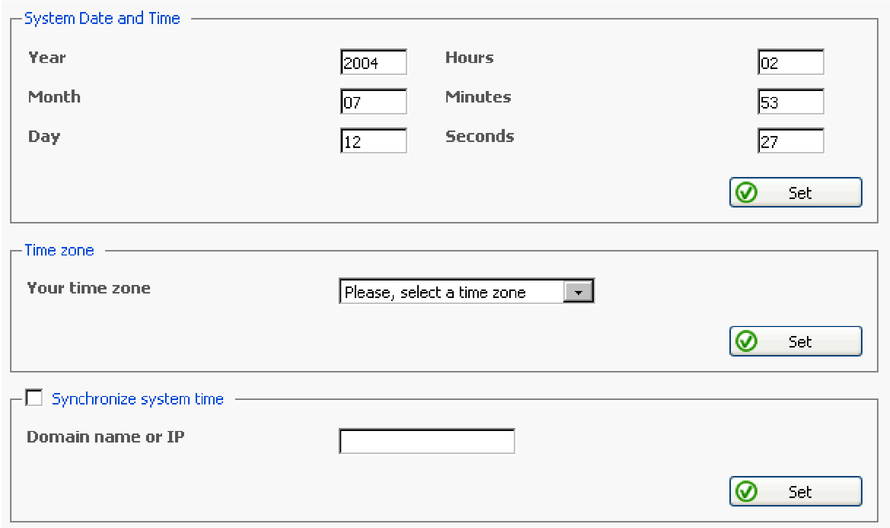
3. Click OK to submit.

To reset the session parameters, click Default.

Setting System Date and Time

You can set manually the server date and time through the interface and enable server time synchronization with the Network Time Protocol (NTP) server. To manage the system date and time settings, follow these steps:

1. Click the System Time icon on the Server administration page. The system date and time management page will open:



System Date and Time

Year	2004	Hours	02
Month	07	Minutes	53
Day	12	Seconds	27

Time zone

Your time zone: Please, select a time zone

□ Synchronize system time

Domain name or IP:

2. Edit the time and date settings as desired, and click Set.

3. Select your time zone from the list, and click Set. You will need to reboot your Plesk server for the time zone change to take effect.

4. To synchronize your server time with that of a server running the Network Time Protocol, select the Synchronize system time checkbox. Once this checkbox is checked, this function is enabled.

5. Enter a valid IP address or a domain name and click Set.

NOTE

Enabling the Synchronize system time function will override any time and date you manually enter in the System Date and Time fields. It is also important to be sure the domain name or IP address you enter for synchronization is a valid NTP server. If not, this function will not work and your server will continue running with its current time settings.

Setting Up Server-wide Mail and Spam Filtering

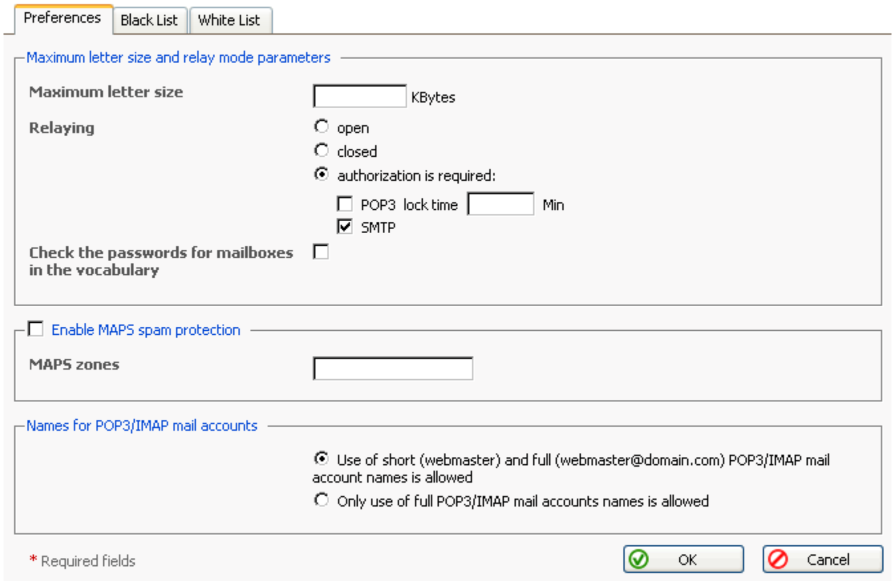
Configuring Mail

You can configure the following server-wide mail system settings:

- The maximum allowable size of any e-mail received on the server.
- Relaying mode. Relaying affects only the mail sending, it does not in any way change the way mail is received on the server. Mail relaying can work in one of three modes: open relay, closed relay and relay with authorization.
    - Open relay - selecting this allows any host computer to utilize the mail services of any domain on the server, to send and/or receive mail. In this mode, no password is required.
    - Closed relay - selecting this only allows mail to be sent and received locally (to and from domains residing on the server). The only exception would be hosts specified as allowable relay hosts in the White list.
    - Authorization required - selecting this allows any host computer to utilize the mail services of a domain on the server, provided that a valid username and password are used to authenticate the mail user.
        - POP3 - requires a POP3 login before sending mail. The lock time field sets the allowed time given for sending mail after login. During the lock time, any e-mail sent from the initial IP address will be accepted without requiring a password to be re-entered.
        - SMTP - smtp authentication (the Plesk mail system supports LOGIN, CRAM-MD5 and PLAIN methods of smtp authorization) requires a password every time you send an e-mail.
- White List. Use it to define several IP-addresses with masks from which mail will always be accepted.
- Black List. Use it to define the mail domains from which you do not allow mail to be received.
- MAPS spam protection. Enable the external mail abuse prevention system, which can help you defend your customers from abuse by spammers.
- Type of mail account names that can be used on the server.

In order to configure the mail system, follow these steps:

1. Click the Mail icon on the Server administration page. The Mail system management page will open:



Maximum letter size and relay mode parameters

Maximum letter size ____ KBytes

Relaying
○ open
○ closed
● authorization is required:
□ POP3 lock time ____ Min
☑ SMTP

Check the passwords for mailboxes in the vocabulary □

□ Enable MAPS spam protection

MAPS zones ____

Names for POP3/IMAP mail accounts

● Use of short (webmaster) and full (webmaster@domain.com) POP3/IMAP mail account names is allowed
○ Only use of full POP3/IMAP mail accounts names is allowed

* Required fields

2. To set the maximum letter size allowed on the server, click in the Maximum letter size input box and enter the desired value in Kilobytes.

3. To set the mail system relay mode, select a corresponding radio button. For relaying that requires authorization, select the Authorization is required radio button. You must then select an authorization type, which can be POP3, SMTP or both.

   - POP3 - Click in the checkbox next to POP3 to enable this mode of authorization. You must then set the lock time; the default setting is 20 minutes.

   - SMTP - Click in the checkbox next to SMTP to enable this authorization mode.

4. To prevent mail users from using the passwords that are easy to guess, use the feature Check the passwords for mailboxes in the dictionary.

5. To enable the external Mail Abuse Prevention System (MAPS) select the Enable MAPS spam protection checkbox, enter the MAPS zone name in the MAPS zones field.

6. To define the mail name type that you want to be used for the POP3/IMAP accounts, select a required radio button. Two options are provided: 1) use of both short (e.g. webmaster) and full (e.g. webmaster@domain.com) mail

names, and 2) use of full mail names only.

7. To manage the server-wide black list of blocked mail domains, select the Black List tab. To manage the white list, click White List.
8. When done configuring, click OK.

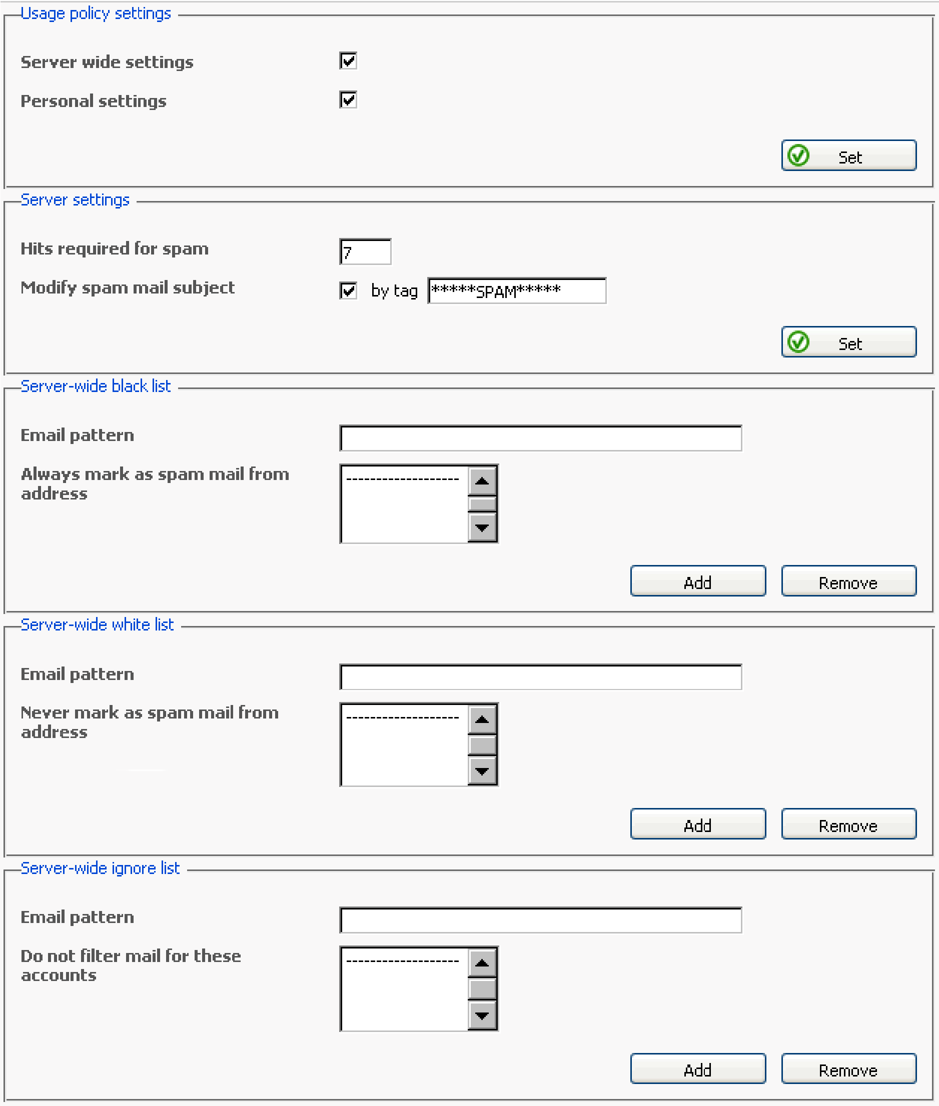
Configuring the Server-wide Spam Filter

For the purpose of filtering spam out of incoming mail you can use the integrated spam filter software SpamAssassin (http://www.spamassassin.org/).

SpamAssassin is a mail filter, which attempts to identify spam. Using its rule base, it uses a wide range of heuristic tests on mail headers and body text to identify "spam", also known as unsolicited commercial email. Once identified, the mail can then be optionally tagged as spam for later filtering using the user's own mail user-agent application. SpamAssassin is a third party product integrated with Plesk. For more information on the product please refer to its web location.

Plesk allows for setting up and using black lists and white lists for filtering mail at the server level as well as at the user level.

To access the server-wide spam filter settings, click the SpamAssassin icon on the Server administration page. The Spam filter configuration page will open:



Usage policy settings

Server wide settings ☑

Personal settings ☑

Server settings

Hits required for spam 7

Modify spam mail subject ☑ by tag *****SPAM*****

Server-wide black list

Email pattern

Always mark as spam mail from address

Server-wide white list

Email pattern

Never mark as spam mail from address

Server-wide ignore list

Email pattern

Do not filter mail for these accounts

You have a choice of filtering all the incoming mail at the server level as well as letting the users set up specific rules for filtering mail specifically for their own mail accounts. This is managed though the spam filter usage policies, where you can enable or disable the option of filtering mail at the server level and the option of letting users filter their mail.

1. To enable filtering mail on the server, check the Server wide settings checkbox;

2. To enable users set up their own filtering rules and filter mail for their own mail accounts, check the Personal settings checkbox;

3. Click Set to save the changes.

In order to recognize a mail message as spam it needs to score a certain amount of hits. The hits are scored according to the internal SpamAssassin settings and based on the contents of the mail messages and its subject. You can change the sensitivity of the spam filter by varying the amount of hits required for marking a message as spam. The more hits are required the less sensitive the filter is, and vice versa – the less hits are required the more sensitive the filter is.

1. The default amount of hits is set to 7. If you wish to change this value, click into the Hits required for spam input box and type in the new value.

2. Click Set to save the changes.

Messages recognized as spam are marked correspondingly so that they can be easily visually identified. In particular, a special string is added to the subject of the message (e.g., by default the string *****SPAM***** will be added to the spam messages subjects). You can change this string (or tag) to whatever you like, or even to disable this option.

1. In order to activate/deactivate the option of modifying the spam messages subject, check the Modify spam mail subject;

2. To change the text of the string, click into the input field and enter the new text;

3. Click Set to save the changes.

Note, that even if this option is not enabled, a header "X-Spam: Yes" will be added to the headers of any mail message recognized as spam.

Black list is a list of E-mail addresses, which are automatically considered as sending unsolicited mail – spam. Therefore, all messages coming from the E-mail addresses that match those specified in the black list will automatically be marked as spam.

You can add to the black list either exact E-mail addresses or patters, using wildcards (‘*’, e.g.: entry ‘*@spammers.online.com will cause all messages coming from the domain spammers.onine.com be marked as spam, regardless of what the exact mail name is).

NOTE

All the incoming mail will be filtered according to the server-wide black list settings. Mail users will receive their mail already processed according to them. Should any messages be coming from the addresses specified in the server-wide black list, the users will receive them already marked as spam (of course, if the Modify spam mail subject option was enabled).

1. Enter the E-mail address or pattern into the Email pattern input field;

2. Click Add to add the new entry to the black list.

White list contains E-mail addresses, which are automatically considered as trustworthy. Therefore, all messages coming from the E-mail addresses that match those specified in the white list will never be marked as spam.

You can add to the white list either exact E-mail addresses or patters, using wildcards (‘*’, e.g.: entry ‘*@your-company.com will cause all messages coming from the domain your-company.com not be marked as spam, regardless of the content of a message).

NOTE

All the incoming mail will be filtered according to the server-wide white list settings. Mail users will receive their mail already processed according to them. Should any messages be coming from the addresses specified in the server-wide white list, the users will receive them as sent from a trustworthy address, not a spam.

1. Enter the E-mail address or pattern into the Email pattern input field;
2. Click Add to add the new entry to the white list.

Ignore list contains E-mail addresses, no mail for which is to be filtered. You can add only the e-mail addresses registered in the control panel. All the messages coming to the E-mail addresses specified in the ignore list will not be processed by the spam filter at all.

1. Enter the E-mail address or pattern into the Email pattern input field;
2. Click Add to add the new entry to the ignore list.

This concludes setting up the server-wide spam mail filter. All the incoming mail will be processed according to these settings, and the users will receive their mail already processed by the filter. Further, if allowed (the Personal settings checkbox checked), the users can set up their own filtering rules and process the mail for their mail accounts according to them.

Configuring Mailman

For the initial mailman component configuration (applicable only to mailman versions 2.1.2 and later) follow these steps:

1. Click the Mailman Settings icon on the Server administration page.
2. Supply the mailing list administrator's email and password.
3. Click OK.

Once the mailman configuring is completed, this icon is displayed in gray.

Enabling ColdFusion Support

To enable ColdFusion scripting support for virtual domains, follow these steps:

1. Click the ColdFusion Settings icon at the Server administration page.
2. Select the desired installation configuration (Server Configuration or J2EE), and specify the destination directory.
3. Click OK.

Setting Up Dr.Web Antivirus Protection

Light version of the award-winning Dr Web antivirus filtering program is included in the default installation of Plesk. The license supports up to 15 mail accounts free of charge and can be upgraded to a version that will handle an unlimited number of mail accounts on a system. To obtain a license key for a larger number of mailboxes, please, contact sales@sw-soft.com

Installing Dr.Web Packages

If you do not have the Dr.Web packages installed on your server, follow these steps:

1. Install the RPM packages drweb and drweb-qmail from the Plesk distribution. The packages are located in /opt/drweb directory.
2. Change your working directory to the location where the Plesk distribution resides.
3. Run the following commands:

```
#rpm –i ./opt/drweb-4.31.4-plesk.glibc.2.2.i586.rpm

#rpm –i ./opt/drweb/drweb-qmail-4.31-rh9.build040617.14.i586.rpm
```

Once the required packages are installed, the Dr.Web service will start automatically.

Enabling Antivirus Checking For Mailboxes

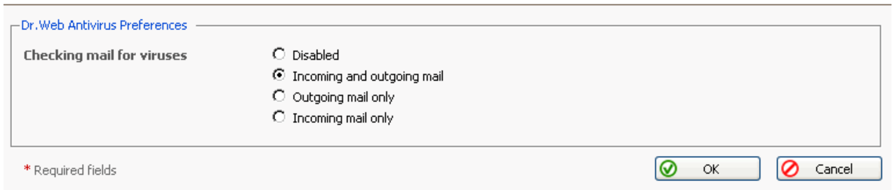
For a user's mailbox you can enable the antivirus scanner to work in one of the following modes: checking incoming and outgoing mail, checking outgoing mail only, and checking only incoming mail.

When antivirus scanning is enabled, all e-mail messages containing viruses are intercepted and placed to the directory /var/drweb/infected. You should clean this directory from time to time.

To enable antivirus scanning for a specific mailbox, follow these steps:

1. Access the mail name management functions, and click Dr.Web.

   The antivirus preferences page will appear:



Dr.Web Antivirus Preferences

Checking mail for viruses
- ○ Disabled
- ● Incoming and outgoing mail
- ○ Outgoing mail only
- ○ Incoming mail only

* Required fields

2. Select a required scanning mode and click OK.

Updating Antivirus Database

To update the antivirus database on demand, run the command # /opt/drweb/update/update.pl

It is recommended that you add this command to the Crontab in order to have the antivirus database automatically updated.

Setting Up PostgreSQL Administrator's Account

To set the database administrator's login and password follow these steps:

1. Click the PostgreSQL icon on the Server administration page. The Databases administrator credentials setup page will open.
2. To set the database administrator's login click into the appropriate text input field and type in the login name.
3. To change the password for an existing database, first enter the old password into the Old Password field, type the new password in the New Password and Confirm Password fields.

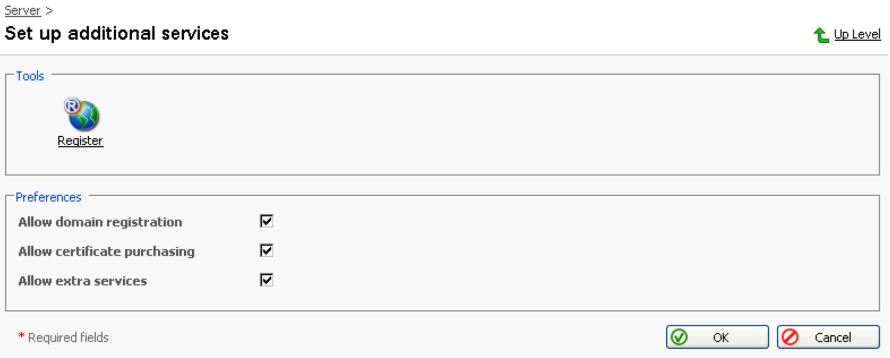
4. Click OK to submit.

Registering Your Server and Managing Access to Additional Services

As the administrator (server owner) you can get commissions on purchases made by your customers via My.Plesk.com service: domain registration, renewal, transfers, purchases of SSL certificates and third-party tools or services. To do this, you need to create a My.Plesk.com account and register your server (Plesk instance) with it. After that you will be able to track the purchases made by your customers via MPC and earn commissions. You can register multiple servers with a single My.Plesk.com account.

To enable/disable access to the My.plesk.com services from the control panel, follow these steps:

1. On the Server administration page click Add Services. The Additional Services Setup page appears:



Set up additional services

Allow domain registration ☑
Allow certificate purchasing ☑
Allow extra services ☑

* Required fields

2. Select (or deselect) the checkbox corresponding to the service you wish to activate (or deactivate).

3. Click OK to submit changes.

To register your server with MPC, follow these steps:

1. Click Register. The MPC Login page will open in a new browser window.

2. Enter your Login name and Password in the fields provided, click Log In to enter. You will be taken to the page My Commissions, and prompted to

register your server.

3. Click the button Register Server Now. The Server Registration page will open displaying your Plesk software license key number and your IP address.

4. Click OK to confirm your server registration.

Managing Control Panel SSL Certificates

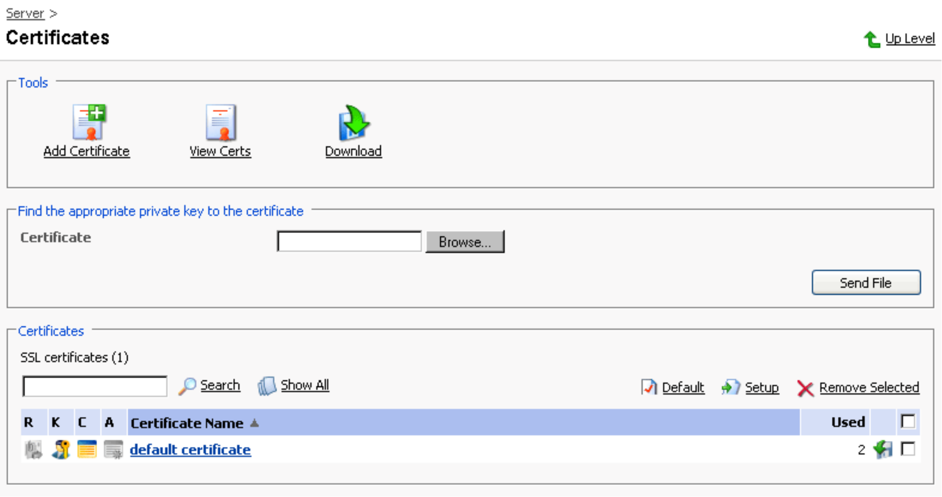
An SSL certificate represents a set of rules used when exchanging encrypted information between two computers. Certificates ensure secure communications; this is especially important when handling e-commerce transactions and other private transmittals. Only authorized users can access and read an encrypted data stream.

Notes on Certificates:

- A default SSL certificate is uploaded automatically for the control panel. However, this certificate will not be recognized by a browser as one that is signed by a certificate signing authority. The default SSL certificate can be replaced by either a self-signed certificate or one signed by a recognized certificate-signing authority.
- You can acquire SSL certificates from various sources. We recommend using the certificate signing request (CSR) option within Plesk. You can also purchase the certificate through the My.Plesk.com (MPC) web site.
- If using a SSL certificate issued by a certificate authority other than Thawte or Verisign, a rootchain certificate is required to appropriately identify and authenticate the certificate authority that has issued your SSL certificate.
- Once you have obtained a SSL certificate or a certificate part, you can upload it through Plesk using the instructions, which follow in this section.

Accessing the Control Panel SSL Certificates Repository

To access the Control Panel certificates repository, click the Certificates icon at the Server administration page. The certificates repository page will open displaying the list of available certificates:



R	K	C	A	Certificate Name ▲	Used	□
				default certificate	2	□

The four icons, preceding the certificate name in the list, indicate the present parts of a certificate. The icon displayed in the R column indicates that the Certificate Signing request part is present in the certificate, the icon in the K column indicates that the private key is contained within the certificate, the icon in the C column indicates that the SSL certificate text part is present and the icon in the A column indicates that CA certificate part is present. The number in the Used column indicates the number of IP addresses the certificate is assigned to.

Uploading a certificate file with finding the appropriate private key

After you have received your signed SSL certificate from the certificate authority you can upload it from the Certificate repository page. First make sure that the certificate file has been saved on your local machine or network. Use the Browse button to locate the certificate. Click Send File. The existing certificate with appropriate private key will be found and the certificate part will be added to the repository.

Changing certificate name

To change a certificate name follow these steps:

1. At the certificate repository page, select a certificate from the list. You will be taken to the SSL certificate properties page.
2. Click in the Certificate name field and edit the name as desired.
3. Click Set.

Viewing purchased certificates

After you have purchased your certificates through the control panel you can utilize the View Certs function to view the information about your SSL certificate(s).

Downloading a certificate from repository to the local machine

To download the certificate to the local machine, click the icon, corresponding to the required certificate. Select the location when prompted, specify the file name and click Save to save it.

Removing a certificate from repository

To delete one or more certificates from the repository, at the certificate repository page, select the corresponding checkboxes and click Remove Selected.

Downloading the certificate currently installed at the Control Panel

To download the currently installed Control Panel certificate to the local machine, click the the Download icon. Select the location when prompted, specify the file name and click Save to save it.

Setting the Control Panel certificate

To set up a certificate for your Control Panel, select a certificate by checking an appropriate checkbox, then click Setup. To make a certificate the one used by default, click Default.

Adding a certificate to the repository

To add a certificate to repository, click the Add Certificate icon at the Control panel certificate repository page. The SSL certificate creation page will open. On this page you can generate a self-signed certificate, certificate-signing request, purchase a SSL certificate, and add the certificate parts to an existing certificate.

NOTE

When acquiring or generating new certificates, make sure that the values you enter into the fields 'domain name', 'email address', 'state or province', 'location', 'organization name', and 'department name' do not exceed the limit of 64 symbols.

Generating a self-signed certificate

To generate a self-signed certificate follow these steps:

1. Specify the certificate name.
2. The Bits selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop-down list.
3. Select a country from the drop-down list
4. Specify the state or province, location (city).
5. Enter the appropriate organization name and department/division in the field provided.
6. Enter the Domain Name for which you wish to generate the self-signed certificate.
7. Specify the E-mail address.
8. Click the Self-Signed button. Your self-signed certificate will be immediately added to the repository.

Generating a Certificate Signing Request

To generate a certificate signing request (CSR) follow these steps:

1. Specify the certificate name.
2. The Bits selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop-down list.
3. Select a country from the drop-down list
4. Specify the state or province, location (city).
5. Enter the appropriate organization name and department/division in the field provided.

6. Enter the Domain Name for which you wish to generate the certificate signing request.

7. Click the Request button. A certificate signing request will be generated and added to the repository. You will be able to add the other certificate parts later on.

Purchasing a Certificate

To purchase a new certificate follow these steps:

1. Specify the certificate name.

2. The Bits selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop-down list.

3. Select your country from the drop-down list.

4. Enter your State or Province, your Location (City), Organization Name (Company), organization department (division name)

5. Enter the Domain Name for which you wish to purchase a SSL certificate.

6. Enter the domain administrator's e-mail address in the appropriate field.

7. Select the Buy Cert button. You will be taken step by step through the purchase procedure. It is important to note that you must make sure that all the provided information is correct and accurate, as it will be used to generate the private key.

When using Plesk to purchase your SSL certificate you will receive the certificate file via e-mail from the certificate signing authority. Follow the instructions in the "Uploading a certificate file with finding the appropriate private key" section to upload the certificate to the repository.

Uploading certificate parts

If you have already obtained a certificate containing private key and certificate part (and may be CA certificate), follow these steps to upload it:

1. At the certificate repository page, click the Add Certificate icon. You will be taken to the SSL certificate creation page.

2. In the Upload certificate files section of the page, use the Browse button to locate the appropriate certificate file or a required certificate part.

NOTE

Your certificate can be contained within one or several files, so you may upload the certificate by parts or as a single file, selecting it in several fields (Plesk will recognize the appropriate certificate parts and upload them correspondingly).

3. Click Send File. This will upload your certificate parts to the repository.

You can upload an existing certificate in two ways:

1. Choose a file from the local network and click the Send File button (.TXT files only).
2. Type in or paste the certificate text and private key into the text fields and click the Send Text button.

Uploading a CA certificate

For the certificates purchased through certificate signing authorities other than Verisign or Thawte you will receive what is typically called a CA Certificate, or rootchain certificate. The CA Certificate is used to appropriately identify and authenticate the certificate authority, which has issued your SSL certificate. To upload your CA Certificate, follow these steps:

1. At the certificate repository page, select a certificate from the list. You will be taken to the SSL certificate properties page.
2. Use the Browse button, within the section related to the certificate uploading, to locate the appropriate CA Certificate file.
3. Click Send File. This will upload your CA Certificate to the repository.

You can upload an existing certificate in two ways:

1. Choose a file from the local network and click the Send File button (.TXT files only).
2. Type in or paste the CA certificate text into the text field and click the Send Text button.

Generating a CSR using an existing private key

A situation may occur in some cases, that you have a certificate in the repository, which has only the private key part and the other parts are missing due to some reasons. To generate a new Certificate Signing Request using the existing private key, follow these steps:

1. At the certificate repository page, select from the list a certificate, which has the private key part only. You will be taken to the SSL certificate properties page.

2. Click Request.

Removing a certificate part

After you have uploaded a CA certificate part (rootchain certificate), you are able to remove it. To do so, follow these steps:

1. At the certificate repository page, select a certificate from the list. You will be taken to the SSL certificate properties page.

2. Click the Remove button located next to the CA certificate field.

Setting System-wide Preferences and Logo

You can set the following system-wide preferences:

- The number of lines displayed on the pages containing lists (i.e.: list of domains, list of clients, etc.),
- The length of interface button labels,
- Default interface language and skin that will be used for control panel sessions initiated by other users,
- Administrator's interface language and skin,
- Allowance of multiple simultaneous sessions under administrator's login,
- To avoid errors, you can choose to prevent users from working with the control panel until interface screens are completely loaded. While the control panel interface is being loaded, all interface controls will be unavailable and the "Loading. Please wait." message box will appear on the screen.
- Your host name,
- Apache restart interval: defining this might help decrease the Apache web server downtime, especially, if you have a large number of user accounts and domains hosted on server.
- For calculation of disk space usage, you can define whether to account the actual amount of disk space (filesystem allocation units) occupied by files and directories, or only size of files and directories in bytes.
- Server-wide statistics parameters.

To set the server-wide preferences follow these steps:

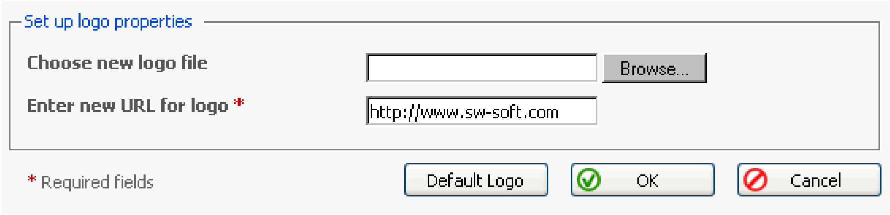
1. Click the Preferences icon on the Server administration page. The Server preferences page appears.

2. Adjust the settings as required, and click OK to submit.

Setting Up Your Logo

You may replace the default Plesk logo in the top banner area with your own logo. This provides you with a customized look for your interface. Also, it enables you to hyperlink the logo to your organization's web site. To change the logo on the interface, follow these steps:

1. Click the Logo Setup icon on the Server administration page. The Logo Setup page appears:



Set up logo properties

Choose new logo file

Enter new URL for logo * http://www.sw-soft.com

* Required fields

2. Click in the Choose new logo file text box and enter the name of the logo file you wish to use, or click the Browse... button and locate the desired file.

NOTE

You should use a GIF, JPEG or PNG format file for your logo, preferably not larger than 100 kilobytes to minimize the download time. It is recommended that you use an image of 50 pixels in height.

3. You have the option to create a hyperlink that activates when a user clicks on your logo. The link may take the user to a corporate URL or other web site. Click in the Enter new logo link URL box. Type in the URL.

4. Click OK to submit.

If you change your mind and wish to revert to the Plesk logo, use the Default Logo button.

Tracking User Actions

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

- Administrator information changed
- System service restarted, started, or stopped

- IP address added, removed, changed
- Client account created, deleted, personal or system information changed,
- The status of client account changed (enabled/disabled)
- Client's interface preferences changed
- Client's IP pool changed,
- The limit on disk space is reached for a client account,
- The limit on traffic is reached for a client account,
- The limit on disk space is reached for a domain,
- The limit on traffic is reached for a domain,
- Domain administrator account properties changed,
- Domain created, deleted, settings changed,
- Domain status changed (enabled/disabled),
- DNS zone updated for a domain,
- Subdomain created, deleted, settings changed,
- Client account limits changed,
- Client's permissions changed,
- Domain limits changed,
- Users logged in and out of the Control Panel,
- Mail names created, deleted, changed,
- Mailing list created, deleted, changed,
- Physical hosting created, deleted, changed,
- Web user account created, deleted, changed,
- Site application installed, reconfigured, uninstalled,
- Site application package installed, uninstalled,
- License key updated.

To configure the action log settings, follow these steps:

1. Click the Action Log icon on the Server administration page. The Action log settings page will open.
2. In the Logged actions group, select the actions to be logged using the checkboxes.
3. In the Store records in the database field, specify the action log cleaning options: on a daily, weekly or monthly basis, or in accordance with the specified number of records stored in the database. To retain all action log records, select the Do not remove records option.
4. To apply all the changes made, click OK.

To download the action log to the local machine, in the Log files section, select the time period using the drop-down boxes, and click Download. The dialog window will open, prompting you to select the location for the downloaded log file to be saved to. Select the location, and click Save.

To clear the action log, use the Clear Log button.

Using Event Manager

The Event Manager is designed to help you organize data interchange between Plesk and external systems. It works the following way: you create a script to be executed upon a certain control panel event, and then create an event handler that triggers the event processing. You can assign several handlers to a single event.

IMPORTANT

Plesk administrator can create the event handlers that will be run on the server on behalf of user root. If you wish to restrict usage of the root account, create an empty file with name **`root.event_handler.lock`** in the location **`/usr/local/psa/var/`**.

Adding an Event Handler

For instance, let's create an event handler for the 'client account creation' event. The handler will accept a client name as the first parameter, and the client's login as the second. For simplicity we will use a shell-script called test-handler.sh that looks as follows:

```
--------------------------------------------------------------------
#!/bin/bash
echo "--------------" >> /tmp/event_handler.log
/bin/date             >> /tmp/event_handler.log #
information on the event date and time
/usr/bin/id           >> /tmp/event_handler.log #
information on the user, on behalf of which the script was
executed (to ensure control)
echo "client created" >> /tmp/event_handler.log #
information on the created client account
echo "name: $1"       >> /tmp/event_handler.log # client's
name
echo "login: $2"      >> /tmp/event_handler.log # client's
login
echo "--------------" >> /tmp/event_handler.log
--------------------------------------------------------------------
```

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

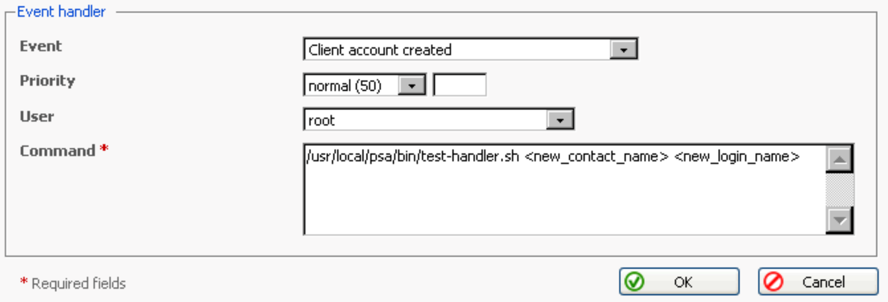
Suppose, that our script is located in the directory /usr/local/psa/bin (for instance). Let's register it by creating an event handler via the control panel:

1. Select the Server shortcut in the navigation pane.

2.

Event Manager icon on the Server administration page. The Event Manager page will appear.

3. Click the Add New Event Handler icon. The event handler setup page appears:



Event handler

Event	Client account created
Priority	normal (50)
User	root
Command *	/usr/local/psa/bin/test-handler.sh <new_contact_name> <new_login_name>

* Required fields

4. Select the event, you wish to assign a handler to in the Event drop-down box.

5. Select the priority for handler execution, or specify a custom value. To do this, select custom in the Priority drop-down list and type in the value. Note, when assigning several handlers to a single event you can specify the handler execution sequence, setting different priorities (higher value corresponds to a higher priority).

6. Select the system user, on behalf of which the handler will be executed.

7. In the Command input field, specify a command to be executed upon the selected event. In our example it is /usr/local/psa/bin/test-handler.sh <new_contact_name> <new_login_name>

8. Click OK.

Note

In the command we have specified the parameters in the angle brackets <new_contact_name> and <new_login_name>. Before executing the handler, they will be replaced with name and login of the created client respectively. The entire list of available parameters is provided in the following section. You should keep in mind that with the removal operations, the parameters of type new_xxx contain an empty string. And with creation operations the parameters of type old_xxx contain an empty string.

Now if you login to your Plesk control panel and create a new client, specifying the value 'Some Client' in the 'Contact name' field, and 'some_client' in the field

'Login', the handler will be invoked, and the following records will be added to the /tmp/event_handler.log:

```
--------------
        Sat Jun 26 21:46:34 NOVT 2004
        uid=0(root) gid=0(root) groups=0(root)
        client created
        name: Some client
        login: some_client
        --------------
```

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

Removing Event Handlers

In order to remove one or several event handlers, in the list of handlers select the corresponding checkboxes and click Remove selected.

Available Event Handler Parameter Templates

The parameter templates that can be used when setting up an event handler are presented in the table below:

Table 2.1.

