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SWsoft, Inc.

# Plesk 7.6 For Windows

## Administrator's Guide

(Revision 2.3)

**PLESK**

(c) 1999-2006

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# Preface

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## Documentation Conventions

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

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## Typographical Conventions

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

Formatting convention	Type of Information	Example
<b>Special Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.	Go to the QoS tab.
	Titles of chapters, sections, and subsections.	Read the <b>Basic Administration</b> chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	These are the so-called <i>shared VPSs</i> . <code>msiexec /i &lt;name of the aforementioned *.msi file or GUID&gt;</code>
Monospace	The names of commands, files, and directories.	Install Plesk into the "c:\plesk bin" directory
Preformatted	On-screen computer output in your command-line sessions; logs; source code in XML, C++, or other programming languages.	05:31:49 Success. Admin John Smith was added.

---

## Feedback

If you spot a typo in this guide, or if you have thought of a way to make this guide better, we would love to hear from you!

If you have a suggestion for improving the documentation (or any other relevant comments), try to be as specific as possible when formulating it. If you have found an error, please include the chapter/section/subsection name and some of the surrounding text so that we could find it easily.

Please submit a report by e-mail to [userdocs@swsoft.com](mailto:userdocs@swsoft.com).

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## Who Should Read This Guide

This guide is intended for hosting resellers who manage their servers through Plesk control panel and have access to server administrator's account in the control panel.

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## CHAPTER 2

# About Plesk

Plesk is a hosting automation solution that gives hosting providers full control over the managed Web hosting servers and simplifies setup and management of user accounts, web sites, and e-mail accounts.

Plesk is stable, secure and reliable, but what you will like about it the most is that it will save you and your technical staff much time and effort: all your customers (and customers of your resellers) will have personal isolated control panel environments and will be able to manage their sites and e-mail accounts on their own — without bothering you.

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## Overview of Business Model, Users Accounts and Permissions

Plesk user accounts hierarchy is limited to three user levels:

- client accounts,
- domain user accounts,
- e-mail user accounts.

For your customers who need to resell hosting services or host numerous domains/web sites, you will create client accounts.

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**Note:** for the purpose of hosting your own sites, you should use a special service account which is created during Plesk setup. The account is registered with the control panel under the name **My Domains**.

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Customers with access to client accounts can host on the server any number of sites you allow. They can host the sites of their own and/or resell hosting services to other users: for that purpose your resellers can create domain administrator accounts for their own customers.

Customers with access to domain user accounts cannot resell Web hosting services or host more than one site on their hosting accounts. They can only manage their own sites. In the current implementation of Plesk control panel, domain user accounts can be created only after the respective domains (web sites) are hosted on the server.

All site owners can set up e-mail accounts for themselves and provide other users with mail hosting services: for that purpose, they create e-mail user accounts and grant e-mail users with access to control panel.

Site owners can also host personal web pages or small sites for other users under their domains. However, the owners of such sites usually do not have their own domain names and cannot have a dedicated control panel environment.

All permissions for operations performed in the control panel you define for a reseller (client account) allow the reseller to further assign them to his or her customers. The resource allotments you define for a reseller can be further redistributed among reseller's customers. For a full list of permissions and resource usage limits you can define, refer to the Adding User Accounts (on page 83) section.

All quotas you define for a client or domain user's account are soft quotas: the control panel indicates resource overage by showing the respective icons in the control panel, sends notices by e-mail to the respective users, but it does not automatically suspend user accounts or Web sites.

The control panel does not have a built-in billing system, therefore, we recommend that you use a third-party solution of your choice, or use Plesk together with HSPcomplete.

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# Overview of Software Components Managed by Plesk

Plesk control panel works in cooperation with the following third-party software components and services:

- Microsoft IIS Web server or Apache Web Server \*
- Microsoft FTP server
- Gene6 FTP Server 3.4.0.16 and Serv-U FTP Server \*\*
- Bind DNS server
- Microsoft DNS server and Simple DNS Plus DNS server \*\*
- MySQL, Microsoft Access and Microsoft SQL database servers \*\*\*
- Acronis True Image Enterprise Server backup system
- MailEnable mail server
- Merak, MDaemon, SmarterMail, hMailServer mail servers \*\*
- Courier-IMAP IMAP/POP3 server
- SpamAssassin anti-spam software
- SiteBuilder
- Dr.Web and Kaspersky Antivirus antiviruses
- ClamAV and Merak Antivirus antiviruses \*\*
- Webalizer and AWStats statistical packages
- Urchin and SmarterStats statistical packages \*\*
- Microsoft FrontPage
- Horde IMP H3 web mail client
- MailEnable Web Client, IceWarp Web Mail 5, SmarterMail Web Client \*\*
- Apache Tomcat

\* - Plesk can work both with IIS and Apache web servers. Refer to Installation guide for more information.

\*\* - Optional components supported by Plesk if they are installed in the system

\*\*\* - Plesk can host its own database on MySQL, Microsoft Access or Microsoft SQL database servers. Refer to Installation guide for more information.

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**Note:** The web server (IIS or Apache) and Microsoft FTP server should be installed in the system before Plesk.

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After installation of Plesk package, all essential services, such as DNS, Web, FTP and Mail are configured to run with the default optimal settings, so you can start serving your customers right away. However, we recommend that you review the default settings to make sure that they satisfy your needs, and create user account templates and domain templates, which will simplify further setup of hosting accounts.

## CHAPTER 3

# First Steps with Plesk

This chapter describes the first actions you need to perform after installation of the Plesk control panel.

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## Logging in to Plesk

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

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

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

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

After your first login, you should specify the host name for your server.

- 6 In the **Full hostname** field, enter your server's host name. This should be a fully qualified host name but without a trailing dot (e.g. host.domain.tld).
- 7 Select the type of available IP addresses: exclusive or shared. By default, all available IP addresses are located in the **Exclusive IP addresses** field.
  - To add an IP to the list of shared IP addresses, select the IP in the **Exclusive IP addresses** field and click **Add >>**.
  - To remove an IP from the list of shared IP addresses, select the IP in the **Shared IP addresses** field and click **<< Remove**.

---

**Note:** With Plesk you can mark all your IP addresses as shared or exclusive *before* you assign them to your customers. This allows the control panel to distinguish between them and not to let you assign a dedicated IP address to several customers at once. An exclusive IP address can be assigned to a single customer, while a shared IP address can be shared among several user accounts.

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You can skip this stage and define the type of IP addresses later (**Server > IP Addresses**).

- 8 In the **Administrator's preferences** section, change the default administrator password.

Change the default administrator's password. Enter the new password and confirm it in the **New password** and **Confirm password** fields. The password can have up to 14 symbols. Note that the password is case sensitive.

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**Note:** Do not forget to change the administrator's password from the default one to your own personalized password; otherwise, access to the control panel under the administrator account will be available with the default password 'setup', which is known to many users of Plesk.

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- 9 Click **OK**.

- 10** On the next screen enter your contact information.
- 11** Select **I would like to receive periodic e-mails from SWsoft, Inc. announcing new products, discounts and more** checkbox to subscribe to the SWsoft, Inc. mailing list.
- 12** Select **I would like to create a default client account** if you want Plesk to create the default client called **My Domains**. This account is typically used for hosting your own web sites.
- 13** Click **OK**.

## If You Forgot Your Password

If you forgot your password, you can retrieve it by using the password reminder feature in the control panel.

➤ *To use the password reminder:*

- 1** In your web browser's address bar, type the URL where your Plesk control panel is located (for example, <https://your-domain.com:8443>)
- 2** Press ENTER.  
Plesk login screen will open.
- 3** Click the **Forgot your password?** link.
- 4** Specify your login name and e-mail address registered in the system.
- 5** Click **OK**.
- 6** Your password will be sent to your e-mail.
- 7** Once you received the e-mail from the password reminder, follow the provided instructions to create a new password.

## Becoming Familiar with Plesk's Interface

Plesk control panel interface is divided into two main areas: navigation pane on the left and the main screen where operations are performed on the right.

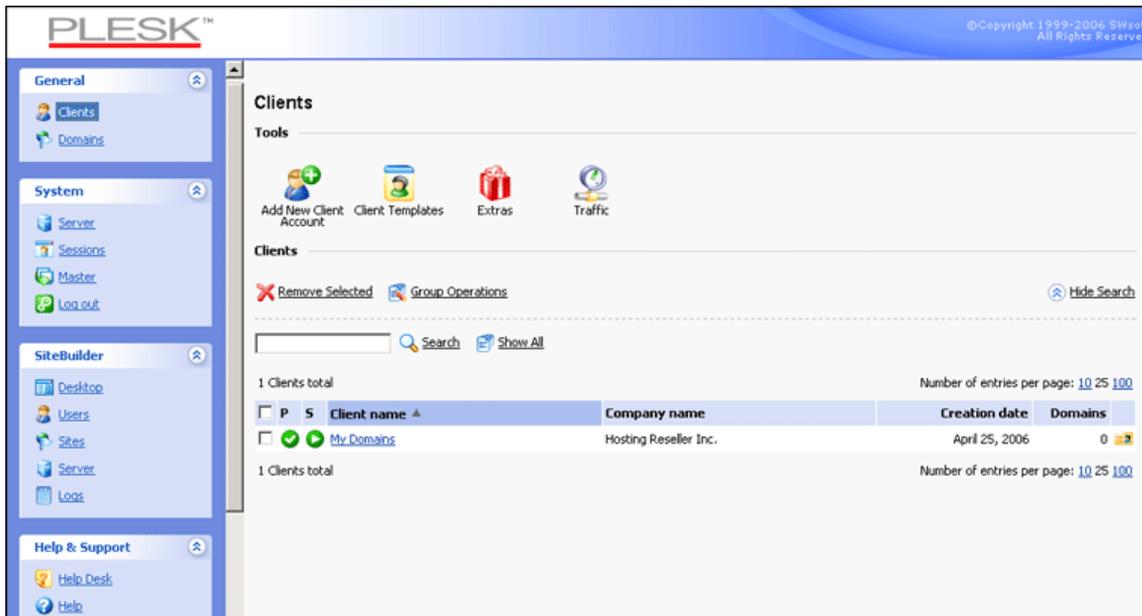


Figure 1: Standard Administrator's interface

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

- **Clients.** This is where you manage your clients and all data related to their accounts.
- **Domains.** This is where you manage Web sites and their respective e-mail services.
- **Server.** This shortcut gives you access to server administration functions.
- **Sessions.** When clients, site and mailbox owners log in to control panel, or connect to the server via FTP protocol, they establish sessions that you can monitor and terminate.
- **Master.** This shortcut gives you access to centralized management of Plesk enabled servers.
- **Help Desk.** This is the help desk system integrated with your control panel. You can use it to view and solve the problems reported to you by your customers.
- **Help.** Provides context sensitive help.
- **Log Out.** When finished working with control panel, click this icon to close your session.
- **Desktop in the SiteBuilder Admin group.** The **Desktop** screen is divided into two areas: **Tasks** and **Statistics**. In the **Tasks** area you can see an overview of main functionalities of the Administrator Panel. In the **Statistics** area you can see how many users, sites, are currently in the system.
- **Users.** Click this shortcut to open the **Users** screen. On this screen you can see the list of available users. Here you can manage the user accounts.
- **Sites.** On this screen you can see the list of available websites created in SiteBuilder and manage them.
- **Server.** This page allows you access to the SiteBuilder's server administration functions.

- **Logs.** Click **Logs** to view system and security logs of operations performed in SiteBuilder by your dependent users.

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

To navigate through Plesk, you can also use a path bar: a chain of links that appears in the right part of the screen, below the banner area. To return to a previous screen, use  **Up Level** in the upper-right corner of the screen.