Component name/description	Command line parameter		Notes
	Old component value	New component value	
For the events 'Client account created', 'Client account updated', 'Client account removed'			
Login Name	old_login_name	new_login_name	required
Contact Name	old_contact_name	new_contact_name	required
Company Name	old_company_name	new_company_name	
Phone	old_phone	new_phone	
Fax	old_fax	new_fax	
E-mail	old_email	new_email	
Address	old_address	new_address	
City	old_city	new_city	
State/Province	old_state_province	new_state_province	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Postal/ZIP Code	old_postal_zip_code	new_postal_zip_code	
Country	old_country	new_country	
For the events 'Domain created', 'Domain updated', 'Domain deleted'			
Domain Name	old_domain_name	new_domain_name	required
For the events 'Subdomain created', 'Subdomain updated', 'Subdomain deleted'			
Subdomain Name	old_subdomain_name	new_subdomain_name	required
Parent Domain Name	old_domain_name	new_domain_name	required
FTP account	old_system_user_type	new_system_user_type	
Subdomain administrator's login name	old_system_user	new_system_user	
Hard disk quota	old_hard_disk_quota	new_hard_disk_quota	
SSI support	old_ssi_support	new_ssi_support	
PHP support	old_php_support	new_php_support	
CGI support	old_cgi_support	new_cgi_support	
Perl support	old_mod_perl_support	new_mod_perl_support	
Python support	old_mod_python_support	new_mod_python_support	
ColdFusion support	old_coldfusion_support	new_coldfusion_support	
Apache::ASP support	old_apache_asp_support	new_apache_asp_support	
SSL support	old_ssl_support	new_ssl_support	
For the events 'Physical hosting created', 'Physical hosting updated'			
Domain Name	old_domain_name	new_domain_name	required
IP Address	old_ip_address	new_ip_address	
IP Type	old_ip_type	new_ip_type	
System User	old_system_user	new_system_user	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
System User Password	old_system_user_password	new_system_user_password	
Shell Access	old_system_shell	new_system_shell	
FP Support	old_fp_support	new_fp_support	
FP-SSL Support	old_fpssl_support	new_fpssl_support	
FP Authoring	old_fp_authoring	new_fp_authoring	
FP Admin Login	old_fp_admin_login	new_fp_admin_login	
FP Admin Password	old_fp_admin_password	new_fp_admin_password	
SSI Support	old_ssi_support	new_ssi_support	
PHP Support	old_php_support	new_php_support	
CGI Support	old_cgi_support	new_cgi_support	
Mod Perl Support	old_mod_perl_support	new_mod_perl_support	
Apache ASP Support	old_apache_asp_support	new_apache_asp_support	
SSL Support	old_ssl_support	new_ssl_support	
Web Statistics	old_web_statistics	new_web_statistics	
Custom Error Documents	old_apache_error_documents	new_apache_error_documents	
Hard Disk Quota	old_hard_disk_quota	new_hard_disk_quota	
For the event 'Physical hosting deleted'			
Domain Name	old_domain_name	new_domain_name	required
For the events 'Mail name created', 'Mail name deleted'			
Mail name	old_mailname	new_mailname	required (in the format mailname@domain)
For the event 'Mail name updated'			
Mail name	old_mailname	new_mailname	required (in the

Component name/description	Command line parameter		Notes
	Old component value	New component value	
			format mailname@domain)
Mailbox	old_mailbox	new_mailbox	
Password	old_password	new_password	
Mailbox Quota	old_mailbox_quota	new_mailbox_quota	
Redirect	old_redirect	new_redirect	
Redirect Address	old_redirect_address	new_redirect_address	
Mail Group	old_mail_group	new_mail_group	
Autoresponders	old_autoresponders	new_autoresponders	
Mail User Control Panel Access	old_mail_controlpanel_access	new_mail_controlpanel_access	
For the event 'Web user deleted'			
Domain Name	old_domain_name	new_domain_name	required
Web user Name	old_webuser_name	new_webuser_name	required
For the events 'Web user created', 'Web user updated'			
Domain Name	old_domain_name	new_domain_name	required
Web User Name	old_webuser_name	new_webuser_name	required
Web User Password	old_webuser_password	new_webuser_password	
SSI Support	old_ssi_support	new_ssi_support	
PHP Support	old_php_support	new_php_support	
CGI Support	old_cgi_support	new_cgi_support	
Mod Perl Support	old_mod_perl_support	new_mod_perl_support	
Mod Python Support	old_mod_python_support	new_mod_python_support	
Apache ASP Support	old_apache_asp_support	new_apache_asp_support	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Hard Disk Quota	old_hard_disk_quota	new_hard_disk_quota	
For the event 'Client limits updated'			
Contact Name	old_contact_name	new_contact_name	required
Maximum Number of Domains	old_maximum_domains	new_maximum_domains	
Maximum Amount of Disk Space	old_maximum_disk_space	new_maximum_disk_space	
Maximum Amount of Traffic	old_maximum_traffic	new_maximum_traffic	
Maximum Number of Web Users	old_maximum_webusers	new_maximum_webusers	
Maximum Number of Databases	old_maximum_databases	new_maximum_databases	
Maximum Number of Mailboxes	old_maximum_mailboxes	new_maximum_mailboxes	
Mailbox Quota	old_maximum_mailbox_quota	new_maximum_mailbox_quota	
Maximum Number of Mail Redirects	old_maximum_mail_redirects	new_maximum_mail_redirects	
Maximum Number of Mail Groups	old_maximum_mail_groups	new_maximum_mail_groups	
Maximum Number of Mail Autoresponders	old_maximum_mail_autoresponders	new_maximum_mail_autoresponders	
Maximum Number of Mailing Lists	old_maximum_mail_lists	new_maximum_mail_lists	
Maximum Number of Java Applications	old_maximum_tomcat_web_applications	new_maximum_tomcat_web_applications	
Expiration Date	old_expiration_date	new_expiration_date	
For the event 'Domain limits updated'			
Domain Name	old_domain_name	new_domain_name	required

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Maximum Amount of Disk Space	old_maximum_disk_space	new_maximum_disk_space	
Maximum Amount of Traffic	old_maximum_traffic	new_maximum_traffic	
Maximum Number of Web Users	old_maximum_webusers	new_maximum_webusers	
Maximum Number of Databases	old_maximum_databases	new_maximum_databases	
Maximum Number of Mailboxes	old_maximum_mailboxes	new_maximum_mailboxes	
Mailbox Quota	old_maximum_mailbox_quota	new_maximum_mailbox_quota	
Maximum Number of Mail Redirects	old_maximum_mail_redirects	new_maximum_mail_redirects	
Maximum Number of Mail Groups	old_maximum_mail_groups	new_maximum_mail_groups	
Maximum Number of Mail Autoresponders	old_maximum_mail_autoresponders	new_maximum_mail_autoresponders	
Maximum Number of Mailing Lists	old_maximum_mail_lists	new_maximum_mail_lists	
Maximum Number of Java Applications	old_maximum_tomcat_web_applications	new_maximum_tomcat_web_applications	
Expiration Date	old_expiration_date	new_expiration_date	
For the events 'Mailing list created', 'Mailing list updated', 'Mailing list deleted'			
Domain Name	old_domain_name	new_domain_name	required
Mailing list name	old_mail_list_name	new_mail_list_name	required
Mailing list enabled	old_mail_list_enabled	new_mail_list_enabled	
For the events 'Control panel user logged in', 'Control panel user logged out'			
Contact Name	old_contact_name	new_contact_name	
For the event 'Domain administrator account updated'			

Component name/description	**Command line parameter**		**Notes**
	Old component value	**New component value**	
Allow domain administrator access	old_allow_domain_user_access	new_allow_domain_user_access	
Login Name	old_login_name	new_login_name	required
Domain Name	old_domain_name	new_domain_name	required
Contact Name	old_contact_name	new_contact_name	
Company Name	old_company_name	new_company_name	
Phone	old_phone	new_phone	
Fax	old_fax	new_fax	
E-mail	old_email	new_email	
Address	old_address	new_address	
City	old_city	new_city	
State/Province	old_state_province	new_state_province	
Postal/ZIP Code	old_postal_zip_code	new_postal_zip_code	
Country	old_country	new_country	
For the events 'Site application installed', 'Site application reconfigured', Site application uninstalled'			
Site application package name	old_site_application_package_name	new_site_application_package_name	required
Domain type (domain or subdomain)	old_site_application_domain_type	new_site_application_domain_type	required
Installation path (httpdocs or httpsdocs)	old_site_application_directory	new_site_application_directory	required
Installation path within the destination directory	old_site_application_installation_prefix	new_site_application_installation_prefix	required
For the events 'Site application package installed', 'Site application package uninstalled'			
Site application package name	old_site_application_package_name	new_site_application_package_name	required

Component name/description	Command line parameter		Notes
	Old component value	New component value	
For the events 'Service stopped, started, or restarted'			
Service	old_service	new_service	required
For the events 'IP address created, changed, or deleted'			
IP address	old_ip_address	new_ip_address	required
IP mask	old_ip_mask	new_ip_mask	
Interface	old_interface	new_interface	
IP type	old_ip_type	new_ip_type	
For the events 'Forwarding created, changed, deleted'			
Domain name	old_domain_name	new_domain_name	required
Forwarding type	old_forwarding_type	new_forwarding_type	
URL	old_url	new_url	
For the event 'Administrator information changed'			
Login name	old_login_name	new_login_name	required
Contact name	old_contact_name	new_contact_name	
Company name	old_company_name	new_company_name	
Phone number	old_phone	new_phone	
Fax	old_fax	new_fax	
E-mail	old_email	new_email	
Address	old_address	new_address	
CIty	old_city	new_city	
State/Province	old_state_province	new_state_province	
Postal/Zip code	old_postal_zip_code	new_postal_zip_code	
Country	old_country	new_country	
For the events 'Site application installed, reconfigured, uninstalled'			
Site application name	old_package_name	new_package_name	required

Component name/description	Command line parameter		Notes
	Old component value	New component value	
For the events 'Client status updated'			
Contact name	old_contact_name	new_contact_name	required
Login name	old_login_name	new_login_name	required
Status	old_status	new_status	
For the events 'Client preferences updated'			
Contact name	old_contact_name	new_contact_name	required
Login name	old_login_name	new_login_name	required
Page size	old_lines_per_page	new_lines_per_page	
Interface skin	old_interface_skin	new_interface_skin	
For the event 'Client's IP pool changed'			
Contact name	old_contact_name	new_contact_name	required
IP address	old_ip_address	new_ip_address	required
Status	old_status	new_status	
For the event 'Limit on disk space reached for the client account'			
Disk space limit	old_maximum_disk_space	new_maximum_disk_space	required
For the events 'Limit on traffic reached for the client account'			
Traffic limit	old_maximum_traffic	new_maximum_traffic	
For the events 'Domain status changed'			
Domain name	old_domain_name	new_domain_name	required
Domain status	old_status	new_status	
For the event 'DNS zone updated for domain'			
Domain name	old_domain_name	new_domain_name	required
For the event 'Limit on disk space reached for domain'			
Disk space limit	old_maximum_disk_space	new_maximum_disk_space	
For the event 'Limit on traffic reached for domain'			

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Traffic limit	old_maximum_traffic	new_maximum_traffic	
For the event 'License key update'			
License key number	old_license	new_license	Required
License key type (Plesk, additional)	old_license_type	new_license_type	
License key name (for additional keys)	old_license_name	new_license_name	

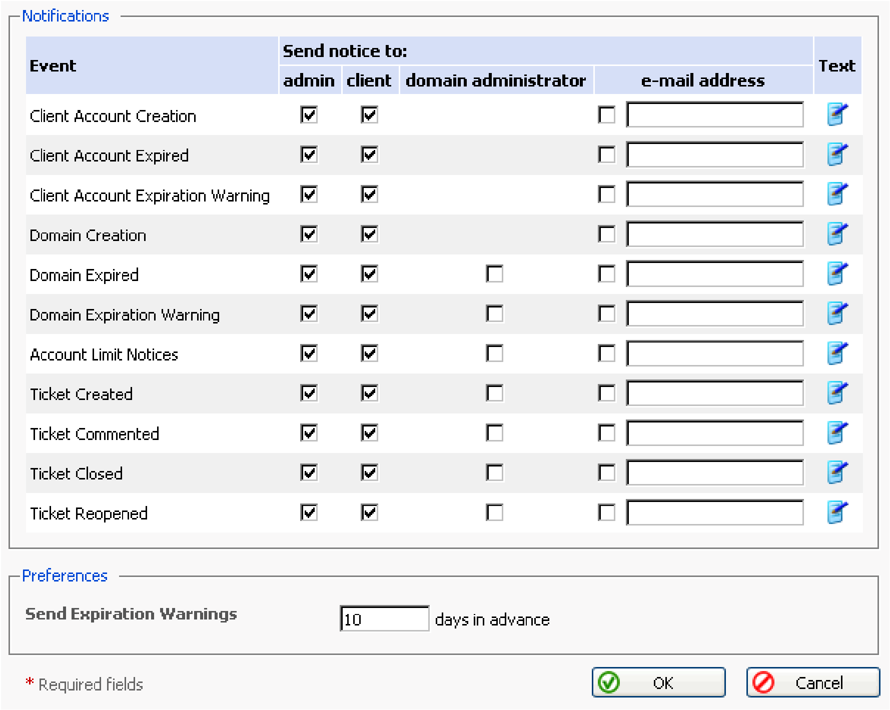
Enabling E-mail Notification

You can configure Plesk so as to notify you or other control panel users by e-mail of the following system events:

- client account creation,
- client account expiration,
- new domain creation,
- domain expiration,
- account limits exceeded,
- trouble ticket submitted,
- trouble ticket commented,
- trouble ticket closed,
- trouble ticket reopened.

To enable e-mail notifications, follow these steps:

1. On the Server administration page click the Notifications icon. The Notification Subscription page appears:



Notifications

Event	Send notice to:				Text
	admin	client	domain administrator	e-mail address	
Client Account Creation	☑	☑		□	✎
Client Account Expired	☑	☑		□	✎
Client Account Expiration Warning	☑	☑		□	✎
Domain Creation	☑	☑		□	✎
Domain Expired	☑	☑	□	□	✎
Domain Expiration Warning	☑	☑	□	□	✎
Account Limit Notices	☑	☑	□	□	✎
Ticket Created	☑	☑	□	□	✎
Ticket Commented	☑	☑	□	□	✎
Ticket Closed	☑	☑	□	□	✎
Ticket Reopened	☑	☑	□	□	✎

Preferences

Send Expiration Warnings 10 days in advance

* Required fields

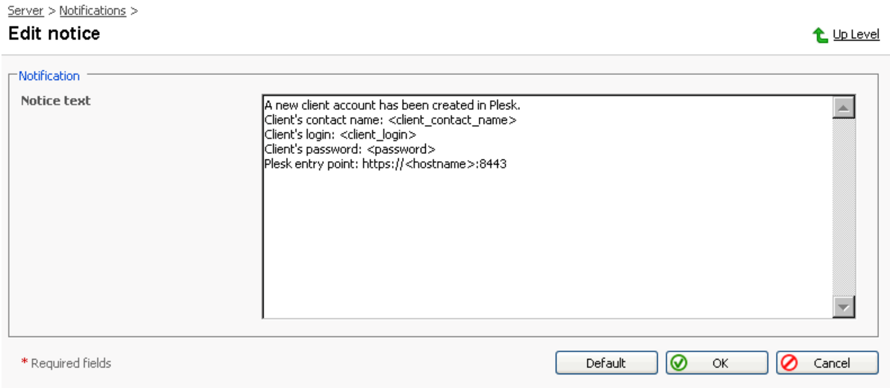
2. Select the events and the appropriate types of users you wish to be notified using the checkboxes in the Send notice to: admin, client, domain administrator, and e-mail address columns.

3. Enable sending expiration warnings in advance by specifying the necessary value in the appropriate field. Note that expiration warning message is sent once in a specified number of days prior to the domain or client account expiration date.

4. Click OK to submit all changes.

To edit the default notification message text, follow these steps:

1. On the Notification subscription page click on the icon ✎ (Edit notice text), related to the desired system event. Notification editing page appears:



A new client account has been created in Plesk.
Client's contact name: <client_contact_name>
Client's login: <client_login>
Client's password: <password>
Plesk entry point: https://<hostname>:8443

2. Click Default, if you wish to use the default notice text. Enter or edit the notice text as desired.

3. Click OK.

When composing a notice you can use several tags that will be replaced with the actual data retrieved from the Plesk database:

Creation of a client account

- <client> or <client_contact_name> - client's contact name
- <client_login> - client's login name
- <password> - user's password
- <hostname> - host name for control panel access

Client account expiration

- <client_login> - client's login name
- <client> or <client_contact_name> - client's contact name
- <expiration_date> - client account expiration date

Client account expiration warning

- <client_login> - client's login name
- <client> or <client_contact_name> - client's contact name
- <expiration_date> - client account expiration date

New domain creation

- <domain_name> or <domain> - domain name
- <client_login> - client's login name
- <client> or <client_contact_name> - client's contact name
- <ip> - ip address pointing to the domain name

Domain expiration

- <domain_name> or <domain> - domain name

- <client_login> - client's login name
- <client_contact_name> or <client> - client's contact name
- <expiration_date> - domain expiration date

Domain expiration warning

- <domain_name> or <domain>- domain name
- <client_login> - client's login name
- <client> or <client_contact_name> - client's contact name
- <expiration_date> - domain expiration date

Account limit notices

- <domain> or <domain_name> - domain name
- <client_login> - client login name
- <client> or <client_contact_name> - client's contact name
- <disk_usage> - information on disk space usage
- <disk_space_limit> - information on the disk space limit set for the account
- <traffic> - information on traffic usage
- <traffic_limit> - the traffic limit

Help Desk system notices

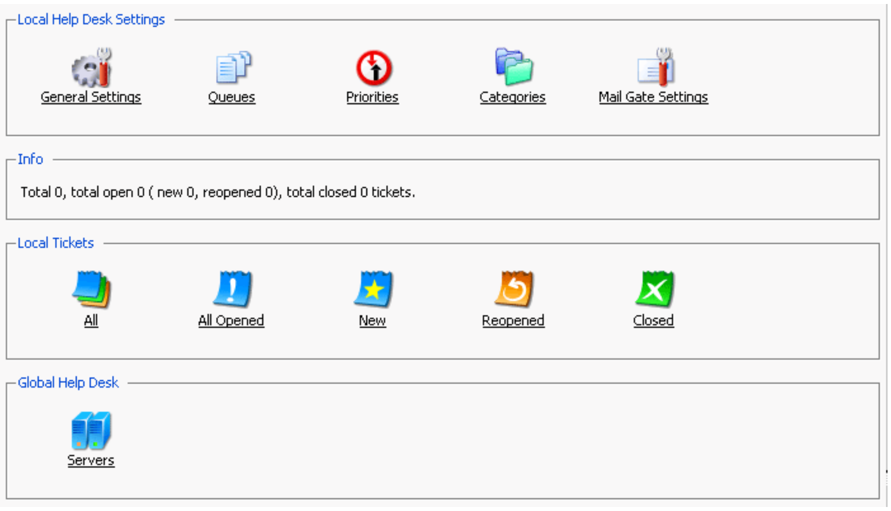
- <ticket_id> - trouble ticket identification number
- <ticket_comment> - trouble ticket comment

Configuring the Help Desk

The Help Desk solution integrated with Plesk provides the server administrator with an easy-to-use interface for handling technical assistance requests submitted by the control panel users.

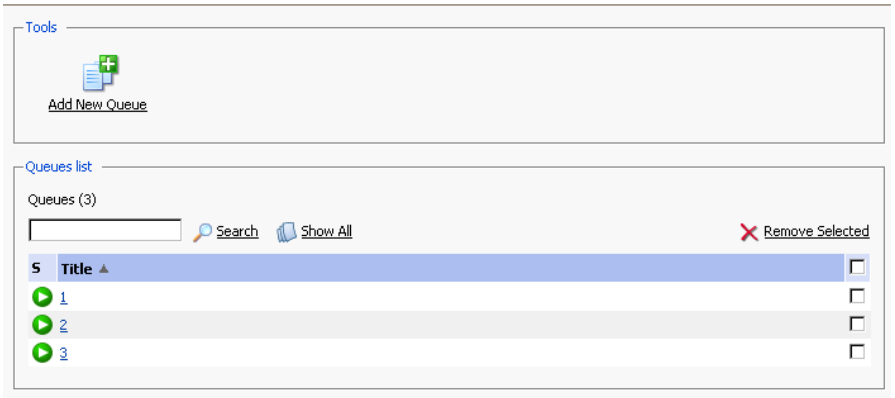
Before users are able to submit the trouble tickets, you should perform an initial configuration of Help Desk. To this effect, you should create at least one instance of Queue, Priority and Category and then activate the Help Desk:

1. Select the Help Desk shortcut in the navigation pane. The Help Desk's main page opens:



Total 0, total open 0 (new 0, reopened 0), total closed 0 tickets.

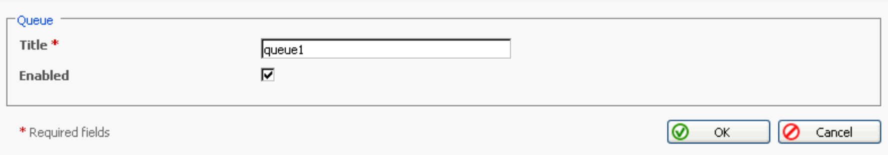
2. To create a new Queue, select the Queues icon. The page opens displaying the queues registered in the system:



Queues (3)

S	Title ▲	□
●	1	□
●	2	□
●	3	□

3. Select the Add New Queue icon. The queue properties page appears:



Title *	queue1
Enabled	☑

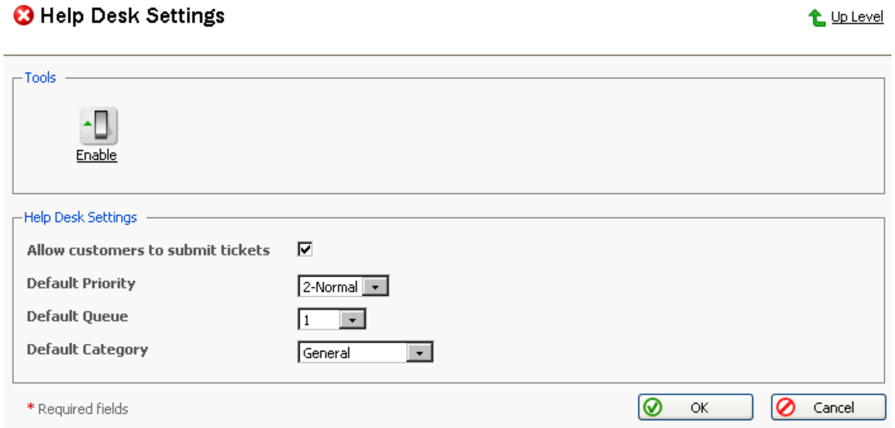
* Required fields

4. Enter a title, select the Enabled checkbox and click OK.

5. In the same manner create at least one Priority and one Category using respective Priorities and Categories icons on the main Help Desk System’s page.

6. Once the queue, priority and category are created, return to the main Help

Desk page and click General Settings. The General Settings page opens:



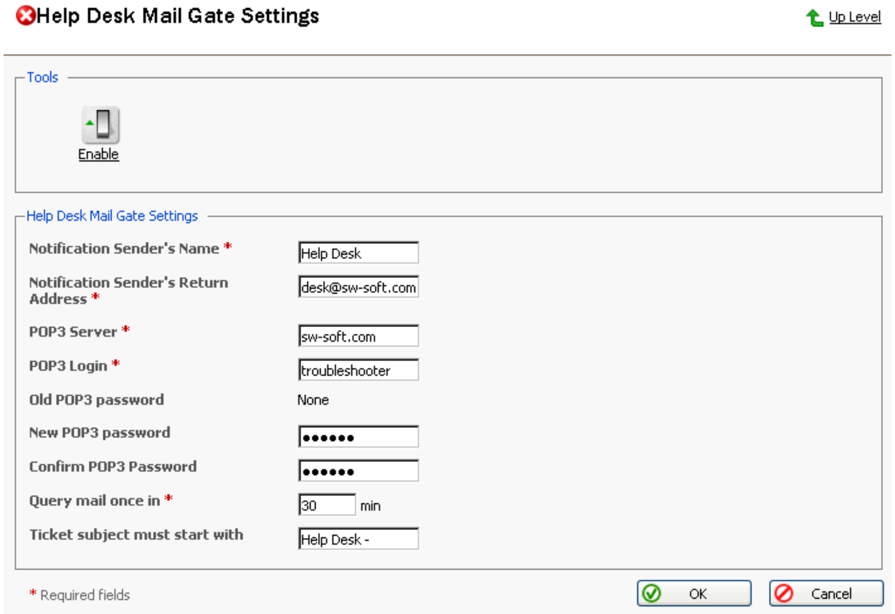
Allow customers to submit tickets	☑
Default Priority	2-Normal
Default Queue	1
Default Category	General

7. Select the "Allow customers to submit tickets" checkbox, and select the default queue, priority and category, created at the previous steps. Click the Enable icon. Help Desk is now activated. Click OK.

You can also allow submitting tickets by e-mail. To do this you need to configure the mail gate:

1. On the main Help Desk page, click the Mail Gate Settings icon.

   The mail gate configuration page opens:



Notification Sender's Name *	Help Desk
Notification Sender's Return Address *	desk@sw-soft.com
POP3 Server *	sw-soft.com
POP3 Login *	troubleshooter
Old POP3 password	None
New POP3 password	••••••
Confirm POP3 Password	••••••
Query mail once in *	30 min
Ticket subject must start with	Help Desk -

2. Fill out the following fields:

- Notification Sender's Name - the name that will be set up in the e-mail notification messages
- Notification Sender's Return Address - the notification sender’s return e-mail address
- POP3 Server - POP3 server, the mail should be fetched from
- POP3 Login - login name for accessing the POP3 server
- New POP3 password - POP3 password that will be used for getting mail
- Confirm POP3 Password - password confirmation
- Query mail once in - [ ] min – define the time interval between mail queries.
- Ticket subject must start with [ ] – specify the combination of symbols the subject line of mail messages must start with. This can help to filter out spam.

3. Once the required fields are filled out, click Enable. The mail gate is activated.

4. Click OK to return to the main page.

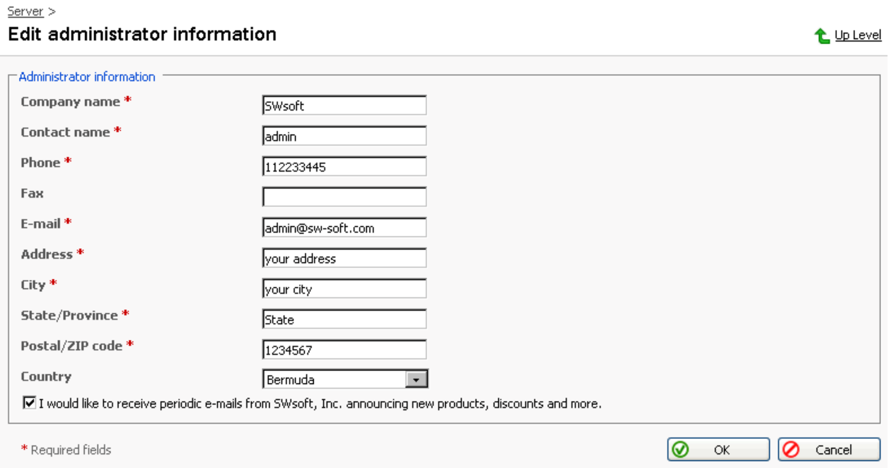
Chapter 3. Performing Administrative Tasks

This chapter focuses on administrative tasks you perform when administering your Plesk system. The operations described are available only when you are logged on as administrator to your system.

Editing Administrator's Information and Password

To enter or edit Administrator's information, follow these steps:

1. On the Server administration page, click Edit. The Administrator's information editing page appears:



Server >

Edit administrator information

Administrator information

Company name *	SWsoft
Contact name *	admin
Phone *	112233445
Fax	
E-mail *	admin@sw-soft.com
Address *	your address
City *	your city
State/Province *	State
Postal/ZIP code *	1234567
Country	Bermuda

☑ I would like to receive periodic e-mails from SWsoft, Inc. announcing new products, discounts and more.

* Required fields

2. Click in any of the desired fields and type in the necessary data. All required fields are marked with asterisks.

3. Click OK to submit.

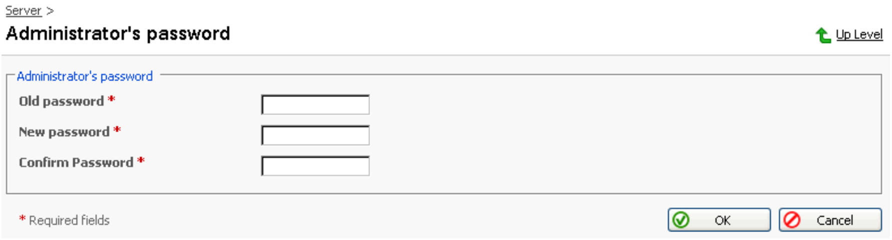
NOTE

When you change the administrative email address, be sure to inform your users of the new address.

To change the administrative password follow these steps:

1. On the Server administration page, click Change Password. The

Administrator's password page appears:


Server >

Administrator's password

Administrator's password

Old password * □

New password * □

Confirm Password * □

* Required fields

2. Click in the Old password text box and enter your current password.

3. Click in the New password text box and enter the password you wish to change to.

4. Click in the Confirm Password text box and re-enter the new password, exactly as you entered it in the New password text box.

5. Click OK.

⚠ If you forget your password

If you forget your password, you can use the password reminder feature available from the control panel login screen, however you should keep in mind that sending administrator's password by e-mail is insecure. You can look up your password in the /etc/psa/.psa.shadow file.

Starting and Stopping Plesk Services

To manage Plesk services from the control panel, follow these steps:

1. Click the Service Management icon on the Server administration page. The Services management page appears. The current state of a service is marked by an icon: ▶ (On) for the service running, ✖ (Off) for the service stopped, and ● if service is not installed or its management capabilities are not supported by the license key.

2. To start a service: click ▶ (Start service).

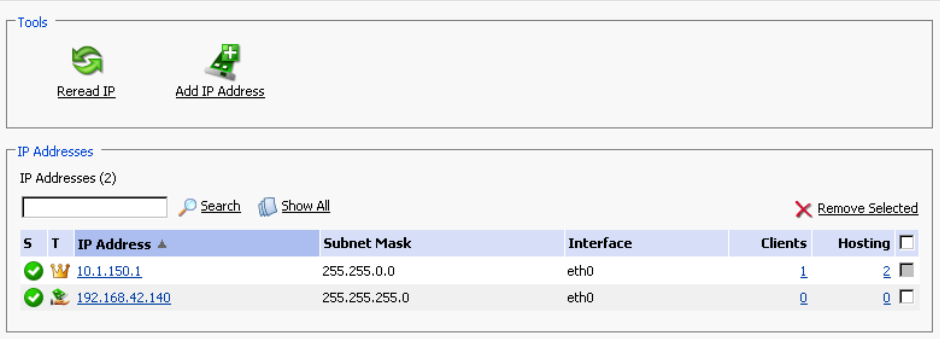
   To stop a service: click ■ (Stop service).

   To restart a service: click ○ (Restart service).

Managing Server IP Addresses

If your server has more than one IP address or is on more than one network interface, you can use the IP Addresses function in order to control IP addresses on system network interfaces.

To do this, click the IP Addresses icon on the Server administration page. The IP addresses management page appears displaying the list of IP addresses available in the system:



Tools

Reread IP

Add IP Address

IP Addresses

IP Addresses (2)

Search

Show All

Remove Selected

S	T	IP Address ▲	Subnet Mask	Interface	Clients	Hosting ☐
✓	♛	10.1.150.1	255.255.0.0	eth0	1	2 ☐
✓		192.168.42.140	255.255.255.0	eth0	0	0 ☐

The icons in the S and T columns represent the IP address state and type (exclusive or shared) respectively, the numbers shown in the Clients and Hosting columns indicate whether the ip address is used by clients and hosting accounts.

NOTE

You can allocate IPs as either *exclusive*, meaning that a single user obtains the exclusive rights to this IP, or *shared*, meaning that this IP is shared among many clients (i.e. one IP can be used for hosting by many clients).

At this page, you can add and remove ip addresses, refresh the list of ip addresses, access ip properties editing.

To remove an IP from the network interface, select a checkbox corresponding to the IP you wish to remove, and click Remove Selected.

NOTE

You cannot remove the main interface IP from the Plesk control panel; the corresponding checkbox appears as disabled.

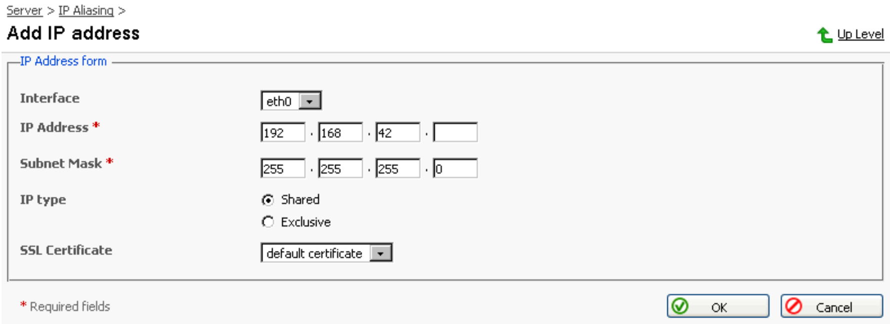
IMPORTANT

When the new IP addresses appear on the interface, but are not displayed in the control panel, you may have to refresh the list of IP addresses manually. To do this, click Reread IP.

Adding a new IP address

To add an IP to a Plesk managed server, follow these steps:

1. On the IP addresses management page, click the Add IP Address icon. The IP address adding page will open:



Server > IP Aliasing >

Add IP address

IP Address form

Interface	eth0
IP Address *	192 . 168 . 42 .
Subnet Mask *	255 . 255 . 255 . 0
IP type	● Shared ○ Exclusive
SSL Certificate	default certificate

* Required fields

2. Using the Interface drop-down box, select the network interface the IP will be added to. Specify the appropriate IP address and Subnet Mask in the input fields provided. Define the IP address type (Shared or Exclusive) and select the SSL certificate to be used for the hosting accounts created using this IP.

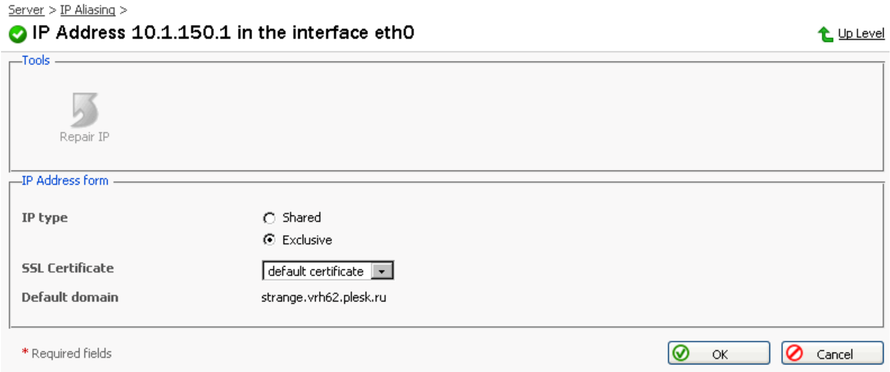
3. Click OK to submit. Once submitted, the new address remains on the screen to facilitate the entry of multiple addresses.

NOTE

You cannot add random IP addresses; they must be assigned.

Editing the IP address properties: changing the IP type, assigning a SSL certificate to an IP, repairing an IP

1. At the IP addresses management page, select the ip address you wish to edit. The IP editing page will open:



IP Address 10.1.150.1 in the interface eth0

IP type	○ Shared ● Exclusive
SSL Certificate	default certificate
Default domain	strange.vrh62.plesk.ru

* Required fields

2. To change the IP address type to Shared or Exclusive, select the respective radio button.

3. To assign a SSL certificate to the IP, select the required SSL certificate from the drop-down list of certificates available from the repository.

4. In case if an IP address is missing on the interface, try restoring it using the Repair IP icon.

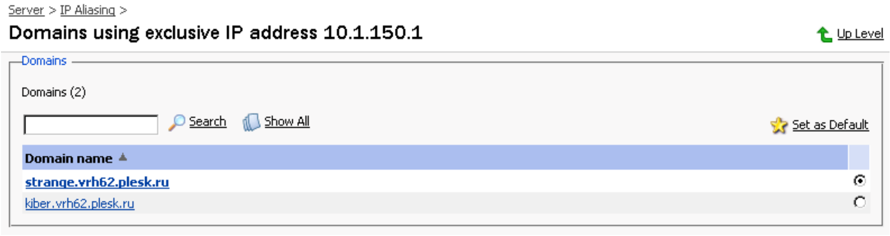
5. Click OK to submit your changes.

Selecting a 'default domain'

The default domain seen in the IP properties is the domain, which has the highest priority defined in the web server configuration file over all domains using the given ip address for hosting. This means that all requests coming to the IP address and not recognized by Web server will be directed to the virtual host of the domain selected as default. If the default domain does not have physical hosting configured or the default domain is not assigned to the IP address, the request will be directed to the default virtual host. This feature allows accessing a domain by specifying an IP address in the address bar of the web browser.

To assign the default domain for the given IP address, follow these steps:

1. At the IP addresses management page, click on the number in the Hosting column of the list, corresponding to the necessary IP address. The page will open displaying the list of domains hosted using this IP address:



Domains using exclusive IP address 10.1.150.1

Domains (2)

Domain name ▲	
strange.vrh62.plesk.ru	●
kiber.vrh62.plesk.ru	○

2. Select the domain using the corresponding radio button.

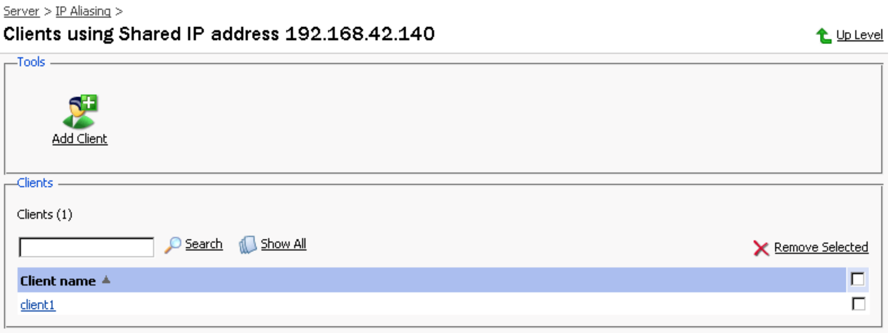
3. Click Set as Default. Now the default domain is assigned.

Managing the clients granted a specific IP address

Accessing the list of clients sharing the same IP address

To access the list of clients, follow these steps:

- At the IP addresses management page, click on the number in the Clients column of the list, corresponding to the necessary IP address. The page will open displaying the list of clients who have this IP address in the IP pool:



Server > IP Aliasing >

Clients using Shared IP address 192.168.42.140

Up Level

Tools

Add Client

Clients

Clients (1)

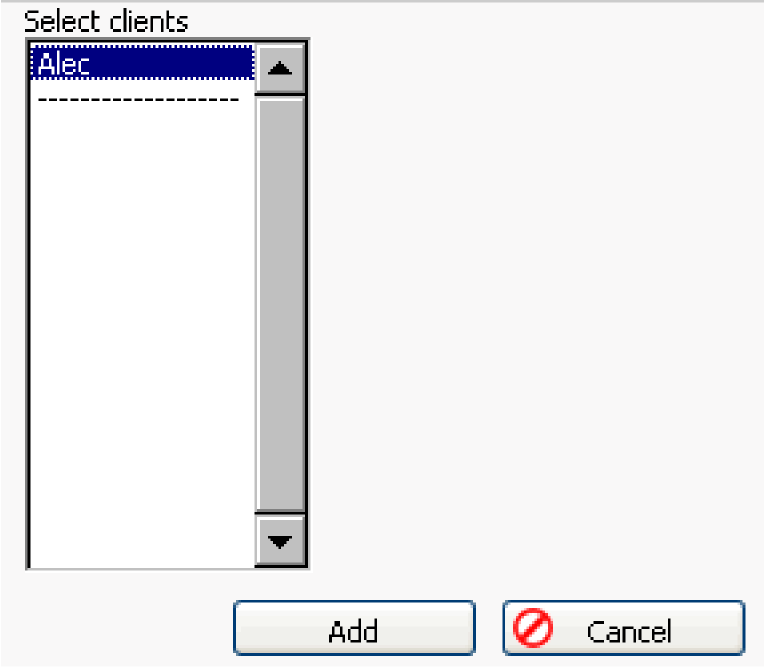
Search   Show All   Remove Selected

Client name ▲	□
client1	□

Adding IP address to client's IP pool

From this page you can add this ip address to the ip pool of a certain client:

1. Select the Add Client icon on this page. The clients selection dialog window will open prompting you to select the clients to add the ip address to:



2. Select a client's name from the list.

3. Click Add.

Removing IP address from client's IP pool

From the list of clients who have the IP address in their pools:

1. Select the client you wish to remove an IP from using the checkbox.

2. Click Remove Selected. The confirmation page appears.

3. Select the checkbox to confirm and click OK.

Managing the DNS Zone Template

Plesk allows creation and use of default DNS Zone Template, intended to simplify setting up the DNS records for a freshly created new domain. This feature provides you with a number of DNS records that are more or less standard for a DNS zone.

In order to add a new DNS template record follow these steps:

1. Click the DNS icon on the Server administration page. The DNS Zone Template page appears.

The DNS Zone Status icon at the top of the page indicates whether the DNS is turned on or off.

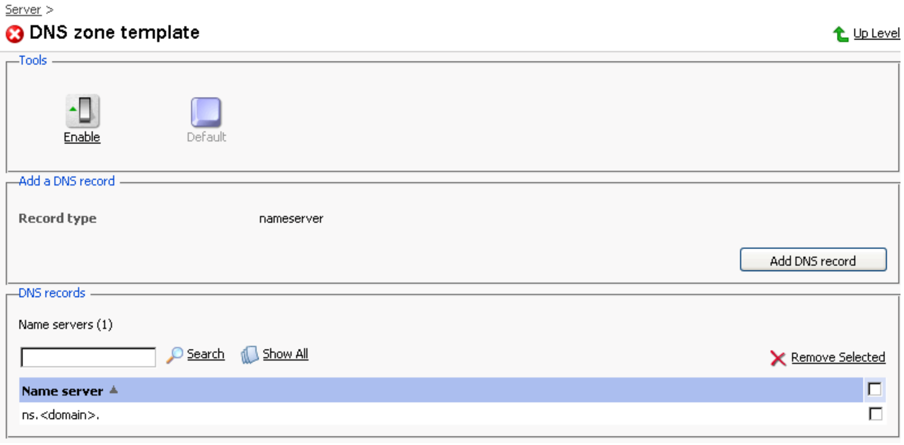
2. Select the type of record you wish to add from the Record type drop-down box and click Add New DNS Record. The DNS Zone Template Records Editing page appears.
3. Fill the required information into the input fields (the type of the information required depends on the type of the DNS record selected).
4. Click OK to submit the entered data and add the new record to the template.

NOTE

The following domain name and host IP templates can be used: <domain>, which is then replaced with the domain name, and <ip>, which is replaced by the primary IP address.

In order to remove a DNS record from the template, select a record using the checkbox, and click Remove Selected. The confirmation dialog box will appear. Click OK to confirm. The record will be immediately removed.

- If you wish to turn the DNS on for the template, click Enable, or click Disable to turn it off.
- Turning the DNS zone off will refresh the page, so that only a list of nameservers remains:



Record type: nameserver

Name servers (1)

Name server ▲	□
ns.<domain>.	□

- If you are running remote DNS, and therefore want to turn DNS off, you should create the appropriate NS entries to be stored in the template. To add a nameserver: click Add DNS record, enter the nameserver in the appropriate input field, and click OK.

To restore the default DNS zone template, click the Default icon.

Configuring SOA records parameters

You can customize the SOA records parameters via the database. The following SOA records parameters can be adjusted:

- SOA_TTL
- SOA_Refresh
- SOA_Retry
- SOA_Expire
- SOA_Minimum

The values of these parameters are stored in the "misc" table of "psa" database. If some of these parameters do not exist in the "misc" table, the default settings will be used. To set the new SOA records parameters, you need to insert the above parameters into the "misc" table with the new values.

Example:

```
# mysql -uadmin -p`cat /etc/psa/.psa.shadow` -D psa -e
"INSERT INTO misc VALUES ('SOA_TTL','86400');"
```

If you have already set the SOA parameters, and need to change the current settings, you can do it using the command like below:

```
# mysql -uadmin -p`cat /etc/psa/.psa.shadow` -D psa -e
"UPDATE misc SET val='43200' WHERE param='SOA_TTL';"
```

Updated SOA parameters will be set for the newly created domains. If you need to update the SOA for an already existing domain, run the following command from the shell:

`/usr/local/psa/admin/sbin/dnsmng update domain.name.com`.

Using Common Access Control List

By default DNS zone transfers are allowed only for the name servers designated by NS records contained within each zone. To allow DNS transfers server-wide on Plesk, you can use the Common ACL feature.

To manage common access control list, click the Common ACL button on the DNS template screen.

A page will open displaying all hosts to which DNS zone transfers for all zones are allowed.

To add an entry, click the Add New Address button. Then specify the IP or network address and click OK.

To remove an entry from the access control list, select the corresponding checkbox and click Remove Selected.

Managing Client Templates

Client template is a predefined set of restrictions and permissions intended to simplify creation of new client accounts with automatic assignment of settings to them. For instance, you can create a client template that will allocate a shared IP address, so that you would not have to manually add the IP address to a client's IP pool each time a new client account is created.

You can use a client template to assign any of the following parameters to a client account:

- Ability to create domains

- Ability to manage physical hosting
- Ability to manage hard disk quota
- Ability to manage subdomains
- Ability to change domain limits
- Ability to manage DNS zone
- Ability to manage log rotation
- Ability to manage crontab
- Ability to manage anonymous FTP
- Ability to manage Java applications
- Ability to manage shell access to the server
- Ability to manage mailing lists
- Ability to use the backup/restore functions
- Maximum number of domains and subdomains
- Amount of disk space available
- Amount of traffic allowed
- Maximum number of web users
- Maximum number of databases
- Maximum number of mailboxes
- Mailbox quota
- Maximum number of mail redirects
- Maximum number of mail groups
- Maximum number of mail autoresponders
- Maximum number of mailing lists
- Maximum number of Java applications
- Client account validity period
- IP addresses allocation
- Number of lines to be displayed in the interface pages viewed by client

Creating a client template

To create a new client template, follow these steps:

1. Select the Clients shortcut in the navigation pane.
2. Click the Client Templates icon. The Client templates management page appears.
3. Click Add New Template. The Template creation and editing page appears.
4. Enter the name for the client template in the Template name field. In the Permissions group, select the appropriate checkboxes to grant all necessary permissions to the client. In the Limits group specify the limits to

be applied: uncheck the "Unlimited" checkboxes and type in the values for the parameters. To limit the client account validity period, uncheck the corresponding "Unlimited" checkbox, select the time unit in the drop-down list (it can be Years, Months, Days) and type in the value.

To allocate shared ip addresses to client accounts created by this template, select the required IP addresses in the list on the left, and click Add>>. To remove the IP addresses you do not want to allocate, select them in the list on the right, and click <<Remove.

Check the Allocate exclusive ip addresses to the client checkbox to ensure that the client is provided with exclusive ip addresses. Specify the maximum number of exclusive ip addresses to be allocated.

Enter the number of lines to be displayed on a page.

5. Click OK to submit settings, or click Cancel to discard unsaved settings and return to the Client templates management page.

The template will be added to the list of client templates and become available as option during creation of a new client account.

Editing a client template

To edit a client template:

1. On the Client templates management page, select the template you wish to edit by clicking on its name in the list. The Client Template Editing page will open, allowing you to change the desired options. Settings that can be configured on that page are absolutely the same as on the Client Template Creation page.
2. Click OK after you are done with configuring the template.

Removing a client template

1. On the Client templates management page, select the template you wish to remove by putting a checkmark in the checkbox related.
2. Click Remove Selected. The confirmation page appears.
3. On the confirmation page, check the checkbox to confirm, and click OK.

Managing Domain Templates

Domain template is a predefined set of domain-specific restrictions, options, and hosting parameters, intended to simplify creation of domains with automatic assignment of settings to them.