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

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 4

# Configuring Your Control Panel

This chapter discusses the configuration steps required to set up and manage your Plesk Control Panel.

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## Changing Your Password and Contact Information

➤ *If you need to update your contact information*

- 1 Select the **Server** shortcut in the navigation pane
- 2 Click  **Edit** in the **Administrator information** group.
- 3 Update your information as required, and click **OK**.

➤ *If you need to change your password:*

- 1 Select the **Server** shortcut in the navigation pane
- 2 Click  **Change Password** in the **Administrator information** group.
- 3 Enter your old and new passwords.
- 4 Click **OK**.

➤ *If you forgot your password:*

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

Once you received the e-mail from the password reminder, follow the provided instructions to create a new password.

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## Upgrading License Key for Your Control Panel

Plesk comes with a trial license key, which is automatically installed to the control panel. This license key allows you to create one user account, host one web site and one mail box. Therefore, to fully use the Plesk control panel as you need, you should obtain a license key from SWsoft, Inc. or one of its resellers and install it to the control panel.

The license key is automatically updated every six months regardless of your Software Update Service subscription term. To allow proper license handling, be sure to leave the port 5224 open.

## Upgrading the Trial License Key

➤ *To upgrade the trial license key:*

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

If this check box is not selected, the new license key will not be installed and installation will be aborted.
- 9 If your new license key allows hosting fewer sites than you already host on the server, Plesk will stop working. However, to prevent the control panel from comparing the amount of the resources used and those covered by the new key, select the **Allow the resources usage override** check box.  

This might be helpful if you want to temporarily install a license key that covers less resources and then upgrade it through the control panel interface.
- 10 Click **OK** to install the new key to the control panel.

## Installing Additional License Keys

➤ *To install an additional license key:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **License Management** in the **System** group.
- 3 Click  **Order New Key**.
- 4 The SWsoft online store page listing available add-ons will open in a separate browser window. On this page, select the add-ons you want to order and click **Submit**.
- 5 Because you already have one license key, the Plesk Number Checking System page will open. Enter the number of your license key to which you add more license keys and click **Submit**.
- 6 In the next steps, indicate the currency, number of keys, provide contact details, billing address, and payment method, and submit the form. You will be notified by e-mail when your order is processed.
- 7 When you receive the e-mail notification, return to the **License Management** screen (**Server > License Management**), on the **Additional License Keys** tab click  **Retrieve Keys** to retrieve the ordered license key. Plesk License Manager will retrieve the upgraded license key from the SWsoft licensing server and automatically install it to your control panel.

## Upgrading Your License Key

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

➤ *To upgrade the license key:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **License Management** in the **System** group.
- 3 Click  **Order New Key**.
- 4 On the SWsoft online store page, select the desired upgrade option and click **Submit**.
- 5 In the next step, indicate purchase details and submit the form. You will be notified by e-mail when your order is processed.
- 6 After you receive the e-mail notification, return to the **License Management** screen (**Server > License Management**) and click  **Retrieve Keys** to retrieve the ordered license key. Plesk License Manager will retrieve the purchased license key from the Plesk licensing server and automatically upload it to your control panel.

## Reverting To Previously Used License Key

If you installed wrong Plesk license key, or there is a problem with your currently installed license key, you can roll back to the previous license key used by control panel.

➤ *To revert to previously used license key:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  License Management in the System group.
- 3 Click  Roll Back Key. You will be shown the list of properties for the key that you wish to roll back to.
- 4 Click OK to roll back to the previously used license key.

---

**Note.** Using the roll back function again will revert Plesk to the key you originally used before the previous rollback.

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## Securing Your Control Panel

### Restricting Administrative Access to Control Panel

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

➤ *To allow administrative access to control panel only from specific IP addresses or networks:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Access.
- 3 Click  Add New Network and specify the required IP addresses.  
To specify subnets, you can use wildcard symbols (\*) and subnet masks.
- 4 Click OK.
- 5 Select the Denied from the networks that are not listed option, and click Set.  
When prompted to confirm the operation, click OK.

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Access.
- 3 Click  Add New Network and specify an IP address.

To specify subnets, you can use wildcard symbols (\*) and subnet masks.

- 4 Click OK.
- 5 Select the **Allowed, excluding the networks in the list** option, and click **Set**. When prompted to confirm the operation, click **OK**.

By default Plesk allows multiple simultaneous sessions for several users logged into the control panel using the same login and password combination. This can be useful when delegating management functions to other users or in case if you accidentally close your browser without logging out, thus becoming unable to log in again until your session expires. You may want to switch off this capability, if you do not need it.

➤ *To disallow concurrent sessions for your administrative control panel:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Edit** in the **Personal Information** group.
- 3 Clear the **Allow multiple sessions under administrator's login** check box.
- 4 Click **OK**.

## Securing Communication to Server with SSL Encryption

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

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

You can either:

- use the facilities for purchasing SSL certificates from GeoTrust, Inc. provided by your control panel,
- OR
- create a certificate signing request (CSR) from the control panel and send it to the certification authority of your choice, which will create an SSL certificate for you.

---

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

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

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
- 3 Click  **Add New Certificate**.
- 4 Specify the certificate properties:
  - **Certificate name.** This will help you identify this certificate in the repository.
  - **Encryption level.** Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
  - **Specify your location and organization name.** The values you enter should not exceed the length of 64 symbols.
  - **Specify the host name for which you wish to purchase an SSL certificate.** For example: your-domain.com
  - **Enter your e-mail address.**
- 5 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
- 6 Click **Buy Cert.**

Your private key and certificate signing request will be generated — do not delete them. MyPlesk.com login page will open in a new browser window.

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

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

- 10 Once your certificate request is processed, GeoTrust, Inc. will send you a confirmation e-mail. After they receive the confirmation from you, they will send the certificate to your e-mail.
- 11 When you receive your SSL certificate, save it on your local machine or network.
- 12 Return to the SSL Certificates repository (**Server > Certificates**).
- 13 Click **Browse** in the middle of the page and navigate to the location of the saved certificate. Select it, and then click **Send File**. This will upload the certificate to the repository.
- 14 Select the check box corresponding to the certificate you just added, and click  **Setup**.

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

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Certificates** in the Services group. A list of SSL certificates that you have in your repository will be displayed.
- 3 Click  **Add New Certificate**.
- 4 Specify the certificate properties:
  - Certificate name. This will help you identify this certificate in the repository.
  - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
  - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
  - Specify the host name for which you wish to purchase an SSL certificate. For example: your-domain.com
  - Enter your e-mail address.
- 5 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
- 6 Click **Request**. Your private key and certificate signing request will be generated and stored in the repository.

- 7 Download the certificate signing request (CSR) file and save it on your machine. To do this, click the respective  icon.
  - 8 Once downloaded, open the file in a text editor, copy the text enclosed in lines -----BEGIN CERTIFICATE REQUEST----- and -----END CERTIFICATE REQUEST----- to the clipboard.
  - 9 Using your favorite mail client software, create a new e-mail message and paste the text from the clipboard. Send this message to the Certification Authority that will create an SSL certificate in accordance with the information you supplied.
  - 10 When you receive your SSL certificate, save it on your local machine or network.
  - 11 Return to the SSL Certificates repository (Server > Certificates).
  - 12 Click **Browse** in the middle of the page and navigate to the location of the saved certificate. Select it, and then click **Send File**. This will upload the certificate to the repository.
  - 13 Select the check box corresponding to the certificate you just added, and click  **Setup**.
- *In case you need to generate a self-signed certificate for some reason, follow this procedure:*
- 1 Click the Server shortcut in the navigation pane.
  - 2 Click  **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
  - 3 Click  **Add New Certificate**.
  - 4 Specify the certificate properties:
    - Certificate name. This will help you identify this certificate in the repository.
    - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
    - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
    - Specify the host name for which you wish to purchase an SSL certificate. For example: your-domain.com
    - Enter your e-mail address.
  - 5 Click the **Self-Signed** button. Your certificate will be generated and stored in the repository.

---

## Customizing Your Control Panel

You can change the view of your interface only by obtaining and installing a license key that supports the interface view you need. However, you can specify what view should be shown to other control panel users.

### Using Interface Hiding and Unhiding Sets of Buttons

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

➤ *To hide groups of buttons:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Interface Management** in the **Control Panel** group.
- 3 Click the **Interface templates** tab.
- 4 Select the check boxes to hide the following groups of controls:
  - **Grayed out buttons.** Originally, grayed out icons in the control panel interface show services or components that are not installed and, hence, cannot be managed through the control panel. You can hide these buttons to prevent users from being disappointed that some services are unavailable. To hide all unavailable buttons, select the **Hide all unavailable buttons** check box.
  - **Limit management controls.** To prevent users from viewing grayed out limit management controls they are not allowed to operate, select the **Hide all unavailable limits** check box.
  - **Permission management controls.** To prevent users from viewing grayed out permission management controls they are not allowed to operate, select the **Hide all unavailable permissions** check box.
- 5 Under **Button groups**, select the check boxes to hide the following sets of buttons:
  - **Buttons related to services provided by MyPlesk.com online store.** If you are reselling domain registration services and SSL certificates, select the check boxes **Hide buttons for domain registration**, **Hide buttons for certificate purchasing**, and **Hide buttons for extra services**. All buttons related to MyPlesk.com will be removed from the control panel at all user levels.
  - **Mail bounce controls.** If you wish to prohibit your users from using their own mail bounce policies for e-mail addressed to nonexistent e-mail recipients within their domains, select the **Hide mail bouncing controls** check box.
- 6 Select the **Show Interface management toolbar** check box and click **OK** if you want to to hide the buttons that can't be hidden with the options described above.
  1. Navigate to the required control panel screen and click **Customize** on the **Interface management** toolbar.

2. Click the control panel button you want to hide and select the visibility mode: **Hide** to hide the button from all users, or **Admin Only** to hide the button from all users except the server administrator.
  3. Repeat the above step if you need to hide more buttons.
  4. Click **OK** and click **hide toolbar** to finish the customization process.
- 7** Click **OK**.

➤ *To make groups of hidden buttons visible in the interface:*

- 1** Click the **Server** shortcut in the navigation pane.
  - 2** Click  **Interface Management** in the **Control Panel** group.
  - 3** Click the **Interface templates** tab.
  - 4** Clear the corresponding check boxes to make the hidden groups of buttons again visible in the interface.
  - 5** If you used **Interface management toolbar** to hide the buttons, you need to use it for unhiding.
    1. Select the **Show Interface management toolbar** check box and click **OK**.
    2. Navigate to the required control panel screen and click **Customize** on the **Interface management toolbar**.
    3. Click the control panel button you want to hide and select the visibility mode: **Show** to show the button for all users, or **Default** to reset the visibility to the default state. You can also click **Restore original layout of this screen** on the **Interface management toolbar** to reset the visibility of all the buttons on the screen to their default state.
    4. Repeat the above step if you need to unhide more buttons.
    5. Click **OK** and click **hide toolbar** to finish the process.
- 6** Click **OK**.

You can see the list of all buttons hidden via **Interface management toolbar** on the **Interface management** screen (**Server > Interface Management > Interface templates**). Click on the required hidden button to change its visibility state. To reset all buttons hidden via **Interface management toolbar** to the default visibility state, click **Reset all to default**.

## Installing and Uninstalling Control Panel Themes (Skins)

You can develop and use custom skins for your control panel. Be aware that 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 view currently installed skins:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.
- 3 Click the Skins tab.

➤ *To set a new default skin:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.
- 3 Click the Skins tab.
- 4 Select the skin you wish to set as default:

Click a skin you wish to set as default and click Set Skin or

- Select the corresponding checkbox and click  Default.

➤ *To download a skin package to your local computer:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.
- 3 Click the Skins tab.

- 4 Click the appropriate  icon, or click a skin title and then click  Download Skin.
- 5 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.

- 6 Click Save, specify the location and file name for the downloaded skin package file to be saved, and then click Save.

You can now prepare your own skin by modifying the contents of the downloaded archive file. To learn how to create custom skins for Plesk control panel, see the Creating And Installing

Custom Plesk Skins guide. You can access this guide by clicking  Custom Plesk Skins on the Skin Management page (Server > Interface Management > Skins)

➤ *To install a new skin to control panel:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.
- 3 Click the Skins tab.
- 4 Click  Add New Skin. Specify the skin package file location and click OK.

➤ *To update the contents of an already installed skin:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.
- 3 Click the Skins tab.
- 4 Click 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:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.
- 3 Click the Skins tab.
- 4 Select the corresponding check box and click  Remove Selected. Then, confirm removal and click OK.

---

**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.

---

## Installing And Uninstalling Interface Languages

You can download new language packs from SWsoft site and install them to the control panel. The number of languages you can use with your control panel depends on the license key you purchased. The control panel will alert you when you attempt to install more languages than allowed.

➤ *To view the interface languages installed in the control panel:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group. The following information is displayed:
  - Language pack contains the two-letter language code;
  - Language shows the name of the language;
  - Used displays the number of control panel users at all levels that use this language in their interface.

➤ *To select a new default language for the control panel:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Interface Management in the Control Panel group.

- 3 Select the checkbox corresponding to the language you wish to set as default and click  **Default**.

➤ *To install a new language pack:*

Download the required language pack file from SWsoft web site and run it. The installation wizard will install the language pack in your system, enabling you and Plesk control panel users to choose the corresponding language during the login or on their personal settings page.

➤ *To uninstall a language pack from the control panel:*

- 1 Click **Start** on the OS taskbar and select **Control Panel > Add or Remove Programs** shortcut.
- 2 Select the language pack you want to remove and click **Change/Remove**.
- 3 Confirm the removal. The language pack you selected will be removed from the system.

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 (en-US) cannot be removed. Inst

## Rebranding Your Control Panel with a Custom Logo Banner

You can replace the default Plesk logo banner in the top frame with your own logo. It will be visible to your customers when they log in to their control panels. You can also make your logo a clickable hyperlink.

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

➤ *To set up your logo image:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Logo Setup** in the **Control Panel** group.
- 3 Specify the path to file or click **Browse** to locate it. Click **Open**.
- 4 To make the logo clickable hyperlink that refers users to your corporate web site, type the desired URL into the **Enter new URL for logo** box.
- 5 Click **OK** to submit.

When you wish to restore the default Plesk logo, click **Default Logo**.

## Adding and Removing Custom Hyperlink Buttons

➤ *To add a custom hyperlink button to your Plesk control panel and specify whether your customers will see it in their control panels:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Custom Buttons in the Control Panel group.
- 3 Click  Add New Button.
- 4 Specify properties of the button:
  - Type the text that will show on your button in the **Button label** box.
  - Choose the location for your button. To place it in the navigation pane, select the **Navigation pane** option from the **Location** drop-down box. To place it on each client's home page or desktop, select the **Client home page** option. To place it on each domain owner's home page or desktop (domain owners are your reseller's customers), select the **Domain administration page** option.
  - Specify the priority of the button. Plesk will arrange your custom buttons on the control panel in accordance with the priority you define: the lower the number – the higher is priority. Buttons are placed in the left-to-right order.
  - To use an image for a button background, type the path to its location or click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixels GIF or JPEG image for a button to be placed in the navigation pane, and 32x32 pixels GIF or JPEG image for buttons placed in the main frame or desktop.
  - Type the hyperlink of your choice to be attached to the button into the **URL** box.
  - Using the check boxes, specify whether to include the information, such as domain name, FTP login, FTP password and other data to be transferred within the URL. These data can be used for processing by external web applications.
  - In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.
  - Select the **Open URL in the Control Panel** check box if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this check box unchecked to open the URL in a separate browser window.
  - If you wish to make this button visible to your customers, your resellers and their customers with access to control panel, select the **Visible to all sub-logins** checkbox.
- 5 Click **OK** to complete creation.

➤ *To remove a hyperlink button from your Plesk control panel:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Custom Buttons in the Control Panel group.
- 3 Select a check box corresponding to the button that you wish to remove and click  Remove Selected.

---

## Adjusting Session Idle Time

You can adjust the allowed idle time for any session in Plesk as required.

➤ *To adjust session security parameters:*

- 1 Click **Server** shortcut in the navigation pane.
- 2 Click  **Session Settings** in the Control Panel group.
- 3 Specify the required **Session idle time** in minutes in the appropriate field. Should a user session remain idle for the time period exceeding the one specified as the Session idle time, the Control Panel terminates this session.
- 4 Click **OK**.

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

- 1 Click **Server** shortcut in the navigation pane.
- 2 Click  **Session Settings** in the Control Panel group.
- 3 Click  **Default**. The default session idle time will be set to 30 minutes.
- 4 Click **OK**.

---

## Upgrading Your Control Panel

You can easily install the necessary updates, control panel add-ons, and even upgrade your control panel to the latest available release using Plesk Updater function within your control panel.

➤ *To upgrade your Plesk control panel or update its components:*

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

2 Click  **Updater** in the **Services** group.

The control panel connects to the SWsoft's official Plesk Update server at URL <http://autoinstall.plesk.com>, 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.

3 Select the release version that you want to update, or upgrade to. A list of available components appears.

4 Select the check boxes corresponding to the components you wish to install and click **Install**. A confirmation screen appears.

5 Specify your 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 check box 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.

If you need to install a new license key after upgrade, refer to the [Upgrading License Key for Your Control Panel](#) (on page 18) section. If you experience any problems with installing a license key, please contact [sales@swsoft.com](mailto:sales@swsoft.com).

## CHAPTER 5

# Configuring and Maintaining Your Server

After you have installed Plesk software on your server and configured the control panel, 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.

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## Configuring DNS Services

Your control panel works in cooperation with the BIND DNS server, which enables you to run DNS service on the same machine where you host Web sites.

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

You can:

- Add resource records to and remove from the template
- Override the automatic zone configuration with custom settings on a per-domain basis
- Switch off the domain name service on this machine if your provider or another organization is running DNS service for your sites

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  DNS in the Services group. All resource record templates will be displayed.

The <ip> and <domain> templates are automatically replaced in the generated zone with real IP addresses and domain names.

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  DNS in the Services group.
- 3 Click  Add New DNS Record in the Tools group.
- 4 Select the resource record type and specify the record properties as desired.  
Note that you can use <ip> and <domain> templates that will be replaced in the generated zone with real IP addresses and domain names. You can use a wildcard symbol (\*) to specify any part of the domain name, and you can specify the exact values you need.
- 5 Click OK.

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  DNS in the Services group.
- 3 Select a check box corresponding to the record template you wish to remove, and click  Remove Selected.

4 Confirm removal and click OK.

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

1 Click the Server shortcut in the navigation pane.

2 Click  DNS in the Services group.

3 Click  Default in the Tools group

4 Confirm the restoration of the DNS template zone and click OK.

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

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

1 Click the Server shortcut in the navigation pane.

2 Click  DNS in the Services group.

3 Click **Zone Settings**.

4 Specify the desired values:

- **Refresh Interval.** This is how often the secondary name servers check with the primary name server to see if any changes have been made to the domain's zone file. Plesk sets the default value of three hours.
- **Retry Interval.** This is the time a secondary server waits before retrying a failed zone transfer. This time is typically less than the refresh interval. Plesk sets the default value of one hour.
- **Expire Interval.** This is the time before a secondary server stops responding to queries, after a lapsed refresh interval where the zone was not refreshed or updated. Plesk sets the default value of one week.
- **Minimum TTL.** This is the time a secondary server should cache a negative response. Plesk sets the default value of one day.
- **Default TTL.** This is the amount of time that other DNS servers should store the record in a cache. Plesk sets the default value of one day.

5 Click **OK**. The new SOA record parameters will be set for the newly created domains.

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

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **DNS** in the **Services** group.
- 3 Select **Transfer Restrictions** tab. A screen will show all hosts to which DNS zone transfers for all zones are allowed.
  - To add a network to ACL, specify the IP address and mask in the **IP address/mask** field and click **Add Network**.
  - To delete a network from ACL, select the checkbox corresponding to the required network in the list, click  **Remove Selected**, confirm the removal and click **OK**.

You can adjust the server-wide DNS recursion settings in Plesk.

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **DNS** in the **Services** group.
- 3 Select **DNS Recursion** tab.
  - To allow recursion for all requests, select **Allow for all requests**.
  - To allow recursion only for local requests, select **Allow for local requests only**. For example, the **Allow for local requests only** option can be helpful if you wish to avoid the usage of DNS server resources by spammers, this option is set by default in Plesk.
  - Select **Deny** to switch off the recursion.
- 4 Click **OK**.

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

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **DNS** in the **Services** group.
- 3 Click  **Disable** in the **Tools** group.

## Configuring Plesk to Run Behind a Firewall

If you are running Plesk behind a firewall, you might encounter certain problems with resolution of domain names served by Plesk: when you set up a new DNS domain in Plesk, its zone file includes a resource record that associates the domain name with the IP address your Plesk server is on, i.e. an internal network address like 192.168.1.1. As the 192.168.x.x IP addresses are reserved by the Internet Assigned Numbers Authority (IANA) for use by private networks, this domain name will not be accessible to the Internet users. To work around this, you would have to associate this domain name with the IP address of the firewall machine in the domain's zone file (**Domains > domain name > DNS**).

We recommend using the DNS zone template (**Server > DNS**) to automate association of the newly added domain names with appropriate IP addresses.

Let's consider setting up a Plesk server running on 192.168.1.1 in a private network protected by a firewall, which is running on 11.22.33.44:

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **DNS** under the **Services** group.
- 3 Locate all resource records of **A** type. As you cannot edit any of these records, you should delete them and then create the new records: be sure to leave the values in the **Name** column unchanged for each **A** record, but replace the <ip> templates in the **Value** column with the IP address of your firewall host – 11.22.33.44.
- 4 Configure your firewall so as to ensure the proper address translation.

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**Note:** do not close ports 8443 and 2006, they are required for Plesk and SiteBuilder for Windows to work properly!

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## Configuring Mail Services

Your control panel works in cooperation with your mail server, which provides mail services for your domains. After installation the mail server is configured automatically and is ready to serve, however, we recommend that you review the default settings to make sure that they satisfy your needs:

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Mail** in the **Services** group. The server-wide mail preferences screen will open on the **Preferences** tab.
- 3 If you wish to limit the size of an e-mail message that can be sent through your server, type the desired value in kilobytes into the **Maximum letter size** box, otherwise, leave this field blank.
- 4 If you wish to protect your users from dictionary attacks by not allowing them to use simple passwords, select the **Check the passwords for mailboxes in the dictionary** option.

A dictionary attack is when someone tries to find out a valid user name and password by running a program that tries different combinations of dictionary words in different languages. Dictionary attacks can be successful because many users choose their passwords carelessly.

**5** Select the mail relay mode.

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

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

- **POP3 authorization.** With POP3 authorization, once a user has successfully authenticated to the POP server, he or she is permitted to receive and send e-mail through the mail server for the next 20 minutes (default value). You can adjust this interval by specifying another value in the **lock time** box.
- **SMTP authorization.** With SMTP authorization, your mail server requires authorization if the e-mail message must be sent to an external address.

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

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

- 6** Select the **Enable support for Trend Micro RBL+ Service** checkbox to enable the mail abuse prevention system to help you defend your customers from abuse by spammers, and enter the DNS zone name (e.g. domain.com) in the **MAPS zones** field. You can specify several MAPS zones separated by semicolons.
- 7** Click **OK** to submit any changes.