Use the domain template to assign the following parameters:

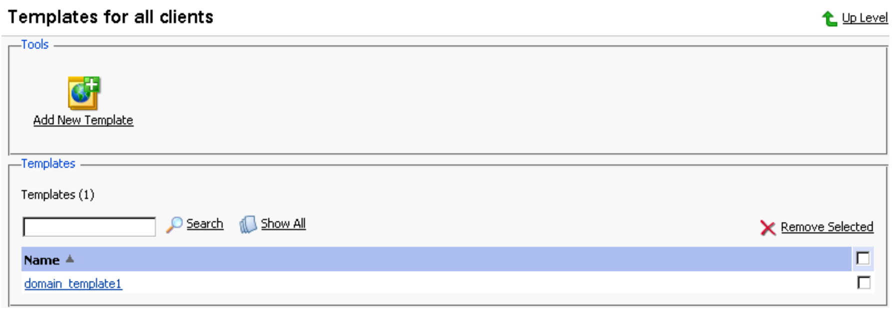
- Mail bounce configuration
- Maximum number of subdomains
- Disk space limit
- Maximum amount of traffic allowed
- Maximum number of web users
- Maximum number of databases
- Maximum number of mailboxes
- Mailbox quota
- Maximum number of mail redirects
- Maximum number of mail groups
- Maximum number of mail autoresponders
- Maximum number of mailing lists
- Maximum number of Java applications
- Domain validity period
- Log rotation settings
- Scripting capabilities
- Webmail accessibility
- Mailing lists availability
- Traffic statistics retention period
- Domain DNS zone type
- Virtual host type
- Hard disk quota
- SSL support
- Microsoft FrontPage support
- Microsoft FrontPage over SSL support
- Microsoft FrontPage authoring
- Apache ASP support
- SSI support
- PHP support
- CGI support
- mod_perl support
- mod_python support
- ColdFusion support
- Web statistics
- Use of Custom Error Documents

Creating a domain template

To add a new domain template, follow these steps:

1. Select the Domains shortcut in the navigation pane.

2. Click the Domain Templates icon. The Domain templates management page appears:



Templates for all clients

Up Level

Tools

Add New Template

Templates

Templates (1)

Search Show All Remove Selected

Name ▲	□
domain_template1	□

3. Click Add New Template. The Template creation and editing page appears.

4. Enter the name for the domain template in the Template name field.

5. Specify how to deal with the mail directed at nonexistent users, and enable access to Webmail, if desired.

6. Use the Limits group to define the resource usage limits for domains. To set the necessary parameters, deselect the Unlimited checkboxes, and type the limit values into the input fields.

7. To define the domain validity period, deselect the Unlimited checkbox, type the value into Validity period input field, and specify the time measurement unit (years, months, or days).

8. Select the Enable log rotation checkbox to enable it. Select the log rotation condition: to be based on log file size, or time (select from Daily, Weekly, Monthly). Specify the maximum number of log files, enable log files compression, and specify an e-mail address for the processed log files to be delivered to.

NOTE

It is advisable to set the logrotation options appropriately in order to prevent the log files from growing too large to be handled by the statistics utility.

9. To enable Mailing lists, select the corresponding checkbox.

10. To retain the traffic statistics for domains, select the corresponding checkbox and specify the retention period in the Retain traffic statistics for ... Months field.

11. Select the domain DNS zone type using the Master or Slave radio button.
12. To enable physical hosting for domain, select the Physical hosting checkbox.
13. Specify the hard disk quota in the appropriate field, if needed.
14. SSL support checkbox enables the maintenance of https protocol.
15. To allow the use of Microsoft FrontPage Server Extensions, check the checkbox for Microsoft FrontPage support and Microsoft FrontPage over SSL support. Authoring will be disabled by default. For security reasons, authoring should only be enabled when Microsoft FrontPage extensions are in use.
16. Use the remaining checkboxes to enable the following hosting features:
    - Allow the web users scripting: enable support for scripting in web users' pages.
    - ASP support: ASP module enabled.
    - SSI support: Server Side Includes scripting enabled.
    - PHP support: supports html documents that contain PHP scripts.
    - CGI support: an individual cgi-bin directory is created and CGI scripting is enabled.
    - mod_perl support: Perl scripting enabled.
    - mod_python support: Python scripting enabled.
    - ColdFusion support: ColdFusion scripting enabled.
    - Web statistics: keeping the hits statistics for the domain.
    - Custom Error Documents: allow the use of custom pages in case of web server errors.
    - Shell access to server with FTP user's credentials: allowing shell access will enable users to access their home directories on the server through SSH or Telnet. Depending on the permissions defined, the users might also be able to browse the server filesystem outside the home directory, unless you choose the "chrooted shell" option. It is advised that you forbid shell access for security reasons.
17. Click OK to apply the changes made.

The template will be added to the list of domain templates and become available as option during creation of a new domain.

Editing a domain template

To edit a domain template:

1. On the Domain templates management page, select the template you wish

to edit by clicking on its name in the list. The Domain Template Editing page will open, allowing you to change the desired options. Settings that can be configured on that page are absolutely the same as on the Domain Template Creation page.

2. Click OK after you are done with configuring the template.

NOTE

When altering a template, nothing will change for the domains that were previously created using this template.

Removing a domain template

1. On the Domain templates management page, select the template you wish to remove by putting a checkmark in the checkbox related.
2. Click Remove Selected. The confirmation page appears.
3. On the confirmation page, select the checkbox to confirm, and click OK.

Managing Plesk Interface Languages

The Plesk user interface is completely localized for working in different languages. The multilanguage Plesk support enables users at different levels to simultaneously work in several languages. For example, the administrator can work using one language while other users can concurrently work in the control panel using another language.

Language Packs Manager integrated with control panel is designed to simplify management of language packs for Plesk administrators. Using the Language Packs Manager, the administrator can activate particular languages that will be available for users, see the usage statistics for a particular language pack, download new language packs through the control panel, see the list of installed packages and remove them. Users will then be able to select the desired language when they log on to the control panel.

IMPORTANT

Your Plesk license key must include Language Pack Support to support multiple languages! Though you can download all language packs available at the SWsoft website, the number of language packs that can be used with your control panel is limited by your Plesk license.

If you activated more language packs than covered by your current license key, the “The limit on the maximum number of language packs is exceeded” warning message will appear on the Language Packs management page.

To access the Language Packs management page, click the Locales button on the Server Administration page. On this page, you can view the language packs installed on your Plesk control panel (i.e., supplied with the Plesk distribution package).

As new language packages and package updates appear regularly, you may need to install new packages that became available after you purchased and installed Plesk.

To add a new language pack to the list, do the following:

1. Download the desired language pack from the SWsoft website and save it to your local machine.
2. On the Language Packs Management page, click the Add Locale button.
3. On the Upload New Locale page, enter the path to the locale package file that can have either the .rpm or .sh extensions or use the Browse button to locate the required file.
4. Click OK to add the package to the list of available language packages or Cancel to cancel the operation. The new language pack added to the list will be automatically assigned the enabled status.

The list shows the following information about language packs:

- Language status icon shows the current status of the language pack.
- Language code contains the two-letter language code;
- Language shows the name of the language;
- Country displays the countries where this language is native;
- Used displays the number of Plesk users at all levels that use this language in their interface.

The language status icons indicate the following:

- ▶ - The language pack is enabled and available for users;
- ✖ - The language pack is disabled;
- ! - The language pack is enabled but is not available for users because the limit on the number of language packs supported by your current license is exceeded.

To change the status of a language pack, click the status icon that corresponds to a specific language in the list.

For example, click the status icon to disable an active language pack that has the ▶ icon. Note that you cannot disable a default locale.

If a locale is marked with the ✖ icon and you want to enable it, click the icon. If it turns to ⚠, the maximum number of language packs covered by your license key is already enabled. Therefore, to enable more language packs, you need to upgrade your license.

To completely remove a language pack from the control panel, check the appropriate checkboxes and click Remove Selected. On the next page, confirm the removal operation. If the language pack you have just removed is used by some other users, their interface language will be automatically set to the default language pack. The default language of the Plesk distribution package cannot be removed.

Control panel users can select the desired interface language from the list of enabled languages when they are logging in to the control panel. Later, the interface language settings can be changed by clicking the Preferences icon on the Server Administration page.

Managing Custom Buttons

You can add to the control panel any number of custom buttons that will be linked to a specific URL, and choose to either make them visible to all of your customers, or only to yourself. The buttons you create from Administrator's repository of custom buttons can be placed in any of the following locations:

- Navigation pane;
- Domain Administration pages of all domains;
- Each Client's (Reseller's) Home page.

You access the administrator's repository of custom buttons clicking the 🔧 Custom Buttons icon on the Server administration page.

NOTE

If you wish to create individual buttons that will placed only on a specific Client's Home page, you should access the required Client Home page and click Custom Buttons. To create the buttons for a specific Domain Administration page, you should access the required Domain Administration page, and click Custom Buttons.

To create a new custom button, follow these steps:

1. When on the Custom buttons repository page, click Add New Button. The Custom button properties page opens.
2. Type the button label in the Button label field.
3. Choose the location for your button.
4. Specify the priority of the button. It will be used by the control panel for defining the button layout order in cases when there are several custom buttons on a page.
5. You can use an image for a button background. To do this, type in the path to its location or click Browse to browse for a file. It is recommended to 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.
6. Type the URL link to be attached to the button into the URL field.
7. Using the checkboxes, specify whether to include the data, such as domain id, domain name, client id, company name, client's contact name, and the client's e-mail to be transferred within the URL. These data can be required for processing by external web applications.
8. In the Context help tip contents input field, type in the help tip that will be displayed when users hover the mouse pointer over the button.
9. Select the Open URL in the Control Panel checkbox if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this checkbox unchecked to open the URL in a separate browser window.
10. If you wish to make this button visible to other users (sub-logins), select the Visible to all sub-logins checkbox.
11. Click OK to complete creation.

Once a new button is created it appears in the list of custom buttons in the repository.

To change the properties of a button, select its label in the list. Note, if you wish to make a button visible/invisible to other users (sub-logins), you can simply click an icon in the A column of the list.

To delete one or several buttons, select the corresponding checkboxes, and click Remove Selected.

Managing Skins

All control panel skins are stored in the Skins repository. This is the location where you can manage the skins: add your custom skin packages and remove the unused ones.

To access the Skins repository, select the Server shortcut in the navigation pane, and click Skins. All available control panel skins and their properties will be presented in a list: skin name, description, author, number of users, who are using a given skin for their control panel environments.

To upload your own skin, click Add New Skin. Specify the skin package file location and click OK.

IMPORTANT

Use of skins created by third parties can be dangerous, as the skin packages can contain malicious code. We strongly recommend that you use only the skins received from the trusted sources.

To download a skin package, click the appropriate icon in the list, or click on a skin title and then click Download Skin. Select the type of archive you would like to have the skin files packed into, and click OK. Once the skin is prepared for downloading, a file download dialog window appears. Click Save, specify the location and file name for the downloaded skin package file to be saved, and then click Save.

In cases when you need to update the skin contents, click on a skin title and then click Update Skin. Specify the skin package file location and click OK.

To remove one or several skins from the repository, select the corresponding checkboxes and click Remove Selected.

NOTE

When you remove a skin, which is currently used within a certain user’s control panel environment, the user’s control panel appearance is automatically changed to the default skin. You cannot remove the default control panel skin.

Managing Virtual Host Skeleton

Skeletons are file and directory structure templates, which are used for fast automatic creation of predefined virtual host content when setting up physical hosting for domains.

Skeleton file may contain the following top-level directories only:

- httpdocs
- httpsdocs
- conf
- cgi-bin
- anon_ftp
- error_docs

All other directories will be ignored during skeleton deployment.

Allowed skeleton file types are *.tgz and *.zip archives.

Creating a skeleton

Follow these steps to create a skeleton:

1. Create the required directories (available directories are: httpdocs, httpsdocs, cgi-bin, conf, anon_ftp, error_docs)

2. Place the necessary files into the directories. These files will appear in the corresponding directories of each domain that will be created and set-up on physical hosting.

3. Pack those directories and files into an archive file. Make sure that the skeleton directories are located in the root of the archive file and not in a subdirectory.

Now the skeleton file is ready to be uploaded.

IMPORTANT

Upload of skeletons containing the conf directory is allowed for administrator at the Server administration page only. When customers upload a skeleton containing the conf directory, Plesk removes the conf directory from the archive for security reasons.

Activating a Skeleton

To activate a new custom skeleton, follow these steps:

NOTE

Each new skeleton replaces the previously used one. Now, the new skeleton will be used in the process of creating all new physical hosting instances until it is replaced by another skeleton (new or the default one).

1. Click the Skeleton button on the Server administration page. The Skeleton management page will open.
2. Select the archive file that contains the skeleton. Use the Browse button to locate the desired file.
3. Click Send File. The new skeleton will be uploaded and activated.

You can always revert to using the default skeleton. To do so, just click the Default button on the Skeleton management page. The default skeleton will replace the currently used one and will be activated.

Scheduling Crontab Tasks

To access the crontab management functions, click the Crontab Manager icon on the Server administration page. The Crontab management page will open.

On this page, you can view scheduled tasks of various system users, set the e-mail address for the crontab messages to be sent, schedule new tasks and remove them.

During Plesk installation the following crontab tasks are automatically created:

- autoreport.php – three tasks of delivering daily, weekly and monthly reports on clients and domains
- backupmng –initiates scheduled backing up of domains once every 30 minutes.
- statistics – generates statistics on the limits imposed on domains, such as traffic, disk usage, etc. If the utility detects that a limit is exceeded for a domain, this domain will be disabled.
- mysqldump.sh - this task creates a backup copy of three MySQL databases: psadump, MySQL, and Horde databases.

As all these tasks are related to domain statistics, databases and reports, it is strongly recommended that you never change nor remove these tasks.

IMPORTANT

Plesk administrator can schedule the tasks that will be run on the server on behalf of user root. If you wish to restrict usage of the root account, create an empty file with name **`root.crontab.lock`** in the location **`/usr/local/psa/var/`**.

The Show Crontab of: drop-down box indicates the system user, whose scheduled tasks are currently displayed. It also allows to select another system user to view and/or manage scheduled tasks that belong to that user.

Each line in the Crontab task list represents a single task. The Status (S) column shows whether the selected task is enabled or disabled (the disabled tasks are not executed). The Command column contains the command that is executed within the selected task and serves as a link to the page that allows editing the selected scheduled task properties.

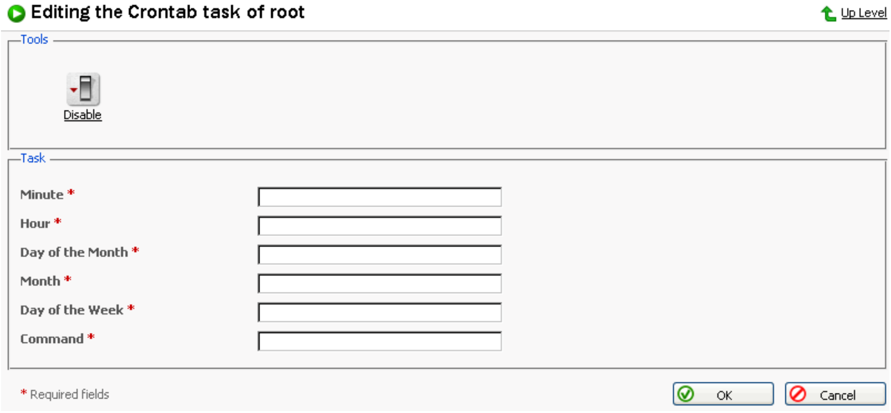
The task list can be sorted by its parameters in ascending or descending order. To sort the task list, click on the name of the sorting parameter. An arrow will show the order of sorting. The sorting criteria are:

- (S)tatus
- (M)inute
- (H)our
- (DM) Day of the Month
- (M)onth
- (DW) Day of the Week
- Command

To add a new task to the list, follow these steps:

1. Click the Add New Task icon on the Crontab management page.

   You will be taken to the crontab record creation/editing page:



Editing the Crontab task of root

Minute *

Hour *

Day of the Month *

Month *

Day of the Week *

Command *

2. Choose the status of the scheduled task by clicking the Enable or Disable icon. The current status is displayed by the corresponding icon.

3. Specify the date and time for the task to be executed: Minute - enter the value from 0 to 59 or *, Hour - enter the value from 0 to 23 or *, Day of the Month - enter the value from 1 to 31 or *, Month - enter the value from 1 to 12 or *, Day of the Week - enter the value from 0 to 6 (0 is Sunday) or *.

4. Type in the command to be executed in the Command input field.

5. Click OK.

To delete one or several scheduled tasks from the list, select the corresponding checkboxes and click Remove Selected.

To enable crontab to send the messages to a specified e-mail address, enter the e-mail address into the Send crontab messages to address: text input field and click Set. All scheduled tasks from the displayed list that output some information will automatically have their output sent to the specified address. The "" entry in this field specifies that the sending crontab messages option is disabled.

Scheduling Report Deliveries

You can schedule daily, weekly, or monthly deliveries for client and domain reports.

For a client report, you can choose to deliver:

- a report on a specific client to an e-mail address,
- a report on a specific client to administrator's e-mail,
- a report on a specific client to the client's e-mail address,
- the account status report to every client.

For a domain report, you can choose to deliver:

- a report on a specific domain to an e-mail address,
- a report on a specific domain to the administrator's e-mail,
- a report on a specific domain to the client's e-mail address,
- a report on a specific domain to the domain administrator's e-mail address,
- reports on every domain to the respective clients,
- reports on every domain to the respective domain administrators.

To manage domain report deliveries, click the Report icon on a domain administration page, and then click Report Delivery.

To manage client report deliveries, click the Report icon on a client home page, and then click Report Delivery.

To schedule the report delivery:

1. Click Add Delivery Schedule.
2. Select the report recipient (or recipients): it can be a registered control panel user or an e-mail address. If the E-mail address option is selected, type the address in the input box.
3. Select the delivery frequency: daily, weekly, or monthly.
4. Click OK to submit.

Once a schedule is created, the corresponding entry is added to the list. To edit a delivery schedule, select a corresponding record in the Frequency column.

To remove a schedule, select a corresponding checkbox and click Remove

Selected.

Using Application Vault

Application vault is the location where you store all site application packages that can be easily deployed at any domain hosted on the server.

There are two types of site applications in Plesk:

- free, requiring no license key;
- commercial, requiring a license key;

Plesk goes with a number of free site applications requiring no license key that you can choose to install on your Plesk. All free site applications installed on your Plesk are automatically added to the application pool of each client created in Plesk. However, the commercial applications can be added to the client only upon purchase.

To access the Application Vault, click the Application Vault icon at the Server administration page. The Application Vault opens.

All applications stored in the vault are listed in the Site Application Packages area.

The icon in the first left column indicates the type of the site application:

- - the free site application requiring no license key, included in the default installation of Plesk for free, automatically added to the application pool of each client created in your Plesk control panel.
- - the commercial site application requiring a license key, purchased from SWsoft, Inc. additionally.
- - the commercial site application requiring a license key, purchased from SWsoft, Inc. additionally, with no key installed at the moment.

The icon in the second column left to the site application name indicates the site application usage rules defined by the administrator:

- - free of charge, automatically added to the application pools of all clients;
- - commercial, added to a client application pool only by the administrator under certain conditions.

You can set usage rules for any site application in the vault. For example, you can make a certain free application a commercial one that will be available to your clients only if you add it to their application pools under your conditions. To make a certain free application a commercial one or vice a versa, click the icon in the second column left to the corresponding site application name. When you change a free site application into a commercial one, it is withdrawn from the application pools of all clients. Now only you can add this application to your clients' application pools when needed. When you change a commercial application into a free one, it becomes free of charge for all clients. To revert to the previous state of the site application, click the icon again.

You can also change the usage rule for an application clicking on the application name. The Site application properties page will open. Select a required value in the Access level drop-down box, and click OK.

The Name column displays the name of the site application. The site application version is presented in the Version column. The Release column shows the site application release number. The Instances column denotes how many times the application package was deployed. The Clients column shows the number of clients using the site application. A brief description of the site application is given in the Description column.

NOTE

You can add an application to a client's application pool right from the Server application vault. To do this, click on the number of clients, then click Add New Client. On the next screen, select a client and click OK.

Adding an application package to the Vault

1. Click Add New Application. Select the application package file using the Browse… button and click OK. The selected application package will be uploaded and registered in the database.

2. Refresh the Application Packages list

   In order to view all installed packages, please refresh the Application Packages list. Click the Refresh icon. Refresh the Application Packages list every time you manually install or remove an application package.

3. View info on application

You can view information on available application packages by clicking on the application package name in the list.

The information states the name and the version of the package, a brief description as well as a set of requirements that must be fulfilled in the domain hosting setup in order for the application to function.

4. Removing application packages

   In order to remove one or several application packages, select the corresponding checkboxes and click Remove selected.

   If an application from a removed package was installed on a domain it will remain there, but all the information about it will be removed from the Plesk database.

Installing application on domain

1. Select a domain with configured physical hosting and click the Application Vault icon in the Hosting group.
2. Click the Add Application icon. The application installation wizard will open.
3. Select the application package you wish to install on the selected domain. Note: you can also choose to install it on a subdomain – select it in the Target domain drop-down menu.

   You can view information on available application packages by clicking on the application package name in the list. If there is a documentation available for the application, it will be accessible through the icon .
4. Click Install.
5. Some applications require that certain parameters be entered before executing the installation. The required parameters are marked with an astrerisk.

   You have an option of creating a custom button for accessing this application. The button can be placed on the administration page of a given domain, on the administration pages of all domains, belonging to this client, or all domains hosted on server.
6. Click Finish once you are done editing the required parameters. If you

chose to create a custom button for the application, you will be taken to the custom button properties page.

Note: It is not allowed to install one application into a sub-directory of another application. However, most applications allow installing several copies for the same domain but in different directories.

When the installation of the application is complete, the application will appear on the Applications list.

To edit the application settings, click on the corresponding icon ⚙.

Use the 🌐 icon in the Applications list to access the URL of the application.

To remove one or several applications, in the list of applications select the corresponding checkboxes and click Remove Selected.

Managing User Sessions

You can monitor and manage the currently active control panel and FTP user sessions from the control panel. To access the user sessions management functions, select the Sessions shortcut in the navigation pane. The current control panel user sessions will be presented in a list:

- Type: a control panel user who established the session - 👤 for Administrator's session, 👤 for Client's session, 🌐 for Domain Administrator's session, and ✉ indicates that the session was established by the Mail User.
- Login column displays the user's system login,
- IP address: the IP address the control panel is accessed from,
- Logon time: the date and time the session was initiated,
- Idle time: the session idle time.

Click Refresh to refresh the list of user sessions.

To end a control panel user session, select the corresponding checkbox and click Remove Selected.

To manage the FTP sessions, click the FTP Sessions tab. The properties of FTP sessions will be presented in the list:

- Type: the type of user who established the session - for users not registered in the control panel, for anonymous FTP users, for Domain administrator's sessions, for subdomain administrator's sessions, and for web user's sessions.
- Status: the current status of FTP connection,
- FTP user login: the user's FTP login,
- Domain name: the domain the FTP user is currently connected to,
- Current location: the directory the FTP user is currently at,
- File name: the file name being operated on,
- Speed: speed in Kilobytes,
- %: the file transfer operation progress in percentage,
- IP address: the IP address the FTP account is accessed from,
- Logon time: user logon time,
- Idle time: session idle time.

To refresh the list of FTP sessions, click Refresh.

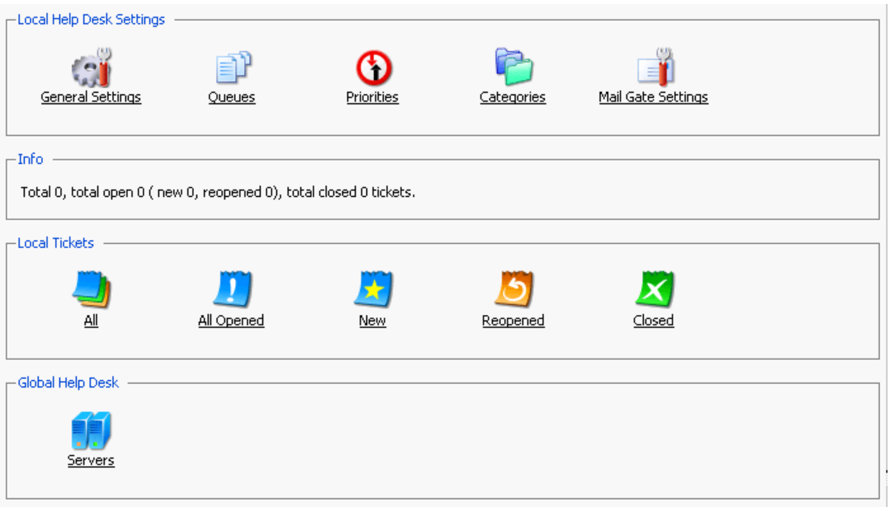
To end a session, select the corresponding checkbox and click Remove Selected.

Operating Help Desk

Being the administrator you cannot submit new tickets to the Help Desk, but only post comments and change the state of submitted tickets: for instance, close the ticket when the issue is resolved or reopen if the problem persists.

To view the submitted tickets, follow these steps:

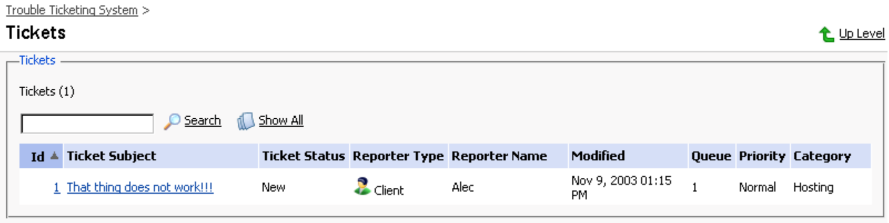
1. Select the Help Desk shortcut in the navigation pane. The Help Desk's main page opens:



Total 0, total open 0 (new 0, reopened 0), total closed 0 tickets.

2. In the List Local Tickets group, select an appropriate icon in order to list all trouble tickets with the designated status: All, all opened, new, reopened, closed.

3. Click All to list all existing trouble tickets in any state. The page will open listing all existing trouble tickets and their properties:



Tickets (1)

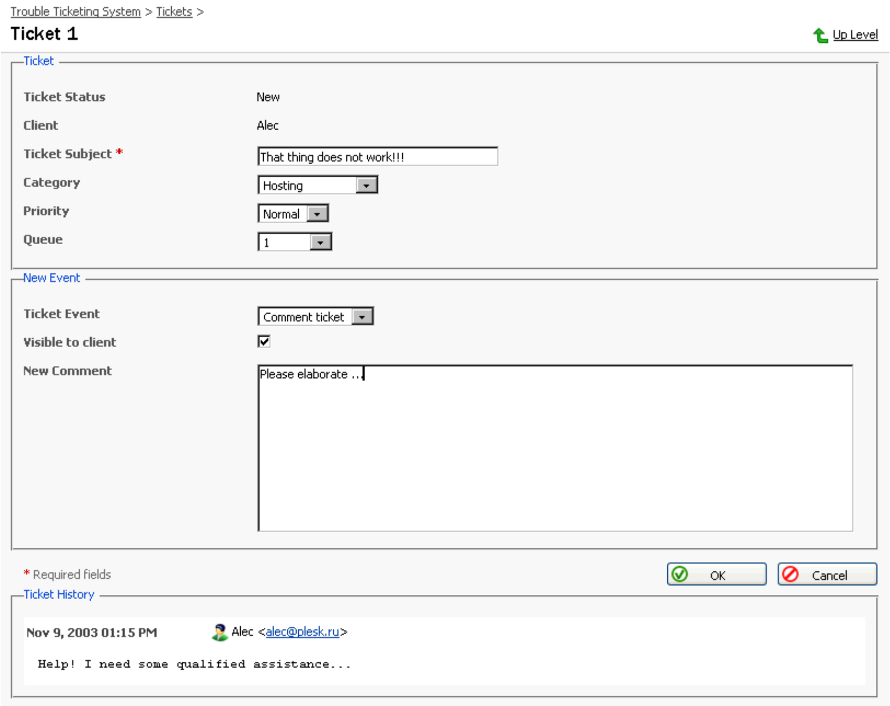
Id	Ticket Subject	Ticket Status	Reporter Type	Reporter Name	Modified	Queue	Priority	Category
1	That thing does not work!!!	New	Client	Alec	Nov 9, 2003 01:15 PM	1	Normal	Hosting

- Id: identification number assigned by the system upon submission,
- Ticket Subject: a summary entered by the problem reporter,
- Ticket Status: new, reopened, closed,
- Reporter Type: a type of Control Panel user that submitted the ticket - client, domain administrator, mail name user or e-mail for tickets submitted by e-mail,
- Reporter Name: a name of person who submitted the ticket, or an e-mail address for tickets submitted by e-mail,
- Modified: the date the ticket was modified - a comment appended, or status changed,
- Queue: the queue number assigned,
- Priority: the priority defined,
- Category: the category the trouble ticket is related to.

To change the status of a ticket or add a comment:

1. Click on a ticket id or subject. This page will open displaying all comments made to the ticket, and allowing you to change the ticket properties and

add new comments:



Trouble Ticketing System > Tickets >

Ticket 1

Ticket

Ticket Status	New
Client	Alec
Ticket Subject *	That thing does not work!!!
Category	Hosting
Priority	Normal
Queue	1

New Event

Ticket Event	Comment ticket
Visible to client	☑
New Comment	Please elaborate ...

* Required fields

Ticket History

Nov 9, 2003 01:15 PM Alec <alec@plesk.ru>

Help! I need some qualified assistance...

2. To change the ticket subject, edit it in the Ticket Subject field as desired. To assign a new category, priority or queue to the ticket, select the desired values in the corresponding drop-down boxes.

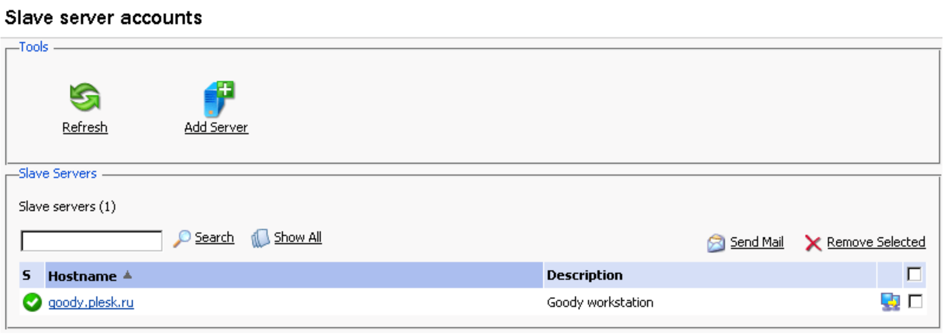
3. To add an event to the ticket, i.e. close, reopen and/or comment it, select a corresponding action in the Ticket Event drop-down box, type a new comment into the New Comment input field if required, select the Visible to users checkbox to inform other users of this event.

4. Click OK to submit all changes.

Master Feature

Provided that there are a number of Plesk servers networked, the Master feature empowers Administrator to log on to other Plesk enabled servers, manage them remotely and monitor their status information from a single point of entry - a Plesk master server control panel.

As an administrator using Plesk, you can perform a variety of slave server management tasks in a few clicks. When you are logged on as an administrator, select the Master shortcut in the navigation pane to access the slave servers management functions: registering a new slave server, editing a slave server account, and logging on to a slave server.



Slave server accounts

Slave servers (1)

S	Hostname ▲	Description	□
✓	goody.plesk.ru	Goody workstation	□

The slave servers management page also lists all slave server accounts registered with the system. Each list item representing a slave server is accompanied by the following icons:

Table 3.1. The slave server status icons.

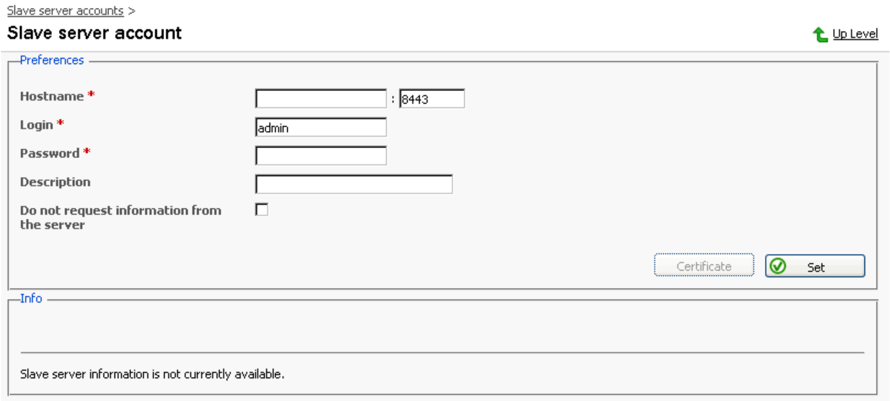
Icon	Meaning
✓	means that the slave server is functioning normally
!	means that some system service at the slave server is experiencing problems
!	means that on the slave server some client has exceeded allocated disk space or traffic limitations in at least one of the client's domains. The Plesk system evaluates disk space and traffic every 24 hours
✕	means that the slave server is currently down, disabled or inaccessible
?	means that the slave server information is not requested

You can send an e-mail message to administrator of a slave server. To do that put a check mark in the corresponding checkbox, and click Send Mail.

Registering a Slave Server Account

To add a new slave server account, follow these steps:

1. Access the slave servers management function by clicking on the Master shortcut in the navigation pane. The Slave Servers Administration page appears.
2. Click Add Server. The Slave server account page will open:



Slave server account

Preferences

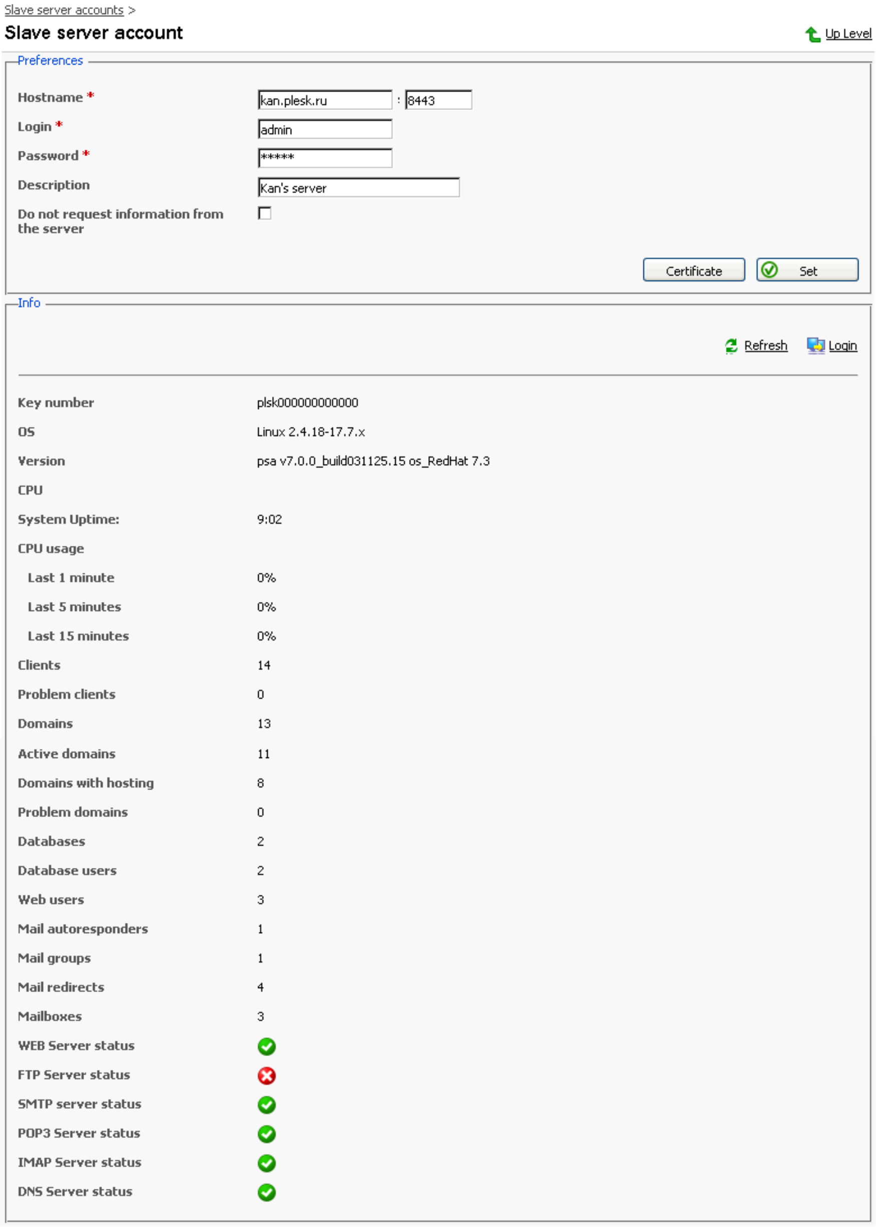
Hostname *	: 8443
Login *	admin
Password *	
Description	
Do not request information from the server	□

Info

Slave server information is not currently available.

3. Enter the hostname and port number in the appropriate fields, enter login name, and password for Plesk to be able to log on to the given slave server. You may also wish to type in a description for the slave server. Select the Do not request information from the server checkbox, if you do not wish the detailed slave server information to be retrieved.

4. Click Set. The Slave server account page will be updated with server details and statistics:



Slave server account

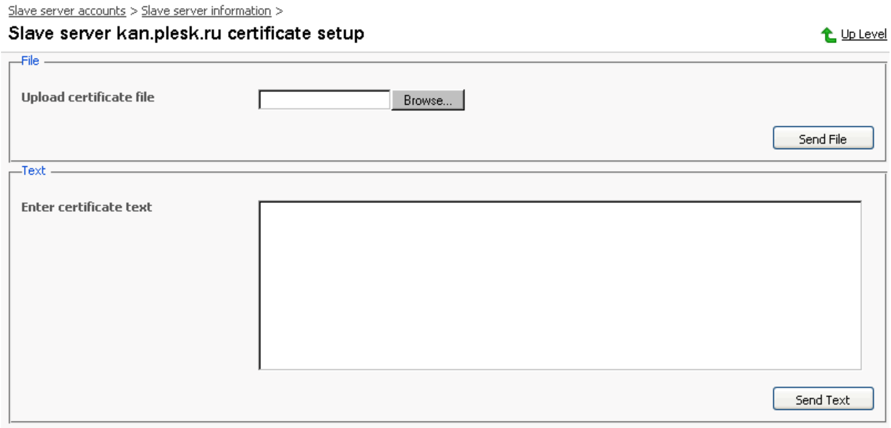
Preferences

Hostname *	kan.plesk.ru : 8443
Login *	admin
Password *	*****
Description	Kan's server
Do not request information from the server	□

Info

Key number	plsk000000000000
OS	Linux 2.4.18-17.7.x
Version	psa v7.0.0_build031125.15 os_RedHat 7.3
CPU	
System Uptime:	9:02
CPU usage	
Last 1 minute	0%
Last 5 minutes	0%
Last 15 minutes	0%
Clients	14
Problem clients	0
Domains	13
Active domains	11
Domains with hosting	8
Problem domains	0
Databases	2
Database users	2
Web users	3
Mail autoresponders	1
Mail groups	1
Mail redirects	4
Mailboxes	3
WEB Server status	✓
FTP Server status	✗
SMTP server status	✓
POP3 Server status	✓
IMAP Server status	✓
DNS Server status	✓

5. To manage certificate for the server use the Certificate button. You will be taken to Slave server certificate management page:



Slave server accounts > Slave server information >

Slave server kan.plesk.ru certificate setup

You can copy and paste the certificate content into appropriate field or simply browse to its location by clicking the Browse... button. After that, click on Send File or Send Text buttons respectively to submit the certificate, or use the Up Level button to discard any changes and return to the Slave server account page.

To refresh information on the slave server, click Refresh.

To log on to the slave server, click Login. The Plesk control panel of the remote slave server will open in a new browser window.

Editing a Slave Server Account

Occasionally, you may need to change the information in a slave server account. This may occur if the slave server login information was changed.

1. In the list of slave server accounts, click on the host name of the slave server whose account you wish to edit. The Slave server account page appears, displaying detailed slave server account information.
2. Click in any text box to edit the information.
3. When you are done editing, click Set to save the changes made. The changes will take effect immediately.

Logging on to a Slave Server

There are two ways you can log on to a slave server:

- On the Slave Servers Administration page, select the slave server you wish to log on to and click the corresponding icon.
- You can also use the icon located on the Slave server account page.

Removing a Slave Server Account

You can remove one or several slave server accounts at once. To remove a server (servers):

1. Select the checkboxes corresponding to the servers you wish to remove.
2. Click Remove Selected. The Slave Server Removal page appears.
3. Select the checkbox to confirm removal, and click OK.

Viewing Server Statistics

Plesk compiles statistics on server usage. You can access this information at any time. The report is especially helpful if the server is slow or is experiencing performance problems, it may help you diagnose and correct such problems.

The report lists several informative statistics:

CPU: This gives a description of the CPU of your server.

Version: This provides with the version of Plesk you are running.

OS: Displays operating system version.

Key Number: This will report the key number for your Plesk license.

System Uptime: How long the server has been available without interruptions such as those from rebooting or shutting down the operating system.

CPU usage (load averages for the last minute, 5 minutes, and 15 minutes): The average number of processes waiting in the scheduler queue for execution in the last time frame.

Memory Usage: displays the amount of memory used

Swap Usage: displays the amount of swap space used

Hard Disk Usage:
- *Filesystem* - the hard disk drive partitions used.
-

Domains:
- *Active* - How many domains are currently turned on
- *Problem* - How many domains exceed disk space and traffic limitations but are still available
- *Passive* - How many domains are turned off (either by the administrator or the client) and not working

To access the System Statistics page, follow these steps:

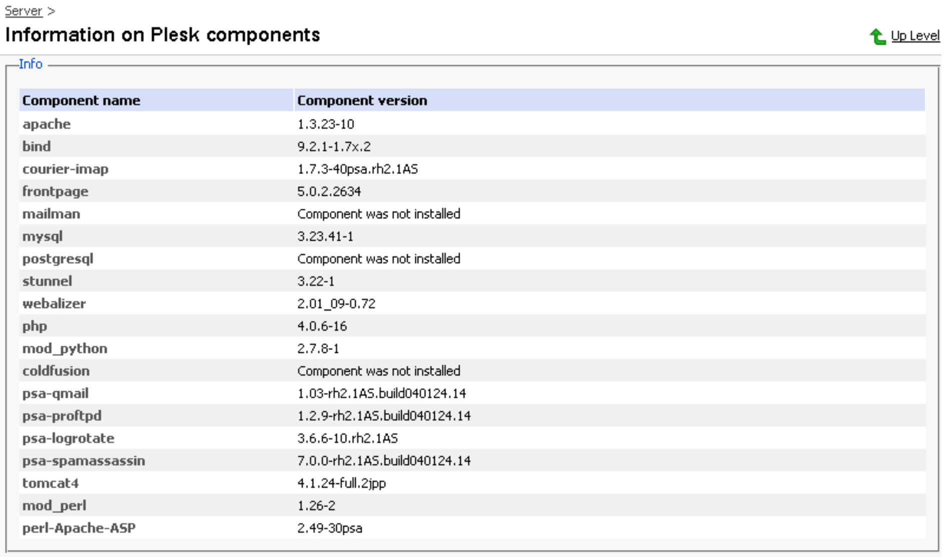
1. Click the Statistics icon on the Server administration page. The system statistics report appears.