## Setting Up Anti-Spam Protection

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

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

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

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

To configure and switch on the SpamAssassin filter, proceed to the Setting Up SpamAssassin Spam Filter (on page 42) section.

- **Trend Micro RBL+ Service (formerly Mail Abuse Prevention System).** This spam prevention system is based on DNS queries made by your mail server to the RBL+ database, which contains known and documented sources of spam, as well as an extensive listing of dynamic IP addresses. Any positive response from this database should result in your mail server returning a '550' error, or rejection of the requested connection.

To learn more about Trend Micro RBL+ Service, visit <http://www.trendmicro.com/en/products/nrs/rbl/evaluate/overview.htm>.

To configure your mail server for working with Trend Micro RBL+ Service, proceed to the Setting Up Support for Trend Micro RBL+ Service (on page 43) section.

To configure your mail server for working with MAPS, see the Configuring Mail Services (on page 39) section.

- **Server-wide black and white lists.** Black and white lists are standard mail server facilities. You can use the black list to specify the domains from which mail must not be accepted, and white list to specify the IP addresses of machines or networks from which mail must always be accepted.

To set up server-wide black and white lists, proceed to the Setting Up Server-wide Black and White Lists (on page 43) section.

## Setting Up SpamAssassin Spam Filter

### ➤ *To switch on SpamAssassin spam filter:*

- 1 Click **Server** shortcut in the navigation pane.
- 2 Click  **Mail** in the **Services** group.
- 3 Select **Spam Filtering** tab.
- 4 To allow server wide filtering based on the settings you define, select the **Use server-wide settings** check box.
- 5 To let your users set their own spam filtering preferences on a per-mailbox basis, select the **Allow personal settings** check box.

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

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

- 6 Adjust the spam filter sensitivity by specifying the desired value in the **Hits required for spam** box.

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

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

At the server level, you cannot set the server-wide spam filter to automatically delete spam: you can do it only on a per-mailbox basis. So, for the server-wide policy, you can choose only marking messages as spam: “X-Spam-Flag: YES” and “X-Spam-Status: Yes” headers are added to the message source by default, and if you want, the spam filter will additionally include a specific text string to the beginning of Subject line. To include a desired combination of symbols to the message subject, type it into the **by tag** box. If you do not want the spam filter to modify message subject, clear the **Modify spam mail subject** check box. If required, specify the spam detection alert text in the appropriate field.

- 8 Define the language characteristics of mail that should always pass the filter by specifying trusted languages and locales.
  - Select the required items from the boxes under **Trusted languages** and **Trusted locales** and click **Add >>**.
  - Letters written in the specified languages and with the defined character sets will not be marked as spam.
- 9 Once finished with setting up SpamAssassin spam filter, click **Up Level** to return to the previous screen.

If you wish to adjust spam filtering settings for a specific mailbox, proceed to the **Protecting Mailboxes from Spam** (on page 168) section.

## Setting Up Support for Trend Micro RBL+ Service

Trend Micro RBL+ Service is a commercial service. If you would like to use it on your server, contact Trend Micro, Inc. sales department or one of its resellers, and subscribe for the service.

To find more about Trend Micro RBL+ Service, visit <http://www.trendmicro.com/en/products/nrs/rbl/evaluate/overview.htm>

Once you have subscribed to the service and received the service activation code, you need to configure your mail server to use it:

- 1 Click **Server** shortcut in the navigation pane.
- 2 Click  **Mail** in the **Services** group.
- 3 Select the **Enable support for Trend Micro RBL+ Service** check box.
- 4 In the **MAPS zones** input box, specify the host name that your mail server should query, for example: `activationcode.r.mail-abuse.com`.
- 5 Click **OK**.

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

## Setting Up Server-wide Black and White Lists

➤ *To block mail from specific domains:*

- 1 Click the **Server** shortcut in the navigation pane.

- 2 Click  Mail in the Services group.
- 3 Click the **Black List** tab.
- 4 To add an entry to the black list, click  **Add Domain**, and specify domain name in the **Domain name** field.
- 5 Click **OK**.
- 6 Repeat steps 4 and 5 to add as many domains as required.

➤ *To allow mail reception from specific domains or networks:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  Mail in the Services group.
- 3 Click the **White List** tab.
- 4 To add an entry to the white list, click  **Add Network**, specify network IP and mask into the **IP address/mask** field.
- 5 Click **OK**.
- 6 Repeat steps 4 and 5 to add as many networks as required.

➤ *To remove entries from black or white list:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  Mail in the Services group.
- 3 Click the required tab (**Black List** or **White List**).
- 4 Select the checkboxes corresponding to the entries you wish to remove and click  **Remove Selected**.
- 5 Confirm the removal and click **OK**.

## Configuring Plesk Database Servers

Plesk currently supports both MySQL and Microsoft SQL database servers. If a database server is installed by the Plesk setup program, all the connection settings are automatically detected by the control panel. In this case you are advised to change the database administrator password. If a database server was installed separately from the control panel, you will need to specify the database server name and administrator credentials.

➤ *To change the database administrator password:*

- 1 Click **Server** in the navigation pane.
- 2 Click  **Databases** in the **Services** group.
- 3 Select the required tab (**Microsoft SQL Server** or **MySQL**).
- 4 Click  **Change Password**.
- 5 Type the new password and click **OK**.

➤ *To specify the database server name and administrator credentials:*

- 1 Click **Server** in the navigation pane.
- 2 Click  **Databases** in the **Services** group.
- 3 Select the required tab (**Microsoft SQL Server** or **MySQL**).
- 4 Type the database server name in the **Server name** input field.
- 5 Specify server administrator's login and password in the respective fields.

---

**Note:** Do not enter the value for MySQL server port equal to 8306, because it is used by Plesk for communication with its internal database.

---

- 6 Click **OK** to save changes.

➤ *To access web-based database administration tools with administrator privileges:*

- 1 Click **Server** in the navigation pane.
- 2 Click  **Databases** in the **Services** group.
- 3 Select the required tab (**Microsoft SQL Server** or **MySQL**).
- 4 Click  **MS SQL RootWebAdmin** for Microsoft SQL Server and  **MySQL RootWebAdmin** for MySQL.

For instructions on managing databases, refer to the **Deploying Databases** (on page 112) section of this guide.

---

## Configuring The Connection To External Database Management Systems

If you want your users to access the data from an external database management system, you can use Open Database Connectivity (ODBC) drivers. For example, if you have a program that accesses data in a SQL database, ODBC will let you use the same program to access data in a Visual FoxPro database.

Before you use ODBC for accessing data from a specific database management system, you must create an ODBC connection.

➤ *To add a new ODBC connection:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **ODBC Settings** in the **Services** group.
- 3 Click  **Add New ODBC DSN**.
- 4 Specify the ODBC connection name and description.
- 5 Select a required driver in the **Driver** field.
- 6 Click **OK**.
- 7 Choose the appropriate options on the driver configuration screen. Typically, you should specify the path to the database, user credentials and other connection options. Note that the actual options are dependant on the driver.
- 8 Click **Test** to test the connection you created. Click **Finish** to complete the creation.

➤ *To change settings of existing ODBC connection:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **ODBC Settings** in the **Services** group.
- 3 Click the required connection name in the list
- 4 Change the settings as necessary
- 5 Click **Test** to test the connection. Click **Finish** to save changes.

➤ *To remove redundant ODBC connection:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **ODBC Settings** in the **Services** group.
- 3 Select the checkbox corresponding to a connection you want to remove.
- 4 Click  **Remove Selected**, confirm the removal and click **OK**.

## Configuring ASP.NET

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

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  ASP.NET in the Services group. The settings for ASP.NET 1.1.x and ASP.NET 2.0.x are located under the corresponding tabs.
- 3 Set up the strings that determine database connection data for ASP.NET applications which use databases. This option is available only for ASP.NET 2.0.x.
  - To add a string, enter the required data into the Name and Connection Parameters input fields and click  next to them.
  - To remove a string, click  next to it.

---

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

---

- 4 Set up custom error messages that will be returned by ASP.NET applications in the Custom Error Settings field:
  - To set the custom error messages mode, select an appropriate option from the Custom error mode menu:
    - On - custom error messages are enabled.
    - Off - custom error messages are disabled and detailed errors are to be shown.
    - RemoteOnly - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host.
  - To add a new custom error message (which will be applied unless the Off mode was selected), enter the values in the Status Code and Redirect URL fields, and click .
    - Status Code defines the HTTP status code resulting in redirection to the error page.
    - Redirect URL defines the web address of the error page presenting information about the error to the client.
  - To remove a custom error message from the list, click  next to it.
- 5 Configure compilation settings in the Compilation and Debugging field:
  - To determine the programming language to be used as default in dynamic compilation files, choose an entry from Page default language list.
  - To enable compiling retail binaries, leave the Enable debugging checkbox empty.

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

---

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

---

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

- To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).
- To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).
- To set an encoding which must be used by default for parsing of `.aspx`, `.asmx`, and `.asax` files, enter an encoding value into the **File encoding** field (default is Windows-1252).
- To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.
- To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.

**7** Set a code access security trust level for ASP.NET applications in the **Code Access Security** field:

- Select an appropriate item from the **CAS trust level** list. CAS trust level is a security zone to which applications execution is assigned, defining what server resources the applications will have access to.

---

**Note.** When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permissions levels see [http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429\\_010](http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010).

---

**8** Set client session parameters in the **Session Settings** field:

- To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list.

---

**Note.** Windows authentication mode should be selected if any form of IIS authentication is used.

---

- To set up time that a session can idle before it is abandoned, enter appropriate number minutes into the **Session timeout** field.

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

---

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

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## Configuring IIS Application Pool

One of the IIS 6.0 web server new features is worker process isolation mode where each web site has possibility to allocate a separate process pool for execution of its web applications. This way, malfunction in one application will not cause stopping of all the others. By default, Plesk offers a shared application pool for all your clients and their customers. However, each domain can use dedicated application pool if administrator and client policy permit this. IIS application pool can work in three modes:

- Shared pool is always used for all domains.
- Dedicated pool is always used for every domain.
- Shared pool is used for domains by default; clients are allowed to assign dedicated pools for their customers.

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

1 Click the Server shortcut in the navigation pane.

2 Click  IIS Application Pool in the Services group.

3 Select Global Settings tab.

4 Select the required mode and click OK.

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

1 Click the Server shortcut in the navigation pane.

2 Click  IIS Application Pool in the Services group.

3 Select the Enable CPU monitoring checkbox and provide a number (in percents) in the Maximum CPU use (%) field.

4 Click OK.

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

1 Click the Server shortcut in the navigation pane.

2 Click  IIS Application Pool in the Services group.

3 Click  Stop.

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

1 Click the Server shortcut in the navigation pane.

2 Click  IIS Application Pool in the Services group.

**3** Click  Start.

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

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

**2** Click  IIS Application Pool in the Services group.

**3** Click  Recycle. This can be handy if some applications are known to have memory leaks or become unstable after working for a long time.

---

## Configuring Statistics

After installation, the control panel's statistical utility is set up to:

- Count the inbound and outbound traffic
  - Count the disk space occupied by web content, log files, databases, mailboxes, web applications, mailing list archives, and backup files
  - Keep the traffic statistics only for the last three months
- *To review or adjust these settings:*
- 1 Click the **Server** shortcut in the navigation pane.
  - 2 Click  **System Preferences** in the **System** group.
  - 3 In the **Retain traffic statistics for ... Months** field specify the term during which the bandwidth usage statistics should be kept for your customers.
  - 4 In the **Include in the disk space usage** field and **Include in the traffic calculation** field select the items that should be considered when disk space and bandwidth usage is calculated.
  - 5 Click **OK**.