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

To print out a copy of the statistics, use your browser's File/Print command.

Viewing Information on Plesk Components

To access information on the components controllable under Plesk, select the Component Info icon on the Server Administration page. The component information is presented in a table:



Information on Plesk components

Component name	Component version
apache	1.3.23-10
bind	9.2.1-1.7x.2
courier-imap	1.7.3-40psa.rh2.1AS
frontpage	5.0.2.2634
mailman	Component was not installed
mysql	3.23.41-1
postgresql	Component was not installed
stunnel	3.22-1
webalizer	2.01_09-0.72
php	4.0.6-16
mod_python	2.7.8-1
coldfusion	Component was not installed
psa-qmail	1.03-rh2.1AS.build040124.14
psa-proftpd	1.2.9-rh2.1AS.build040124.14
psa-logrotate	3.6.6-10.rh2.1AS
psa-spamassassin	7.0.0-rh2.1AS.build040124.14
tomcat4	4.1.24-full.2jpp
mod_perl	1.26-2
perl-Apache-ASP	2.49-30psa

Updating Plesk

Using the Plesk Updater feature you can easily install the necessary updates, control panel add-ons, and even upgrade your control panel to the latest available release in a few steps:

1. At the Server Administration page click Updater. The control panel connects to the Plesk Update server, retrieves information on the available releases, then analyses the components installed in the system, and displays the lists of available releases and component updates. For each release a brief description of available operations is displayed.

2. Select the release version that you want to update, or upgrade to. A list of

available components appears.

3. Select the checkboxes corresponding to the components you wish to install and click Install. A confirmation page appears.

4. Specify the e-mail address. You will be sent a notice by e-mail once update is completed. To confirm installation of the selected components, select the checkbox and click OK. The components/updates you selected will be downloaded and automatically installed in the background mode.

Notes on updating procedures

- When upgrading to a new control panel version, you will be notified by e-mail of upgrade procedure start and end. The notification message will include the event log and a list of installed packages, if upgrade is successful. However, you may not receive any error notice if your mail server fails. In this case you can check for errors in the autoinstaller.log file located in the /tmp directory on the server hard drive.

- All control panel operations are suspended during installation of the so-called “base” packages that affect the control panel’s core functionality.

- After upgrading your control panel to a new version you will need to install a new license key. To obtain an appropriate license key, use the License Manager function in the control panel. If you experience any problems, please contact sales@sw-soft.com

Changing Updater Settings

By default updates are downloaded from the Plesk Update server. If you prefer updating from a local network storage, you should change the default settings. To do this:

1. Click Settings.

2. Select the Local network storage option and specify the URL to the directory where updates reside.

3. Click OK to apply settings.

Important!

You can disable Updater feature and remove the Updater button from the Server Administration page. To do this, use the following MySQL command:

```
echo 'REPLACE misc SET param="disable_updater",
val="true"' | mysql psa -uadmin -p`cat
/etc/psa/.psa.shadow`
```

To show the Updater button in the control panel, use the following MySQL command:

```
echo 'REPLACE misc SET param="disable_updater",
val="false"' | mysql psa -uadmin -p`cat
/etc/psa/.psa.shadow`
```

License Management

Using the License Manager feature you can

- Order add-ons or upgrades for your Plesk version.
- Order key upgrades, and purchase new license keys.
- Retrieve the ordered keys from the SWsoft server. Plesk retrieves the license key and automatically installs it to your control panel.
- Upload the necessary license key from your local machine to your Plesk server.
- Roll back the installed licensed key.

The license manager is available to the administrator even if a license key is expired.

Upgrading Default Key

When you download Plesk from the SWsoft website, it goes with the default key. This key has limited functionality. To upgrade the default key to the license key with basic Plesk functionality, do the following:

1. Select the Server shortcut in the navigation pane.
2. Click the License Management icon on the Server administration page.
3. On the License Management page, click the Order Control Panel Upgrades icon.

4. This will take you to the SWsoft online store that will open in a separate browser window. When there, please select the desired features for your license, provide the purchase details and billing address, specify the payment method, and place your order. Once you placed it, your order will be sent to the online store operator. The new key will be sent to your e-mail when your order is processed.

Note

Here you will only be able to order Domains upgrade. By ordering upgrade to a certain number of domains, you buy thus the new license key with the basic Plesk functionality and the ordered number of domains included. The Master upgrade will be unavailable until your default key is changed to the ordinary one.

5. After you received the new key, save the license key file on your local machine.

6. When the file is saved, get back to the License Management page in your Plesk control panel and select the Upload Key icon. This will take you to the License Installation page.

7. On this page, specify the path to the license key file location: enter the path into the input field provided, or click Browse to browse for the desired location.

8. Click OK to submit the settings, or Cancel to return to the previous page without submitting any changes.

Ordering Control Panel Add-Ons

Plesk allows you to order add-ons (additional features) for your control panel directly from your control panel. To order add-ons for your control panel, follow these steps:

1. Select the Server shortcut in the navigation pane.

2. On the Server administration page, click the License Management icon.

3. On the License Management page, click the Order Control Panel Add-Ons icon.

4. This will take you to the SWsoft online store that will open in a separate browser window. When there, please select the desired features for your license, provide the purchase details and billing address, specify the payment method, and place your order. Once you placed it, your order will be sent to the online store operator. You will be notified by e-mail when your order is processed.

5. After you received the e-mail notification on a successful processing of your order, get back to the License Management page in your Plesk control panel and select the Retrieve Keys icon to retrieve the ordered license key. Plesk will retrieve the purchased license key from the license keys management system and automatically upload it to your control panel.

Ordering Control Panel Upgrades

Plesk allows you to order upgrades for your control panel directly from your control panel. To order upgrades for your control panel, follow these steps:

1. Select the Server shortcut in the navigation pane.
2. Click the License Management icon on the Server administration page.
3. On the License Management page, click the Order Control Panel Upgrades icon.
4. This will take you to the SWsoft online store that will open in a separate browser window. When there, please select the desired features for your license, provide the purchase details and billing address, specify the payment method, and place your order. Once you placed it, your order will be sent to the online store operator. You will be notified on your e-mail when your order is processed.

Note

If you have a default license key installed on your Plesk, you will only be able to have Domains upgrade. By ordering upgrade to a certain number of domains, you buy thus the new license key with the basic Plesk functionality and the ordered number of domains included. The Master upgrade will be unavailable until your default key is changed to the ordinary one.

5. After you received the e-mail notification on a successful processing of your order, get back to the License Management page in your Plesk control panel and select the Retrieve Keys icon to retrieve the ordered license key. Plesk will retrieve the purchased license key from the license keys management system and automatically upload it to your control panel.

Uploading License Key

You can manually upload any desired license key file from your local machine to your Plesk control panel. To do that, follow these steps:

1. Select the Server shortcut in the navigation pane.

2. Click the License Management icon on the Server administration page.
3. On the License Management page, click the Upload Key icon. This will take you to the License Installation page.
4. On this page, specify the path to the license key file location: enter the path into the input field provided, or click Browse to browse for the desired location.
5. Select the checkbox next to "Replace the currently installed license key with the selected one" to confirm that you wish the license key that is currently installed in the system to be replaced with the new one. If this checkbox is not selected, the uploading process will abort.

Note

If you use more resources than allowed by the license key you are installing, you will not be able to operate Plesk. However, if you want to prevent the program from comparing the amount of used system resources and those limited by the license key, select the "Do not check the limits on resource usage defined by the key" checkbox. This might be helpful if you want to temporarily install a license key that covers less resources, in order to be able to upgrade it through the control panel.

6. Click OK to submit the settings, or Cancel to return to the previous page without submitting any changes.

Rolling Back License Key

To roll back a license key installation, click Roll Back Key. A page will open displaying the properties of the previously used license key, the control panel will revert to. Click OK.

Expired License Key

If your license key has expired, you will be able to log in to your Plesk control panel. However, you will only be able to use License Manager while all other functionality will be unavailable. Your customers, however, will not be able to log in to Plesk at all. At the same time, all your services and services of your clients will remain activated, meaning that you and your clients will be able to use your domains, subdomains, etc.

Managing Additional License Keys

Additional keys are license keys for add-ons (additional features for your Plesk), such as site applications and Dr.Web antivirus program which are not included in the basic Plesk license key.

To access the additional license keys management functions, on the License management page, click the Additional License Keys tab.

To retrieve the ordered additional key, click the Retrieve Keys icon. Plesk will retrieve the license key and automatically upload it to your control panel.

To manually upload the desired additional license key file from your local machine to your Plesk control panel, click the Upload Key icon. You will be taken to the page where you will be asked to specify the path to the license key file location.

To download the desired additional key to your local machine, click the diskette icon of the corresponding additional key. The File Download dialog window will open. Click Save, specify the file location and then click Save again. The file will be saved on your local machine.

To remove one or several aditional keys from Plesk, select the corresponding checkboxes and click Remove Selected.

Rebooting the System

Rebooting simply means restarting the server. If users are logged on to the system, you should not reboot the server until you have informed all the users that the server must be shut down temporarily; however, sometimes an emergency necessitates immediate rebooting of a server to correct a problem that cannot be fixed any other way. To reboot your system, follow these steps:

1. Click the Reboot icon on the Server administration page.
2. Plesk warns you that the system will be restarted and asks you to confirm your choice, for safety purposes. Click OK to reboot, or Cancel to keep the server up.

IMPORTANT

Rebooting the server via the Plesk interface also reboots the operating system and anything else running on the server.

Shutting Down the System

When you need to completely shut down the server, you should do it through the Plesk software rather than simply turning off the hardware. Shutting down with Plesk closes all open files and gracefully ends all current services. To shut down your system, follow these steps:

1. Click the Shut Down icon on the Server administration page.
2. Plesk warns you that the system will be shut down and asks you to confirm your choice, for safety purposes. Click OK to turn the server off or Cancel to keep it running.

IMPORTANT

Shutting down the server via the Plesk interface will also shut down the operating system and anything else running on the server. After having done this, there is no way to remotely bring the server back up; it must be done manually.

Filing a Request for Support Service

You can request online server support service via Plesk control panel.

To do this, click the Support icon on the Server administration page.

You will be taken to the Online Server Support form at the SWsoft's web site. Fill out the form and enter all the information required. Click Submit Request. Your request will be encrypted and delivered to the technical support staff.

NOTE

It is highly important to make sure that you provided all the information required, otherwise the form will not be accepted. The request will be assigned a unique request identification number that is generated for your request to be addressed and will be valid until your issue is solved.

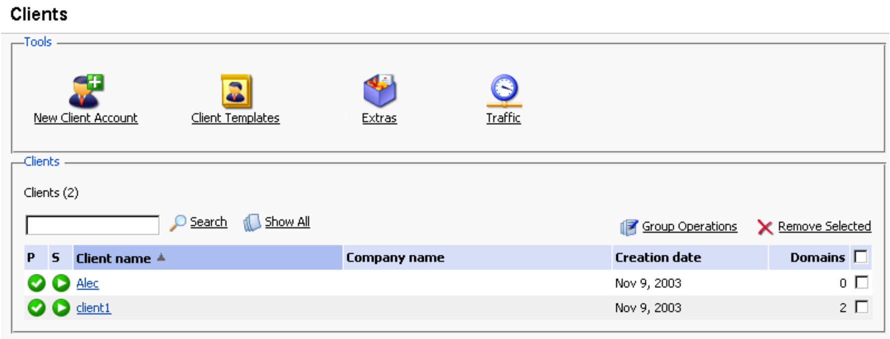
Chapter 4. Managing User Accounts

This chapter focuses on administrative tasks you perform when delivering customer services. Follow the instructions provided in this chapter to learn how to create and manage client accounts, and configure all required restrictions and limits.

Creating a New Client Account

Follow these instructions to create a new client account:

1. Select the Clients shortcut in the navigation pane to access the client management functions. The Clients management page opens displaying the list of registered client accounts:



Clients

Tools

Clients

Clients (2)

P	S	Client name ▲	Company name	Creation date	Domains □
✓	▶	Alec		Nov 9, 2003	0 □
✓	▶	client1		Nov 9, 2003	2 □

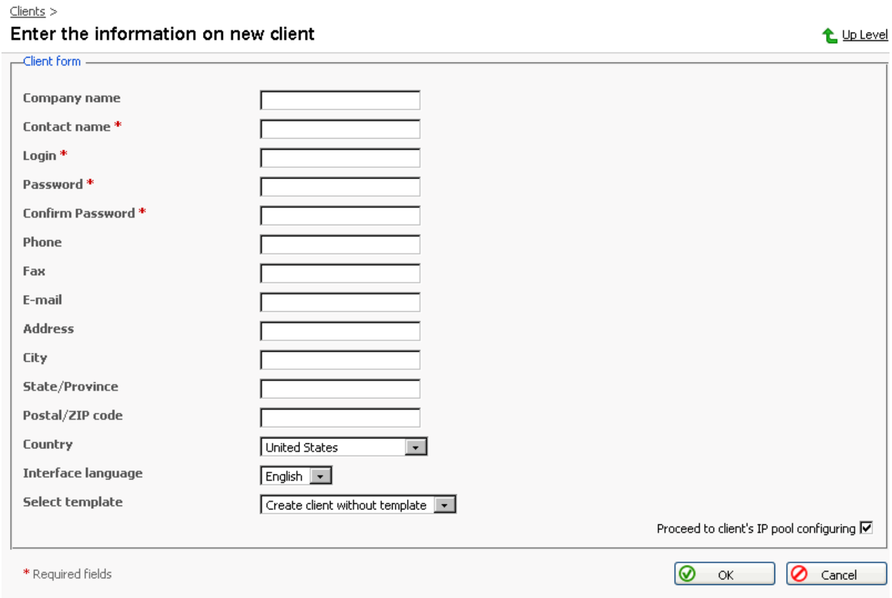
The client's status is represented by two icons:

Table 4.1. The client state/status icons.

Icon	Meaning
The state icon indicates the system state of the client:	
✓	means that the client's account is operating within defined disk space and traffic parameters
!	means that the client has exceeded allocated disk space or traffic limitations in at least one of the client's domains. The Plesk system evaluates disk space and traffic every 24 hours
The status icon indicates if the system administrator has activated this client account:	
▶	means that the client account is activated

Icon	Meaning
The state icon indicates the system state of the client:	
⊗	means that this client account is presently deactivated. When the client account is deactivated, all of the client's domains are deactivated and inaccessible.

2. Click New Client Account. The Client form appears prompting you to enter all the information required:



Clients >

Enter the information on new client

Up Level

Client form

Company name	
Contact name *	
Login *	
Password *	
Confirm Password *	
Phone	
Fax	
E-mail	
Address	
City	
State/Province	
Postal/ZIP code	
Country	United States
Interface language	English
Select template	Create client without template

Proceed to client's IP pool configuring ☑

* Required fields

OK Cancel

3. Enter the necessary data. Click in a specific text box to enter data, or use the Tab key to move from one text box to the next. The following data fields are required:

- Contact name. The contact name must be unique in order to work with it in the Plesk system.
- Login - By assigning a control panel login name to a client, you grant that user access to Plesk for independent account administration. Each client's login name must be unique in the system.

NOTE

Use only alphanumeric symbols in the login name.

- Password - You must assign a password to each client for security purposes. When entering the password, the symbols will be replaced by the asterisks so that nobody can accidentally see your password on the screen.

NOTE

Do not use quotes, space and national alphabet characters in the password. The password should be between 5 and 14 characters long and must not be the same as the login name.

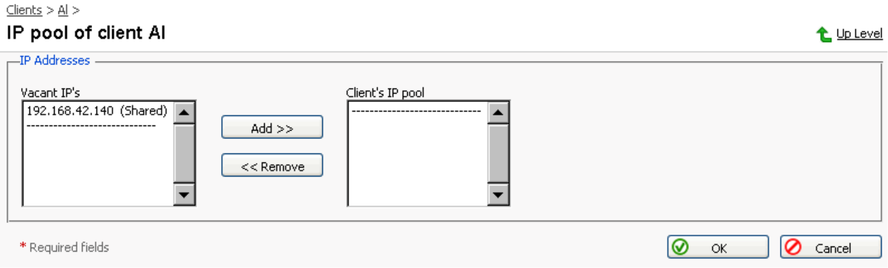
- Confirm password. In order to make sure that you have entered the password you wanted, re-enter it in this field.

4. Review the entered information. Edit data in any text box by clicking and editing the specific word or phrase.

5. Select a template from the drop-down box to create the client account by the template. This option may be unavailable if not supported by your license key.

6. To proceed directly to configuring the IP pool for the new client account, leave the Proceed to client's IP pool configuring checkbox selected.

7. When you are satisfied that the information is complete and correct, click OK. The client's IP pool opens:



Clients > Al >

IP pool of client Al

IP Addresses

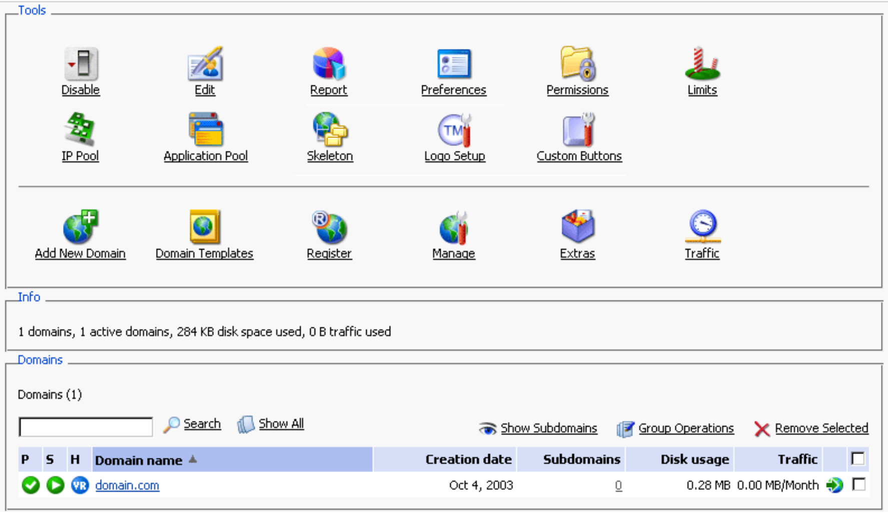
Vacant IP's: 192.168.42.140 (Shared)

Client's IP pool: ----------------------------

* Required fields

8. Select a desired IP address in the list of Vacant IPs, and click Add>> to add it to the pool.

9. Click OK. Now the client account is created, and the client is provided with the IP addresses necessary for creating domains. The Client Home page appears, providing you with client account management functions:



1 domains, 1 active domains, 284 KB disk space used, 0 B traffic used

Domains (1)

P	S	H	Domain name ▲	Creation date	Subdomains	Disk usage	Traffic	□
✓	▶	VR	domain.com	Oct 4, 2003	0	0.28 MB	0.00 MB/Month	□

You can now proceed to configuring the necessary permissions for the client account.

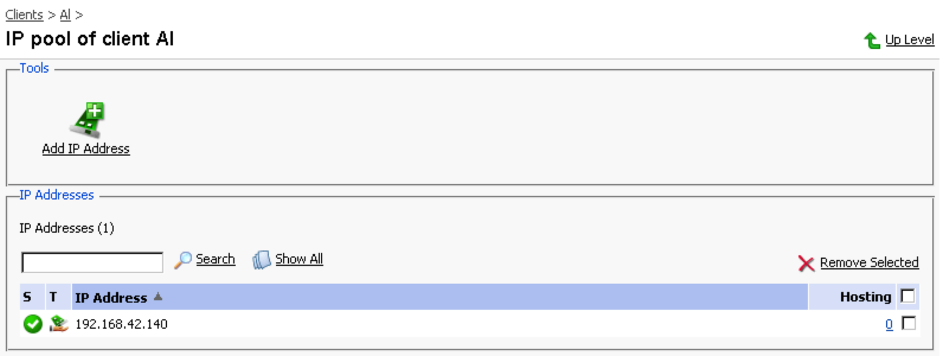
Note that if you skipped the IP allocation procedure during account creation, you can do this later using the Client's IP pool function, which is described in the following section. You should keep in mind that the client will not be able to create domains unless he or she is granted an IP address.

Managing IP Pool

The IP pool is the location within which the client's IP addresses are managed. Clients are given IPs and then are able to utilize them within their own domains. IPs are able to be granted as either *exclusive*, meaning that the target client becomes the user with exclusive rights to this IP, or *shared*, meaning that this IP is shared among many clients (i.e. one IP can be used for hosting by many clients).

The IP Pool also provides the mechanism by which IP usage can be tracked. The client immediately sees his/her complete list of allocated IPs and can identify the locations on which each IP is currently being used within their environment.

Click the IP Pool icon on the Client Home page to access the Client IP pool. It displays the list of IP addresses that were granted (exclusively or as shared) to this client:



Clients > Al >

IP pool of client Al

IP Addresses (1)

S	T	IP Address ▲	Hosting □
✓	🌳	192.168.42.140	0 □

Table 4.2. The IP state/type icons.

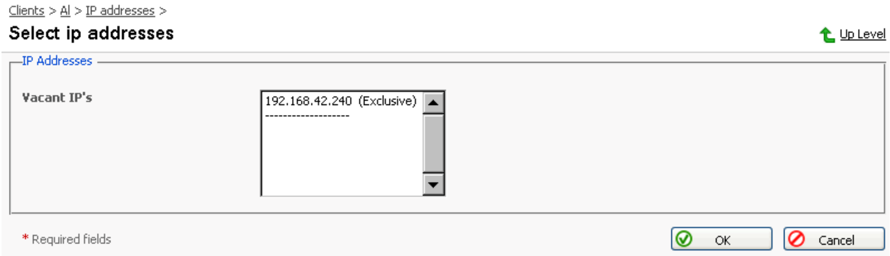
Icon	Meaning
The state icon indicates the system state of the IP address:	
✓	means that the IP address functions properly
!	means that the IP address is malfunctioning. Plesk experiences problems when trying to work with this IP address.
The type icon indicates how the IP address was granted:	
👑	means that the IP address was granted exclusively
🌳	means that the IP address was granted as shared

The Hosting column displays the number of client's domains that use (have hosting configured) the corresponding IP address.

Adding IP address to the client's IP pool

The admin grants available IP addresses to a particular client so that they can be used for setting up hosting at client’s domains.

1. At the Client IP pool page, click Add IP Address icon. IP selection dialog will open:



Select ip addresses

Vacant IP's: 192.168.42.240 (Exclusive)

* Required fields

2. Select an IP address from the List of vacant IP's.

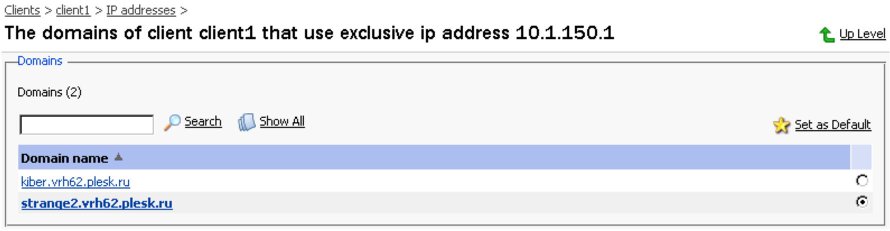
> **NOTE**
>
> You can select several IP addresses at a time.

3. Click OK to add the selected IP address(-es) to the client's IP pool.

Viewing the hosting configured for an IP and setting a default domain

You can view the domains that have hosting set up using a particular IP address. Here you can also set a *default domain* for the exclusive IP address - the domain that will be addressed if a user specifies this IP address in the browser or a domain that cannot be resolved.

1. At the Client IP pool page, select the IP address you wish to inspect and click on the number of domains displayed in the Hosting column. The page that contains the list of domains using the specified IP address will appear:



The domains of client client1 that use exclusive ip address 10.1.150.1

Domains (2)

Domain name ▲	
kiber.vrh62.plesk.ru	○
strange2.vrh62.plesk.ru	●

2. To jump to a Domain administration page, simply click on the name of the domain.

3. To set a domain as default for the exclusive IP address, select the domain using the corresponding radio button and click Set as Default. The default domain name will be displayed in bold.

4. Click Up Level to return to the Client IP pool page.

Assigning an SSL certificate for an exclusively granted IP address

The administrator can assign SSL certificates to the exclusively granted IP addresses in the client's IP pool.

IMPORTANT

The admin can only choose the new SSL certificate from those that are available in the certificate repositories of the domains that belong to the corresponding client.

1. At the Client IP pool page, select the exclusively granted IP address you wish to assign a new SSL certificate to and click on it.
2. Select the new certificate in the SSL Certificate drop-down box.
3. Click OK.

Removing an IP address from the client's IP pool

You can remove one or several IPs at the same time.

IMPORTANT

IP addresses that are in use for hosting cannot be removed from the IP pool.

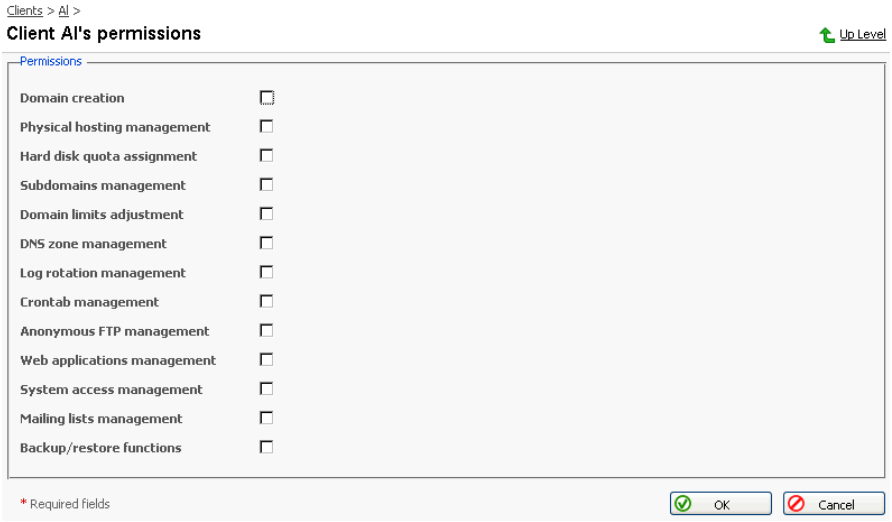
To remove an IP address(-es):

1. Check the corresponding checkboxes of the IPs list.
2. Click Remove Selected. Select the checkbox to confirm and click OK.

Setting the Permissions for Operations

You can decide what operations the client can perform and what operations he/she should not be able to perform. To edit the client's permissions for operations:

1. Click the Permissions icon on the Client Home page. The Client permissions page will appear displaying the list of permissions for all available operations:



Client Al's permissions

Permissions

Domain creation ☐
Physical hosting management ☐
Hard disk quota assignment ☐
Subdomains management ☐
Domain limits adjustment ☐
DNS zone management ☐
Log rotation management ☐
Crontab management ☐
Anonymous FTP management ☐
Web applications management ☐
System access management ☐
Mailing lists management ☐
Backup/restore functions ☐

* Required fields

2. In order to allow (forbid) the client to perform a specific operation, check (uncheck) the corresponding checkbox.

IMPORTANT

Allow performing operations of managing crontab and system access only to trusted clients as these operations must be performed with great care and can have most serious effects on the system.

3. When you are done editing, click OK.

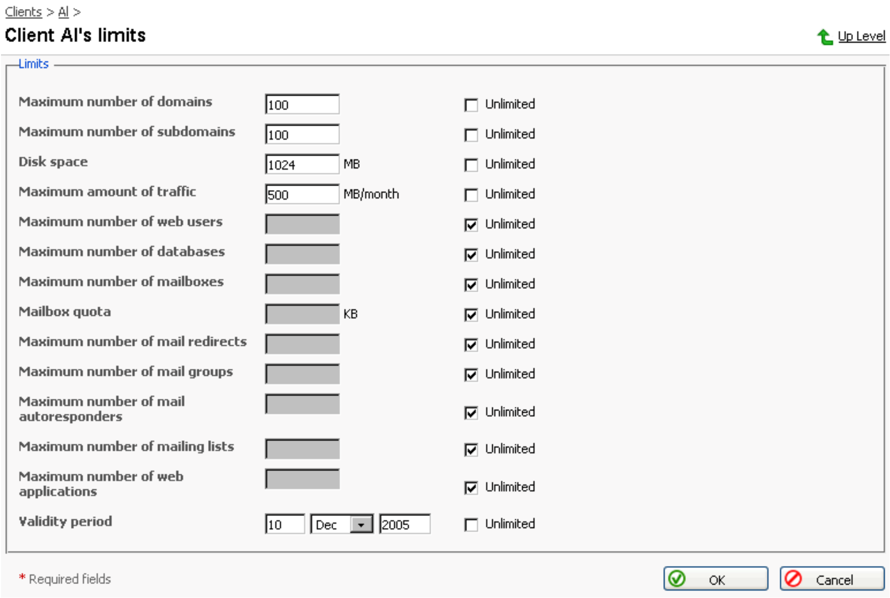
NOTE

When you revoke certain permissions granted to the client, these permissions are also revoked from his/her customers.

Setting the Resource Usage Limits

While performing various tasks in Plesk clients use resources. For each client you can limit each specific resource usage. To edit the client’s resource limits:

1. Click the Limits icon on the Client Home page. The Client limits page will appear containing the list of resource limit types:



Clients > Al >

Client Al's limits

Limits

Maximum number of domains	100		□ Unlimited
Maximum number of subdomains	100		□ Unlimited
Disk space	1024	MB	□ Unlimited
Maximum amount of traffic	500	MB/month	□ Unlimited
Maximum number of web users			☑ Unlimited
Maximum number of databases			☑ Unlimited
Maximum number of mailboxes			☑ Unlimited
Mailbox quota		KB	☑ Unlimited
Maximum number of mail redirects			☑ Unlimited
Maximum number of mail groups			☑ Unlimited
Maximum number of mail autoresponders			☑ Unlimited
Maximum number of mailing lists			☑ Unlimited
Maximum number of web applications			☑ Unlimited
Validity period	10 Dec 2005		□ Unlimited

* Required fields

2. To set a limit value for a specific resource, uncheck the corresponding "Unlimited" checkbox and enter the value into the corresponding input field.

NOTE

The total limit on resources for the client must be more or equal to the total sum of the domain limits defined for the client.

3. At this page you can also set the period of validity for the given client account. To this effect, deselect the corresponding "Unlimited" checkbox, and define the desired date of account expiration in the Validity period input fields.

4. When you are done editing, click OK.

Setting the Interface Preferences

You can choose to set such properties of the Plesk user interface as the interface language, skin, set a number of entries shown per page when displaying various lists (e.g. the list of Domains), set the limit on button label length, and allow multiple sessions under the same client's login.

To change the interface preferences, follow these steps:

1. Click the Preferences icon at the Client home page. The client preferences page will open.

2. To define the number of list entries that will be shown per page, click into

the Display ... lines per page input box and type in the desired number.

3. To limit the size of interface buttons, type the desired value into the Button label length box.
4. If you have several language packs installed for Plesk, you can select the client’s interface language. Select the desired language from the Interface language drop-down box.
5. To set a skin to be used for client's sessions, select one from the Interface skin drop-down box.
6. To allow multiple simultaneous sessions under client's login name, select the Allow multiple sessions checkbox.
7. When you are done editing, click OK.

Managing Client Application Pool

Each client in Plesk has an application pool - the location where all site application packages provided to this client are stored. This feature was designed specially for administrators and is available only to them. Clients do not have application pools in their control panel environments. With this feature administrator can now manage site applications provided to the client and add new application packages to the client.

> **NOTE**
>
> Application pools of all clients will be disabled if the Application Vault is disabled in your Plesk. The Application Vault may be disabled if not supported by your license key. You should order a new license key if you wish to use this feature.

There are two types of site applications in Plesk:

- free, requiring no license key;
- commercial, requiring a license key;

Plesk goes with a number of free site applications requiring no license key that you can choose to install on your Plesk. All free site applications installed on your Plesk are automatically added to the application pool of each client created in Plesk. However, the commercial applications can be added to the client only upon purchase.

To access the application pool of a client, on a Client Home page click the Application Pool icon.

All site applications provided to the client are presented in the list. Each site application is accompanied by two types of icons.

The icon in the first left column indicates the type of the site application:

- ❋ - the free site application requiring no license key, included in the default installation of Plesk for free. It is automatically added to the application pool of each client created in your Plesk control panel.
- 🔑 - the commercial site application that requires a license key. This application is purchased from SWsoft, Inc. additionally.

The icon in the second left column indicates the site application usage rules defined by the administrator:

- ❋ - free of charge, automatically added to the application pools of all clients;
- $ - commercial, customers have to buy this application to be able to use it.

NOTE

You may set rules for each site application and choose whether to make it free of charge or commercial. Site application usage rules can be set in the Application Vault.

To add a new application package to the client application pool, follow these steps:

1. Click the Add New Application Package icon on the Client Application Pool page. The Add New Application Package will open. All available commercial applications, not included in the client application pool will be shown in the list.
2. Select the desired application and click OK. The selected site application will be added to the client application pool.

Note: If there are no commercial applications available, the Add New Application Package icon will be disabled.

To view information on a site application package and the resources required for the application to run, select its title in the list.

To view help on a certain site application, click the icon ?. The Help page containing the general information on this site application will open in a separate browser window.

To remove one or several site applications from the client application pool, select the corresponding checkboxes and click Remove Selected.

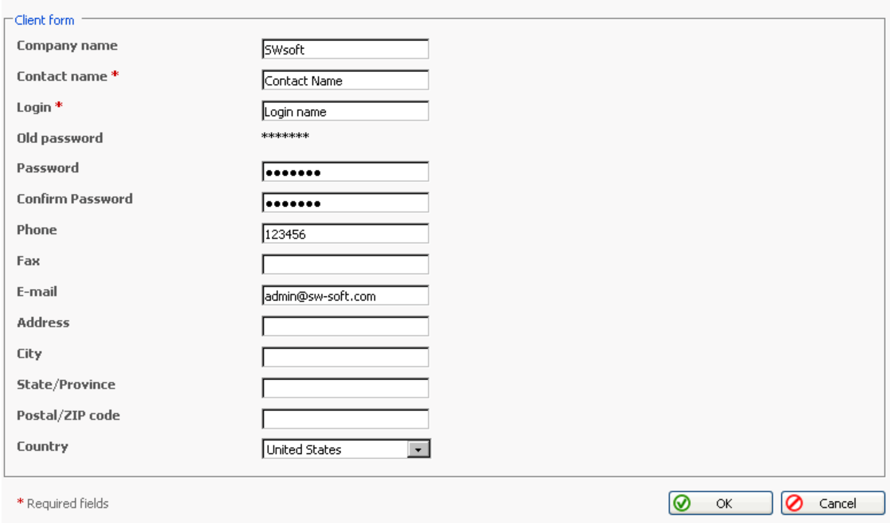
NOTE

You can remove only commercial applications. Free applications cannot be removed from the client application pool, so the corresponding checkboxes will be disabled. Free site applications can be removed only in the Application Vault.

Editing Client Information

Occasionally, you may need to change the information in a client's record. To do it, follow these steps:

1. Click the Edit icon on the Client Home page. The Client information page will appear:



Client form

Company name	SWsoft
Contact name *	Contact Name
Login *	Login name
Old password	*******
Password	•••••••
Confirm Password	•••••••
Phone	123456
Fax	
E-mail	admin@sw-soft.com
Address	
City	
State/Province	
Postal/ZIP code	
Country	United States

* Required fields

2. To modify an item in the client’s data, click in a specific text box to enter data, or use the Tab key to move from one text box to the next. The following data fields are required:

   - Contact Name - This is the name that appears in the Clients list. The contact name must be unique in order to work with it in the Plesk system.

   - Login - By assigning a login name to a client, you grant that user access to Plesk for independent account administration. Each client's Plesk Control Panel login name must be unique in the system.

NOTE

Use only alphanumeric symbols in the login name.

- Password - You must assign a password to each client for security purposes. When entering the password, the symbols will be replaced by the asterisks so that nobody can accidentally see your password on the screen.

NOTE

Do not use quotes, space and national alphabet characters in the password. The password should be between 5 and 14 characters long and must not be the same as the login name.

- Confirm password. In order to make sure that you have entered the password you wanted, re-enter it in this field.

3. Review the entered information. Edit data in any text box by clicking and editing the specific word or phrase.

4. When you are satisfied that the information is complete and correct, click OK.

IMPORTANT

Changes to client's email address will not be reflected in Start of Authority (SOA) records of client's DNS zones until you rebuild them by switching zone off and back on, or by modifying the zone.

Viewing the Client Report and Statistics

Plesk keeps a summary of important data for every client in the system. The client report is a brief overview of the client-related system information.

To view the report, click the Report icon on a Client Home Page.

To get a printer-friendly version of report, use the icon.

To send the report by e-mail, enter the email address into the input field and click the icon.

Viewing traffic history

Traffic history is a record of amounts of traffic registered for the selected client's domains over a period of time.

1. Click the Traffic History icon at the Client report page.
2. The client's traffic history is displayed in the form of a table. Each line entry in the table contains the following data:
   - Year - the reported year
   - Month - the reported month
   - Traffic usage - the amount of traffic registered for the client's domains over the reported month
3. To return to the Client report page, click Up Level.

Customizing a report layout

You can define which sections of the client report will be displayed. To this effect, on the client report page, click the Customize icon. The Custom report layouts page will open displaying the list of currently existing report layouts.

To add a new custom layout, follow these steps:

1. Click the Add New Report icon.
2. Enter the report layout name in the Report name field.

3. In the General field, define the amount of data that will be presented in the General section of the report.

4. In the Domains field, define the amount of data that will be presented in the Domains section of the report.

5. To use this layout by default, select the corresponding checkbox.

6. Click OK.

To remove a custom report layout from the Custom report layouts page, select it using the corresponding checkbox, and click Remove Selected.

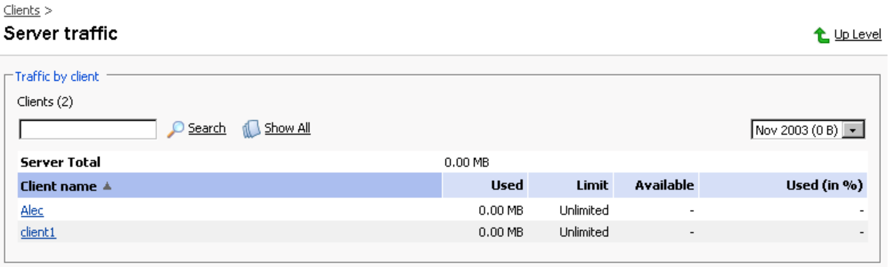
To edit a custom layout, select its title in the list.

Viewing Traffic Statistics by Clients

To view the information on total amount of server traffic used by all clients, follow these steps:

1. Select the Clients shortcut in the navigation pane.

2. Click Current Traffic. The page will open, providing the detailed traffic statistics:



Clients >

Server traffic

Up Level

Traffic by client

Clients (2)

Search Show All

Nov 2003 (0 B)

Server Total	0.00 MB			
Client name ▲	**Used**	**Limit**	**Available**	**Used (in %)**
Alec	0.00 MB	Unlimited	-	-
client1	0.00 MB	Unlimited	-	-

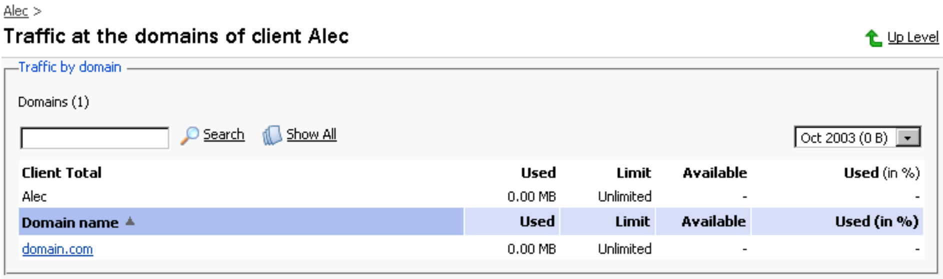
Presented in the table are the data on amounts of traffic used by clients.

To view the traffic statistics for a certain month, select the required month from the drop-down box.

To view the information on traffic used by domains of a certain client, click on the client's name.

Viewing Traffic Statistics by Client's Domains

To view the statistical information on traffic used by domains of a client, on the Home Page of the selected client, click Current Traffic. The page will open, providing the detailed traffic statistics:



Alec >

Traffic at the domains of client Alec

Domains (1)

Client Total	Used	Limit	Available	Used (in %)
Alec	0.00 MB	Unlimited	-	-
Domain name	**Used**	**Limit**	**Available**	**Used (in %)**
domain.com	0.00 MB	Unlimited	-	-

Presented in the table are the data on amount of traffic used by the client, and his/her domains.

To view the traffic statistics for a certain month, select the required month from the drop-down box.

To view the traffic statistics at the domain and the data on traffic used by domain services, click on a domain name.

Deactivating/Activating a Client Account

To restrict client’s access to system and suspend operation of client's domains, you can deactivate the client's account.

To deactivate a client’s account:

1. On the Client Home page of the selected client, click Disable. The confirmation will appear querying whether you actually wish to change the status of the selected client’s account.
2. Click OK.

To activate an account, follow these steps:

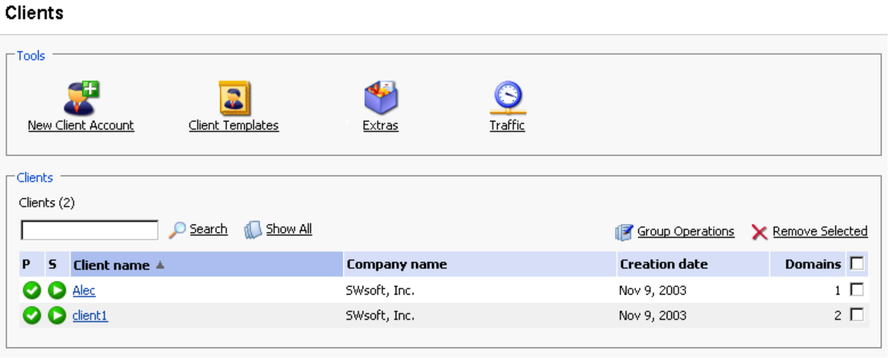
1. On the Client Home page of the selected client, whose account is deactivated, click Enable. The confirmation will appear querying whether you actually wish to change the status of the selected client’s account.
2. Click OK.

Performing Group Operations on Accounts

In cases when you need to introduce certain similar changes to several client accounts, you can use the Group Operations function, made available to simplify administration of multiple accounts. Using this feature you can, for instance, select a number of clients, enable all of them to create domains and limit the maximum number of domains to a specific number - all that within a single operation, without having to select each client independently and edit his/her settings.