When you need to view statistics, refer to chapter 'Viewing Statistics (on page 192)' for instructions.

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## Configuring Master SSL Domain

Shared SSL is a means of securing the access to your site with SSL (Secure Sockets Layer) without purchasing your own SSL certificate. Websites that employ shared SSL are, in fact, using the certificate shared by another domain. The domain that shares its SSL certificate with others is called Master SSL Domain. Before your customers can use shared SSL, you need to configure the Master SSL Domain.

- *To configure the Master SSL Domain and enable shared SSL:*
- 1 Click **Server** shortcut in the navigation pane.
  - 2 Click  **Shared SSL** in the **Services** group.
  - 3 Select the **Enable shared SSL** checkbox.
  - 4 Select the required domain name from the **Domain name** drop-down menu. Only those domains that are hosted on your server and have SSL enabled, are present in the list.
  - 5 Click **OK**.
- *To disable shared SSL:*

- 1 Click Server shortcut in the navigation pane.
- 2 Click  Shared SSL in the Services group.
- 3 Clear the Enable shared SSL checkbox.
- 4 Click OK.

## Configuring E-mail Notification System

The control panel notifies you and your customers of disk space and bandwidth overage by sending e-mail notifications. With the default settings, however, domain and web site owners (the customers of your resellers) are not notified. We recommend that you enable resource overage notification for domain and web site owners because they need to know what happens to their domains and web sites.

Apart from resource overage, the control panel can notify the appropriate users when:

- New user accounts are created
- New domains are added
- Hosting accounts are expired (expiration date is defined for user accounts and Web sites separately)
- There are new requests for assistance (trouble tickets) from your customers in Help Desk
- The requests are fulfilled and the trouble tickets are closed in Help Desk
- New comments are posted to the existing trouble tickets
- The closed trouble tickets are reopened because the customer has encountered the same problem again

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

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Notifications** in the **Control Panel** group.
- 3 By selecting the check boxes in the **Notifications** table, specify the types of control panel users or external e-mail users who should receive notices on events.

We recommend that you also select all check boxes in the **domain user** column in order to let your resellers' customers know what happens to their Web sites.

- 4 To view or edit the default notice text, click the respective  icon in the **Text** column.

In notices you can use tags that will be replaced with actual data (see the table below).

- 5 Specify when to send the user account and domain (Web site) hosting account expiration notices. By default, such notices are sent 10 days in advance.
- 6 Click **OK**.

**Table. Tags used in notification messages**

Event type	Tags that can be used in notices	The data that tags denote
Creation of a user account	<client> or <client_contact_name>	user's first and last name

	< <i>client_login</i> >	user name for authorization in the control panel
	< <i>password</i> >	user's password for authorization in the control panel
	< <i>hostname</i> >	host name for access to control panel
Expiration of a user account	< <i>client_login</i> >	user name for authorization in the control panel
	< <i>client</i> > or < <i>client_contact_name</i> >	user's first and last name
	< <i>expiration_date</i> >	user account expiration date
Addition of a new domain name to the server	< <i>domain_name</i> > or < <i>domain</i> >	domain name
	< <i>client_login</i> >	user name for authorization in the control panel
	< <i>client</i> > or < <i>client_contact_name</i> >	user's first and last name
	< <i>ip</i> >	IP address the domain (Web site) is hosted on
Domain (Web site) hosting account expiration	< <i>domain_name</i> > or < <i>domain</i> >	domain name
	< <i>client_login</i> >	user name for authorization in the control panel
	< <i>client_contact_name</i> > or < <i>client</i> >	user's first and last name
	< <i>expiration_date</i> >	account expiration date
Resource overage	< <i>domain</i> > or < <i>domain_name</i> >	domain name
	< <i>client_login</i> >	user name for authorization in the control panel
	< <i>client</i> > or < <i>client_contact_name</i> >	user's first and last name
	< <i>disk_usage</i> >	information on disk space usage
	< <i>disk_space_limit</i> >	information on the disk space allocated to the account

	<i>&lt;traffic&gt;</i>	information on bandwidth usage
	<i>&lt;traffic_limit&gt;</i>	information on the bandwidth amount allotted to the account
Help Desk events	<i>&lt;ticket_id&gt;</i>	trouble ticket identification number automatically assigned by the system
	<i>&lt;reporter&gt;</i>	this returns user name for requests submitted by resellers or multi-domain customers, a domain name for requests submitted by your reseller's customer (domain owner), and e-mail address if the request was submitted by e-mail.
	<i>&lt;server&gt;</i>	the host name
	<i>&lt;ticket_comment&gt;</i>	the contents of the ticket, or a comment posted

## Configuring Help Desk

Help Desk is a convenient way for your customers to reach you when they need your assistance. After you set it up and switch on, the Help Desk becomes accessible to all users who were granted access to control panel, including your resellers, domain owners, and e-mail users. Additionally, you can allow submission of problem reports by e-mail.

Your Help Desk shows all reports posted by your resellers and their customers. Your reseller's Help Desk shows only reports posted by himself or herself and his or her customers. The domain owner's Help Desk shows only reports posted by himself or herself and by e-mail users under his or her domain.

➤ *To configure Help Desk and allow your customers post problem reports through the control panel:*

- 1 Click the Help Desk shortcut in the navigation pane.
- 2 Click  **General Settings** in the Local Help Desk Settings group.
- 3 Select the **Allow customers to submit tickets** check box.
- 4 Select the trouble ticket queue, priority and category that will be offered to your customers as the default choice.

When users post a new ticket, they can specify the order in which they would prefer their problems to be resolved (queue), the priority of their requests (priority), and the category to which the problem is related (category). The queue, priority and category are abstract entities: they have no effect on the system, but they can help you decide what problems to resolve in the first place. There are three predefined queues and priority levels and nine predefined categories including Database, DNS, FTP, General, Hosting, Mail, Mailing Lists, Site Applications, and Tomcat. You can remove these items and add your own.

- 5 Click  **Enable** in the Tools group.
- 6 Click **OK**.

➤ *If you wish to allow users to submit problem reports by e-mail:*

- 1 Create a POP3 mailbox with an e-mail address like [helpdesk@your-domain.com](mailto:helpdesk@your-domain.com) or anything you like.
- 2 Configure the Help Desk to periodically retrieve problem reports from that mailbox and post them to your Help Desk.
- 3 Inform your customers of the Help Desk's e-mail address.

➤ *To allow users to submit problem reports to Help Desk by e-mail:*

- 1 Click the Help Desk shortcut in the navigation pane.
- 2 Click  **Mail Gate Settings** in the Local Help Desk Settings group.
- 3 Specify the following settings:

- Notification sender's name, and Notification sender's return address. Once a report has been retrieved by e-mail and posted to the Help Desk, the Help Desk sends a notice to the report sender. This allows the report sender to subsequently add comments to the report by replying to the message. Therefore, we recommend that you specify your Help Desk's e-mail address in the **Notification sender's return address** box, and type a phrase like "<company name> Help Desk" into the **Notification sender's name** box. Be sure to specify your organization name in place of <company name> and omit the quotation marks.
- POP3 server: POP3 server the mail should be fetched from.
- POP3 login: user name for authentication to the mail server.
- New POP3 password: password that will be used for authentication to the mail server and retrieving problem reports from the mailbox.
- Confirm POP3 password: retype password for confirmation.
- Query mail once in: specify how often Help Desk should check for new reports.
- Ticket subject must start with: specify the combination of symbols the subject line of e-mail messages (problem reports) must start with. This can help filter out spam. All e-mail messages that do not have the specified combination of symbols in the subject line will be deleted.

- 4 Click  Enable in the Tools group.
- 5 Click OK.

➤ *To view, add, edit, or remove queues:*

- 1 Click the Help Desk shortcut in the navigation pane.
- 2 Click  Queues. The queues will be presented in a list.
  - To add a new queue, click  Add New Queue, type the desired number into the Title box, leave the Enabled check box selected, and click OK.
  - To edit a queue, click its title in the Title column. Edit it as required, and click OK.
  - To temporarily disallow your users to select a queue when posting new reports, click its title in the Title column, clear the Enabled check box, and click OK.
  - To delete a queue, select the respective check box and click  Remove Selected.

➤ *To view, add, edit, or remove priorities:*

- 1 Click the Help Desk shortcut in the navigation pane.
- 2 Click  Priorities. The priorities will be presented in a list.
  - To add a new priority, click  Add New Priority, type the desired combination of symbols into the Title box, leave the Enabled check box selected, and click OK.
  - To edit a priority, click its title in the Title column. Edit it as required, and click OK.

- To temporarily disallow your users to select a priority when posting new reports, click its title in the Title column, clear the Enabled check box, and click OK.
  - To delete a priority, select the respective check box and click  Remove Selected.
- *To view, add, edit, or remove categories:*
- 1 Click the Help Desk shortcut in the navigation pane.
  - 2 Click  Categories. The categories will be presented in a list.
    - To add a new category, click  Add New Category, type the desired combination of symbols into the Title box, leave the Enabled check box selected, and click OK.
    - To edit a category, click its title in the Title column. Edit it as required, and click OK.
    - To temporarily disallow your users to select a category when posting new reports, click its title in the Title column, clear the Enabled check box, and click OK.
    - To delete a category, select the respective check box and click  Remove Selected.
- *To disallow customers to send reports to Help Desk by e-mail:*
- 1 Click the Help Desk shortcut in the navigation pane.
  - 2 Click  Mail Gate Settings.
  - 3 Click  Disable in the Tools group.
- *To disallow use of Help Desk for all your customers and resellers:*
- 1 Click the Help Desk shortcut in the navigation pane.
  - 2 Click  General Settings.
  - 3 Click  Disable in the Tools group.

Also see the Using Help Desk for Resolving Your Customers' Issues (on page 190) section.

## Adding and Removing IP Addresses

After installation, Plesk reads all your IP addresses from the network configuration files and can then use these IP addresses for hosting DNS domains and Web sites.

When you obtain a new IP address that you would like to use on the server, you should add the address through the control panel, as Plesk might not recognize manual modifications you make to the network configuration files.

With Plesk you can mark all your IP addresses as shared or dedicated *before* you assign them to your customers. This allows the control panel to distinguish between them and not to let you assign a dedicated IP address to several customers at once. A dedicated IP address can be assigned to a single customer, while a shared IP address can be shared among several user accounts.

Note that SSL protection with authentic digital certificates and Anonymous FTP services are available only to dedicated hosting accounts on a dedicated IP address. Shared hosting accounts can also have SSL protection, but visitors to such protected sites will get error messages in their browsers.

---

**Note:** in this version of Plesk control panel, dedicated IP addresses are referred to as Exclusive IP addresses.

---

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

1 Click the Server shortcut in the navigation pane.

2 Click  IP Addresses.

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

- An icon in the S (Status) column shows  if your IP address is properly configured on the network interface. If your IP address was removed from the network interface, an icon will show .
- An icon in the T (Type) column shows  if an address was allocated to a single customer as a dedicated IP address, and  if an address is shared among many customers.
- The IP address, Subnet Mask and Interface columns show which IP addresses are on which network interfaces.
- The Clients column shows the number of user accounts who you assigned a given IP address. To view the users by names, click the respective number in the Clients column.
- The Hosting column shows a number of web sites hosted on an IP address. To view the domain names of these web sites, click the respective number in the Hosting column.

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

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  IP Addresses.
- 3 Click  Add New IP Address.
- 4 Select the network interface for the new IP from the **Interface** drop-down box. All network cards installed on your server are shown in this drop-down box.
- 5 Enter the IP address and subnet mask in the corresponding box (e.g., 123.123.123.123/16)
- 6 Select the type of the new IP address, shared or exclusive, using the **IP type** radio button.
- 7 From the drop-down box, select the SSL certificate for the new IP address. You can select the following certificates:
  - **Default certificate** - the certificate that comes with the Plesk distribution package. However, this certificate is not recognized by web browsers as it is not signed by a Certificate Authority (a warning message appears). The default certificate is used to provide access to the control panel via the https protocol (https://<Plesk Server name or IP>:8443/).
  - **Other certificates** - the certificates (self-signed or signed by a Certificate Authority) that you added to the repository of SSL certificates (about adding certificates, see the [Securing Sites with SSL encryption](#) section).
- 8 Click OK.

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  IP Addresses.
- 3 Select the respective check box and click  Remove Selected.
- 4 Confirm removal and click OK.

➤ *To assign an IP address to a user:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  IP Addresses.
- 3 Click the respective number in the **Clients** column.
- 4 Click  Add New Client.
- 5 Select the user account you need and click OK.

➤ *To revoke an IP address from a user:*

- 1 Click the Server shortcut in the navigation pane.
  - 2 Click  IP Addresses.
  - 3 Click the respective number in the Clients column.
  - 4 Select the respective check box and click  Remove Selected.
  - 5 Confirm removal and click OK.
- *To specify what web site will open when users refer to the web resource on your server by an IP address:*
- 1 Click the Server shortcut in the navigation pane.
  - 2 Click  IP Addresses.
  - 3 Click the respective number in the Hosting column. All sites hosted on this IP will be listed.
  - 4 Select the site you need and click  Set as Default.
- *To change an IP address allocation type (shared, exclusive) or assign another SSL certificate to an IP address:*
- 1 Click the Server shortcut in the navigation pane.
  - 2 Click  IP Addresses.
  - 3 Click the IP address you need.
  - 4 Select the IP address allocation type and SSL certificate you need, and click OK.

---

## Adjusting System Date and Time

You can manually set the server date and time through the interface and enable server time synchronization with the Network Time Protocol (NTP) server.

➤ *To adjust the system date and time settings:*

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **System Time** on the Server administration page.
- 3 Edit the time and date settings as desired, and click **Set**.
- 4 Select your time zone from the list, and click **Set**.

---

**Note.** Clear the **Automatically adjust clock for daylight saving changes** checkbox, if you do not wish Plesk to automatically adjust the server clock.

---

You will need to reboot your Plesk server for the time zone change to take effect.

- 5 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.
- 6 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.

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## Starting, Stopping and Restarting Services

You can monitor, start, stop and restart various Plesk services from the control panel.

➤ *To see the status of a service:*

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Service Management** on the Server administration page.

The current state of a service is marked by an icon:  for the service running,  for the service stopped, and  if service is not installed or its management capabilities are not supported by the license key.

➤ *To start a service:*

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Service Management** on the Server administration page.
- 3 Click the  icon corresponding to the service you wish to start.

➤ *To restart a service:*

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Service Management** on the Server administration page.
- 3 Click the  icon corresponding to the service you wish to restart.

➤ *To stop a service:*

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Service Management** on the Server administration page.
- 3 Click the  icon corresponding to the service you wish to stop.

## Scheduling Tasks

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

During installation of Plesk the following tasks are automatically created:

- Update Dr.Web Antivirus database – updates Dr.Web virus database
- Statistics calculation - 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

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

➤ *To schedule a task:*

1 Click the Server shortcut in the navigation pane.

2 Click  Scheduler in the Services group.

3 Click  Add New Task.

4 Leave the **Enabled** checkbox selected if you want your scheduled task to be active immediately after the creation.

5 Input a name for your task in the **Description** field.

6 In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:

- **Disabled** - do not notify you.
- **Send to the default e-mail** - send the notification to your default e-mail address.
- **Send to the e-mail I specify** - send the notification to the e-mail specified in the corresponding field. After selecting this option, you need to input the required e-mail in the field on the right.

Click **Set** to save scheduler notifications settings.

7 Specify which command to run. Type it into the **Path to executable file** input box. If you need to run the command with certain options, type them in the **Arguments** field.

8 Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.

9 Specify when to run your command by selecting the appropriate checkboxes in the **Hours**, **Days of Month**, **Months** or **Days of Week** fields.

10 Click **OK**.

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

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Scheduler in the Services group.
- 3 Choose a task that you wish to suspend and click on the command name.
- 4 Clear the Enabled checkbox.

➤ *To resume execution of scheduled task:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Scheduler in the Services group.
- 3 Choose a task whose execution you wish to resume and click on the command name.
- 4 Select the Enabled checkbox.

➤ *To unschedule a task:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Scheduler in the Services group.
- 3 Select a check box to the right of the task that you wish to unschedule.
- 4 Click  Remove Selected.
- 5 Confirm removal and click OK.

## CHAPTER 6

# Before You Start Serving Your Customers

This chapter explains the actions you are suggested to do before you start serving your customers.

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## Simplifying Setup of User Accounts

If you are going to serve numerous users, you may want to create account configuration presets, referred to as client templates, that will simplify setting up user accounts for new customers. The templates cover all resource usage allotments, permissions and limits that you can define for a user account.

➤ *To create a client template:*

1 Click the Clients shortcut in the navigation pane.

2 Click  Client Templates in the Tools group.

3 Click  Add New Client Template.

4 Specify the template name in the Template name field.

During setup of a new user account, you will be prompted to select the required template by its name. Therefore, we recommend that you choose a meaningful name that corresponds to one of your hosting plans or describes the amount of allotted resources. For example, Reseller account, 5GB disk space, 100 domains.

5 Specify the permissions for the template in the Permissions section. Use **Select All** to select all permissions and **Clear All** to clear all permissions.

- **Access to control panel.** Specify whether the customer will be able to access the control panel for managing his or her account and sites.
- **Domain creation.** Specify whether the customer will be able to set up hosting accounts for new sites.
- **Physical hosting management.** Specify whether the customer will be able to set up hosting accounts, modify hosting account features and switch on or off support for programming and scripting languages.
- **System access management.** Specify whether the customer will be able to access to the system through Remote Desktop.
- **Hard disk quota assignment.** Specify whether the customer will be able to assign hard quotas on disk space for his or her own web sites and for web sites of his or her customers.
- **Subdomains management.** Specify whether the customer will be able to set up additional sites under his or her domains and allow his or her customers to do so.
- **Domain aliases management.** Specify whether the customer will be able to set up additional alternative domain names for his or her web sites and allow his or her users to do so.
- **Log rotation management.** Specify whether the customer will be able to adjust the cleanup and recycling of processed log files for his or her sites.
- **Anonymous FTP management.** Specify whether the customer will be able to have an FTP directory where all users could download and upload files without the need to enter login and password. A web site should reside on a dedicated IP address in order to use anonymous FTP service.

- **FTP subaccount management.** Specify whether the customer will be able to create and manage additional FTP accounts.
- **Scheduler management.** Specify whether the customer will be able to schedule tasks with the task scheduler. Scheduled tasks can be used for running scripts or utilities on schedule.
- **Domain limits adjustment.** Specify whether the customer will be able to change the limits for his or her web sites.
- **DNS zone management.** Specify whether the customer will be able to manage the DNS zones of his or her domains.
- **Tomcat applications management.** Specify whether the customer will be able to install Tomcat Java applications and applets on web sites through the control panel.
- **Mailing lists management.** Specify whether the customer will be able to use mailing lists.
- **Antivirus management.** Specify whether the customer will be able to use server-side antivirus protection for filtering incoming and outgoing mail.
- **Backup/restore functions.** Specify whether the customer will be able to use the control panel's facilities to backup and restore their site. Scheduled and on-demand backups are supported.
- **Ability to use remote XML interface.** Specify whether the customer will be able to remotely manage his or her web sites through custom applications. The XML interface can be used for developing custom applications integrated with web sites, which could be used, for instance, for automating setup of hosting accounts and provisioning of services for customers purchasing hosting services from your reseller's site. The remote XML interface operations are limited to setting up and removing domain names/web spaces on the server, modifying domain and web site related preferences and hosting services, retrieving information on domains.
- **SiteBuilder.** Specify whether the customer will be able to use SiteBuilder for creating and editing their web site.
- **Hosting Performance Management.** Specify whether the customer will be able to change the hosting performance preferences for their domain.
- **IIS Application Pool Management.** Specify whether the customer will be able to manage their IIS application pool.

**6** Specify the limits for the template in the **Limits** section:

- **Maximum number of domains.** Specify the total number of domain names/web sites your customer will be able to host on the server. This includes web sites hosted on this server, and domain forwarders that point to web sites hosted on other servers. Domain aliases (additional domain names for a site hosted on this server) and subdomains are counted separately and are not limited by this resource type.
- **Maximum number of domain aliases.** Specify the number of domain aliases your customer can use for his or her domains.
- **Maximum number of subdomains.** Specify the total number of subdomains that the customer will be able to host.

- **Disk space.** Specify the total amount of disk space in megabytes that is allocated to the customer. It includes disk space occupied by all files related to user's domains/web sites: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, the user account and domain names/web sites are not suspended automatically, only the appropriate notices are sent to your and your customer's e-mail addresses and the resource overage is indicated by the icon  shown in your and your customer's control panels to the left of the user name (see the list of clients that opens when you click the **Clients** shortcut in the navigation pane) or domain name (see the list of domain names that opens when you click the **Domains** shortcut in the navigation pane).
- **MySQL databases quota and Microsoft SQL databases quota.** Specify the maximum disk space amount in megabytes that MySQL and Microsoft SQL Server databases respectively can occupy on a domains belonging to the customer.
- **Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the customer's web sites during a month. Once the limit is reached, the appropriate notices are sent to your and your customer's e-mail addresses and the resource overage is indicated by the corresponding icon  shown in the control panel to the left of the user name (see the list of clients that opens when you click the **Clients** shortcut in the navigation pane) or domain name (see the list of domain names that opens when you click the **Domains** shortcut in the navigation pane).
- **Maximum number of web users.** Specify the total number of personal web pages that your customer can host for other users under his or her domains. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>.
- **Maximum number of Microsoft FrontPage subaccounts.** Specify the maximum number of Microsoft FrontPage subaccounts that the customer can create on his or her domains.
- **Maximum number of FTP subaccounts.** Specify the maximum number of additional FTP accounts that the customer can create on his or her domains.
- **Maximum number of MySQL databases and Maximum number of Microsoft SQL server databases.** Specify the maximum number of MySQL and Microsoft SQL Server databases respectively that the customer can create on his or her domains.
- **Maximum number of mailboxes.** Specify the total number of mailboxes that the customer can host on the server.
- **Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated to each mailbox.
- **Total mailboxes quota.** Specify the total amount of disk space in megabytes available for all mailboxes on all domains belonging to the customer.
- **Maximum number of mail redirects.** Specify the total number of mail redirects that the customer can set up.
- **Maximum number of mail groups.** Specify the total number of mail groups that the customer can set up.
- **Maximum number of mail autoresponders.** Specify the total number of automatic responses that the customer can set up.
- **Maximum number of mailing lists.** Specify the total number of mailing lists that you customer can host on the server.

- **Maximum number of Tomcat applications.** Specify the total number of Tomcat Java applications or applets that can be hosted on the server.
- **Maximum number of IIS application pools.** Specify the total number of dedicated IIS application pools that the customer can allocate between his or her domains.
- **Maximum number of shared SSL links.** Specify the total number of shared SSL links that the customer can use on his or her domains.
- **Validity period.** Specify the term for a hosting account. At the end of the term, all customer's domains/web sites will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and the reseller and his or her customers (domain owners) will not be able to log in to the control panel. Accounts cannot be automatically renewed, therefore, in order to bring the hosted domain names/web sites back to operation, you will need to manually renew the user account: Click the **Clients**

shortcut in the navigation pane, click the client name you need, click  **Limits**,

specify another term in the **Validity period** box, click **OK**, then click  **Enable** in the **Tools** group (**Clients > client name**).