To perform group operations on client accounts, follow these steps:

1. Select the Clients shortcut in the navigation pane. The page will open displaying the list of registered client accounts:



Clients (2)

P	S	Client name ▲	Company name	Creation date	Domains	□
✓	▶	Alec	SWsoft, Inc.	Nov 9, 2003	1	□
✓	▶	client1	SWsoft, Inc.	Nov 9, 2003	2	□

2. Select the clients, whose accounts you wish to modify by checking the corresponding checkboxes.

3. Click the Group Operations icon. The Group Operations page will appear, divided into three groups:
   - The Permissions group is used for setting permissions for various operations
   - The Limits group is used for modifying limits for granted resources
   - The Modified accounts area lists the client accounts selected for modification.

4. To set permissions, select the **`Do not change`**, **`Enable`** or **`Disable`** radio button for the corresponding type of operation.

5. To edit limit settings for a particular resource type:

   5.1. First, select the desired action from the drop-down box:
   - Leave the **`Do not change`** option selected, if you do not wish to make a change
   - Select **`Unlimited`** if you wish not to limit the resource usage
   - Select the **`Value`** option in order to specify a new value for the resource limit
   - Select **`Increase (+)`**, to specify the value by which to increment the presently set resource limit value
   - Select **`Decrease (-)`**, to specify the value by which to decrement the presently set resource limit value

5.2. Then, specify the value of the new resource limit in the corresponding input field.

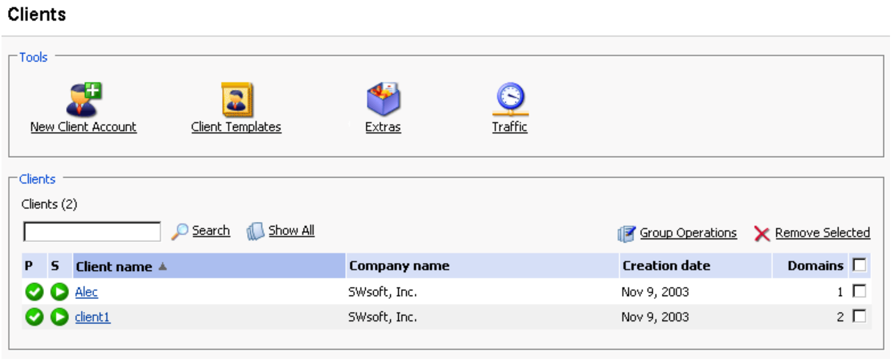
5.3. If you chose to increase/decrease the presently set limit value, use the drop-down box to select **`units`** if you wish to modify the limit value by a quantity of commonly used units or **%** if you wish to modify the limit value by a particular percentage.

6. Click OK to apply the new settings to the selected client accounts.

Removing Client Accounts

You can remove one or several client accounts at the same time. To remove client accounts:

1. Select the Clients shortcut in the navigation pane. The page will open displaying the list of registered client accounts:

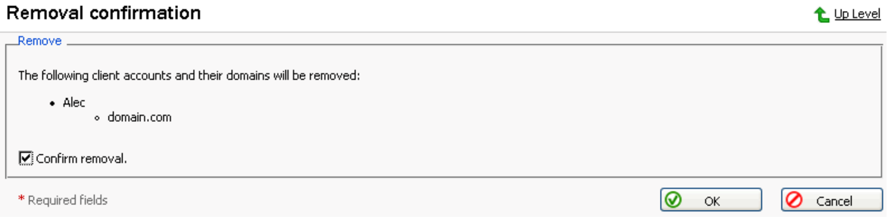


Clients (2)

P	S	Client name ▲	Company name	Creation date	Domains □
✓	▶	Alec	SWsoft, Inc.	Nov 9, 2003	1 □
✓	▶	client1	SWsoft, Inc.	Nov 9, 2003	2 □

2. Select the clients, whose accounts you wish to remove by checking the corresponding checkboxes.

3. Click Remove Selected. The Removal confirmation page appears:



The following client accounts and their domains will be removed:

- Alec
  - domain.com

☑ Confirm removal.

* Required fields

4. Select the "Confirm removal" checkbox to confirm removing, and click OK. If you decide to not delete these client accounts or wish to modify the list of accounts selected for deletion, click the Cancel button.

Chapter 5. Administering Domains

This chapter focuses on administrative tasks you perform when administering domains for your customers. Follow the instructions provided in this chapter to learn how to create new domain names, configure all required restrictions and limits, set up hosting, mail, and other services.

Creating a Domain

A domain is a virtual address on the Internet for any organization or entity. Technically, a domain is defined as a group of networked computers (servers) that represent an organization and provide network services; however, several domains could reside on one server, in dedicated space provided by a Web hosting service. To the Internet user, a domain appears as space on one server, regardless of its implementation.

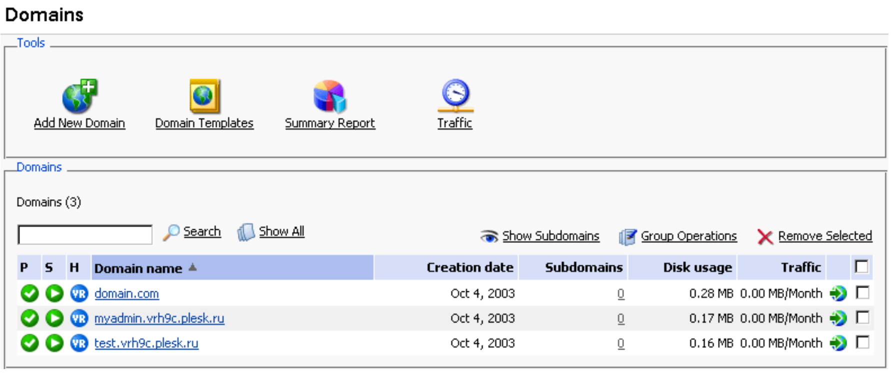
Domains are identified by their familiar Internet URL (uniform resource locator) addresses. Syntactically, a domain name is a string of names or words separated by periods. For example, `www.sw-soft.com` is the name of the domain where SWsoft's information resides on its servers. A domain must belong to one client. For example, John Doe may be a programmer whose domain is `aceprogrammer.com`; the ABCDE, Inc. company may own a domain by the name of `abcde.com`. All domains are assigned to clients.

NOTE

You must officially register a domain and Internet address before you create it in Plesk. You can do this using the Register option available within Plesk or through any of the Internet registration services.

To create a new domain, follow these steps:

1. Select the Domains shortcut in the navigation pane. The list of domains will open:



Domains (3)

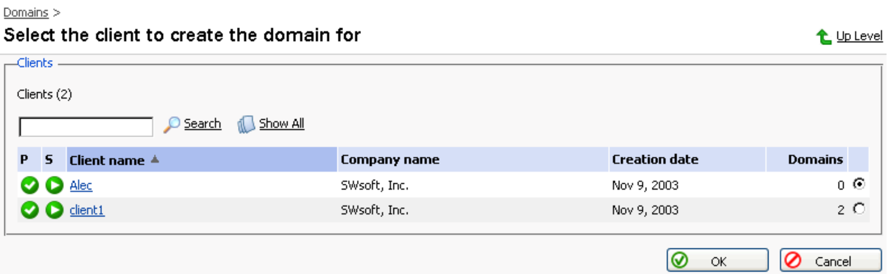
P	S	H	Domain name ▲	Creation date	Subdomains	Disk usage	Traffic		□
✓	▶	VR	domain.com	Oct 4, 2003	0	0.28 MB	0.00 MB/Month	➜	□
✓	▶	VR	myadmin.vrh9c.plesk.ru	Oct 4, 2003	0	0.17 MB	0.00 MB/Month	➜	□
✓	▶	VR	test.vrh9c.plesk.ru	Oct 4, 2003	0	0.16 MB	0.00 MB/Month	➜	□

Each domain name is accompanied by the following icons:

Table 5.1.

<table>
<tr><th>Icon</th><th>Meaning</th></tr>
<tr><td colspan="2">The state icon indicates the system state of the domain:</td></tr>
<tr><td>✓</td><td>means that the domain is operating within defined disk space and traffic parameters</td></tr>
<tr><td>!</td><td>means that the client has exceeded allocated disk space or traffic limitations at this particular domain. The Plesk system evaluates disk space and traffic every 24 hours</td></tr>
<tr><td colspan="2">The status icon indicates if the client or system administrator has activated/deactivated this domain:</td></tr>
<tr><td>▶</td><td>means that the domain is activated</td></tr>
<tr><td>✖</td><td>means that this domain is presently deactivated and inaccessible</td></tr>
<tr><td colspan="2">The hosting type icon indicates the type of hosting set-up for the domain:</td></tr>
<tr><td>VR</td><td>indicates Physical Hosting</td></tr>
<tr><td>ST</td><td>indicates Standard Forwarding</td></tr>
<tr><td>FR</td><td>indicates Frame Forwarding</td></tr>
<tr><td>●</td><td>indicates that no hosting was configured for the domain</td></tr>
<tr><td colspan="2">Additional:</td></tr>
<tr><td>➜</td><td>used for accessing the domain URL in browser</td></tr>
</table>

2. Click ✚ Add New Domain. The client selection page will open:



Domains >

Select the client to create the domain for

Up Level

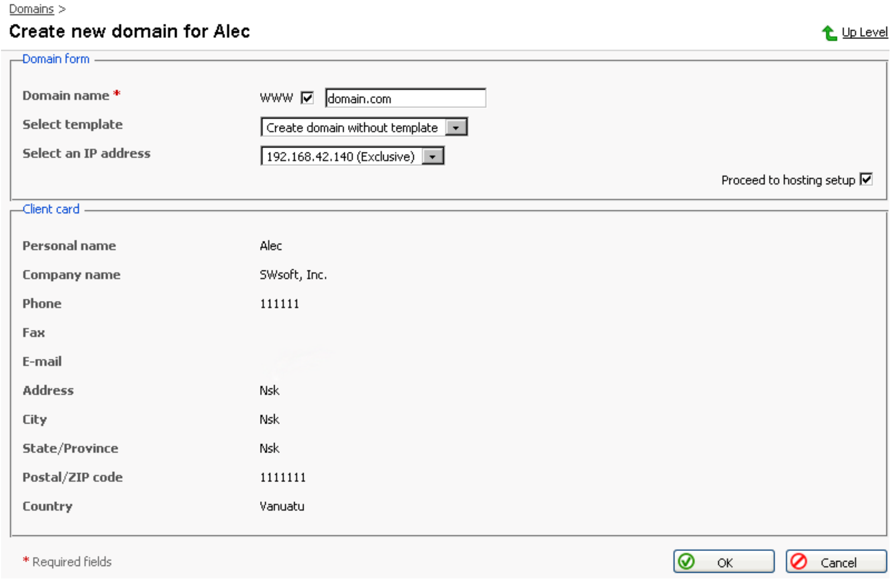
Clients

Clients (2)

Search Show All

P	S	Client name ▲	Company name	Creation date	Domains	
✓	▶	Alec	SWsoft, Inc.	Nov 9, 2003	0	●
✓	▶	client1	SWsoft, Inc.	Nov 9, 2003	2	○

3. Using a radio button, select the client, you wish to create the domain for, and click OK. The domain creation page will open:



Domains >

Create new domain for Alec

Domain form

Domain name *	WWW ☑ domain.com
Select template	Create domain without template
Select an IP address	192.168.42.140 (Exclusive)

Proceed to hosting setup ☑

Client card

Personal name	Alec
Company name	SWsoft, Inc.
Phone	111111
Fax	
E-mail	
Address	Nsk
City	Nsk
State/Province	Nsk
Postal/ZIP code	1111111
Country	Vanuatu

* Required fields

NOTE

You can also access the domain creation page directly from the Home page of a certain client.

4. In the Domain name field - enter a valid domain name (e.g. mycompany.com) that is unique to the system. If you enter a domain name that already exists, Plesk will ask you to change it. The Domain Name field also has a prompt for the WWW tag. The WWW checkbox, when checked, indicates that the WWW prefix can be used when addressing the domain as well as the domain name by itself. If the box is unchecked, then the domain can only be referenced by its name without the WWW prefix.

5. Select a template to be applied from the drop-down list, if you wish this domain to be created by a template.

6. Select the IP address to be used for hosting from the drop-down list.

7. Check (or leave checked) the Proceed to hosting setup checkbox if you wish to set up hosting for the domain after it is created.

NOTE

If you are creating a domain by a template that allows physical hosting creation, you will proceed to the Physical Hosting Setup page for this domain. Otherwise, you will be taken to the Hosting Type Selection page.

8. When you are satisfied that the information is complete and correct, click OK.

IMPORTANT

- If you have chosen to set up hosting for the domain after it is created (leaving the Proceed to hosting setup checkbox selected), you will be taken to the hosting setup wizard. Please, refer to the following section of this manual to learn how to set up hosting for the domain.
- If you decided to set up hosting later and deselected the Proceed to hosting setup checkbox, you will be taken to the Domain Administration page, which provides you with domain management functions.

Managing Hosting

Using Plesk you can select any of three different types of hosting services, as listed below:

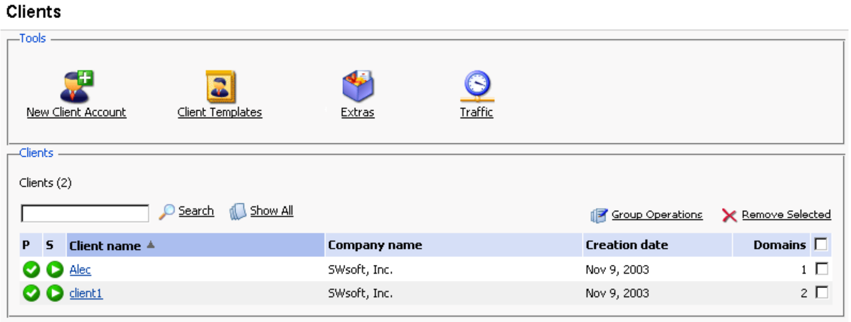
- Physical hosting: the most common type of hosting service, creating a virtual host (disk space on the local server) for the client. The client controls and publishes his own web site without having to purchase a server and dedicated communication lines.
- Standard forwarding: with this type of forwarding, all requests to the domain are forwarded by your server to another Internet address (no virtual server is created). When an end user searches the Internet for the client's domain, he is routed to another URL, and the address in his browser window changes to the new URL.
- Frame forwarding: all requests to this domain are forwarded to another Internet address (no virtual server is created). But with this type of forwarding, the end user sees the client's domain name in his browser, not the forwarding address. Plesk uses frames to 'trick' the browser into displaying the correct domain name. The problem with this type of forwarding is that some search engines do not index these frame pages and some browsers do not support frames.

Accessing the Hosting Setup Wizard

To access the hosting setup wizard for the domain, which is created but does not have hosting configured yet, use any of the following ways:

•

1. Select the Clients shortcut in the navigation pane. The Clients list page opens:

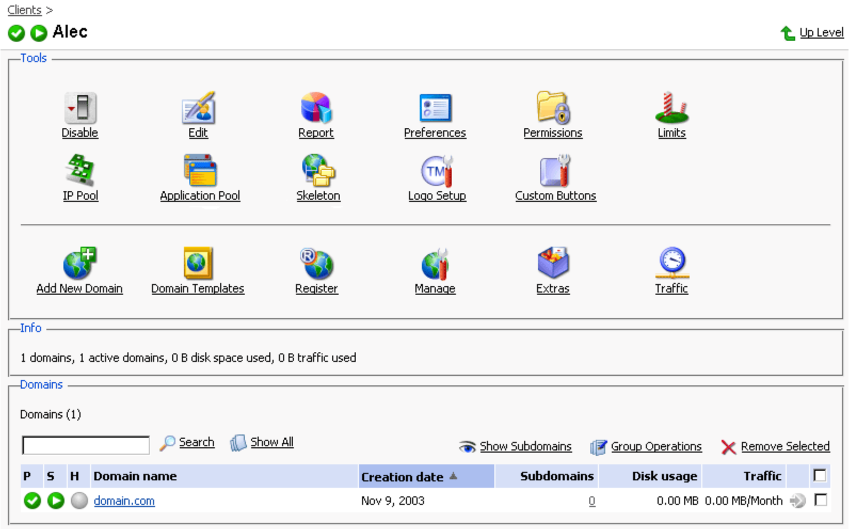


Clients

Clients (2)

P	S	Client name ▲	Company name	Creation date	Domains	□
✓	▶	Alec	SWsoft, Inc.	Nov 9, 2003	1	□
✓	▶	client1	SWsoft, Inc.	Nov 9, 2003	2	□

2. Click on a client's name. The Client Home page opens:



Clients >

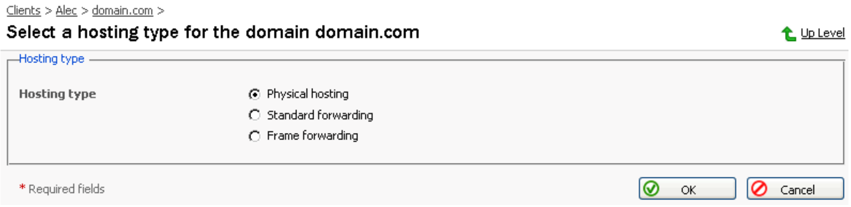
Alec

1 domains, 1 active domains, 0 B disk space used, 0 B traffic used

Domains (1)

P	S	H	Domain name	Creation date ▲	Subdomains	Disk usage	Traffic	□
✓	▶	●	domain.com	Nov 9, 2003	0	0.00 MB	0.00 MB/Month	□

3. Click on the ● icon to the left of the domain name. The hosting type selection page opens:



Clients > Alec > domain.com >

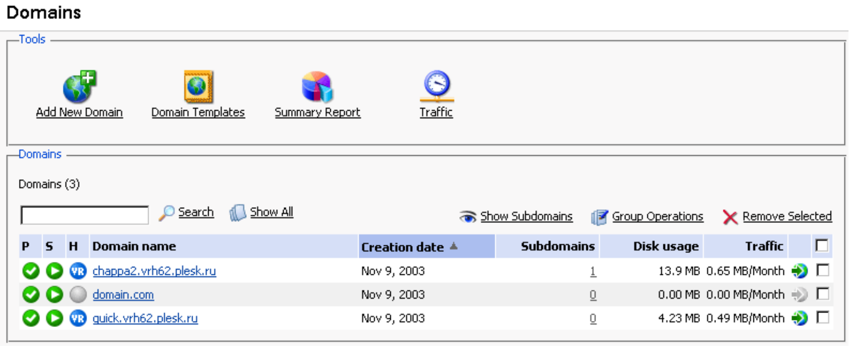
Select a hosting type for the domain domain.com

Hosting type
● Physical hosting
○ Standard forwarding
○ Frame forwarding

* Required fields

•

1. Select the Domains shortcut in the navigation pane. The Domains list page will open:



Domains

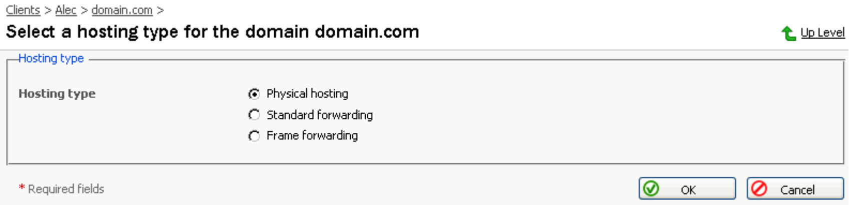
Tools

Domains

Domains (3)

P	S	H	Domain name	Creation date ▲	Subdomains	Disk usage	Traffic	□
✓	▶	VR	chappa2.vrh62.plesk.ru	Nov 9, 2003	1	13.9 MB	0.65 MB/Month	□
✓	▶	●	domain.com	Nov 9, 2003	0	0.00 MB	0.00 MB/Month	□
✓	▶	VR	quick.vrh62.plesk.ru	Nov 9, 2003	0	4.23 MB	0.49 MB/Month	□

2. Click on the ● icon to the left of the domain name. The hosting type selection page opens:



Clients > Alec > domain.com >

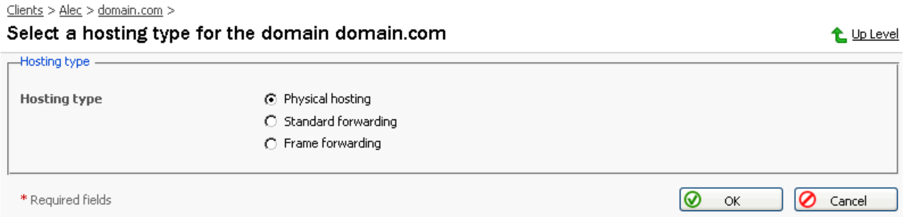
Select a hosting type for the domain domain.com

Hosting type

Hosting type
- ● Physical hosting
- ○ Standard forwarding
- ○ Frame forwarding

* Required fields

- When on the Domain Administration page click the Setup icon. The Hosting Type Selection page appears:



Clients > Alec > domain.com >

Select a hosting type for the domain domain.com

Hosting type

Hosting type
- ● Physical hosting
- ○ Standard forwarding
- ○ Frame forwarding

* Required fields

Configuring Physical Hosting

To set up physical hosting, follow these steps:

1. On the Hosting Type Selection page, select the **`Physical hosting`** radio button. Click OK. The Physical hosting setup page appears.

2. Select the SSL support checkbox. SSL certificates provide additional security for Web sessions. SSL certificates are often used for e-commerce and other private or confidential applications. Enabling SSL creates an httpsdocs directory in the FTP account, and provides https protocol; as a result, users access the domain with the command `https://newdomain.com`. If you want to grant permission to your client to implement an SSL certificate, make sure a check mark appears in the SSL support box.

3. You must set an FTP login name and password. FTP allows end users to upload and download files from the Internet site to remote PC's. If you want to provide FTP services, click in the FTP Login box. Then, enter or edit a login name to be used for accessing FTP file transfer services on the domain.

NOTE

The maximum FTP user name length should not exceed 16 symbols, which is required for compatibility purposes. As the FreeBSD operating system does not support user names longer than 16 symbols, the clients who are running RedHat Linux and having users registered in the system with names longer than 16 symbols (as allowed by RedHat Linux OS) and willing to migrate to FreeBSD would encounter certain problems during restoring of data backed up on RedHat Linux.

You cannot use the reserved system words, such as "mailman" for user names.

4. Click in the FTP Password text box and enter or edit the password.

5. Tab to the Confirm Password text box and re-enter the password for confirmation.

NOTE

You should specify the FTP password, otherwise the FTP user will not be able to login to the FTP account that will be created.

6. Hard disk quota field allows you to set the limit for the maximum disk space amount available for use by this domain.

7. Use the Shell access to server with FTP user's credentials option if you need to allow a user to access his/her home directory on the server through SSH or Telnet. Depending on the permissions defined, the user might also be able to browse the server filesystem outside the home directory, unless you choose the "chrooted shell" option. It is advised that you forbid shell access for security reasons.

NOTE

You can choose to allow customers to log in to a chrooted environment, in order to prevent users from accessing the information they are not allowed to possess, such as the list of domains hosted on server, or the information on installed software. However, the use of chrooted environment will not protect your data in case of kernel exploits, which can be used for gaining root privileges or organizing a DoS attack. Even in a chrooted environment a user with root privileges can cause a server failure, or gain access to confidential data.

8. To allow the use of Microsoft FrontPage Server Extensions, check the checkbox for Microsoft FrontPage support and Microsoft FrontPage over SSL support. Authoring will be disabled by default. For security reasons, authoring should only be enabled when Microsoft FrontPage extensions are in use. Microsoft FrontPage is Microsoft's Web publishing tool. It is one of the most commonly used tools for creating a client's web site. Microsoft FrontPage includes several extensions that provide special functionality. If you want this domain to support these extensions, be sure that a check mark appears in the FrontPage support box.

9. Tab to the Authoring enabled option. You can authorize or disable remote editing of the web site using Microsoft FrontPage. This setting is changeable by the Admin, Client, and Domain Administrator logins to the control panel. For security purposes the server administrator should notify their Clients and Domain Administrators that Microsoft FrontPage authoring should be disabled whenever not in use. To activate Microsoft FrontPage authoring, make sure this option is selected. If you want to turn off Microsoft FrontPage authoring, select the Authoring disabled option.

10. If FrontPage authoring is selected, then the FrontPage Admin Login, FrontPage Admin Password, and Confirm Password fields must be filled out. This login and password will be used to login to the domain when Microsoft FrontPage is being used. Click in each box and enter the desired Login and Password.

11. Tab to the Apache ASP support checkbox. It enables the development of dynamic web applications with embedded code.

12. Tab to the SSI support check box. SSI stands for 'server-side includes', a type of HTML comment that directs the web server to dynamically generate data for the Web page whenever information is requested. SSI can also be used to execute programs and insert the results; therefore they represent a powerful tool for web developers. If your client wants to support SSI, make sure a check mark appears in the SSI box.

13. Tab to the PHP support check box. PHP is a server-based HTML

embedded scripting language used to create dynamic Web pages. If your client wants to support PHP scripting in HTML documents, make sure a check mark appears in the PHP box.

14. Tab to the CGI support check box. CGI is a set of rules describing how a web server communicates with another piece of software on the same machine, and how the other piece of software (based on the CGI program) communicates back to the web server. If your client wants to support CGI, make sure a check mark appears in the CGI box.

15. Tab to the mod_perl support check box. Perl is an interpreted high-level programming language. Perl is very popular among System Administrators who use it for a vast number of automation tasks. Many CGI programs are written in Perl. If your client wants to support Perl, make sure a check mark appears in the Perl support checkbox.

16. Tab to the mod_python support checkbox. Python is an interpreted, interactive, object-oriented, high-level programming language. Python is good for many system administration type tasks and for CGI programming and is also extensively used as a graphical user interface development aide. If your client wants to support Python, make sure a check mark appears in the Python support checkbox.

17. Tab to the ColdFusion support checkbox. This enables the ColdFusion scripting.

18. Tab to the Web statistic check box. Activation of web statistics will result in the installation of a graphical statistics package for the domain.

NOTES

When enabling web statistics, it is recommended that you also select the checkbox for creating a password protected directory plesk-stat to restrict access to statistics. You will be able to access the statistics via URLs like https://domain.tld/plesk-stat/ using your FTP login and password. For security reasons, we recommend that you use different passwords for logging in to your FTP account and accessing the statistics. You can change the password for accessing the statistics directory in the password protected directory properties.

For web statistics, you will need to access https://domain.tld/plesk-stat/webstat, for secure web server statistics - https://domain.tld/plesk-stat/webstat-ssl, for FTP statistics - https://domain.tld/plesk-stat/ftpstat, and for Anonymous FTP - https://domain.tld/plesk-stat/anon_ftpstat.

19. Tab to the Custom Error Documents checkbox. Selecting this option will place the domain's error documents into a location that is accessible via

FTP allowing users to customize their own web server error documents.

20. When you are satisfied that you have fully defined the hosting services for this domain, click OK.

Configuring Forwarding Hosting

Configuring Standard Forwarding

To set up standard forwarding, follow these steps:

1. On the Hosting Type Selection page, select the **`Standard Forwarding`** radio button. Click OK. The standard forwarding assignment page appears.
2. Click in the Destination URL text box and enter or edit a URL address. Users will be redirected to this address when they access your client's domain on the web. The URL change will be visible in the browser.
3. Click OK to save your changes and return to the Domain administration page. Clicking Up Level will discard all changes you made and return you to the Domain Administration page.

Configuring Frame Forwarding

Follow these steps to configure frame forwarding:

1. On the Hosting Type Selection page, select the **`Frame Forwarding`** radio button. Click OK. The frame forwarding assignment page appears.
2. Click in the Destination URL text box and enter or edit a URL address. Users will be redirected to this address when they access your client's domain on the web. The URL change will not be visible in the browser.
3. Click OK.

Deleting Hosting Configuration

You can change hosting type for a domain only after you delete the hosting configuration. To delete the current hosting configuration, use the Delete icon, located at the Domain administration page, Hosting group.

Uploading Site Content

You can upload site content in any of the following ways: via FTP, via SSH, using Plesk File Manager or Microsoft FrontPage. We recommend uploading via FTP, as it is the simplest way.

Via FTP

1. Connect to server using your FTP account credentials
2. Upload files and directories that should be accessible via HTTP protocol to the httpdocs directory, and files/directories that should be transferred securely over SSL protocol to the httpsdocs directory. Place your CGI scripts into the cgi-bin directory.
3. Close your FTP session.

Using Plesk File Manager

1. In the Plesk control panel, click the File Manager button on the Domain Administration page.
2. You can create and upload files and directories only in the following directories: httpdocs, httpsdocs, private and cgi-bin. You should place files and directories that should be accessible via HTTP protocol to the httpdocs directory, and files/directories that should be transferred securely over SSL protocol to the httpsdocs directory. Place your CGI scripts into the cgi-bin directory.
    - Use the Add New Directory button to create new directories.
    - To create new files in the required directory, click Add New File, in the File creation section specify the file name, select the Use html template checkbox, if you want file manager to insert some basic html tags to the new file, and click OK. A page will open allowing you to enter the content or html-formatted source of a new file. After you are done, click OK.
    - To upload a file from the local machine, click Add New File, specify the path to its location in the File source box (or use the Browse button to locate it), and click OK.

Via SSH (only for Linux and FreeBSD users)

Use the scp command to copy files and directories to the server: scp your_file_name login@remoteserver.com:path to copy files, and scp –r your_directory_name login@remoteserver.com:path to copy entire directories.

The users of Microsoft Windows can use Microsoft FrontPage to publish the site content via FTP or HTTP. Please, consult the MS FrontPage user documentation for details.

Using Custom Error Documents

To inform Internet users of web server errors and help figure out what caused the problem, web servers generate and display standard HTML pages. Following is a list of error documents with descriptions.

Table 5.2.

400 Bad File Request	Usually means the syntax used in the URL is incorrect (e.g., uppercase letter should be lowercase letter; wrong punctuation marks).
401 Unauthorized	Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.
403 Forbidden/Access Denied	Similar to 401; special permission needed to access the site - a password and/or username if it is a registration issue.
404 File Not Found	Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered.
408 Request Timeout	Client stopped the request before the server finished retrieving it. Usually occurs when servers are slow or file sizes are large.
500 Internal Error	Could not retrieve the HTML document because of server-configuration problems.
501 Not Implemented	Web server does not support a requested feature.
502 Service Temporarily Overloaded	Server congestion; too many connections; high traffic.
503 Service Unavailable	Server busy, site may have moved, or Internet connection was lost.
Connection Refused by Host	User either does not have permission to access the site or password is incorrect.
File Contains No Data	Page is there but is not showing anything. Error occurs in the document. Attributed to bad table formatting, or stripped header information.

Bad File Request	Browser may not support the form or other coding the user is trying to access.
Failed DNS Lookup	The Domain Name Server cannot translate domain request into a valid Internet address. Server may be busy or down, or incorrect URL was entered.
Host Unavailable	Host server down.
Unable to Locate Host	Host server is down, Internet connection is lost, or URL typed incorrectly.
Network Connection Refused by the Server	The Web server is busy.

With Plesk 7.5 you can customize only the following error messages:

- 400 Bad File Request
- 401 Unauthorized
- 403 Forbidden/Access denied
- 404 File Not Fount
- 500 Internal Server Error

If you would like Plesk web server to show your custom error pages instead of standard ones, follow these steps:

1. Switch on support for custom error documents through Plesk interface. Go to a specific domain's administration page, click Setup, and select the Custom Error Documents checkbox.
2. If you access Plesk remotely, connect to your FTP account on the Plesk server, and go to the error_docs directory. If you access Plesk locally, go to the directory /vhosts/domain_name.tld/error_docs/
3. Edit or replace the respective files. Be sure to preserve the correct file names:
    - 400 Bad File Request - bad_request.html
    - 401 Unauthorized - unauthorized.html
    - 403 Forbidden/Access denied - forbidden.html
    - 404 File Not Fount - not_found.html
    - 500 Internal Server Error - internal_server_error.html
4. Once done editing, restart the web server manually, or wait till it is

restarted. After that, the web server will start using your error documents.

Using Site Preview

Once you have set up hosting for the domain and uploaded the site content, you can preview the site prior to DNS propagation. To do this, click the Site Preview icon on the Domain administration page.

Setting Domain Level Limits

For each domain you can limit the domain-specific resource usage and the domain validity period. To edit the domain limits:

1. Click the Limits icon on the Domain administration page. The Domain limits page will appear containing the list of resource limits. At this page you can set the limits on the following resources:
   - Number of subdomains
   - Amount of disk space
   - Amount of traffic
   - Number of web users
   - Number of databases
   - Number of mailboxes
   - The mailbox quota
   - Number of mail redirects
   - Number of mail groups
   - Number of mail autoresponders
   - Number of mailing lists
   - Number of Java applications
   - The domain validity period.
2. To set a limit value for a specific resource, uncheck the Unlimited checkbox, and enter the value into the corresponding input field.
3. To set the validity period for the domain, define the required domain expiration date in the Validity period field.
4. When you are done with editing, click OK.

To adjust the traffic statistics retention time for a given domain, follow these steps:

1. Click the Report icon at the Domain administration page.

2. Click the Traffic History icon.

3. Select the Retain traffic statistics for [ ] Months checkbox, and type the number in the input box provided.

4. Click OK.

Customizing DNS Settings

Through Plesk, a user can customize DNS settings for each domain created. The Plesk administrator can also enable the client to customize his/her own DNS settings; however, it is very important that the client possesses a strong understanding of DNS prior to making any modifications to the DNS settings.

NOTE

Improper setup of DNS results in improper functioning of web, mail and FTP services.

Types of DNS Records

There are five types of accessible DNS records:

A = Address - This record is used to translate host names to IP addresses.

CNAME = Canonical Name - Used to create additional host names, or aliases, for hosts in a domain.

NS = Name Server - Defines an association between a given domain name and the name servers that store information for that domain. One domain can be associated with any number of name servers.

MX = Mail Exchange - Defines the location of where mail should be delivered for the domain.

PTR = Pointer - Defines the IP address and host name of individual hosts in the domain. Translates IP addresses into host names.

Changing DNS Settings

Plesk retrieves the default DNS settings from Server DNS configuration. In order to change the DNS settings, follow these steps:

1. At the Domain Administration page click the DNS icon to access the DNS Settings page.
2. The DNS Zone Status icon indicates whether DNS is turned on or off.
   - If you wish to turn DNS on or off for the domain, click the Enable or Disable icon respectively.
   - Turning the DNS zone off will refresh the page, so that only a list of nameservers remains.
   - If you are running remote DNS, and therefore want to turn DNS off for the domain, you should first create the appropriate NS entries for the domain and remove any inappropriate NS entries possibly created by the default DNS template created in the Server DNS section. At that point, turn DNS off. You see that the name server(s) for the domain remains listed as a link.
   - You can perform a test on these name servers by selecting any of them. Selecting any name server will perform an NSLookup to check for the DNS records for your specific domain on that specific name server. NSLookup is used to verify the A record for the domain, the CNAME record for www, and the MX record to ensure that these basic records are resolved properly on the remote name server. The results are interpreted and presented through the user interface.
3. In order to add a DNS entry, select the type of record you wish to create and click Add. Each record type has its own different setup. When creating DNS entries within a specific DNS zone the name of the zone must be present for all entries. Plesk sets the screen up with certain unchangeable fields in order to prevent possible errors within the zone.
   - For an A record you will need to enter the domain name for which you wish to create an A record. If you are simply defining an A record for your main domain, then you should leave the available field empty. If you are defining an A record for a name server then you will need to input the appropriate entry for the given name server (ie. ns1). Then, you need to enter the appropriate IP address to which to associate the domain name. Then select OK to submit your entry.
   - For a NS record, you will need to enter the domain name for which you wish to create the NS record. If you are defining an NS record for your main domain, then you will leave the available field blank. Then enter the appropriate name server name in the field provided. You will need

to enter the complete name (i.e. ns1.mynameserver.com). Then select OK to submit your entry.

- For a MX record, you will need to enter the domain for which you are creating the MX record. For the main domain, you would simply leave the available field blank. You will then need to enter your mail exchanger, this is the name of the mail server. If you are running a remote mail server named 'mail.myhostname.com' then you would simply enter 'mail.myhostname.com' into the field provided. You will then need to set the priority for the mail exchanger. Select the priority using the drop-down box: 0 being the highest and 50 being the lowest. Keep in mind you would also need to add the appropriate A record, and/or CNAME if applicable for the remote mail server. Select OK to submit your entry.
- For a CNAME record, you will need to first enter the alias domain name for which you wish to create the CNAME record. You then need to enter the domain name within which you want the alias to reside. Any domain name can be entered. It does not need to reside on the same server. Select OK to submit your entry.
- For a PTR record you will first enter the IP address/mask for which you wish to define the pointer. Then enter the appropriate domain name for this IP to be translated to. Select OK to submit your entry.

4. To remove a DNS record, select it using a corresponding checkbox, and click Remove Selected. Before anything is processed you will be asked to confirm the deletion.

From the DNS Settings page, you can switch the DNS zone type from master to slave.

To switch the DNS zone, follow these steps:

1. Click on the Switch icon. The DNS Zone Properties page will open and the DNS zone type will change to slave.
2. Enter the DNS master server IP in the field provided, and click Add. The new DNS master server record will be added immediately to the list of DNS master servers.
3. To remove a DNS master server record, select it by clicking in the appropriate checkbox, and click Remove Selected.

To switch the DNS zone type back to master, click the Switch icon again. You will return to the DNS Settings page.

To restore the DNS zone by the DNS template, you can select the IP address from the drop-down list to be set up in the template, add the www prefix if required, and click on the Default button to restore it.

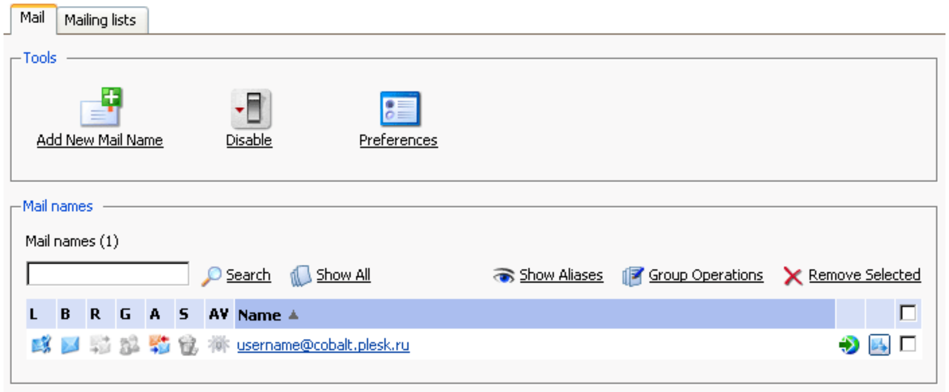
Managing Mail

Using Plesk, you can create and manage e-mail boxes for individuals within a domain, or your client can manage the e-mail accounts via domain self-administration. As an administrator, you can use the following e-mail administration functions:

- Create, edit or delete e-mail boxes and set individual mailbox quotas.
- Allow mail user access to the control panel.
- Use several mail aliases for a single mail name.
- Set up redirection of mail addressed to the mail name to another e-mail address.
- Enable the mail name to function as a mail group used for forwarding mail to a number of e-mail addresses at once.
- Manage mail group membership for the mail name
- Set up autoresponders: automatic replies to e-mail sent to the mail name.
- Configure the integrated anti-spam software for filtering incoming mail.
- Configure the antivirus filter.

Managing Mail Names

When you create e-mail accounts for users, you are creating e-mail boxes, which will be accessible via POP3 or IMAP protocols. Mailbox creation is as easy as typing in a name and password. Click the Mail icon at the Domain administration page to access the Mail Names Management functions:



Mail names (1)

L	B	R	G	A	S	AV	Name ▲			□
							username@cobalt.plesk.ru			□

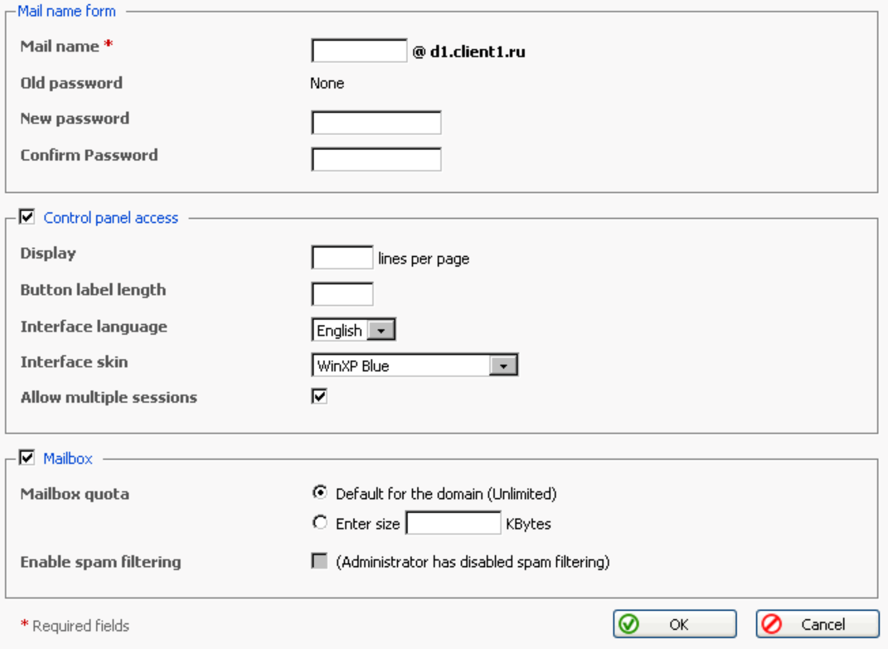
From this page, you can enable/disable the mail service for the domain. To this effect, click the Enable or Disable icon respectively.

You can allow/disallow access from the control panel to web-based mail interface (Webmail), and specify the settings for handling incoming mail addressed to the users not existing at this domain:

1. Click Preferences
2. For the mail to nonexistent users, you can choose any of the following options: Bounce with message, Forward to address, or Reject.
    - Select the Bounce with message option to have the mail returned to sender with the bounce message you specify.
    - Select the Forward to address option to have the mail forwarded to the address you specify.
    - Select the Reject option to have the mail rejected during SMTP session without queueing for delivery. This option can save bandwidth and server resources.
3. If you wish to use a web-interface for working with mailboxes in this domain, select the WebMail checkbox. You will then be able to access the web interface by specifying the URL: webmail.domain_name.tld in the web browser, or by clicking the WebMail icon on the Mail Name Properties screen.
4. Click OK to submit the settings.

To create a new mail name, follow these steps:

1. Click Add New Mail Name. The mail name creation page will open:



Mail name form

Mail name * [ ] @ d1.client1.ru

Old password: None

New password [ ]

Confirm Password [ ]

☑ Control panel access

Display [ ] lines per page

Button label length [ ]

Interface language: English

Interface skin: WinXP Blue

Allow multiple sessions ☑

☑ Mailbox

Mailbox quota ● Default for the domain (Unlimited)

○ Enter size [ ] KBytes

Enable spam filtering □ (Administrator has disabled spam filtering)

* Required fields

2. Enter the desired name into the Mail name field and type a password that will also be used by the mail user to access the control panel.

3. To allow the mail user access to the control panel, check the Control panel access checkbox and select the interface language and skin for the mail user's sessions. Check the Allow multiple sessions checkbox to allow multiple sessions under the same mail user's login. For the mail user's interface, you can also set a number of list items per page, and set the limit on size of interface buttons.