- 7 In the **IP addresses** section specify the shared IP addresses that you wish to allocate to the customer.

If you wish to automatically provision dedicated IP addresses, select the **Allocate exclusive IP addresses to client** check box and specify the number of IP addresses that should be taken from your IP range and assigned to the customer.

- 8 In the **Preferences** section, select the **Create SiteBuilder User** checkbox if you wish to create a SiteBuilder user for the client template.
- 9 Click **OK** to complete creation of a template.

Now you can select the required template during the setup of a new user account, and the account will be created and allocated the resources you defined.

➤ *To modify a template:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click  **Client Templates** in the **Tools** group.
- 3 Click the template name you need.
- 4 Modify the settings as required and click **OK**.

Note that modifying templates does not affect the existing user accounts that were created by these templates.

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

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click  **Client Templates** in the **Tools** group.
- 3 Select a check box corresponding to the template you no longer need.
- 4 Click  **Remove Selected**. Confirm removal and click **OK**.

---

## Simplifying Setup of Domains and Web Sites

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

➤ *To create a domain template:*

1 Click the Domains shortcut in the navigation pane.

2 Click  Domain Templates in the Tools group.

3 Click  Add Domain Template.

4 Specify the template name in the Template name field.

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

5 Specify the domain-wide mail bounce options in the Mail section:

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

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

6 Select the **WebMail** checkbox in the Mail section to enable the ability to read mail through a browser-based WebMail application for users of mailboxes in this domain.

7 Specify the limits for the template in the Limits section:

- **Maximum number of domain aliases.** Specify the number of domain aliases that can be used for this domain.
- **Maximum number of subdomains.** Specify the number of subdomains that can be hosted under this domain.

- **Disk space.** Specify the total amount of disk space allocated to a hosting account associated with the domain. This amount is measured in megabytes. It includes disk space occupied by all files related to this domain/web site: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by the icon  shown in the control panel to the left of the domain name (see the list of domain names on your Home page). And then it is up to you to decide what to do with the domain:
  - you can notify the domain owner and suspend the domain/web site after a grace period until you receive the payment
  - or
  - upgrade the hosting plan for your customer (see the Managing User Accounts (on page 82) section for more information).

- **MySQL databases quota and Microsoft SQL databases quota.** Specify the maximum disk space amount that MySQL and Microsoft SQL Server databases respectively can occupy on a domain.
- **Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the web site during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by a corresponding icon shown in the control panel to the left of the domain name (see the list of domain names on your Home page). When a web site starts attracting more visitors and requires more bandwidth, consider upgrading a hosting plan (see the instructions on upgrading hosting plan below).
- **Maximum number of web users.** Specify the number of personal web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>.
- **Maximum number of Microsoft FrontPage subaccounts.** Specify the maximum number of Microsoft FrontPage subaccounts that can be created on a domain.
- **Maximum number of FTP subaccounts.** Specify the maximum number of additional FTP accounts that can be created on a domain.
- **Maximum number of MySQL databases and Maximum number of Microsoft SQL Server databases.** Specify the maximum number of MySQL and Microsoft SQL Server databases respectively that can be hosted on a domain.
- **Maximum number of mailboxes.** Specify the number of mailboxes that can be hosted in a domain.
- **Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated to each mailbox in a domain.
- **Total mailboxes quota.** Specify the total amount of disk space available for all mailboxes on a domain.
- **Maximum number of mail redirects.** Specify the number of mail redirects that can be used in a domain.
- **Maximum number of mail groups.** Specify the maximum number of mail groups that can be used in a domain.
- **Maximum number of mail autoresponders.** Specify the number of automatic responses that can be set up in a domain.
- **Maximum number of mailing lists.** Specify the number of mailing lists that the domain owner can run in a domain. To allow the use of mailing lists, you should also put a check mark into the **Mailing lists** check box under the **Preferences** group.
- **Maximum number of Tomcat applications.** Specify the maximum number of Tomcat Java applications and applets that the domain owner can install in a domain.
- **Maximum number of shared SSL links.** Specify the maximum number of subdomains (including their parent domain) that can link to the Master SSL domain defined by the server administrator.

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



Limits, specify another term in the **Validity period** box, click **OK**, then click  **Enable** in the **Domain group** (Home > domain name).

**8** Select the required log rotation options in the **Enable log rotation** section.

All connections to the Web server and requests for files that were not found on the server are registered in log files. These log files are analyzed by the statistical utilities running on the server, which then present graphical reports on demand. If you need to view the contents of these raw log files for debugging purposes, on your Home page, click the domain name



you need, click **Log Manager**, and then click the log file name you need. To prevent these log files from growing too large, you should enable automatic cleanup and recycling of log files:

1. Select the **Enable log rotation** check box.
2. Specify when to recycle log files.
3. Specify how many instances of each log file to store on the server.
4. Specify whether they should be compressed.
5. Specify whether they should be sent to an e-mail address after processing.

**9** Specify additional settings in the **Preferences** section.

1. **Mailing lists.** Enable this checkbox to enable the ability to create and manage mailing lists on the domain.
2. **Traffic statistics retention.** Specify the number of months during which the bandwidth usage statistics should be kept on the server.

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

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

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

- **SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a Web server that hosts several web sites with different domain names on a single IP address (shared or name-based hosting) is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for Web sites, select the **SSL support** check box.
- **SiteBuilder support.** SiteBuilder is an efficient and user-friendly WYSIWYG web site editor running through the web interface. Leave the **Publish site with SiteBuilder** checkbox selected to give domain user the ability to access SiteBuilder and build web site through their Plesk control panel interface by clicking  **SiteBuilder Wizard** on the domain management page. The version of SiteBuilder coming in the standard Plesk distribution is fully functional and its use is not limited in any way by the manufacturer (but you can be restricted from accessing it by your service provider).
- Select the **Create Blog and Photo Gallery subdomains** checkbox if you want the subdomains `blog.domainname.com` and `photo.subdomain.com` to be automatically created.
- **Microsoft FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable publishing and modifying the site through Microsoft FrontPage, select the **Microsoft FrontPage support** and **Microsoft FrontPage over SSL support** check boxes, and set the **Remote Microsoft FrontPage authoring** option to **enabled**.

---

**Note.** Microsoft FrontPage over SSL support is available only when SSL support is enabled on a domain.

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

---

**Note.** If ASP.NET support is enabled, ASP.NET version 2.0 is set as default. You can change the version in the corresponding drop-down menu.

---

- **Web statistics.** To allow you to view the information on the number of people visited the site and the pages of the site they viewed, select a module in **Web statistics** drop-down menu and select the **accessible via password protected directory /plesk-stat/** checkbox, if required. This will install the selected statistical software module, which will generate reports and place them into the password protected directory. The domain user will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/> using their FTP account login and password.
- **Custom error documents.** When visitors coming to site request pages that the web server cannot find, web server generates and displays a standard HTML page with an error message. To give domain owner the ability to create their own error pages and use them on a web server, select the **Custom error documents** checkbox.

---

**Note.** You can enable the support for all programming and scripting languages, web statistics and custom error documents at once by selecting All services checkbox in the Services group.

---

- **Use dedicated IIS application pool.** This option enables the use of dedicated IIS application pool for web applications on a domain. Using dedicated IIS application pool dramatically improves the stability of domain web applications due to worker process isolation mode. This mode gives each web site hosted on the server the possibility to allocate a separate process pool for execution of its web applications. This way, malfunction in one application will not cause stopping of all the others. This is especially useful when you are using shared hosting package.
- **Maximum CPU use.** To limit the amount of CPU resources that domain's IIS application pool can use, clear the **Unlimited** checkbox and provide a number (in percents) in the field.

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

- **Maximum network use.** To limit the maximum speed (measured in KB per second) that a domain can share between all its connections, clear the **Unlimited** checkbox and provide a number (in kilobytes) in the field.
- **Connections limiting.** To limit the maximum number of simultaneous connections to a domain, clear the **Unlimited** checkbox and provide a number in the field

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

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

➤ *To reflect the changes in your domain templates that will apply to the newly created accounts:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click  **Domain Templates** in the **Tools** group.
- 3 Click the template name corresponding to the domain template you wish to update.
- 4 Modify the settings as required and click **OK**.

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click  **Domain Templates** in the **Tools** group.
- 3 Select a check box corresponding to the template you no longer need.
- 4 Click  **Remove Selected**. Confirm removal and click **OK**.

## Prepackaging Applications Your Customers Can Use

Plesk comes with a number of free and paid site applications that you can choose to provide to your customers or remove from the control panel script library (referred to as application vault). You can also distribute your custom applications.

All free applications from the control panel's application vault are automatically added to the application pool of each customer you serve. However, paid applications can be added to the customer's pool only upon purchase.

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 customers only if you add it to their application pools under your conditions (for instance, after you received payment).

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 learn more about installing and managing Counter-Strike Game Server, refer to the Counter-Strike Game Server Administrator Guide.

To learn more about installing and managing Acronis True Image module, refer to the Acronis True Image Module Administrator Guide.

➤ *To view the information on applications you have in the vault:*

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

2 Click  **Application Vault** in the **Services** group.

3 All ASP.NET applications are located under the **Application Packages** tab. All other applications are located under the **Site Applications** tab. You can click



**Refresh** to refresh the list of available applications.

▪ The following information is available for ASP.NET applications:

Icons in the **DT** column indicate the application deployment type:



- the application is deployed on a domain



- the application is deployed on the Plesk server

The **Generic Type** and **Package Type** columns display what kind of site application is (e.g., **StarterKit** and **Portal** means that the application is a quick starter kit that allows users to quickly create portal web sites)

The **Version** column displays the version of the site application.

The **Installations** column denotes how many times the application was deployed on a web site.

The **Name** column displays the name of the site application.

The **Description** column gives a brief description for each site application.

Clicking on the  icon will open a new window with help for the corresponding site application.

Clicking on the application name will open a screen with additional information on the application, including the components required for correct application functioning.

- The following information is available for non-ASP.NET applications:

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 customer you serve.

 - 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.

---

**Note:** if you wish to purchase and install a license key for a commercial application, such as Acronis True Image Plesk Professional Web Site Editor, refer to section *Installing Additional License Keys* (on page 20).

---

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

 - free of charge, automatically added to the application pools of all clients;

 - commercial, can be added to a client application pool only by you under certain conditions.

The **Release** column shows the site application release number.

The **Instances** column denotes how many times the application was deployed on a web site.

The **Clients** column shows the number of users using the site application.

The **Name** column displays the name of the site application.

The **Description** column gives a brief description for each site application.

Clicking on the  icon will open a new window with help for the corresponding site application.

➤ *To add an application to the application vault:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Application Vault** in the **Services** group.
- 3 Click  **Add New Application**. You can only add new non-ASP.NET applications.
- 4 Click **Browse** and locate the installation package of your application, then click **OK**.

The application is now installed to the application vault and you can add it to the customer's application pool, or install on a site you need (this will automatically add the application to the customer's pool).

➤ *To remove an application from the application vault:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Application Vault in the Services group.
- 3 Select a check box corresponding to the application you want to remove and click  Remove Selected.
- 4 Confirm removal and click OK.

The application package will be removed from the server application vault, however, the application instances installed on users' sites will not be deinstalled.

➤ *To make a certain free application a commercial one or vice versa:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Application Vault in the Services group.
- 3 Click the icon in the second column left to the corresponding site application name.

➤ *To add a commercial application to a customer's application pool:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Application Vault in the Services group.
- 3 Click a hyperlinked number in the Clients column.
- 4 Click  Add New Client.
- 5 Select the user you need and click OK.

If you need to install an application on a site, refer to the Installing Applications (on page 121) section.