4. To create a mailbox, select the Mailbox checkbox, specify the mailbox quota if desired, and enable the mail filtering using the Enable spam filtering checkbox if you want the mail to be filtered by server.

5. Click OK to submit all changes.

After the mail name is created, it appears on the Mail Names list, accompanied by seven icons:

- indicates the mail user access,
- represents a mailbox,
- represents a mail redirect
- represents a mail group
- represents a mail autoresponder
- represents spam filtering
- represents antivirus filtering

These icons are displayed in gray when the corresponding services are not active, and appear in color when active. To edit mail name account settings select a mail name or click on an icon corresponding to the service you wish to configure.

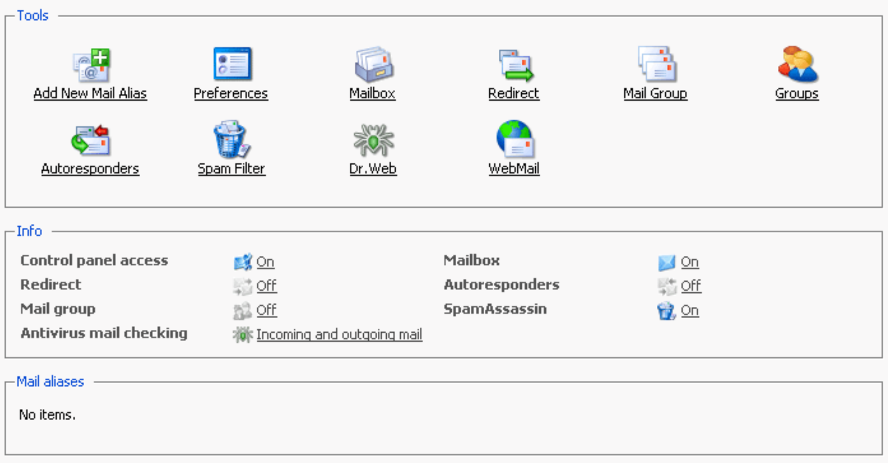
To switch to displaying the mail aliases for the mail names in the list, click the Show Aliases button, to hide them use the Hide Aliases button.

To remove one or several mail names, check the checkboxes in the mail names list, corresponding to the mail names you wish to remove and click Remove Selected.

Enabling Mail Services

When you click on a mail name, you access the mail name properties page, which allows setting up any combination of services for a mail name: mail alias, mailbox, redirect, mail group, autoresponder, spam filter, and antivirus filtering.

1. Click the Mail icon at the Domain administration page. The Mail Names page appears.
2. Click on the mail name you wish to edit. This takes you to the Mail Name Properties page:



Control panel access On
Redirect Off
Mail group Off
Antivirus mail checking Incoming and outgoing mail
Mailbox On
Autoresponders Off
SpamAssassin On

No items.

3. To set up or configure a mail service for the mail name, click on a corresponding icon (button) in the Tools group or select a shortcut in the Info group.

   The Mail Aliases area lists the aliases created for the mail name. To add new mail alias, click the Add New Mail Alias icon.

   To edit an alias, click on its title. To remove an alias, select it using a corresponding checkbox, and click Remove Selected.

4. To edit the mail name preferences, click Preferences.

5. To edit mailbox quota and enable spam filtering, click Mailbox.

6. To set up mail forwarding - a redirect, click Redirect.

7. To enable a mail group service for the mail name and add new members to the mail group, click Mail Group.

8. To manage mail groups membership, click Groups.

9. To manage autoresponders and autoresponder attachment files, click Autoresponders.

10. To manage personal spam filtering settings, click SpamAssassin.

11. To manage antivirus settings, click Dr.Web.

12. To manage your mail box via Webmail interface, click Webmail.

Mailbox

Using this function, you can set up mailbox quota and enable spam filtering:

1. When on the mail name properties page, click on the Mailbox icon
2. To enable the mailbox, select the Mailbox checkbox.
3. To set up the mailbox quota, select the Default for domain radio button to set the limit to the maximum available for the given domain, or select Enter size and enter the quota you wish to set, in Kilobytes, for the given mailbox. Note that this limit may not exceed the default set for the domain.
4. Select the Enable spam filtering checkbox, to enable mail filtering based on your personal settings.
5. Click OK to submit your changes.

Once enabled, the mailbox icon on the Mail Names page appears in color.

Managing Mail Redirects

You can forward or redirect email from one mailbox to another email address. By creating an email redirect or alias, messages are sent to a different email box without requiring the sender to know the new address. Email can be redirected to an address outside the domain. Use this redirect feature to:

- Temporarily forward mail when the person who owns the mailbox is unavailable.
- Send mail to a new mailbox if a mailbox user is leaving the company.
- Forward mail to a new account, which will eventually replace an old mailbox. (e.g. someone is changing their name but hasn't had time to inform all correspondents of the change yet).

In order to enable and set a redirect for the mail name, follow these steps:

1. On the mail name properties page, click the Redirect icon.

2. Select the Redirect checkbox, and in the text box to the right, enter the appropriate address that you wish mail for this mail name to be forwarded to.

3. Click OK.

Once enabled, the Redirects icon on the Mail Names page appears in color.

Managing Mail Groups

A mail group is a list of several email accounts that are grouped together under one email address. This feature enables sending one message to multiple recipients at once. For example, if you want to send the same message to five people in the technical support department, you can create a "Support" email group that includes the individual email addresses for all five staff members. When someone sends a message to mail group "Support", he/she only types and sends one message, but copies of the message go to all five individuals. The sender does not need to know the addresses for all five individuals, just the group name. Essentially, mail groups help save time and effort.

In order to enable and set up a mail group for the mail name, follow these steps:

1. On the mail name properties page, click the Mail Group icon.

2. Before enabling the mail group, you need to add at least one mail group member. Click Add New Member.

3. Enter the desired external e-mail address into the E-mail input field and/or select one or more of the listed mail name accounts using checkboxes, and click OK.

> **NOTE**
>
> Group members can consist of either external mail addresses (those not belonging to this domain) or accounts, which exist within the domain.

4. The selected addresses will appear in the list of Mail group members on the Mail Name Properties page.

5. To delete one or several group members, select the corresponding checkbox and click Remove Selected.

Once enabled, the mail group icon on the Mail Names page appears in color.

Clicking on the Groups button you will access the Mail Groups Management page.

All mail groups created for the domain are displayed on that page and two lists are presented: the list of mail groups you are currently subscribed to is located on the right side, and the list of available mail groups is on the left.

NOTE

If you are removing a mail name from a mail group, and this is the last member in this group, then this group is deactivated. The name of the group is no longer listed in the list of groups available for adding.

- If you wish to subscribe to a new mail group, select the desired group from the list of available mail groups, and click Add>>.
- If you wish to unsubscribe from a mail group, select it in the right side list, and click <<Remove.
- Click Up Level to return to the Mail Name properties page.

Managing Mail Autoresponders

A mail autoresponder is an automatic reply that is sent out from a given mail name when incoming mail is received at that address. Autoresponders can include both a text message and attached files. This mail function is often used on mail accounts for individuals who need an automated response because they are away, or are unable to check their mail for any number of reasons. In the autoresponders management section you can upload and include attachment files for your autoresponders, enable the autoresponder function for a given mail name, and access the list of autoresponders.

Attachment files repository

For the autoresponder feature you have the option to include file attachments. To include a file to be selectable within the set up of autoresponders for the given mail name, use the Attachment Files icon available from the Autoresponders management page. The Attachment files repository page opens. It allows you to upload files and remove them.

To upload a file, specify the path and filename in the File name field, and click Send File. The attachment will then appear in the Repository.

These files will be available for any autoresponders that are set up for the given mail name. To delete one or more files, select the checkboxes related to the files you wish to remove, and click Remove Selected button.

In order to enable and set up a mail autoresponder for the given mail name, follow these steps:

1. On the mail name properties page, click the Autoresponders icon. Autoresponders management page will open.
2. Click Add New Autoresponder. The autoresponder creation/editing page will open.
3. Enter the name into the Autoresponder name field.
4. You can enable forwarding of incoming messages that match the autoresponder conditions. To do this, specify an e-mail address in the appropriate input box.
5. In the Conditions group, you can determine whether a given autoresponder should respond when specific words are found in the subject line or body of the incoming e-mail message, or you can set it to respond to any e-mail messages directed at this mail name.
6. By default, the subject line of incoming e-mail will be inserted into the automated reply. To use a custom subject, type it into the Reply subject input box.
7. In the Return address field, you can specify the return address that will be set up in the autoresponder message. This is done for the messages not to be directed to the autoresponder itself, when users use the "Reply to the message" function in their mail client software.
8. You have an option to specify the autoresponder message format (plain text or HTML) and encoding (UTF-8 is recommended). If you use HTML tags in your auto-reply message, you should select the HTML option.
9. You can enter text to be included into the autoresponder in the Reply with text field.
10. Using the Add New Attachment button, you can attach files to be included in the autoresponder. These files must be uploaded into the Repository on the Mail Names Properties page. Select the uploaded file from the Attach files list, and use the Add New Attachment button to attach the file to the autoresponder. To remove an attached file, select the corresponding checkbox, and click Remove Selected.
11. You can limit the number of automated responses per day to the same e-mail address. To do this, enter the desired number in the respective input box. The default setting is to respond not more than 10 times in one day to the same e-mail address.

12. You can define the number of unique addresses that the autoresponder will remember. Enter the desired number in the Store up to: field. This memory enables the system to control response frequency. In the event of extremely high mail volume, to protect server performance, you can limit the address memory of the system database.

13. Click OK to submit all changes.

14. Click the Enable buton to enable the autoresponder service.

Managing the spam mail filter settings

Plesk allows for setting up and using black lists and white lists for filtering mail at the server level as well as at the user level.

The user level spam filter functionality is available for each specific mail name configured as a mailbox. That means that the Mailbox functionality should be activated for the selected mail name.

If the spam filtering functionality is enabled for users by the Administrator, it should first be activated. To do that:

1. Go to the selected Mailbox management page (select the mail name and click the Mailbox icon, Tools group);

2. Check the Enable spam filtering checkbox;

3. Click OK to save changes.

You will see the Spam Filter icon become active (displayed in color), meaning that the spam filtering functionality is now available for this mail name. If the spam filtering functionality was not enabled for the users by the Administrator, the Enable spam filtering checkbox at the Mailbox management page will be inactive and the Spam Filter icon will also be inactive (displayed in gray).

Click on the Spam Filter icon to access the Spam filter configuration page, where you can set the filtering rules for the selected mail name.

If the Administrator has set up and activated mail filter at the server level, all the incoming mail will be processed with it before it reaches the users' mailboxes. You can choose to use or, on the contrary, not use the server wide settings for your mail. If you decide not to use the server wide settings, those will be disregarded and your mail will be processed only according to the configuration you set at the user level.

1. To use (not use) the server wide mail filtering settings, check (uncheck) the Use server wide settings checkbox;

2. Click Set to save the changes.

In order to recognize a mail message as spam it needs to score a certain amount of hits. The hits are scored according to the internal SpamAssassin settings and based on the contents of the mail messages and its subject. You can change the sensitivity of the spam filter by varying the amount of hits required for marking a message as spam. The more hits are required the less sensitive the filter is, and vice versa – the less hits are required the more sensitive the filter is.

1. The default amount of hits is set to 7. If you wish to change this value, click into the Hits required for spam input box and type in the new value.
2. Click Set to save the changes.

You can choose what to do with the mail recognized as spam: you can choose to either delete it, or to mark it as spam and leave it in the mailbox.

1. Select the Delete radio-button to delete mail recognized as spam, or the Mark as spam and store in mailbox radio-button to leave the mail marked as spam in your mailbox;
2. Click Set to save the changes.

If you decide to leave the mail recognized as spam in your mailbox such messages will be marked correspondingly so that they can be easily visually identified. In particular, a special string is added to the subject of the message (e.g., by default the string *****SPAM***** will be added to the spam messages subjects). You can change this string (or tag) to whatever you like, or even to disable this option.

1. In order to activate/deactivate the option of modifying the spam messages subject, check the Modify spam mail subject;
2. To change the text of the string, click into the input field and enter the new text;
3. Click Set to save the changes.

Black list is a list of E-mail addresses, which are automatically considered as sending unsolicited mail – spam. Therefore, all messages coming from the E-mail addresses that match those specified in the black list will automatically be marked as spam.

You can add to the black list either exact E-mail addresses or patters, using wildcards (‘*’, e.g.: entry ‘*@spammers.online.com will cause all messages coming from the domain spammers.online.com be marked as spam, regardless of what the exact mail name is).

1. Enter the E-mail address or pattern into the Email pattern input field;
2. Click Add to add the new entry to the black list, the new entry will appear in

the user’s black list section.

The Administrator’s black list section contains the server wide black list entries that were added by the Administrator. If you chose to use the server wide filtering settings (the Use server wide settings checkbox checked) you may wish to edit this section by removing unnecessary entries. To do that, just select the Administrator’s black list entry and click Remove.

White list contains E-mail addresses, which are automatically considered as trustworthy. Therefore, all messages coming from the E-mail addresses that match those specified in the white list will never be marked as spam.

You can add to the white list either exact E-mail addresses or patters, using wildcards (‘*’, e.g.: entry ‘*@your-company.com will cause all messages coming from the domain your-company.com not be marked as spam, regardless of the content of a message).

1. Enter the E-mail address or pattern into the Email pattern input field;

2. Click Add to add the new entry to the white list, the new entry will appear in the user’s white list section.

The Administrator’s white list section contains the server wide white list entries that were added by the Administrator. If you chose to use the server wide filtering settings (the Use server wide settings checkbox checked) you may wish to edit this section by removing unnecessary entries. To do that, just select the Administrator’s white list entry and click Remove.

You can train your mail filters on actual messages you receive. Click the Training icon in the Tools group to access the Spam filter training page. The headers for all mail that comes to your mailbox are listed here. Each such header you can select to mark as spam, ham (good mail) or forget.

- Marking a header as spam will result in recognition of same or similar mail as spam;
- Marking a header as ham will result in recognition of same or similar mail as not spam;
- Option forget clears the database of any rules (spam or ham) previously set for this header.

Once you select one of the options, appropriate rules will be added to the spam filter database, which will allow in the future to recognize messages similar to the ones it was trained on, and make decisions regarding whether a message should be considered spam or not based on that.

Use the Clear button if you want to clear the spam filter’s database.

Click OK to save the changes and return to the Spam Filter page.

This concludes setting up the user level spam mail filter. All the incoming mail for the selected mail name will be processed according to these settings.

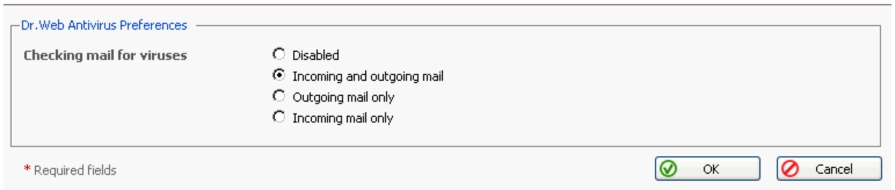
Enabling Antivirus Checking For Mailboxes

For a user's mailbox you can enable the antivirus scanner to work in one of the following modes: checking incoming and outgoing mail, checking outgoing mail only, and checking only incoming mail.

When antivirus scanning is enabled, all e-mail messages containing viruses are intercepted and placed to the directory /var/drweb/infected. You should clean this directory from time to time.

To enable antivirus scanning for a mailbox, follow these steps:

1. On the mail name properties page click Dr.Web. The antivirus preferences page will appear:



Dr.Web Antivirus Preferences

Checking mail for viruses
○ Disabled
● Incoming and outgoing mail
○ Outgoing mail only
○ Incoming mail only

* Required fields

2. Select a required scanning mode and click OK.

Performing Group Operations on Mail Names

In cases when you need to introduce certain similar changes to several mail name accounts, you can use the Group Operations function, made available to simplify administration of multiple accounts. Using this feature you can, for instance, select a number of mail names, and enable antivirus protection for all of them - all that within a single operation, without having to select each mail name independently and edit its settings.

To perform group operations on mail names, follow these steps:

1. In the list of mail names, select the mail names, whose accounts you wish to modify by checking the corresponding checkboxes.
2. Click the Group Operations icon. The Group Operations page will appear.
3. To enable a specific mail service, select an appropriate radio-button in the Enable column.

To Disable a service, select the radio button in the Disable column.

Use the Do not change option to leave as is.

4. Click OK to apply the changes to the selected mail names.

Managing Mailing Lists

You can create and manage mailing lists via Plesk. Click the ✉ Mail icon at the Domain administration page, then select the Mailing lists tab to access the mailing lists management functions: activating/deactivating the Mailing List service, adding, administering and removing mailing lists, enabling/disabling the selected mailing lists.

The status of Mailing list service and status of a Mailing list are represented by the following icons:

Table 5.3. The Mailing lists service/mailing lists status icons

Icon	Meaning
The Mailing lists service status	
▶	means that the Mailing lists service is activated
✖	means that this mailing list is presently deactivated.
The mailing list status	
▶	means that the mailing list is activated
✖	means that this mailing list is presently deactivated and inaccessible.
!	the mailing list is disabled as the mailing lists service is disabled for the domain.

Activating/deactivating the Mailing lists service

In order to disable the support of mailing lists the Mailing lists service can be deactivated. When the mailing list service is deactivated, all mailing lists also change their status to 'deactivated' and therefore cannot be accessed.

NOTE

When the mailing list service is deactivated, the status icon will change to ✖, and the status icons of the mailing lists at this domain will change to ❗.

Activation of the mailing list service enables access to active mailing lists.

NOTE

When the mailing list service is activated, the status icon will change to ▶, and so will the status icons of the mailing lists at this domain that were active before deactivating the mailing list service.

To activate/deactivate the mailing list service:

1. Click the ▲ Enable or ▼ Disable icon respectively. The confirmation will appear querying whether you actually wish to change the status of the mailing list service.
2. Click OK to proceed with changing the status.

Creating a new mailing list

To create a new mailing list, follow these steps:

1. On the mailing lists management page, click the ✚ Add New Mailing List.
2. Specify the mailing list name.
3. Specify the mailing list administrator's e-mail address to notify the administrator of the mailing list creation, and check the corresponding checkbox to enable the notification.
4. Click OK to create a new mailing list.

After the mailing list is created, you are taken to the page where you can add to and remove users from the mailing list.

To add a subscriber, click Add New Subscriber. Enter the user's e-mail address, and click OK.

The e-mail addresses of mailing list users are displayed in the list. To remove a user, select a corresponding checkbox and click Remove Selected.

Accessing the mailing list administration

The mailing list administration can be accessed by clicking on the icon ⚙ corresponding to the necessary mailing list. The mailing list administration software interface will open in a new browser window.

Removing mailing lists

You can remove one or several mailing lists at the same time. To remove a mailing list(s):

1. At the Mailing lists management page, select the checkboxes corresponding to the mailing lists you wish to remove.
2. Click Remove Selected. The Mailing lists removal page appears.
3. Confirm removal, and click OK.

Enabling/disabling mailing lists

You can enable/disable one or several mailing lists at the same time. To change the current state of a mailing list(s):

1. At the Mailing lists management page, check the checkboxes corresponding to the mailing lists you wish to change state.
2. Click the On/Off icon. The confirmation page appears.
3. Click OK. The state of the selected mailing lists will be changed.

Setting Up a Domain Administrator's Account

If you wish to allow the domain administrator or domain owner to use Plesk control panel for managing his/her domain, you should create a domain administrator's account in Plesk. When a user is logged in to a domain administrator's account, his/her control panel environment comprises the specific Domain's administration page, and access to the domain management capabilities is limited in accordance with the permissions you define.

To login to the domain administrator's account, a user will need to specify the respective domain name as the control panel login.

To set up the Domain Administrator account:

1. Click the Domain Administrator icon at the Domain administration page. The Domain Administrator Account Properties page appears.
2. To allow domain level entry, select the Allow domain administrator access checkbox, enter and confirm the password.
3. Set the visual preferences for the domain administrator's environment: select the domain admnistrator's language, skin, limit the number of entries displayed in various control panel object listings per page, and limit the button label length for the interface buttons, if desired.
4. Select the Allow multiple sessions checkbox to allow several simultaneous sessions under the same domain administrator's login name and password.
5. Use the Permission section to define a set of management capabilities granted to the user.
6. In the Personal information section, fill in the domain administrator information.
7. To submit the changes made, click OK.

Registering a Domain with MPC

You must officially register a domain and Internet address before you create it in Plesk. Plesk allows accessing the domain registration facilities provided through My.Plesk.com. To register a domain, click the Register icon on the Domain administration page. You will be taken to the MPC (My.Plesk.com) interface.

Accessing Additional Services (Extras)

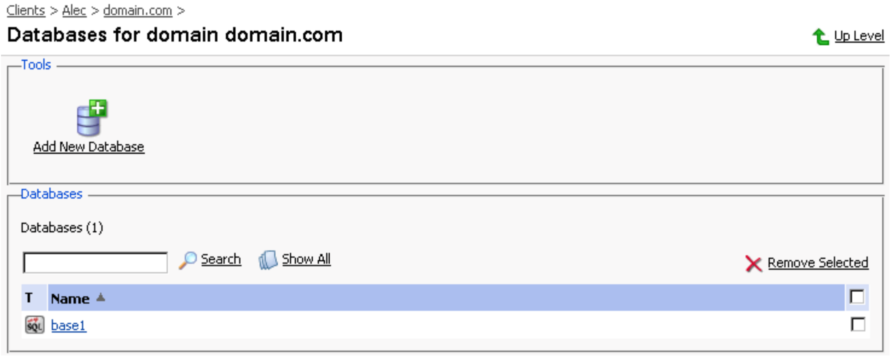
From the Plesk control panel, you can access external services, such as third party solutions provided through My.Plesk.com. To do that, click the Extras icon on the Domain Administration page. You will be taken to the MyPlesk.com login page, where you will need to enter your login and password. You will then be taken to the Domain Tools area.

Managing Databases

With Plesk you can create multiple databases and multiple users within each database, and make use of DB WebAdmin - a web-based administration tool, allowing you to sort, edit, and create tables within a given database.

Creating a New Database

1. At the Domain administration page, click the Databases icon. The Databases Management page appears:



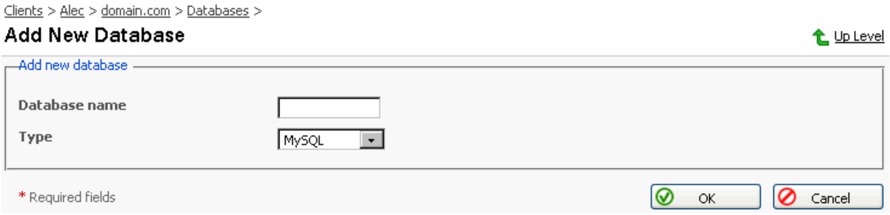
Clients > Alec > domain.com >

Databases for domain domain.com

Databases (1)

T	Name ▲	□
	base1	□

2. Click Add New Database. The page appears:



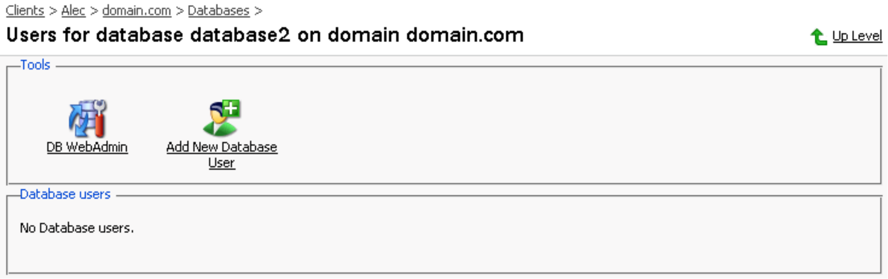
Clients > Alec > domain.com > Databases >

Add New Database

Database name
Type MySQL

* Required fields

3. Enter the desired name for the database, select the database type and click OK. The Database Users page appears:

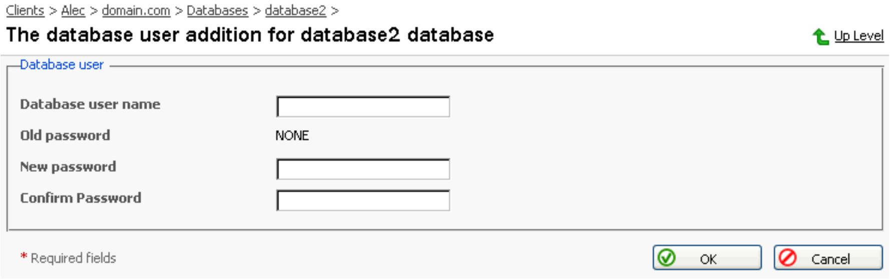


Clients > Alec > domain.com > Databases >

Users for database database2 on domain domain.com

No Database users.

4. To add database users to the newly created database, click Add New Database User. The Database user addition page appears:



Clients > Alec > domain.com > Databases > database2 >

The database user addition for database2 database

Database user

Database user name

Old password NONE

New password

Confirm Password

* Required fields

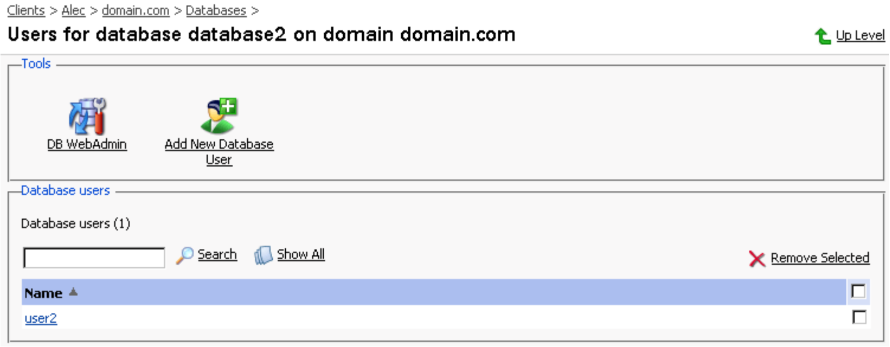
5. Enter the user name into Database user name text box, specify a password in the New Password text box, and then enter it again in the Confirm Password text box. Select OK to complete the creation of new user.

6. Once you have completed the creation of the new database and its users click Up Level to return to the Databases Management page.

7. To add further databases, follow the steps outlined above.

Editing a Database

1. On the Databases Management page, click on the database name that you wish to edit. The Database Editing page appears:



Clients > Alec > domain.com > Databases >

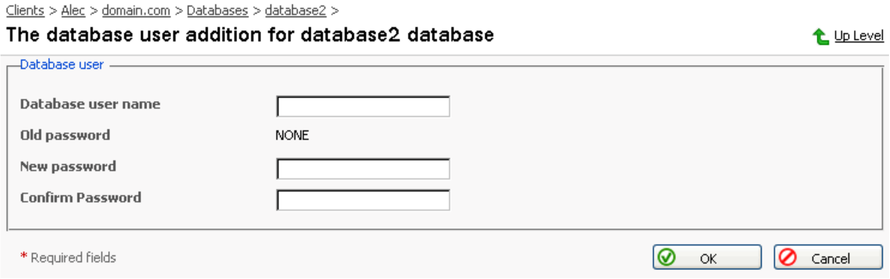
Users for database database2 on domain domain.com

Database users

Database users (1)

Name ▲	□
user2	□

2. To add database users to the selected database, click Add New Database User. The Database user addition page appears:



Clients > Alec > domain.com > Databases > database2 >

The database user addition for database2 database

Database user

Database user name

Old password NONE

New password

Confirm Password

* Required fields

3. Specify user name, enter new password in the New Password text box, and then re-enter it into the Confirm Password text box. Select OK to complete creation of the new user. Selecting Up Level will ignore all entries and return to the Database Editing page making no changes.

4. To edit the password of an existing database user, select the user from the database user list.

5. To delete existing database users select the users that you wish to delete using the corresponding checkboxes, and click Remove Selected.

6. To access and/or edit database content use the DB WebAdmin function.

7. Once you are finished with editing the database and its users, click Up Level to return to the Database Management page.

8. To delete databases from the system, select the databases that you wish to delete using the checkboxes and click Remove Selected.

9. To edit further databases, follow the steps outlined above. To return to the Domain Administration page, click Up Level.

Domain SSL Certificates Repository Management

Plesk enables you to upload a Secure Socket Layer (SSL) Certificate, generate a Certificate Signing Request (CSR), and/or generate a Self-signed Certificate. Each certificate represents a set of rules used when exchanging encrypted information between two computers. Certificates ensure secure communications; this is especially important when handling e-commerce transactions and other private transmittals. Only authorized users can access and read an encrypted data stream. If your client intends to implement SSL support for a virtual host domain, you can grant permission for SSL capabilities to the domain. Or, your client can implement the SSL certificate by self-administering his/her domain.

Notes on Certificates:

- You can acquire SSL certificates from various sources. We recommend using the CSR option within Plesk. You can also purchase the certificate through the My.Plesk.com (MPC) web site.
- If using a SSL certificate issued by a certificate authority other than Thawte or Verisign, a rootchain certificate is required to appropriately identify and authenticate the certificate authority that has issued your SSL certificate.
- Once you have obtained a SSL certificate or a certificate part, you can upload it through Plesk using the instructions, which follow in this section.

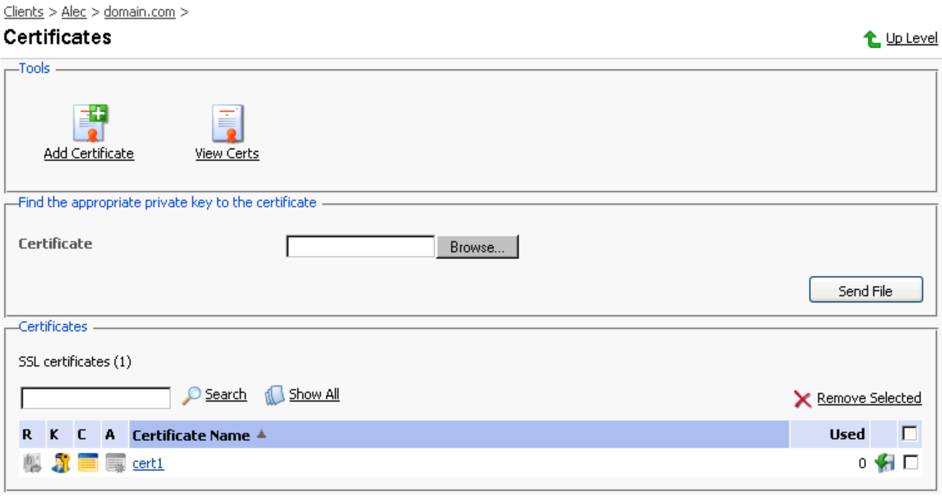
IMPORTANT

When you add a certificate, it is not installed automatically onto the domain or assigned to an IP address, but only added to the Certificate repository.

You can assign a certificate to an IP address at the Client's IP pool, at the server IP addresses management page, and during hosting creation on an exclusively granted IP.

Accessing the Domain SSL Certificates Repository

To access the Domain certificates repository page, click the Certificates icon at the Domain administration page. The certificates repository page will open displaying the list of available certificates:



Clients > Alec > domain.com >

Certificates

R	K	C	A	Certificate Name ▲	Used	□
				cert1	0	□

The four icons, preceding the certificate name in the list, indicate the present parts of a certificate. The icon displayed in the R column indicates that the Certificate Signing request part is present in the certificate, the icon in the K column indicates that the private key is contained within the certificate, the icon in the C column indicates that the SSL certificate text part is present and the icon in the A column indicates that CA certificate part is present. The number in the Used column indicates the number of IP addresses the certificate is assigned to.

Uploading a certificate file with finding the appropriate private key

After you have received your signed SSL certificate from the certificate authority you can upload it from the Certificate repository page. First make sure that the certificate file has been saved on your local machine or network. Use the Browse button to locate the certificate. Click Send File. The existing certificate with appropriate private key will be found and the certificate part will be added to the repository.

Changing a certificate name

To change a certificate name follow these steps:

1. At the certificate repository page, select a certificate from the list. You will be taken to the SSL certificate properties page.
2. Click in the Certificate name field and edit the name as desired.
3. Click Set.

Viewing purchased certificates

After you have purchased your certificates through the control panel you can utilize the View Certs function to view the information about your SSL certificate(s).

Downloading a certificate to the local machine

To download the certificate to the local machine, click on the icon, corresponding to the required certificate. Select the location when prompted, specify the file name and click Save to save it.

Removing a certificate from repository

To delete one or several certificates from the repository, at the certificate repository page, select the corresponding checkboxes, and click Remove Selected.

Adding a certificate to the repository

To add a certificate to the repository, click the Add Certificate icon at the Domain certificate repository page. The SSL certificate creation page will open. On this page you can generate a self-signed certificate, certificate-signing request, purchase a SSL certificate, and add the certificate parts to an existing certificate.

> **NOTE**
>
> When acquiring or generating new certificates, make sure that the values you enter into the fields 'domain name', 'email address', 'state or province', 'location', 'organization name', and 'department name' do not exceed the limit of 64 symbols.

Generating a self-signed certificate

To generate a self-signed certificate follow these steps:

1. Specify the certificate name.
2. The Bits selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop-down list.
3. Select a country from the drop-down list.
4. Specify the state or province, location (city).
5. Enter the appropriate organization name and department/division in the field provided.
6. Enter the Domain Name for which you wish to generate the self-signed certificate.
7. Specify the E-mail address.
8. Click the Self-Signed button. Your self-signed certificate will be immediately generated and added to the repository.

Generating a Certificate Signing Request

To generate a certificate signing request (CSR) follow these steps:

1. Specify the certificate name.
2. The Bits selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop-down list.
3. Select a country from the drop-down list.
4. Specify the state or province, location (city).
5. Enter the appropriate organization name and department/division in the field provided.
6. Enter the Domain Name for which you wish to generate the certificate signing request.
7. Specify the E-mail address.
8. Click the Request button. A certificate signing request will be generated and added to the repository. You will be able to add the other certificate parts later on.

Purchasing a Certificate

To purchase a new certificate follow these steps:

1. Specify the certificate name.
2. The Bits selection allows you to choose the level of encryption of your SSL certificate. Select the appropriate number from the drop-down list.
3. Select your country from the drop-down list.
4. Enter your State or Province, your Location (City), Organization Name (Company), organization department (division name)
5. Enter the Domain Name for which you wish to purchase a SSL certificate.
6. Enter the domain administrator's e-mail address in the appropriate field.
7. Select the Buy Cert button. You will be taken step by step through the purchase procedure. It is important to note that you must make sure that all the provided information is correct and accurate, as it will be used to generate the private key.

When using Plesk to purchase your SSL certificate you will receive the certificate file via e-mail from the certificate signing authority. Follow the instructions in the Uploading a certificate file with finding the appropriate private key section to upload the certificate to the repository.

Uploading certificate parts

If you have already obtained a certificate containing private key and certificate part (and may be a CA certificate), follow these steps to upload it:

1. At the certificate repository page, click the Add Certificate icon. You will be taken to the SSL certificate creation page.
2. In the Upload certificate files section of the page, use the Browse button to locate the appropriate certificate file or a required certificate part.

> **NOTE**
>
> Your certificate can be contained within one or several files, so you may upload the certificate by parts or as a single file, selecting it in several fields (Plesk will recognize the appropriate certificate parts and upload them correspondingly).

3. Click Send File. This will upload your certificate parts to the repository.

You can upload an existing certificate in two ways:

1. Choose a file from the local network and click the Send File button (.TXT files only).

2. Type in or paste the certificate text and private key into the text fields and click the Send Text button.

Uploading a CA certificate

For the certificates purchased through certificate signing authorities other than Verisign or Thawte you will receive what is typically called a CA Certificate, or rootchain certificate. The CA Certificate is used to appropriately identify and authenticate the certificate authority, which has issued your SSL certificate. To upload your CA Certificate, follow these steps:

1. At the certificate repository page, select a certificate from the list. You will be taken to the SSL certificate properties page.

2. Use the Browse button, within the section related to the certificate uploading, to locate the appropriate CA Certificate file.

3. Click Send File. This will upload your CA Certificate to the repository.

You can upload an existing certificate in two ways:

1. Choose a file from the local network and click the Send File button (.TXT files only).

2. Type in or paste the CA certificate text into the text field and click the Send Text button.

Generating a CSR using an existing private key

A situation may occur in some cases, that you have a certificate in the repository, which has only the private key part and the other parts are missing due to some reasons. To generate a new Certificate Signing Request using the existing private key, follow these steps:

1. At the certificate repository page, select from the list a certificate, which has the private key part only. You will be taken to the SSL certificate properties page.

2. Click Request.

Removing a certificate part

After you have uploaded a CA certificate part (rootchain certificate), you are able to remove it. To do so, follow these steps:

1. At the certificate repository page, select a certificate from the list. You will be taken to the SSL certificate properties page.
2. Click on the Remove button located next to the CA certificate field.

Managing Java Applications

Plesk supports deploying and managing Java application in order to enable users to set up hosting with JSP support. Click the Tomcat icon on the Domain Administration page, to access the Java Applications Management functions.

At this page you can activate/deactivate the Tomcat service that serves the Java applications, upload the application archive files (.WAR files) and remove them, start/stop/restart applications, and access them.

⚠ **IMPORTANT**

Users can only manage the Java application through Plesk interface. Managing them through the Tomcat manager was disabled in order to maintain coherence of Plesk Tomcat configuration.

The status of Tomcat service and the status of an application are represented by the following icons:

Table 5.4. The Tomcat service/application status icons

Icon	Meaning
The Tomcat service status	
▶	means that the Tomcat service is activated
✖	means that the Tomcat service for the domain is presently deactivated.
The application status	
▶	means that the application is activated

Icon	Meaning
The Tomcat service status	
❌	means that this application is presently deactivated and inaccessible.
❗	means that application is inaccessible.

Activating/deactivating the Tomcat service

In order to disable the support of Tomcat web applications the Tomcat service can be deactivated. When the Tomcat service is deactivated, all active Java applications also change their status to 'inaccessible' while all inactive applications remain unchanged.

Activation of the Tomcat service enables access to active applications.

> **NOTE**
>
> When the Tomcat service is activated, the status icon will change to ▶, and so will the status icons of the Tomcat web applications at this domain that were active before deactivating the Tomcat service.

To activate/deactivate the Tomcat service:

1. Click the Enable or Disable icon respectively. The confirmation will appear querying whether you actually wish to change the status of the Tomcat service.
2. Click OK to proceed with changing the status. Clicking Cancel will leave the Tomcat service status unchanged.

Uploading Java web application archive files

To upload a new Java application archive file, follow these steps:

1. Click Add New Java Application.
2. Select the application archive file. Use the Browse button to locate the desired file.

> **NOTE**
>
> Only .war format (Web-application archive) files can be uploaded. The application file cannot be named as manager.war

3. Click OK.

Restarting web applications

You can restart the installed Java applications directly from the control panel. In order to stop, start or restart an application follow these steps:

1. Select the application at the applications list on the Java Applications Management page.
2. To start an application: click the ▶ icon (Start the web application).

   To stop an application: click the ■ icon (Stop the web application).

   To restart an application: click the ⭘ icon (Restart the web application).

The current application state will be indicated with an icon: ▶ (ON) for a web application running, and ✖ (OFF) for a web application stopped.

Accessing Java applications

An application can be accessed simply by clicking on its name in the Tomcat web applications list. The selected application's interface will open in a new browser window.

> **NOTE**
>
> If an application is disabled, it cannot be accessed, and therefore, the link to it is also disabled.

Removing applications

You can remove one or several applications at the same time. To remove an application:

1. In the list of applications, select a checkbox corresponding to the application you wish to remove.

2. Click Remove Selected.

3. Confirm the removal, and click OK.

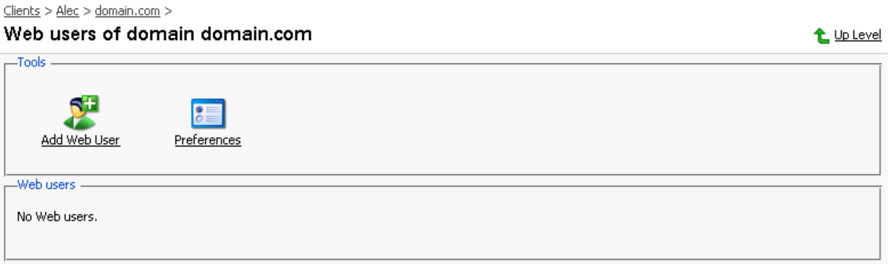
Managing Web Users

A web user is a user account within web server. It is used to define locations for personalized web pages with individual FTP access. The result of creating a web user is a subdirectory within your domain (e.g. `domain.com/~webuser`).

Creating a web user account

To create a new web user account:

1. Click the Web Users icon on the Domain administration page. The Web Users page appears:

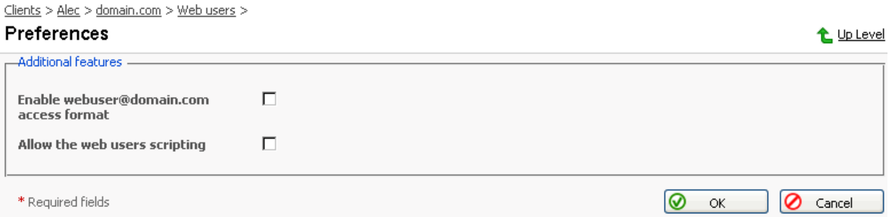


Clients > Alec > domain.com >

Web users of domain domain.com

No Web users.

2. Click the Preferences icon to configure web user access format and enable scripting capabilities. The Preferences page opens:



Clients > Alec > domain.com > Web users >

Preferences

Additional features

Enable webuser@domain.com access format ☐

Allow the web users scripting ☐

* Required fields

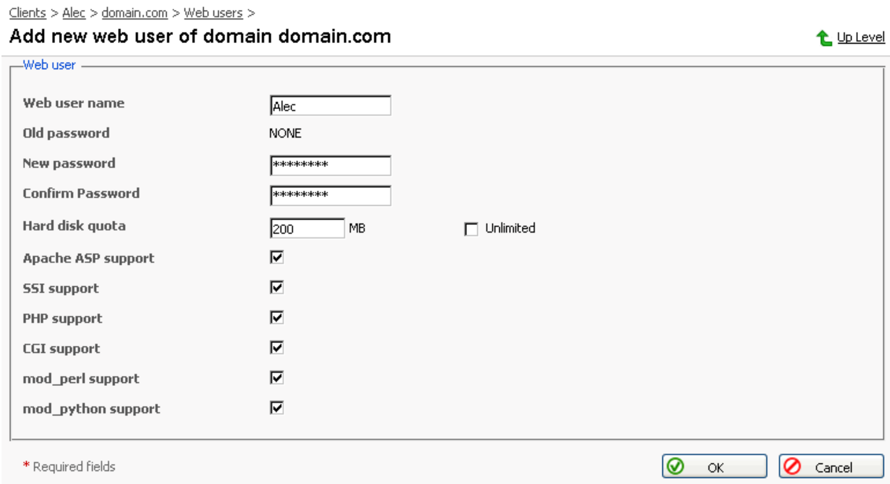
3. To allow accessing web user pages via URLs like webuser@domain.com select the corresponding checkbox.

   Select the Allow the web users scripting checkbox to enable scripting for web users' pages.

   Click OK to submit your changes.

4. To add a web user, click Add Web User. You will be taken to the

Web User Configuration page:



Clients > Alec > domain.com > Web users >

Add new web user of domain domain.com

Web user

Web user name	Alec	
Old password	NONE	
New password	********	
Confirm Password	*********	
Hard disk quota	200 MB	□ Unlimited
Apache ASP support	☑	
SSI support	☑	
PHP support	☑	
CGI support	☑	
mod_perl support	☑	
mod_python support	☑	

* Required fields

5. Specify the name of the new web user, enter and confirm the password for web user, specify the hard disk quota, and select the available scripting options for the given domain (if enabled in Preferences).

NOTE

Each web user creates a system account within web server; therefore, you cannot have two web users with identical names on the same server.

You cannot use the reserved system words, such as "mailman" for user names.

NOTE

Do not use quotes, space and national alphabet characters in the password. The password length should be between 5 and 14 characters and password must not be the same as the login name.

6. Once you have completed all entries click OK.

As you create web users, the user names appear listed on the Web Users page.

NOTE

New web users can access the directory using FTP software by entering the domain name under which the web user account was created and using the appropriate web user name and password.

Editing the web user account properties

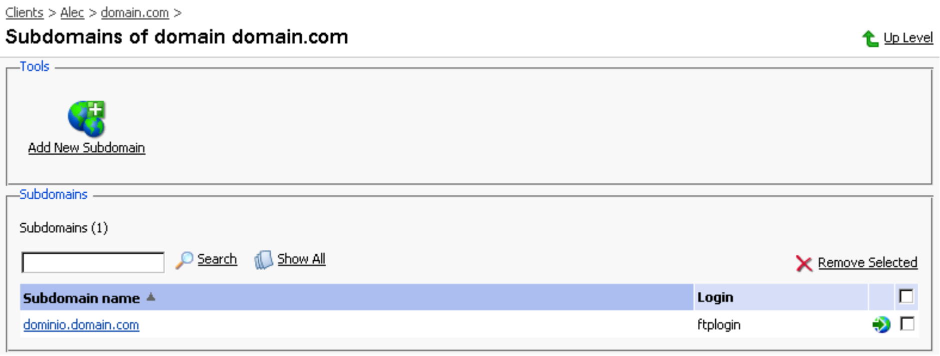
To change web user passwords or edit scripting options, click on the user name in the web user list. This takes you to the Web User Configuration page. Follow the same procedure as described above.

Deleting a web user account

To delete existing web users select the users that you wish to delete using the checkboxes, and click Remove Selected. You will be asked for confirmation prior to deleting the selected web users.

Managing Subdomains

You can create and manage subdomains from the control panel. Access the subdomains management functions, selecting the Subdomains icon on the Domain Administration page. The subdomains management page opens, listing the subdomains existing under the domain and corresponding FTP account names used for managing them:



Clients > Alec > domain.com >

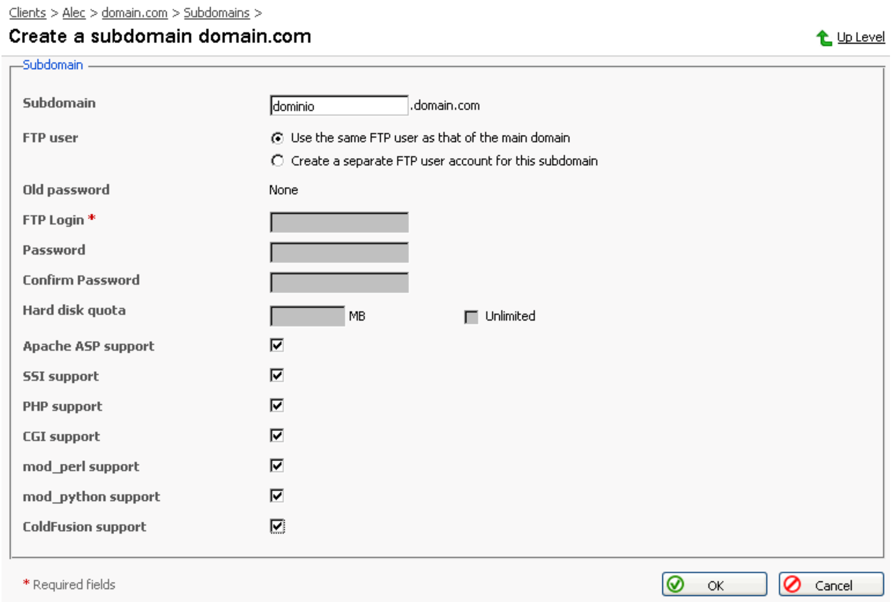
Subdomains of domain domain.com

Subdomains (1)

Subdomain name ▲	Login	□
dominio.domain.com	ftplogin	□

To create a subdomain, follow these steps:

1. Click Add New Subdomain. The Subdomain creation page will open:



Clients > Alec > domain.com > Subdomains >

Create a subdomain domain.com

Subdomain

Subdomain	dominio .domain.com
FTP user	● Use the same FTP user as that of the main domain ○ Create a separate FTP user account for this subdomain
Old password	None
FTP Login *	
Password	
Confirm Password	
Hard disk quota	MB □ Unlimited
Apache ASP support	☑
SSI support	☑
PHP support	☑
CGI support	☑
mod_perl support	☑
mod_python support	☑
ColdFusion support	☑

* Required fields

2. Enter the subdomain name in the appropriate field.

3. Select the FTP account user the subdomain is created for: the owner of a parent domain or another individual.

4. Define FTP login, password, and specify hard disk quota if needed.

5. Enable required scripting capabilities to be supported on the subdomain.

6. Click OK.

To open the subdomain URL in browser, click

To edit hosting account of a subdomain, select the required subdomain name in the list.

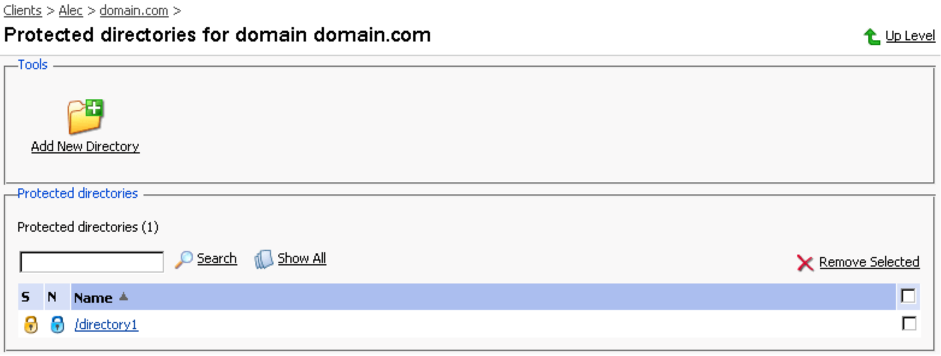
To remove one or several subdomains, select them using the corresponding checkboxes, and click Remove Selected.

Managing Protected Directories

This feature is active if virtual hosting has been configured for the domain. It creates and provides password-protected access to the directories where the secure documents reside in the virtual domain. It is possible to create directories under either the standard virtual host accessible via http protocol, or if applicable for the given domain, under the SSL virtual host accessible via https protocol.

To access the protected directories management functions, use the

Directories icon on the Domain Administration page. The page will open listing all protected directories of this domain:



Clients > Alec > domain.com >

Protected directories for domain domain.com

Up Level

Tools

Add New Directory

Protected directories

Protected directories (1)

Search Show All Remove Selected

S	N	Name ▲	□
🔒	🔒	/directory1	□

Each directory name is accompanied by icons, identifying which virtual host type (SSL or non-SSL) the directory resides within: 🔒 depicts non-SSL; 🔒 depicts SSL.

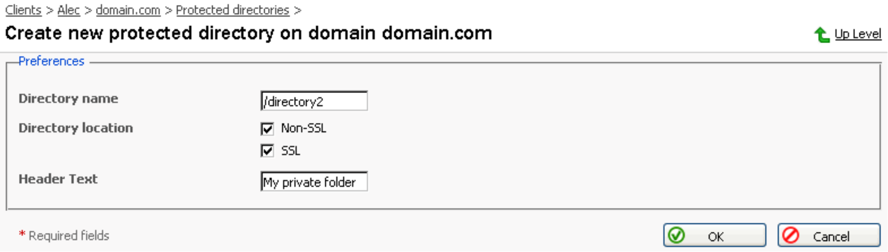
NOTE

We strongly recommend that you create and change the protected directories through Plesk and not within the FTP program. Plesk may not recognize manual changes.

Creating a protected directory

Follow these steps to create secure directories for the domain:

1. Click Add New Directory. This takes you to the Protected Directory Creation page:



Clients > Alec > domain.com > Protected directories >

Create new protected directory on domain domain.com

Up Level

Preferences

Directory name	/directory2
Directory location	☑ Non-SSL ☑ SSL
Header Text	My private folder

* Required fields

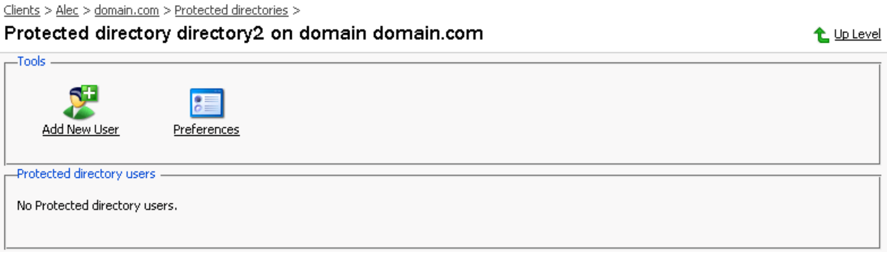
OK Cancel

2. Enter the name of the protected directory you wish to create in the Directory name field.

3. For Directory Location you can choose a non-SSL, SSL secure directory, or both. Use the appropriate checkboxes to select.

4. Click in the Header Text input box, and enter the header for this directory. When a user tries to access the protected directory, the text in this box displays as the realm they are entering.

5. Click OK to complete creation. You will be taken to the list of protected directory users:



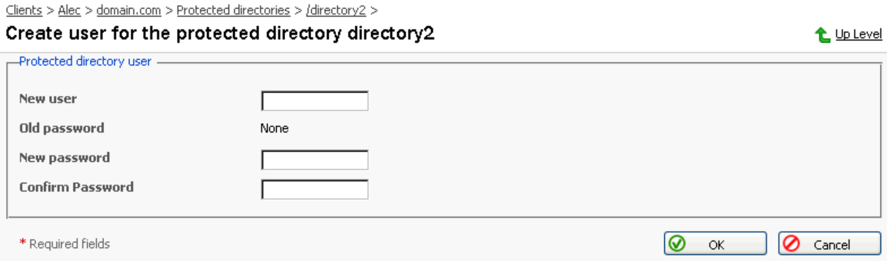
Clients > Alec > domain.com > Protected directories >

Protected directory directory2 on domain domain.com

Protected directory users

No Protected directory users.

6. To add a new user, click the Add New User icon. You are taken to the new directory user creation page:



Clients > Alec > domain.com > Protected directories > /directory2 >

Create user for the protected directory directory2

Protected directory user

New user	
Old password	None
New password	
Confirm Password	

* Required fields

7. Specify the user name, password and confirm password.

8. Click OK to submit. You will return to the Protected Directory Management page. The new user record will appear in the list of users.

9. To remove existing directory users select the users that you wish to remove using the corresponding checkboxes and click Remove Selected. You will be asked for confirmation prior to deletion of the directory users.

10. To access a directory user record in order to edit the user password, click on the user name in the list.

11. Once you have completed everything within your new protected directory, click OK to submit all changes to the system and to return to the Protected Directory page.

NOTE

An SSL protected directory can be created even if SSL support has been disabled for the domain, however this protected directory will be inaccessible until you enable the SSL support.

Editing the protected directory properties

Follow these steps to edit protected directory properties:

1. On the Protected directories page, click on a title of the directory that you wish to edit. You will be taken to the Protected Directory Management page.
2. Edit the directory properties by following the same steps outlined above, in the Creating a protected directory section.
3. Click OK to submit all changes to the system and to return to the Protected Directories page.

Removing a Protected Directory

To remove one or more directories, follow these steps:

1. Select the checkboxes in the list of protected directories.
2. Click Remove Selected. The Protected Directory Removal page appears.
3. Confirm removal, and click OK.

NOTE

Removing a protected directory in Plesk does not delete the directory off the server, it simply removes the protection. Meaning that the directory and its contents will now be reachable via the Internet without the need for login and password.

Managing Anonymous FTP Access

Within Plesk the Administrator, or Client given domain creation capabilities, can set up Anonymous FTP capabilities for a given virtual host. Anonymous FTP is used to allow an open, yet controlled, environment for visitors to the domain to download and/or upload files to and from the domain account. Users will be able to log into ftp.'domain name' with the standard anonymous user name and any password. Plesk allows the setup and limitation of incoming file space, number of connected users, and bandwidth usage throttling. Administrators should take care when allowing the use of anonymous FTP and be sure to use all the limitation capabilities within the interface wisely. If set up with excessive limits, it could lead to problems with server resources as well as excessive bandwidth usage.

NOTE

You can set up anonymous FTP only for domains that have physical hosting configured on exclusive IP.

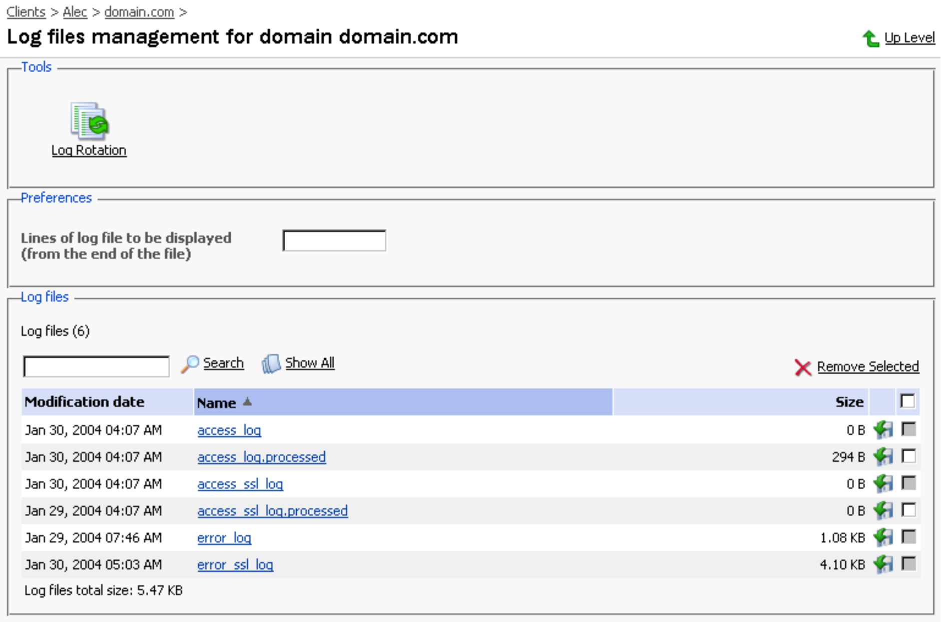
To set up Anonymous FTP:

1. Click the Anonymous FTP icon on the Domain Administration page. The Anonymous FTP Account Management page will appear.
2. By default anonymous FTP capabilities are disabled. To activate anonymous FTP select the Enable icon.
3. 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.
4. Select the checkbox beside Allow uploading to incoming directory to allow visitors to access the anonymous FTP site to upload files into the /incoming directory.
5. To allow users to create nested directories in the /incoming directory, select the Allow creation of directories in the incoming directory checkbox.
6. To allow downloading from the /incoming directory, select the Allow downloading from the incoming directory checkbox.
7. Deselect the Unlimited checkbox in the Limit disk space in the incoming directory field to set the disk space quota (i.e. hard limit) on the /incoming directory. Then enter the amount of disk space, in Kilobytes, you wish to allow for the /incoming directory.
8. Deselect the Unlimited checkbox in the Limit number of simultaneous connections field to set limits on the number of users who can be simultaneously connected to the anonymous FTP site. Then enter the number of connections allowed.
9. Deselect the Unlimited checkbox in the Limit download bandwidth for this virtual FTP domain field to set throttling up for the anonymous FTP site. Then enter the maximum average bandwidth, in Kilobytes per second, allowed.
10. Once you have completed all changes, click OK to submit.

Managing Log Files and Log Rotation

Plesk allows managing log files and log rotation settings from the control panel. To access these functions, click the Log Manager icon on the Domain

Administration page. The Log Manager page will open:



Clients > Alec > domain.com >

Log files management for domain domain.com

Lines of log file to be displayed (from the end of the file)

Log files (6)

Modification date	Name ▲	Size	☐
Jan 30, 2004 04:07 AM	access_log	0 B	☐
Jan 30, 2004 04:07 AM	access_log.processed	294 B	☐
Jan 30, 2004 04:07 AM	access_ssl_log	0 B	☐
Jan 29, 2004 04:07 AM	access_ssl_log.processed	0 B	☐
Jan 29, 2004 07:46 AM	error_log	1.08 KB	☐
Jan 30, 2004 05:03 AM	error_ssl_log	4.10 KB	☐

Log files total size: 5.47 KB

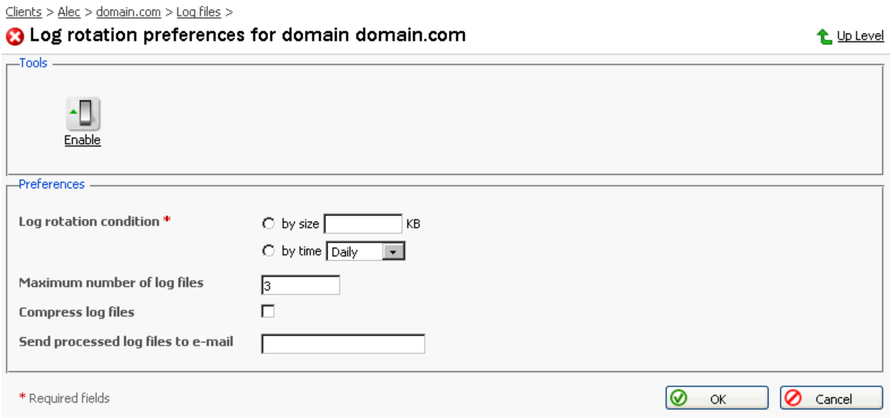
At this page, you can perform the following operations:

- Define the number of log file's lines to be displayed at once. To do that, type in the number of lines in the Lines of log file to be displayed input field prior to selecting a log file for viewing.
- View a log file. To this effect, click on a log file's name in the list. The log file contents will be displayed in a separate Log File Viewer window.
- Save a log file on your local machine. To do that, click on the appropriate icon. After that you will need to specify the location on your local machine and the file name for the downloaded log file to be saved, and then click Save.
- Delete log files. To this effect, select the corresponding checkboxes, and click Remove Selected.

To configure the log rotation preferences, follow these steps:

1. Click the Log Rotation icon on the Log Files Management page.

   The Log Rotation Preferences page will open:



Clients > Alec > domain.com > Log files >

Log rotation preferences for domain domain.com

Log rotation condition *	○ by size ____ KB ○ by time Daily
Maximum number of log files	3
Compress log files	□
Send processed log files to e-mail	

* Required fields

2. Click the Enable or Disable icon respectively to enable/disable log rotation.

3. Select the log rotation condition:
   - log file size - enter the size in kilobytes in the appropriate field
   - time - select from the drop-down list. It can be set to **`Daily`**, **`Weekly`**, and **`Monthly`**.

4. Specify the maximum number of log files in the appropriate input field, if desired. The maximum number is the number of processed files to be kept for each log file.

5. Select the Compress log files checkbox to enable compression.

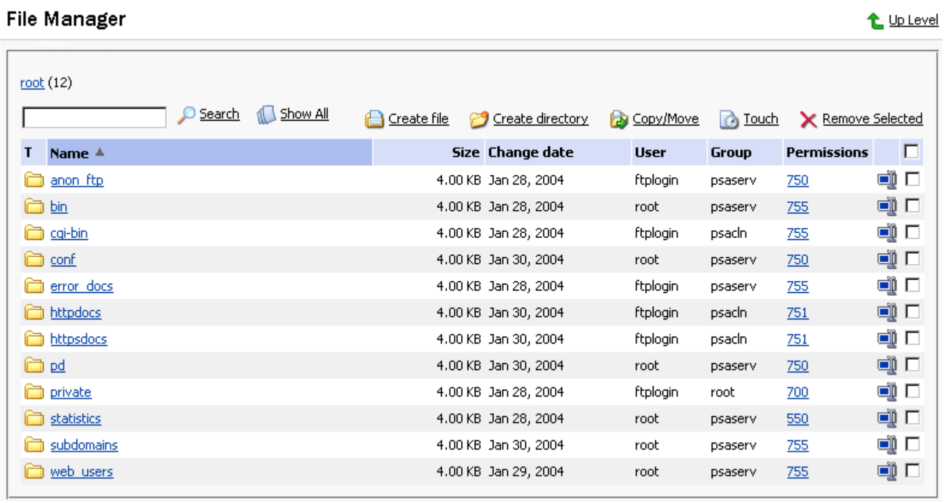
6. If desired, in the Send processed log files to e-mail input field, enter the e-mail address, for the processed log files to be delivered to.

7. Click OK to submit changes.

Using File Manager

Once you have configured hosting for a domain, you can use a file manager to operate domain files and directories.

To access the file manager functions, click the File Manager icon on the Domain Administration page. The file manager page will open displaying a root directory structure and contents:



File Manager

Up Level

root (12)

Search | Show All | Create file | Create directory | Copy/Move | Touch | Remove Selected

T	Name ▲	Size	Change date	User	Group	Permissions		□
	anon_ftp	4.00 KB	Jan 28, 2004	ftplogin	psaserv	750		□
	bin	4.00 KB	Jan 28, 2004	root	psaserv	755		□
	cgi-bin	4.00 KB	Jan 28, 2004	ftplogin	psacln	755		□
	conf	4.00 KB	Jan 30, 2004	root	psaserv	750		□
	error_docs	4.00 KB	Jan 28, 2004	ftplogin	psaserv	755		□
	httpdocs	4.00 KB	Jan 30, 2004	ftplogin	psacln	751		□
	httpsdocs	4.00 KB	Jan 30, 2004	ftplogin	psacln	751		□
	pd	4.00 KB	Jan 30, 2004	root	psaserv	750		□
	private	4.00 KB	Jan 28, 2004	ftplogin	root	700		□
	statistics	4.00 KB	Jan 28, 2004	root	psaserv	550		□
	subdomains	4.00 KB	Jan 30, 2004	root	psaserv	755		□
	web_users	4.00 KB	Jan 29, 2004	root	psaserv	755		□

- To browse a directory, click the icon or directory name.
- To change permissions for a directory or a file: click on the corresponding permission set in the Permissions column. The permissions settings page will open, allowing you to set the required permissions for all users. Select the desired settings using the checkboxes, then click OK to submit.
- To rename a directory or file, click on the corresponding icon. A new page will open allowing you to rename the selected file or directory. 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 corresponding checkbox, and click Copy/Move. You will then need to 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 change a timestamp of a directory or file, click on the Touch icon. The time stamp will be updated with the current local time.
- To remove a file or directory, select the coresponding checkbox, and click Remove Selected.
- To upload a file to the current directory, click Create File, then specify its location. Click OK.
- To create a file, click Create File, then type in a file name in the corresponding field, check (uncheck) the "html template" box, and click OK.
- To create a subdirectory that will be nested in the current directory, click Create Directory, then type in the directory name in the Directory name field, and click OK.
- To edit a file, click the corresponding icon. The File Manager's editor window will open, allowing you to edit the file source. After you are done with editing, click Save to save the file, Save and Exit to save the file and quit the file editing mode, Cancel to cancel editing mode and return to the FileManager panel, or Reset to discard the alterations made.
- To edit a file in the WYSIWYG editor, click the corresponding icon.

Using the Domain Application Vault

The domain application vault function enables you to install various applications on domain and view the properties of the already installed applications.

Installing application on domain

1. Select a domain with configured physical hosting and click the Application Vault icon on the Domain Administration page.
2. Click the Add Application icon. The application installation wizard will open, displaying the available application packages and their properties. The icons in the first left column indicate the type of the site application:

   - - the free site application requiring no license key, included in the default installation of Plesk for free, automatically added to the application pool of each client registered in the control panel.
   - - the commercial site application requiring a license key, obtained at SWsoft company additionally.
   - - the commercial site application requiring a license key, obtained at SWsoft company additionally, with no key installed at the moment.

   The icons in the second column left to the site application name indicate the site application usage rules defined by the administrator:

   - - free of charge, automatically added to the application pools of all clients;
   - $ - commercial, added to a client application pool only by the administrator under certain conditions.

3. Select the application package you wish to install on the selected domain. Note: you can also choose to install it on a subdomain – select it in the Target domain drop-down menu.

   You can view information on available application packages by clicking on the application package name in the list. If there is a documentation available for the application, it will be accessible through the icon ?.

4. Click Install.

5. Some applications require that certain parameters be entered before executing the installation. The required parameters are marked with an astrerisk.

   You have an option of creating a custom button for accessing this application. The button can be placed on the administration page of a given domain, on the administration pages of all domains, belonging to this client, or all domains hosted on server.

6. Click OK once you are done editing the required parameters. If you chose to create a custom button for the application, you will be taken to the custom button properties page.

Note: It is not allowed to install one application into a sub-directory of another application. However, most applications allow installing several copies for the same domain but in different directories.

When the installation of the application is complete, the application will appear on the Applications list.

To edit the parameters of an application, click on the corresponding icon ⚙.

Use the ➔ icon in the Applications list to access the URL of the application.

To remove one or several applications, in the list of applications select the corresponding checkboxes and click Remove Selected.

Accessing the Mambo Content Management Software

Plesk is shipped with Mambo software intended to simplify the process of creating and deploying web sites. In order to use it, you need to have the PHP support enabled for the domain set-up on physical hosting. You can set it up to work via HTTP or HTTPS protocol. The application can be installed on the domain and configured either via Domain Application Vault or using the installation procedure invoked when you click on the Mambo CMS icon for the first time. After the application is installed and configured, use the

Mambo CMS icon on the Domain administration page to access it.

Accessing Microsoft FrontPage Web Administrator

You can access the Microsoft FrontPage Web Administrator directly from the Control Panel, using the FP Webadmin icon, or FP-SSL Webadmin if you wish to access it over secure SSL connection. These icons are located at the bottom of the Domain Administration page, provided that hosting is set up for the domain, and Microsoft FrontPage is available. Note, that the FrontPage Web Admin software should be installed and configured properly for this function to work, and the FrontPage and FrontPage over SSL support should be enabled within Plesk.

Backing Up and Restoring Domains

You can back up and restore domain data by the control panel means, provided that the backup utilities are installed on your server, and the backup/restore functions are supported by the product license key.

To access the backup/restore functions, on the Domain administration page of the selected domain, click the Backup icon. The Backup files repository page opens displaying the stored domain backup files and their properties.

To be able to use a directory on your FTP server as an integral part of backup files repository, you need to specify the FTP connection properties in the control panel. To do this, follow these steps:

1. Click the FTP Account Properties icon.
2. Enter the FTP server name in the FTP server text input field.
3. Type the name of the FTP server directory where the domain backups are stored in the Base directory on FTP server text input field.
4. Enter the FTP server login in the FTP Login text input field.
5. Enter and confirm the FTP password.
6. Click OK to submit.

To schedule automated backing up, follow these steps:

1. Click the Scheduled Backup Settings icon.
2. Select the period of backups creation - should they be created daily, weekly or monthly,

3. Select the location where the backup files should be placed,

4. Specify the maximum number of backup files that can be stored in the selected location,

   Note: When the specified number is exceeded, the oldest backups are removed from the repository.

5. Enter the name the backup files should begin with,

6. Click OK to submit.

To view the properties of backed up domain click the backup file's name.

To save a backup file on your local machine, click the corresponding icon. After that you will need to specify the location on your machine and the file name for the downloaded backup file to be saved, and then click Save.

To delete one or several backup files from the repository, select the corresponding checkboxes and click Remove Selected.

To upload a backup file to the server, specify file location using the Browse button, then click Upload.

To upload a backup file from the remote FTP server to the Plesk server, click the FTP Upload icon. You will be taken to the FTP server directory where you can select which files you want to upload to your Plesk server.

Note: To be able to use this option, you should first specify the FTP connection properties in the control panel.

To back up the domain data, follow these steps:

1. Click the Create Backup icon on the Backup files repository page.

   The Backup file creation page appears.

2. Specify the backup file name.

   Select the create backup file and store in local repository option, and type in your comments in the Comments text field.

   To download a backup file to your local machine without storing it in the backup repository, select the "do not store the backup file in repository, only download it" option.

   To create the backup file and store it on remote FTP server, select the corresponding option.

   If you wish Plesk to notify you of the backup progress, enter your e-mail into the "Notify by e-mail" field, and select the checkbox for activating this function.

3. Click Back Up.

To restore a domain, follow these steps:

1. Click the Backup icon at the Domain administration page. The Backup files repository page appears.

2. Select the desired backup file from the list clicking on its file name. The backup file information page will open displaying the domain configuration to be restored.

3. If desired, enter an e-mail and select the checkbox to enable the notification.

   Select the IP address to be used for restoring the domain data.

4. Click Restore.

NOTE

During backup/restore processes, the domain is automatically switched off and all of its services are unavailable.

Deactivating/Activating Domains

You can disable the domain operations by deactivating it. When a domain is deactivated, it cannot be accessed.

To deactivate a domain:

1. On the Domain administration page of the selected domain, click Disable. The confirmation will appear querying whether you actually wish to change the status of the selected domain.

2. Click OK.

To activate a domain, follow these steps:

1. On the Domain administration page of the selected domain, whose operation is disabled, click Enable. The confirmation will appear

querying whether you actually wish to change the status of the selected domain.

2. Click OK.

NOTE

When a domain is deactivated, the domain status icon will change to ✖.

When a domain is activated, the domain status icon will change to ▶ .

Renaming Domains

If required, you can rename a domain name directly through the control panel. However, for the new (renamed) domain to be properly resolved on the Internet, you must register the new name with a domain registrar and make sure that the name servers are properly specified.

Once you have changed a domain name, you should obtain a new SSL certificate, if SSL support is required.

Important!

Renaming a domain may result in problems with the software running on that domain.

To change the domain name and requirement for www prefix, follow these steps:

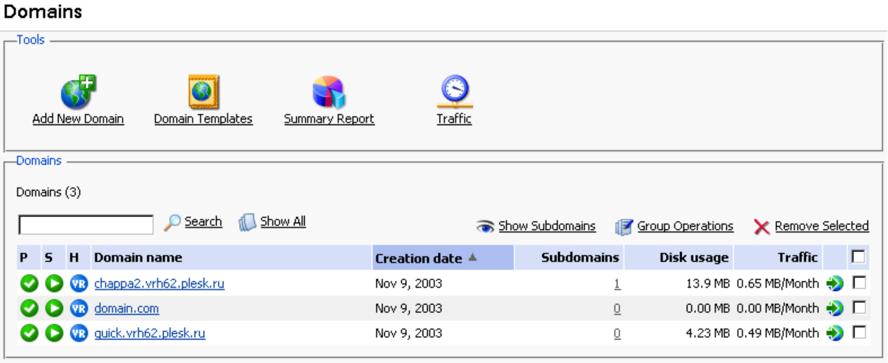
1. At the domain administration page, click the Domain administrator icon.
2. Check or uncheck the WWW prefix checkbox to determine whether the given domain will allow the www prefix to be used to access the domain. If the box is checked, Internet users will be able to access a domain (i.e. domain.com) by specifying either the domain name itself or the domain with the "www" prefix. If the box is unchecked it will not be accessible with the "www" prefix (i.e. www.domain.com).
3. Edit the domain name as desired, and click OK.

Performing Group Operations on Domains

In cases when you need to introduce certain similar changes to several domains, you can use the Group Operations function, made available to simplify administration of multiple domains. Using this feature you can, for instance, select a number of domains, enable all of them to support SSL and limit the total amount of available traffic to a specific figure - all that within a single operation, without having to select each domain independently and edit its settings.

To perform group operations on domains, follow these steps:

1. Select the Domains shortcut in the navigation pane. The page will open displaying the list of registered domains:



P	S	H	Domain name	Creation date ▲	Subdomains	Disk usage	Traffic		☐
✓	▶	VR	chappa2.vrh62.plesk.ru	Nov 9, 2003	1	13.9 MB	0.65 MB/Month	➜	☐
✓	▶	VR	domain.com	Nov 9, 2003	0	0.00 MB	0.00 MB/Month	➜	☐
✓	▶	VR	quick.vrh62.plesk.ru	Nov 9, 2003	0	4.23 MB	0.49 MB/Month	➜	☐

2. Select the domains, whose settings or limits you wish to modify by checking the corresponding checkboxes.

3. Click the Group Operations icon. The Group Operations page will appear, divided into five sections:
   - The Limits group is used for modifying the limits for various resources
   - The Hosting group is used for editing various hosting-related settings
   - The Preferences group contains miscellaneous editable options for domains
   - The Services group is used for enabling/disabling the use of domain services
   - The Modified domains area lists the domains, whose settings you are going to modify.

4. To edit limit settings for a particular resource type:

   4.1. First, select the appropriate action from the drop-down box:
   - Leave the **`Do not change`** option selected, if you do not wish to make any changes
   - Select **`Unlimited`**, if you wish not to limit the resource usage
   - Select the **`Value`** option in order to specify a new value for the resource limit
   - Select **`Increase (+)`**, to specify the value by which to increment the presently set resource limit value
   - **`Select Decrease (-)`**, to specify the value by which to

decrement the presently set resource limit value

4.2. Then specify the value of the new resource limit in the corresponding input field.

4.3. If you chose to increase/decrease the presently set limit value, use the drop-down box to select **units** if you wish to modify the limit value by a quantity of commonly used units or **%** if you wish to modify the limit value by a particular percentage.

5. To change the hosting-related settings, select **Do not change**, **Enable** or **Disable** radio button for the corresponding type of setting. You can manage the following:
   - SSL support
   - Web statistics
   - Password protection of access to Web statistics
   - Custom Error Documents
   - Apache ASP support
   - SSI support
   - PHP support
   - CGI support
   - mod_perl support
   - mod_python support
   - ColdFusion support

   You can also choose to manage (or not) log rotation. Here you can:
   - Activate/deactivate log rotation
   - Choose the condition of rotating the log files: **by size** - specify the maximum size of the log files, or **by time** - select **Daily**, **Weekly** or **Monthly**.
   - Choose the maximum number of log file instances allowed
   - Choose whether to use the log files compression or not
   - Choose whether to send the log files to a specific e-mail

NOTE

It is advisable to set the log rotation options for all domains appropriately in order to prevent the log files from growing too large to be handled by the statistics utility.

6. To change preferences, select **Do not change**, **Enable** or **Disable** radio button for the corresponding item. You can edit the following:
   - WWW prefix requirement
   - Web Mail
   - Support for web users' scripting
   - Traffic statistics retention settings
   - Mail to nonexistent users in a domain; you can choose to **Bounce**

`with message`, **`Forward to an e-mail address`**, or **`Reject`**

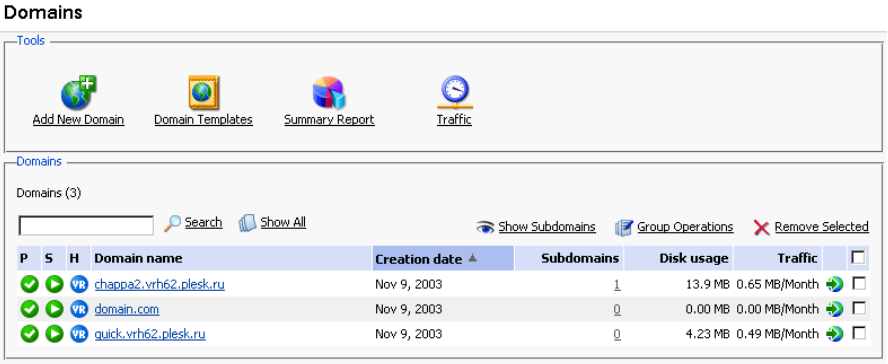
7. To enable/disable services, select **`Do not change`**, **`Enable`** or **`Disable`** radio button for the corresponding service. You can edit the following:
   - DNS Zone
   - Mail
   - Mailing lists
   - Tomcat
   - Anonymous FTP

8. Click OK to apply the new settings to the selected domains.

Removing Domains

You can remove one or several domains at the same time. To remove domains:

1. Select the Domains shortcut in the navigation pane. The page will open displaying the list of registered domains:



Domains

Tools

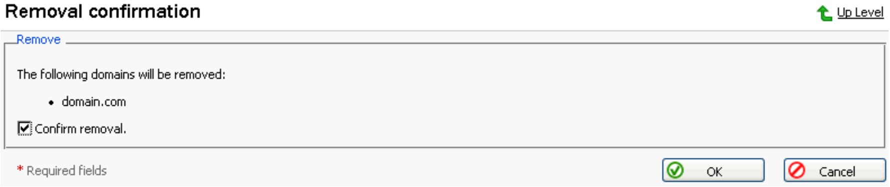
Domains

Domains (3)

P	S	H	Domain name	Creation date ▲	Subdomains	Disk usage	Traffic		☐
✓	▶	VR	chappa2.vrh62.plesk.ru	Nov 9, 2003	1	13.9 MB	0.65 MB/Month	➔	☐
✓	▶	VR	domain.com	Nov 9, 2003	0	0.00 MB	0.00 MB/Month	➔	☐
✓	▶	VR	quick.vrh62.plesk.ru	Nov 9, 2003	0	4.23 MB	0.49 MB/Month	➔	☐

2. Select the domains that you wish to remove by checking the corresponding checkboxes.

3. Click Remove Selected. The Removal confirmation page appears:



Removal confirmation

Remove

The following domains will be removed:

- domain.com

☑ Confirm removal.

* Required fields

4. Select the checkbox to confirm removing, and click OK. If you decide to not delete these domains or wish to modify the list of domains selected for deletion, click Cancel.

Chapter 6. Using Plesk Migration Manager

This chapter provides you information on how to migrate from competitive control panels to Plesk control panel.

Overview

Plesk Migration Manager is created for easy and fast migration from other, competitive control panels to Plesk, and also for migration from older releases of Plesk and from different platforms of Plesk. At the present moment you can migrate the following platforms to Plesk:

- Confixx2;
- older releases of Plesk and other platforms of Plesk - FreeBSD or Linux;
- Cobalt Raq;
- cPanel 9.

To access Migration Manager, select the Server shortcut in the navigation pane, and click the Migration Manager icon.

Migrating Data From Other Hosting Platforms

First, you need to upload the migration agent to the remote host you wish to migrate to Plesk. To do this, leave the Remote migration mode option selected and specify the remote control panel parameters:

- select the platform from which you would like to migrate to Plesk from the Source Platform drop-down box.
- specify the source host. You can use either the IP address or the domain name of the server you wish to migrate.
- enter the login. You can log in as "root", or use another account name if your system does not allow remote access for root via SSH.
- enter the password, used for logging in to the remote host you are migrating.
- if you chose not to use the root account, specify the sudo password.

- you can specify the temporary directory that will be used by migration module on a source host.
- click Next.

The agent will upload to the specified remote host and acquire its status. You will proceed to the progress page where you can view the migration progress and stop it.

Note

If you use sudo for migration, make sure that the user account you selected is given all necessary permissions for operating the specified temporary directory on the remote host.

Viewing Information on Source Host

When the migration agent uploads to the remote host, it sends information on this host to your Plesk control panel. This information is displayed on the Information on source host page. On this page, please, select the option you need:

- clear the Select objects for migration checkbox, if you wish to migrate all objects from the remote host to Plesk.
- select the Select objects for migration checkbox, if you wish to select certain objects to be migrated from the remote host to Plesk.
- click Cancel to cancel the migration.

Migrating All Objects

After you cleared the Select objects for migration checkbox, you will proceed to the Downloading remote host content page, where you can view and stop the downloading if desired.

Once the downloading is complete, you will be taken to the IP Mapping page.

IP Mapping

The IP Mapping page displays all IP addresses of the host you are migrating to Plesk and all IP addresses of Plesk you are migrating this host to.

On this page,

- select the Plesk IP address you want to map the remote host IP addresses to.

Note: You can map all IP addresses of the remote host only to one Plesk IP address.

- click Migrate to continue migration or Cancel to cancel the migration.

Viewing Migration Result

When the remote host objects are migrated, you will proceed to the Migration Result page where you can view the migration result. This can be either the message on the succsessful migration or error messages, if any errors occurred during the migration process, and the list of objects that could not be migrated due to the errors occurred.

Click Finish to finish the migration.

Selecting Objects For Migration

After you selected the Select objects for migration checkbox, you will proceed to the Migration Progress page, where you can view migration progress and stop the migration if desired.

After that you will be taken to the Select objects for migration page. On this page, select which objects you wish to be migrated to Plesk:

- select the Accounts tab and specify which accounts should be migrated by clicking the corresponding checkboxes, then click Migrate.
- select the Domains tab and specify which domains should be migrated by clicking the corresponding checkboxes, then click Migrate.
- click Cancel to cancel migration.

Migrating Accounts

After you chose accounts for migration, you will proceed to the Downloading remote host content page, where you can view and stop the downloading if desired.

Once the downloading is complete, you will be taken to the IP Mapping page.

Migrating Domains

After you chose domains for migration, you will be taken to the Select client account for domains migration page.

On this page,

- select the Plesk client account on which you wish to migrate the selected domains of the remote host.
- click Migrate to continue migration or Cancel to cancel the migration.

If you decided to continue migration, you will be taken to the IP Mapping page.

IP Mapping

The IP Mapping page displays all IP addresses of the host you are migrating to Plesk and all IP addresses of Plesk you are migrating this host to.

On this page,

- select the Plesk IP address you want to map the remote host IP addresses to.

  Note: You can map all IP addresses of the remote host only to one Plesk IP address.
- click Migrate to continue migration or Cancel to cancel the migration.

Viewing Migration Result

When the remote host objects are migrated, you will proceed to the Migration Result page where you can view the migration result. This can be either the message on the succsessful migration or error messages, if any errors occurred during the migration process, and the list of objects that could not be migrated due to the errors occurred.

Click Finish to finish the migration.

Stopping Migration

You can stop migration by clicking Cancel on the Migration Progress, Downloading remote host content or IP Mapping pages. This will take you to the Stop migration process page.

To stop the migration, you need to remove the migration agent from the remote host. Thus, on the Stop migration process page, select the Remove agent checkbox and click OK. You will get back to the Migration Agent Upload page.

If you do not select this checkbox, the migration will not stop and you will return to the previous page.

Migrating Data within a Single Server

If you wish to migrate to Plesk 7.5 from another hosting platform or earlier versions of Plesk, and cannot afford additional hardware for this operation, you can do it in one of the following ways:

1. Migration with use of chrooted environment.

   Plesk cannot be installed on the machine running other control panel software. To circumvent this limitation, you need to create a kind of virtual environment, such as chroot. Plesk can be installed into chrooted environment in a special mode. Once Plesk is installed into the chrooted environment, you can migrate data from your hosting platform into the chrooted environment. After successful completion, you will be able to shut your previously used hosting platform down and use Plesk as your main control panel.

2. Use of data import feature of Migration Manager.

   You should have a hard disk with operating system and Plesk software installed. This feature allows importing to Plesk the data gathered by migration agent. Once the data are obtained, you will have to move them to the disk with Plesk installation and reboot to the operating system where Plesk is installed. After successful completion, you will be able to remove your previously used hosting platform.

Migrating data using chrooted environment

You are advised to create a chrooted environment on a separate partition. This is required for you to be able to use this partition as a root file system upon completion of installing Plesk and migrating data to it. You must have super user permissions in order to configure the chrooted environment.

In order to create a chrooted environment, you will need at least 2 gigabytes of disk space for the operating system and Plesk installation, plus some amount of disk space for user data.

You can set up your system into a chrooted environment using the utility from the chroot_tool.zip package, which is available at ftp://download1.sw-soft.com/Plesk/Plesk7.5/Extensions, or use other third-party utilities such as, for instance, mach (http://mach.sourceforge.net).

IMPORTANT

We strongly recommend that you backup all the data on your hard drive prior to setting up chrooted environment.

1. Prior to installing Plesk, make sure that port 8443 is not used. If some

program uses this port, you should reconfigure it so as to free the port.

2. Copy the Plesk installer file to the chrooted directory

3. Enter the chrooted environment using the command chroot <directory_name>

4. Define the value for variable CHROOTISH=yes

   export CHROOTISH=yes

5. Configure mysql as follows:

   mysql_install_db

   chown -R mysql /var/lib/mysql/

6. Run mysql without networking. This can be done differently for different versions of MySQL. For instance, for MySQL version 3 this is done with the command “safe_mysqld --skip-network &”, and for version 4 - “mysqld_safe --skip-networking &”.

7. Run Plesk installer and follow the instructions presented on the screen.

8. Once Plesk installation is completed, log in to control panel, click the Server shortcut, and then click the Migration Manager button.

9. Specify your host as the data source, and proceed with migration as usual.

10. Once the migration is completed, you need to reboot server to start it from chroot partition.

11. Remove the "NO_RESTART_DAEMON" parameter from /etc/psa/psa.conf file.

12. Make sure that everything works correctly. In case of errors you can reboot to your previously used partition with other control panel.

Rebooting to the operating system installed in the chrooted environment

To boot to the chrooted environment, follow these steps:

1. Add to the boot manager an item for booting up from the partition with chrooted environment.

   Example:

   Let’s suppose you have Fedora Core 2 operating system and GRUB boot manager installed.

1.1. Change to the ./boot/grub/ directory.

1.2. Check out where your chrooted environment is set up using the command fdisk -l

```
Disk /dev/sda: 2097 MB, 2097152000 bytes
128 heads, 32 sectors/track, 1000 cylinders
Units = cylinders of 4096 * 512 = 2097152 bytes

Device         Boot Start End Blocks Id System
/dev/sda1         * 1 50 102384 83 Linux
/dev/sda2                 51 919 1779712 83 Linux
/dev/sda3                 920 1000 165888 82 Linux swap

Disk /dev/sdb: 2418 MB, 2418016256 bytes
255 heads, 63 sectors/track, 293 cylinders
Units = cylinders of 16065 * 512 = 8225280 bytes

Device         Boot Start End Blocks Id System
/dev/sdb1                 1 293 2353491 83 Linux
```

In our case it is the partition /dev/sdb1

1.3. Open file grub.conf or menu.list in a text editor, and add the following records:

title Fedora Core-chroot (2.6.5-1.358)

root (hd1,0)

kernel /boot/vmlinuz-2.6.5-1.358 ro root=/dev/sdb1

initrd /boot/initrd-2.6.5-1.358.img

1.4. Save changes.

2. Create an initial ramdisk in the chrooted environment.

3. Restart your system.

Using data import

If you have a hard disk with operating system and Plesk software installed, you can use the Import configuration feature of Plesk Migration Manager.

1. Mount the disk where your Plesk is installed.
2. Choose the migration agent suitable for your source hosting platform. Migration agents are stored in the directory /usr/local/psa/PMM on your Plesk drive:
   - Confixx 1.65, 2, 3 (experimental) -

/usr/local/psa/PMM/ConfixxX.pl
- Ensim 3.5.x (experimental) - **/usr/local/psa/PMM/EnsimX.pl**
- Plesk 2.5.x, 5.x, 6.x, 7.x (experimental) - **/usr/local/psa/PMM/PleskX.pl**
- Cobalt RaQ2 (experimental) - **/usr/local/psa/PMM/RaQ2.pl**
- Cobalt Raq550 (experimental) - **/usr/local/psa/PMM/RaQ550.pl**
- Cobalt Raq3/4 (experimental) - **/usr/local/psa/PMM/RaQx.pl**
- cPanel 9 (experimental) - **/usr/local/psa/PMM/cPanel9.pl**

3. Change to the directory /usr/local/psa/PMM/var on your Plesk drive, copy the agent from /usr/local/psa/PMM to the current directory. Then start the migration agent with –get-status option: ./<your platform name>.pl --get-status

4. If agent suits your platform, you will be able to do a full dump of your configuration using the option –dump-all, or make a selective dump of selected entities using the option –dump-domains for dumping domains, or –dump-accounts for dumping user accounts (you can run the migration agent with –h option for details). For example: <agent_file_name> --dump-domains=domain1, domain2, domain3…

5. Once agent has finished its job, move the contents of the directory /usr/local/psa/PMM/var/pma to the directory /usr/local/psa/PMM/archives and copy the file /usr/local/psa/PMM/var/<your platform name>.xml to /usr/local/psa/PMM/var/dump.xml

6. Reboot to the operating system where Plesk is installed.

7. After successful boot up, login to the Control Panel, select the Server shortcut and click the Migration Manager button.

8. Select the Import configuration mode option, and follow the instructions presented on the screen.

Chapter 7. Extending Plesk Capabilities

In this version of Plesk, you can extend the functionality of your control panel without upgrade. This can be done by installing additional functional components, available as modules developed by SWsoft, Inc. or third parties.

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

The modules come as a single RPM package, a self-extracting shell script, or in any other form suitable to your operating system. If you wish, you can also install the module from the command line. When you install the module on server using the control panel, you are taken to the module's configuration screen.

Plesk comes shipped with Firewall and Game Server modules. By installing the Firewall module, you add firewall functionality to your Plesk. The Game Server module enables Plesk to create, configure and manage game servers.

Installing modules

The modules are not installed automatically during installation of Plesk; you should install them if needed. You can install a module to the Plesk server in two ways: from the control panel (recommended), and from the command line.

In order to install a module to Plesk server:

1. Login as admin to the control panel, select the Modules shortcut in the navigation pane, click Manage Modules, click Add new module, then select a module package file, and click OK.

Or

2. Login as root to the server, where Plesk is installed. Run the command

```
/usr/local/psa/admin/bin/modulemng --install
--file=<module_filename>.
```

Example:

```
/usr/local/psa/admin/bin/modulemng --install
--file=cs-gs-1.0.0-rh9.build72041021.16.i586.rpm
```

The Firewall and Game Server modules that come with Plesk are located in the directory /opt/modules in Plesk distribution.

Installing license keys for modules

Some modules might require you to install a license key in order to be able to use them. You can check out the terms of usage on the module manufacturer's web site, or look them up in the control panel's Modules management screen: for each module installed there is a corresponding list entry accompanied by an icon, which shows whether license key is required. There are three types of icon that indicate the following:

- 🔵 - the module does not require a license key
- 🔑 - the module requires a license key, and the key is installed
- 🚫 - the module requires a license key, but the key is not installed.

To access the modules management section, login as admin to the control panel, select the Modules shortcut in the navigation pane, and click Manage Modules.

If a module is provided by SWsoft, Inc. and requires a license key, you can obtain it from SWsoft, Inc. using the License Manager function.

In other cases, you should obtain the information on installation of license keys for modules from the module manufacturer.

Accessing module configuration

Configuration steps vary depending on each module. Once you install a module on the server using the control panel, you are taken to the module's configuration screen.

If you installed the module from the command line, you need to configure it via Plesk.

To access the module configuration screen:

1. Select the Modules shortcut in the navigation pane, and then click the button labeled with module's name.

Or

2. Select the Modules shortcut in the navigation pane, and then click Manage Modules. In the list of modules, click the module's name presented as link.

Removing modules

You can remove modules from Plesk in two ways: from the control panel (recommended), and from the command line.

To remove a module using a control panel:

1. Login as admin to the control panel, select the Modules shortcut in the navigation pane, click Manage Modules, then select a checkbox corresponding to the module you wish to remove, and click Remove Selected.

Or

2. Login as root to the server, where Plesk is installed. Run the command **`/usr/local/psa/admin/bin/modulemng --remove --module=<module_codename>`**.

Example: **`/usr/local/psa/admin/bin/modulemng --remove --module=cs-gs`**

You can look up a module’s codename by running the following command:

```
# echo "SELECT name, display_name FROM psa.Modules;" |
mysql -u admin –p<admin_password> psa
```

Appendix A. Plesk Advanced Features

In addition to operations available via control panel, the Plesk software provides several advanced management capabilities, available to the administrator from the command line. The administrator can:

- Use the Creation Utilities for creating and managing client accounts, domains, hosting accounts, various settings and services,
- Include domain-specific Apache configuration directives into httpd.include for domains and subdomains,
- Install the Sun Chili!Soft ASP support and configure it for working with Plesk ,
- Use the global access control list in named.conf for allowing dns transfers,
- Configure the ports to be used by Tomcat connectors,
- Restore the mail configuration by Plesk database.

Creation Utilities

The creation utilities allow to create and manage client accounts, domains, hosting accounts, and manage domain preferences and services from the command line.

To manage client accounts, use the client.sh utility located in **`/usr/local/psa/bin/`**. The following commands and options can be used:

Table A.1.

Command	Parameter	Action
--create or -c	<login_name>	creates a new client account
--update or -u	<login_name>	updates client account
--remove or -r	<login_name>	removes client account
--info or -i	<login_name>	retrieves client information
--on	<login_name>	enables client account
--off	<login_name>	disables client account
--help or -h		displays the help on utility usage
Option	**Parameter**	**Note**
-status	<true|false>	enables/disables client account (default: true)

Command	Parameter	Action
-company	<string>	company name
-name	<string>	contact name (required for creation)
-login	<login_name>	control panel login name (may be used only with update command)
-passwd	<passwd>	control panel password (required for creation)
-phone	<number>	phone number
-fax	<number>	fax
-email	<string>	e-mail address
-addr	<string>	street
-city	<string>	city
-state	<string>	state/province
-pcode	<string>	postal/zip code
-country	<string>	country
-notify	<true|false>	enables|disables notifying of client account creation

To edit client accounts, use the client_pref.sh utility located in `/usr/local/psa/bin/`. The following commands and options can be used:

Table A.2.

Command	Parameter	Action
--update or -u	login_name	updates an existing client account
--info or -i	login_name	retrieves client information
--help or -h		displays the help on utility usage
Option	**Parameter**	**Note**
-create_domains	<true | false>	allows client to create domains

Command	Parameter	Action
-manage_phosting	<true | false>	allows managing physical hosting
-change_limits	<true | false>	allows changing domain limits
-manage_dns	<true | false>	allows managing DNS
-manage_log	<true | false>	allows managing log rotation
-manage_crontab	<true | false>	allows managing Crontab (Scheduler)
-manage_anonftp	<true | false>	allows managing Anonymous FTP
-manage_webapps	<true | false>	allows managing Java applications
-manage_maillists	<true | false>	allows managing mailing lists
-manage_sh_access	<true | false>	allows managing system access
-manage_subdomains	<true | false>	allows managing subdomains
-manage_quota	<true | false>	allows changing hard disk quota
-make_dumps	<true | false>	allows the use of backup/restore functions
-max_dom	<number>	limits number of available domains (-1 is unlimited)
-disk_space	<number>	limits amount of available disk space to the specified value (in Megabytes)
-max_traffic	<number>	limits the amount of available traffic to the specified value (in Megabytes)
-max_box	<number>	limits the allowed number of mailboxes to the specified value
-mbox_quota	<number>	limits the mailbox quota to the specified size (in Kilobytes)
-max_redir	<number>	limits the number of mail redirects
-max_mg	<number>	limits the number of mail groups

Command	Parameter	Action
-max_resp	<number>	limits the number of mail autoresponders
-max_wu	<number>	limits the number of web users
-max_db	<number>	limits the number of databases
-max_maillists	<number>	limits the number of mailing lists
-max_webapps	<number>	limits the number of Java applications allowed
-max_subdom	<number>	limits the number of subdomains
-expiration	<date>	limits the validity period of client account
-ip_pool	<add|del>:<ip1>,<ip2>,..,<ipN>	adds/deletes ip addresses to/from client's IP pool.

NOTE

The <number> tag means any positive (or zero) integer value. The <date> tag implies date in the following format: 'YYYY-MM-DD'.

You may use the '-1' value for "unlimited" when defining any limit applicable to a client account.

You may specify any number of -ip_pool options to achieve the desired results, for example: **`client_pref.sh -u 'c1' -ip_pool add:127.0.0.1,127.0.0.2 -ip_pool del:127.0.0.3`**

To manage domains, use the domain.sh utility located in **`/usr/local/psa/bin/`**. The following commands and options can be used:

Table A.3.

Command	Parameter	Action
--create or -c	<domain_name>	creates a new domain
--update or -u	<domain_name>	updates an existing domain
--remove or -r	<domain_name>	removes an existing domain
--info or -i	<domain_name>	retrieves domain information

Command	Parameter	Action
--on	<domain_name>	enables domain
--off	<domain_name>	disables domain
--shells or -s		lists available shells
--help or -h		displays help on utility usage
Option	**Parameter**	**Note**
-status	<true|false>	turns domain on/off (default: true)
-dom_user	<true|false>	turns the domain level user account on/off (default: false)
-du_passwd	<passwd>	sets up password for domain level user
-dns	<true|false>	turns DNS zone for the domain on/off (by default DNS template status)
-www	<true|false>	adds www prefix (default: true)
-hosting	<true|false>	enables/disables hosting for the domain (default: false)
-hst_type	<phys|std|frm>	sets up the specified hosting type (default: physical)
-target_url	<URL>	sets up target URL (required if hst_type is "std" or "frm")
-ip	<ip_address>	ip address
-login	<login>	FTP user login name (required if hosting is physical)
-passwd_type	<plain|crypt>	FTP user password type (default: plain)
-passwd	<password>	FTP password (no password is set by default)
-shell	<shell_name|help>	system shell (you can use the --shells command to list available shells)
-hard_quota	<MB>	hard disk quota (0 is unlimited)

Command	Parameter	Action
-fp	<true|false>	turns on/off FrontPage support on domain (default: false)
-fp_ssl	<true|false>	turns on/off frontpage over ssl support on domain (default: false)
-fpauth	<true|false>	FrontPage authoring (default: false)
-fplogin	<login>	FrontPage login name
-fppasswd	<password>	FrontPage password
-ssi	<true|false>	SSI support on domain (default: false)
-php	<true|false>	PHP support on domain (default: false)
-cgi	<true|false>	CGI support on domain (default: false)
-perl	<true|false>	Perl support on domain (default: false)
-asp	<true|false>	ASP support on domain (default: false)
-python	<true|false>	Python support on domain (default: false)
-coldfusion	<true|false>	ColdFusion support on domain (default: false)
-ssl	<true|false>	SSL support on domain (default: false)
-webstat	<true|false>	Webalizer support on domain (default: false)
-err_docs	<true|false>	custom error documents support on domain (default: false)
-log_rotate	<true|false>	log rotation status (default: true)
-log_bysize	<KB>	enables log rotation by size
-log_bytime	<daily|weekly|monthly>	enables log rotation by time (default: daily)

Command	Parameter	Action
-log_max_num	<number>	defines maximum number of log file instances (default: 3)
-log_compress	<true|false>	enables log files compression (default: true)
-log_email	<email>	enables sending log files to e-mail
-clogin	<login>	login of existing client the domain will belong to (required for domain creation)
-mail_service	<true|false>	turns on/off the mail service for the domain (default: true)
-notify	<true|false>	enables|disables notifying of domain creation

To manage domain level preferences, use the domain_pref.sh utility located in **`/usr/local/psa/bin/`**. The following commands and options can be used:

Table A.4.

Command	Parameter	Action
--update or -u	domain_name	sets domain preferences
--info or -i	domain_name	retrieves domain preferences information
--help or -h		displays the help on utility usage
Option	**Parameter**	**Note**
-disk_space	<MB>	limits amount of available disk space
-max_traffic	<MB/Month>	limits the amount of traffic for a domain
-max_box	<number>	limits number of mailboxes
-mbox_quota	<KB>	limits mailbox quota
-max_redir	<number>	limits the number of mail redirects

Command	Parameter	Action
-max_mg	<number>	limits number of mail groups
-max_resp	<number>	limits the number of mail autoresponders
-max_wu	<number>	limits the number of web users
-max_db	<number>	limits the number of databases
-max_maillists	<number>	limits the number of mailing lists
-max_webapps	<number>	limits the number of allowed Java applications
-max_subdom	<number>	limits the number of subdomains
-expiration	<YYYY-MM-DD>	limits a validity period for the domain
-www	<true|false>	www prefix for the domain
-wuscripts	<true|false>	enables web users' scripting support
-webmail	<true|false>	allows use of webmail
-no_usr	<bounce:txt|email>	sets up bounce or catch-all for nonexisting user mail (obsolete and will be removed from future releases)
-keep_traf_stat	<number>	sets the system to retain traffic statistics for N months (specify 0 if you wish not to delete statistics)

To manage mail accounts, use the mail.sh utility located in **`/usr/local/psa/bin`**. The following commands and options can be used:

Table A.5.

Command	Parameter	Action
--create or -c	<mail_name>@<domain>	creates mail account
--update or -u	<mail_name>@<domain>	updates mail account parameters
--remove or -r	<mail_name>@<domain>	removes mail account

Command	Parameter	Action
--on	<domain>	enables mail service for domain
--off	<domain>	disables mail service for domain
--info or -i	<mail_name>@<domain>	retrieves mail account information
--help or -h		displays help on utility usage
Option	**Parameter**	**Note**
-cp_access	<true|false>	enables control panel access
-mailbox	<true|false>	creates/removes mailbox
-passwd	<passwd>	sets mailbox password
-boxpass	<passwd>	obsolete alias for option "passwd" (this option may be removed from future releases)
-passwd_type	<plain|crypt>	specifies the type of mailbox password, ignored if no password specified
-mbox_quota	<KB>	limits the mailbox quota to the desired amount
-aliases	<add|del>:<name1[,name2]>	Adds or deletes mail alias(es) to/from mail name
-mgroups	<add|del>:<list1[,list2]>	adds or removes mail name to/from mail group
-redirect	<true|false>	switches mail redirect on/off
-rediraddr	<addr>	sets redirect to address (required if redirect is enabled)
-group	<true|false>	switches mail group on/off
-groupmem	<add|del>:<addr1[,addr2]>	adds/removes address(-es) to/from mail group
-repo	<add|del>:<file1[,file2]>	adds/removes file to/from attachments repository
-autorsp	<true|false>	switches all autoresponders on/off

Command	Parameter	Action
-autoname	<name>	autoresponder name (required for all autoresponder options)
-autostatus	<true|false>	switches on/off autoresponder with specified name
-autoreq	<subj|body>:<string> or <always>	defines the condition for the autoresponder to be activated whether the specified pattern is encountered in the subject or body, or to respond always.
-autosubj	<original|string>	the subject line to be set up into autoresponder ("Re: <incoming subject>") or a custom string.
-auto_replyto	<string>	return address that will be set up into the autoresponder's messages
-autotext	<string>	autoresponder message text
-autoatch	<add|del>:<file1[,file2]>	adds/removes autoresponder attachment files
-autofrq	<number>	defines the maximum number of responses to a unique e-mail address per day
-autostor	<number>	defines the number of unique addresses to be stored for autoresponder
-autored	<addr>	defines the e-mail address to forward all incoming mail to
-drweb	<in|out|inout|off>	manages antivirus filtering

To manage spam filtering settings for mail accounts, use the spamassassin.sh utility located in **`/usr/local/psa/bin`**. The following commands and options can be used:

Table A.6.

Command	Parameter	Action
--update or -u	<mail_name>@<domain>	modify spam filter settings for the specified mail account

Command	Parameter	Action
--info or -i	<mail_name>@<domain>	displays spam filter settings for the specified mail account
--help or -h		displays help on utility usage
Option	**Parameter**	**Note**
-server-conf	<true|false>	use server wide settings
-hits	<digit>	hits required for marking letter as spam
-action	<del|mark>	what to do with spam messages
-modify-subj	<true|false>	modify spam message subject
-modify-subj-text	<string>	insert the specified text string into the spam message subject
-blacklist	<add|del>:<pattern1[,pattern2]>	adds or deletes e-mail(s) pattern to black list
-whitelist	<add|del>:<pattern1[,pattern2]>	adds or deletes e-mail(s) pattern to white list

For managing subdomains, use the subdomain.sh utility located in **`/usr/local/psa/bin`**. The following commands and options can be used:

Table A.7.

Command	Parameter	Action
--create or -c	<subdomain>	creates a subdomain for domain specified with -domain option
--update or -u	<subdomain>	updates an existing subdomain for domain specified with -domain option
--remove or -r	<subdomain>	removes subdomains specified with -subdomains option from the domain, specified with -domain option.
--info or -i		retrieves information on subdomains

Command	Parameter	Action
--help or -h		displays help on utility usage
Option	**Parameter**	**Note**
-domain or -d	<domain_name>	use to specify the main (parent) domain for creating the subdomain for
-new_name	<new_subdomain>	change the subdomain name to the specified one (the option cannot be used when creating new subdomains)
-ftp_user	<native|main>	use a separate FTP user account for this subdomain (native) or the same FTP user as that of the main domain (main). By default the FTP account of the main (parent) domain is used for managing the subdomain
-login	<login>	FTP user login name (can be specified if separate FTP account is used)
-passwd	<password>	FTP password (no password is set by default, and it may be specified when separate FTP account is used)
-hard_quota	<MB>	hard disk quota (use 0 for тАЬunlimitedтАЭ, which is set by default). You can specify this option when using a separate FTP account.
-ssi	<true|false>	SSI support on subdomain (default: false)
-php	<true|false>	PHP support on subdomain (default: false)
-cgi	<true|false>	CGI support on subdomain (default: false)
-perl	<true|false>	Perl support on subdomain (default: false)

Command	Parameter	Action
-asp	<true|false>	ASP support on subdomain (default: false)
-python	<true|false>	Python support on subdomain (default: false)
-coldfusion	<true|false>	ColdFusion support on subdomain (default: false)
-subdomains or -s	<subdomain[,...]>	use for specifying the subdomains to be removed or to retrieve subdomain information (--remove and --info commands respectively). By default, the --info command outputs information on all existing subdomains.

For managing mailing lists, use the maillist.sh utility located in **`/usr/local/psa/bin`**. The following commands and options can be used:

Table A.8.

Command	Parameter	Action
--create or -c	<maillist>	creates a mailing list
--update or -u	<maillist>	updates mailing list properties
--remove or -r	<maillist>	removes mailing list
--info or -i	<maillist>	displays mailing list subscribers
--help or -h		displays help on utility usage
Option	**Parameter**	**Note**
-domain	<domain_name>	Use to specify the domain where the mailing list should be created
-passwd	<password>	Set mailing list administrator's password (may be specified only with the 'create' command)
-email	<email>	Set mailing lists administrator's email (may be specified only with the 'create' command)

Command	Parameter	Action
-notify	<true|false>	Notify mailing list administrator about mailing list creation (default: true, may be specified only with the 'create' command)
-status	<true|false>	Turns mailing list on/off (default: true)
-members	<add|del>:<email1>,..,<emailN>	Adds/deletes email addresses to/from mailing list

For managing databases, use the database.sh utility located in **`/usr/local/psa/bin`**. The following commands and options can be used:

Table A.9.

Command	Parameter	Action
--create or -c	<db_name>	creates a database
--update or -u	<db_name>	updates database: add, edit, remove db user
--remove or -r	<db_name>	deletes database
--help or -h		displays help on utility usage
Option	**Parameter**	**Note**
-domain	<domain_name>	domain name
-type	<mysql>	Type of database
-passwd	<passwd>	Set user password
-add_user	<login_name>	Add user with given name
-update_user	<login_name>	Update user with given name
-remove_user	<login_name>	Remove user with given name
-user_name	<login_name>	Set login name (may be specified with "update_user" option)

Customizable httpd.include per domain and subdomain

In Plesk each domain has virtual hosts configuration stored in a separate file:

```
/home/httpd/vhosts/<domain-name>/conf/httpd.include
```

This file is overwritten each time the virtual host configuration is changed, thus any manual alterations made to the file are discarded. To use custom directives or redefine those inserted by Plesk , you need to create the files **vhost.conf** and/or **vhost_ssl.conf** with necessary directives in the directory **/path_to_vhosts/<domain-name>/conf/** for a domain, and **/path_to_vhosts/<domain-name>/subdomains/<subdomain-name>/conf/** for a subdomain.

If any of these files exist by the time the main configuration file is generated, Plesk inserts the appropriate **Include** directive into the HTTP and/or HTTPS virtual host context respectively.

For security reasons, only root can create the vhost.conf and vhost_ssl.conf files.

For the changes to take effect, you need to run the following:

```
/usr/local/psa/admin/sbin/websrvmng --reconfigure-vhost
--vhost-name=<domain_name>
```

Global access control list in named.conf

To allow DNS transfers server-wide on Plesk , the administrator can use global access control list in named.conf.

To set up an acl, the administrator should insert into the Plesk database the values describing servers to which DNS transfers are allowed. It can be done with mysql query:

```
insert into misc (param,val) values ('DNS_Allow_Transfer1', '1.1.1.1/24');
```

To specify more hosts, use the parameters like "DNS_Allow_Transfer2" and so on:

```
insert into misc (param,val) values ('DNS_Allow_Transfer2', '2.2.2.2');
```

Hosts should be specified by IP address and optional mask.

Once you added all the required IPs, run the following command to update /etc/named.conf:

```
admin/sbin/dnsmng update any.of.your.domains
```

After that, the named.conf file will be updated with the following entries:

```
                    acl common-allow-transfer {
                                    1.1.1.1/24;
                                    2.2.2.2;
                            };
```

Name of this acl will be added to the allow-transfer section of each DNS zone.

```
                            zone "zone1.com" {
```

```
                type master;
                file "zone1.com";
                allow-transfer {
                        common-allow-transfer;
                };
        };
```

Chili!Soft ASP support

Chili!Soft ASP allows to run Microsoft ASP and VBScript/JScript applications on an Apache server.

As Chili!Soft ASP has its own web based control panel Plesk has no built-in support for it. However, Chili!Soft ASP can be easily used with Plesk . Follow the instructions below to install:

1. Download the Sun Chili!Soft ASP package from the web server to the temporary directory.
2. Extract the files of Sun Chili!Soft ASP using the command `# tar xvf chiliasp-3.6.2L.1047a.tar`
3. Run the install.sh script: `# ./install.sh`
4. Read the license agreement and confirm acceptance by entering "yes"
5. Press Enter to install Sun Chili!Soft ASP by default to the directory /opt/casp
6. Press "y" to confirm entering the serial number, then enter the serial number when prompted. If you do not have the serial number to supply, press "n".
7. When the wizard promts to install the bundled Apache, press "n".
8. Select the language. Press Enter for default.
9. Select the first option (Use the bundled 1.3.1 JRE) to install the bundled JRE 1.3.1 and confirm installing, pressing the y button.
10. At this step you are prompted to define how to search for the web server the Chili!Soft ASP will work with. Select the option 4 (Don't search) for the installer to skip search and go to the next step.
11. Select option 3 (Do not configure a Web server)
12. At this step you are suggested to set the administrator's shell configuration. Select the option 1 (Default configuration)
13. The installation script work finishes at this step, however the installation is not yet finished as the web server needs to be properly configured, which will require several additional steps.
14. Determine the Apache version installed:

    `# rpm -q apache`. Press Enter.

    ```
                apache-1.3.23-14
    ```

```
                  #
```

So you can see that the Apache version is apache 1.3.23. After that you need to check whether there is an appropriate module in the Sun Chili!Soft ASP product installation.

# ls -1 /opt/casp/module/linux2_optimized/ Press Enter.

```
                  apache_1.3.11
                  apache_1.3.12
                  apache_1.3.14
                  apache_1.3.19
                  apache_1.3.20
                  apache_1.3.22
                  apache_1.3.6
                  apache_1.3.9
                  netscape
                  netscape_4.x
                  netscape_6.x
                  zeus
                  #
```

As you can see there is no appropriate Apache version and the latest apache version that can be used is apache_1.3.22. That is why you can simply copy this directory recursively to the directory with number of your Apache:

# cp -pR /opt/casp/module/linux2_optimized/apache_1.3.22 /opt/casp/module/linux2_optimized/apache_1.3.23 Press Enter.

15. Now you need to configure the ASP server to work with the client Apache:

    15.1. Run the configuration script:**# /opt/casp/configure-server**

    15.2. Select the option 1 (Configure the ASP Server)

    15.3. Select the option 1 (Specify the Web server)

    15.4. Select the option 1 (Apache)

    15.5. Specify the path to the client Apache configuration file **/etc/httpd/conf/httpd.conf**

    15.6. Specify the path to the apache binary **/usr/sbin/httpd**

    15.7. Select the option 1 (Apache Web server) to configure the web server that you specified at the previous steps.

    15.8. Enter "y" to confirm that all the entered information is correct.

    15.9. Select the option 1 (Default configuration)

    That's it. The Chili!Soft ASP is completely installed.

Now you can manage the ASP server via the control panel, which is accessible at URL http://yourservername.com:5100

Restoring mail configuration

Mchk is an internal utility intended for use by Plesk Control Panel. However, as administrator, you can use it for restoring the Qmail and Courier-imap configuration by internal Plesk database when needed. By default mchk is running in the background mode, to execute it in the foreground, use the -v option.

Example: **`/usr/local/psa/admin/sbin/mchk -v`**

> ℹ **NOTE**
>
> You may not wish to restore SpamAssassin settings for mail accounts, as it requires running Perl interpreter. To speed up restoring use the **`--without-spam`** option.

Manageable Tomcat connectors ports

The default port numbers for Coyote and Warp connectors in Plesk are 9080 and 9008.

If you want Tomcat to work on other ports (e.g. 8090 and 8009), you should add two parameters to the database as in the following example:

```
insert into misc (param,val) values ('coyote_connector_port', '8090');
```

```
insert into misc (param,val) values ('warp_connector_port', '8009');
```

> ℹ **NOTE**
>
> It is recommended that you change the Tomcat ports right after Plesk is installed on server, or prior to enabling the Tomcat service for your domains.

Appendix B. Glossary of Terms

APACHE

Apache is an open source Web server that is distributed freely. Apache runs on Unix-based operating systems (including Linux and Solaris) and Windows 95/98/NT. Apache was originally based on the NCSA server, but is now an independent product, supported by the nonprofit Apache Software Foundation.

BROWSER

A browser is a software application that lets you access information on the Internet. Browsers can read HTML and send HTTP or FTP requests for services on the Internet. Browsers are usually associated with the World Wide Web portion of the Internet.

CGI

CGI, or the common gateway interface, provides a standardized method for Web servers to send a user request to an application and to receive information back for the user. For example, when you click on a URL link, the Web server sends the requested page to you. CGI is part of the HTTP protocol. CGI works in many different languages, and across several different platforms.

CLIENT

A client is a company or individual requesting services from an Internet presence provider. A client is a customer of a Web hosting company, or a user of Internet services. In hardware terminology, a client is a computer system or a software package that requests services or information from another application that resides across the network. Think of the client as your PC or workstation, through which you access programs and data across a network or the Internet, usually on a server. In very simple terms, a client is a user.

DB WebAdmin

DB WebAdmin is a web-based administration tool that allows to manage a whole MySQL server as well as a single database.

DNS

DNS, short for Domain Name System, is a distributed database that maps names and IP addresses for computers using the Internet. DNS is a standardized system that identifies domain name servers.

DOMAIN

A domain is a virtual address on the Internet for any organization or entity. Technically, a domain is a group of networked computers (servers) that represent an organization and provide network services. However, several domains could reside on one server, in dedicated space provided by a Web hosting service. To the Internet user, a domain appears as space on one server, regardless of the implementation. Domains are identified by their familiar Internet URL (uniform resource locator) addresses. For example, www.sw-soft.com is the name of the domain where SWsoft information resides on its servers. Syntactically, a domain name is a string of names or words separated by periods. For example, a domain name such as:

hello.house.neighborhood.com includes the names of:

- the host: hello
- the subdomain: house
- the domain: neighborhood
- the organization type: com

Some top-level domain names:

- arpa: ARPAnet (a Defense Department communications system that established the Internet)
- com: Commercial, for-profit organizations and businesses
- edu: Educational institutions
- gov: Government organizations
- int: International organizations
- mil: U. S.-based military
- net: Internet access providers
- org: Non-profit organizations
- aero: Air-transport industry
- biz: Businesses
- coop: Cooperatives
- info: Information
- museum: Museums
- name: For registration by individuals
- pro: Accountants, lawyers, physicians, and other professionals
- two alphabetic characters: the country code top-level domains (ccTLDs), such as, for instance .uk for United Kingdom.

FTP

FTP, or File Transfer Protocol, is a method used to transfer files to (upload) and from (download) a remote server. You can use the FTP command to:

- Copy a file from the Internet to your PC
- Move a file from your PC up to the Internet

- Rename an existing file
- Delete a file
- Update an existing file with more recent data

GATEWAY

A gateway is a combination of hardware and software allowing dissimilar systems to communicate by filtering data through standardized protocols. Think of a gateway as a translator that allows your PC to talk with other computers on the network.

HOST

In a network, a host is usually a computer that stores software applications and data that may be accessed or retrieved by other users. But a host can be any addressable device on the network, not just a computer. The host provides services to other computers or users. An Internet Service Provider may also be referred to as a Web hosting company.

HTML

HTML, or HyperText Markup Language, is a standardized language for presenting information, graphics, and multimedia on the World Wide Web. HTML consists of hundreds of codes, tags, and symbols that define the type of information and how it should be displayed in a browser. HTML is universally understood on a wide variety of platforms.

HTTP

HTTP, or HyperText Transfer Protocol, is a standard for sharing World Wide Web files. HTTP lets you communicate across the Internet by carrying messages from your browser to a server.

IMAP

IMAP, or Internet Message Access Protocol, is a method for receiving e-mail messages from other Internet users on your local server. IMAP lets you see message headers before choosing and viewing the entire text of mail messages. You can selectively retrieve mail messages with IMAP. Compare IMAP to the POP and SMTP mail protocols.

IP ADDRESS

An IP address (Internet Protocol address) is an internal number that identifies a host on the Internet or a network. IP numbers are invisible to end users, replaced in your user interface by the more familiar domain names and URLs.

IP POOL

IP address pool is the range of available IP addresses.

MAIL AUTORESPONDER

Mail autoresponders are automatic replies to email sent to a particular mail name. Autoresponders can include both a text message and attached files. This mail function is often used on mail accounts for individuals who are away for a certain period of time, or are unable to check their mail for any number of reasons.

MAIL GROUP

Mail groups are used for sending e-mail to a group of people through one address rather than to each individual address. Mail groups save you time and effort in reaching several people at once; you only have to create one e-mail message to the group, rather than several identical messages to everyone.

MAILMAN

Mailman is software to help manage email discussion lists, much like Majordomo and SmartList. Unlike most similar products, Mailman gives each mailing list a web page, and allows users to subscribe, unsubscribe, etc. over the web. Even the list manager can administer his or her list entirely from the web. Mailman also integrates most things people want to do with mailing lists, including archiving, mail-to-news gateways, integrated bounce handling, spam prevention, email-based admin commands, direct SMTP delivery (with fast bulk mailing), support for virtual domains, and more. Mailman runs on most Un*x-like systems, is compatible with most web servers and browsers, and most SMTP servers.

MAIL REDIRECT

Mail redirects are used to forward or redirect email from one POP3 mailbox to another email address. By creating an email redirect or alias, messages are sent to a different email box without the sender needing to know the new address. Email can be redirected to an address outside the domain.

MySQL

SQL is a Structured Query Language that was created as a standardized method of defining, manipulating, and searching data in a database. It is currently the most commonly used database language. My SQL is a fast, easy-to-use, multi-user SQL database server in a standard client/server environment. MySQL handles graphics as well as text. For more information, visit http://www.mysql.com.

NETWORK

A network is a system of interconnected computers and peripheral devices (such as printers).

PACKET

Data that is transported across the Internet is divided into small, manageable units called packets. Data packets can be sent more quickly and efficiently across a network than the full stream of data in a message or file.

PERL

Perl is an interpreted high-level programming language. Perl is very popular among System Administrators who use it for a vast number of automation tasks. Many CGI programs are written in Perl.

PHP

PHP (originally meaning Personal Home Page) is a server-based HTML embedded scripting language that runs on multiple platforms, primarily on Linux servers. PHP accesses and manipulates data in a MySQL database, and helps you create dynamic Web pages. You write HTML and embed code in the HTML that performs a specific function. The embedded code is the PHP portion of the script, identified in the HTML by special start and stop tags. A PHP file has an extension of .php or .php3 or phtml. All PHP code is executed on a server, unlike a language such as JavaScript that is executed on the client system. For more information, visit http://www.php.net.

POP3

POP3, or Post Office Protocol Version 3, is a method used to receive electronic mail across the Internet, accommodating different mail software packages and systems. POP3 receives and holds all your e-mail on a server. You can then download all your messages when you connect to the mail server; you cannot selectively retrieve messages. Compare POP to the IMAP mail protocol.

POSTGRESQL

PostgreSQL is an open source database system, that began as an enhancement to the POSTGRES research prototype DBMS. Where POSTGRES used the PostQuel query language, PostgreSQL uses a subset of SQL.

PROTECTED DIRECTORY

A directory is an organized collection of files and subdirectory folders on a computer. A protected directory is one that cannot be accessed by all public users; you must have access privileges to read information in a protected directory.

PYTHON

Python is an interpreted high-level programming language. You can write web-based applications in Python that will run many times faster than traditional CGI and will have access to advanced features such as ability to retain database connections and other data between hits and access to Apache internals.

QMAIL

Qmail is a secure and highly reliable e-mail message handling system. It replaces the sendmail daemon on Unix and Linux systems. Qmail is fast and uses little memory. Users can create their own mail lists, and system administration is minimal. Qmail uses the Simple Mail Transfer Protocol (SMTP) for message exchange with other systems.

REBOOT

Rebooting simply means restarting a computer. You should not reboot a server that has users accessing it until you have informed the users that the server must be shut down temporarily. Sometimes, an emergency necessitates rebooting a server immediately, but it is not a recommended practice.

SECURE HTTP

Secure HTTP (S-HTTP or HTTPS) is an encryption method uses to protect documents on the World Wide Web. An alternative to S-HTTP is an SSL certificate (or Secure Socket Layer) that secures an entire session, not just a document or a file. S-HTTP supports several different message encryption formats, and works with any communication between clients and servers.

SECURITY

There are several different ways to control access to a computer or network, to protect proprietary data, and to maintain privacy. Security measures can be defined at several different levels (at the server level, on a directory, for an individual file, etc.) for optimum protection.

SERVER

A server is a computer system (a combination of hardware and software) that runs programs, stores files, directs traffic, and controls communications on a network or the Internet. Clients (also called users or workstations) access a server for specific information and services.

SHARED IP

An IP address that can be used for hosting by several clients.

SKELETON DIRECTORY

In Plesk, this term refers to a set of directories and files that get copied into a newly created virtual host directory structure at the time the virtual host is created. It may be used to have a set of CGI scripts included with every account created in Plesk. It is very useful if you are looking to have a more informative, customized welcoming index.html page, and it is also helpful if you have anything else that needs to be included by default within the directories of the virtual host.

SMTP

SMTP, or Simple Mail Transfer Protocol, is a standard for transmitting mail messages across different computers on a TCP/IP network. SMTP can only be used when both the mail sender and receiver are ready. If the destination PC is not ready, a 'post office' must temporarily store the mail. In that case, a post office protocol such as IMAP or POP is used to retrieve the mail.

SSI

SSI stands for 'server-side includes', a type of HTML comment that directs the webserver to dynamically generate data for the Web page whenever information is requested. SSIs can also be used to execute programs and insert the results; therefore they represent a powerful tool for web developers.

SSL

SSL stands for Secure Socket Layer, and is a set of rules used for exchanging information between two computer devices using a public encryption system. SSL establishes secure communications between servers and clients. SSL provides a safe and authenticated method of handling e-commerce transactions. Only authorized users can access and read an SSL-encrypted data stream. An alternative to SSL is Secure HTTP (S-HTTP), used to encrypt World Wide Web documents (rather than securing an entire session, as does SSL).

SSL CERTIFICATE

An SSL certificate is an electronic key that encrypts transmissions between two computers on a public network, providing privacy and security to the session. Think of an SSL certificate as an electronic ID card for an individual or a computer service. An SSL certificate confirms that a message that you receive actually did come from the person identified. The certificate key is issued by a third party. SSL certificates are used for secure e-commerce communications, protecting information such as credit card numbers and personal data. You can generate an SSL certificate with a utility such as SSLeay. Then, submit it to a certificate authority such as GeoTrust, Inc (www.geotrust.com).

TCP

TCP stands for Transmission Control Protocol, and is the primary data transport protocol on the Internet. TCP transmissions are fast, reliable, and full-duplexed.

TCP/IP

Transmission Control Protocol/Internet Protocol, commonly known as TCP/IP, is a data transmission protocol that was developed by ARPA, the Advanced Research Projects Agency. ARPA is the founding organization of the Internet.

TELNET

Telnet is a method of accessing another remote computer. You can only access the other computer if you have permission to do so. Telnet differs from other protocols that simply request information from a host computer, because it actually logs you on to the remote computer as a user.

TOMCAT

Tomcat is a server solution based on the Java Platform that supports the Servlet and JSP specifications. Managed by the Apache Jakarta Project, it is developed in an open and participatory environment.

URL

A URL is a Uniform Resource Locator used to identify an organization or domain on the Internet. URLs are standardized names that are typically found on the World Wide Web portion of the Internet. URL addresses identify domains on the network. Read about Domains for more detail.

USER

Simply put, a user is a client. In hardware terminology, a client is the PC that you use to access information from other computers (usually servers) on the Internet or network.

WEBMAIL

WebMail is a Web based interface to Unix system mailboxes. It allows a user to access and administer his IMAP/POP3 mailbox via the world wide web.

WEB USER

A web user is a user account within Apache that is used to define locations for personalized web pages with individual FTP access.

WORKSTATION

A workstation is a user or client that accesses information from other computers (usually servers) on a network.