Certain applications (e.g., Counter-Strike Game Server) cannot be installed on individual sites, operating on the server level instead.

➤ *To view the list of server-wide applications:*

- 1 Click the Server shortcut in the navigation pane.
- 2 Click  Server Applications in the Services group.
- 3 Click  Add New Server Application.

➤ *To install a server-wide application:*

- 1 Click the Server shortcut in the navigation pane.

- 2 Click  **Server Applications** in the **Services** group.
- 3 Click  **Add New Server Application**.
- 4 To specify which application you wish to install, select a radio button corresponding to the application of your choice.
- 5 Click  **Install**.
- 6 Specify the installation preferences and other information that may be required by the application (the requirements may vary among applications). When finished, click **Install**.

➤ *To remove a server-wide application:*

- 1 Click the **Server** shortcut in the navigation pane.
- 2 Click  **Server Applications** in the **Services** group.
- 3 Select the corresponding checkbox and click **Remove Selected**.
- 4 Confirm the removal and click **OK**.

---

## Predefining Content for New Web Sites

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

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

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

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

- 4 Log in to your Plesk control panel.
- 5 Select the **Server** shortcut in the navigation pane.
- 6 Click  **Skeleton** in the **Services** group.
- 7 Click **Browse** to locate the archive file on your local computer, select the file, and click **Send File**.

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

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Skeleton** in the **Services** group.
- 3 Click **Default**.

## CHAPTER 7

# Managing User Accounts

Plesk users hierarchy is limited to three user levels: **client accounts**, **domain administrator accounts**, and **e-mail user accounts**. All these types of users can have access to control panel for managing their own web sites and e-mail accounts.

For users who needs to resell hosting services or host numerous domains/web sites, you should create **client accounts**. And then, your resellers can create **domain administrator accounts** for their own customers. A domain administrator's account can be created only after the user's site is hosted on the server. A domain administrator account is limited to having only one site, however, a domain administrator can provide other users with mail hosting services under his or her domain. For that purpose, **e-mail user accounts** are created and granted access to control panel.

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## Adding User Accounts

This chapter focuses on client level accounts that you will create for your customers or resellers.

If you need to create a domain administrator's account for your reseller's customer, assign permissions and allocate resources, see the [Setting Up Hosting Account for a Web Site](#) (on page 96) section.

If you need to create an e-mail user account, see the [Creating Mailboxes](#) (on page 163) section.

➤ *To accommodate a new customer or reseller:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click  **Add New Client Account** in the **Tools** group.
- 3 Specify the contact and billing information. Contact name, login name and password are obligatory fields.
- 4 Select the default interface language for client in the **Interface language** menu.
- 5 If you have predefined user account templates, you can select the template you need from the **Select template** drop-down box. If you have selected the client creation without template, you will be offered to create a SiteBuilder user account; clear the **Create SiteBuilder User** checkbox if you don't want to create it.
- 6 Leave the **Proceed to configuring client's IP pool** check box selected because you should assign at least one IP address to the user—otherwise the customer will not be able to host sites. Click **OK**.
- 7 Allocate IP addresses to the customer. Select the addresses you need from the **Vacant IPs** box and click **Add >>**. Keep in mind that e-commerce site hosting customers need dedicated (exclusive) IP addresses: one dedicated IP address per one site.
- 8 Click **OK**. You are now taken to the client account management screen.  
This is the first screen with which your customer starts working when he or she is logged in to his or her control panel account. For this reason, this screen is referred to as **Client Home page**. To take a tour of the customer's control panel environment, you may want to log in to control panel under customer's credentials or you can read the [Plesk Client's Guide](#) to get more details.
- 9 Next, to provision your customer with resources, if you created the user account without using a template, click  **Limits** in the **Tools** group.
- 10 Specify the following items:
  - **Maximum number of domains.** Specify the total number of domain names/web sites your customer will be able to host on the server. This includes web sites hosted on this server, and domain forwarders that point to web sites hosted on other servers. Domain aliases (additional domain names for a site hosted on this server) and subdomains are counted separately and are not limited by this resource type.

- **Maximum number of domain aliases.** Specify the number of domain aliases your customer can use for his or her domains.
- **Maximum number of subdomains.** Specify the total number of subdomains that the customer will be able to host.
- **Disk space.** Specify the total amount of disk space in megabytes that is allocated to the customer. It includes disk space occupied by all files related to user's domains/web sites: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, the user account and domain names/web sites are not suspended automatically, only the appropriate notices are sent to your and your customer's e-mail addresses and the resource overage is indicated by the icon  shown in your and your customer's control panels to the left of the user name (see the list of clients that opens when you click the **Clients** shortcut in the navigation pane) or domain name (see the list of domain names that opens when you click the **Domains** shortcut in the navigation pane).
- **MySQL databases quota and Microsoft SQL databases quota.** Specify the maximum disk space amount in megabytes that MySQL and Microsoft SQL Server databases respectively can occupy on a domains belonging to the customer.
- **Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the customer's web sites during a month. Once the limit is reached, the appropriate notices are sent to your and your customer's e-mail addresses and the resource overage is indicated by the corresponding icon  shown in the control panel to the left of the user name (see the list of clients that opens when you click the **Clients** shortcut in the navigation pane) or domain name (see the list of domain names that opens when you click the **Domains** shortcut in the navigation pane).
- **Maximum number of web users.** Specify the total number of personal web pages that your customer can host for other users under his or her domains. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>.
- **Maximum number of Microsoft FrontPage subaccounts.** Specify the maximum number of Microsoft FrontPage subaccounts that the customer can create on his or her domains.
- **Maximum number of FTP subaccounts.** Specify the maximum number of additional FTP accounts that the customer can create on his or her domains.
- **Maximum number of MySQL databases and Maximum number of Microsoft SQL server databases.** Specify the maximum number of MySQL and Microsoft SQL Server databases respectively that the customer can create on his or her domains.
- **Maximum number of mailboxes.** Specify the total number of mailboxes that the customer can host on the server.
- **Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated to each mailbox.
- **Total mailboxes quota.** Specify the total amount of disk space in megabytes available for all mailboxes on all domains belonging to the customer.
- **Maximum number of mail redirects.** Specify the total number of mail redirects that the customer can set up.
- **Maximum number of mail groups.** Specify the total number of mail groups that the customer can set up.

- **Maximum number of mail autoresponders.** Specify the total number of automatic responses that the customer can set up.
- **Maximum number of mailing lists.** Specify the total number of mailing lists that you customer can host on the server.
- **Maximum number of Tomcat applications.** Specify the total number of Tomcat Java applications or applets that can be hosted on the server.
- **Maximum number of IIS application pools.** Specify the total number of dedicated IIS application pools that the customer can allocate between his or her domains.
- **Maximum number of shared SSL links.** Specify the total number of shared SSL links that the customer can use on his or her domains.
- **Validity period.** Specify the term for a hosting account. At the end of the term, all customer's domains/web sites will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and the reseller and his or her customers (domain owners) will not be able to log in to the control panel. Accounts cannot be automatically renewed, therefore, in order to bring the hosted domain names/web sites back to operation, you will need to manually renew the user account: Click the **Clients**

shortcut in the navigation pane, click the client name you need, click  **Limits**,

specify another term in the **Validity period** box, click **OK**, then click  **Enable** in the **Tools** group (**Clients > client name**).

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

**12** To specify the operations that the customer will be able to perform through his or her control panel, if you created this user account without using a

predefined user account template, click  **Permissions** in the **Tools** group.

**13** Grant the required permissions to the customer. Use **Select All** to select all permissions and **Clear All** to clear all permissions.

- **Access to control panel.** Specify whether the customer will be able to access the control panel for managing his or her account and sites.
- **Domain creation.** Specify whether the customer will be able to set up hosting accounts for new sites.
- **Physical hosting management.** Specify whether the customer will be able to set up hosting accounts, modify hosting account features and switch on or off support for programming and scripting languages.
- **System access management.** Specify whether the customer will be able to access to the system through Remote Desktop.
- **Hard disk quota assignment.** Specify whether the customer will be able to assign hard quotas on disk space for his or her own web sites and for web sites of his or her customers.
- **Subdomains management.** Specify whether the customer will be able to set up additional sites under his or her domains and allow his or her customers to do so.
- **Domain aliases management.** Specify whether the customer will be able to set up additional alternative domain names for his or her web sites and allow his or her users to do so.

- **Log rotation management.** Specify whether the customer will be able to adjust the cleanup and recycling of processed log files for his or her sites.
- **Anonymous FTP management.** Specify whether the customer will be able to have an FTP directory where all users could download and upload files without the need to enter login and password. A web site should reside on a dedicated IP address in order to use anonymous FTP service.
- **FTP subaccount management.** Specify whether the customer will be able to create and manage additional FTP accounts.
- **Scheduler management.** Specify whether the customer will be able to schedule tasks with the task scheduler. Scheduled tasks can be used for running scripts or utilities on schedule.
- **Domain limits adjustment.** Specify whether the customer will be able to change the limits for his or her web sites.
- **DNS zone management.** Specify whether the customer will be able to manage the DNS zones of his or her domains.
- **Tomcat applications management.** Specify whether the customer will be able to install Tomcat Java applications and applets on web sites through the control panel.
- **Mailing lists management.** Specify whether the customer will be able to use mailing lists.
- **Antivirus management.** Specify whether the customer will be able to use server-side antivirus protection for filtering incoming and outgoing mail.
- **Backup/restore functions.** Specify whether the customer will be able to use the control panel's facilities to backup and restore their site. Scheduled and on-demand backups are supported.
- **Ability to use remote XML interface.** Specify whether the customer will be able to remotely manage his or her web sites through custom applications. The XML interface can be used for developing custom applications integrated with web sites, which could be used, for instance, for automating setup of hosting accounts and provisioning of services for customers purchasing hosting services from your reseller's site. The remote XML interface operations are limited to setting up and removing domain names/web spaces on the server, modifying domain and web site related preferences and hosting services, retrieving information on domains.
- **SiteBuilder.** Specify whether the customer will be able to use SiteBuilder for creating and editing their web site.
- **Hosting Performance Management.** Specify whether the customer will be able to change the hosting performance preferences for their domain.
- **IIS Application Pool Management.** Specify whether the customer will be able to manage their IIS application pool.

#### **14** Click OK.

You can now tell your customer the URL to control panel and login credentials.

---

## Modifying User Accounts

➤ *To add or remove an IP address from a customer's IP pool:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click the client name you need.
- 3 Click  **IP pool**.
  - To allocate an IP address, click  **Add New IP Address**, select the address or addresses (to select multiple IP addresses, press and hold the **Control** button on the keyboard and left-click the required addresses) in the **Vacant IPs** box and click **OK**.
  - To revoke an IP address, select the respective check box and click  **Remove Selected**. Confirm removal and click **OK**.
  - To assign an SSL certificate to an IP address, click the IP address you need, select the required certificate from the **SSL Certificate** drop-down box and click **OK**.
  - To specify the web site that will open when users refer to the web resource on your server by an IP address (actual only for sites sharing the same IP address), click the number in the **Hosting** column, select the domain name you need, and click  **Set As Default**.

➤ *To update contact information or change password for access to control panel:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click the client name you need.
- 3 Click  **Edit** in the **Tools** group.
- 4 Fill in the required information and click **OK**.

➤ *To change user's FTP password:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Setup** in the **Hosting** group.
- 4 Type the new password into the **New FTP password** and **Confirm password** boxes.
- 5 Click **OK**.

➤ *To modify permissions for operations a customer can perform through the control panel:*

- 1 Click the **Clients** shortcut in the navigation pane.

2 Click the client name you need.

3 Click  Permissions in the Tools group.

4 Specify the required permissions and click OK.

➤ *To allocate more resources to the customer:*

1 Click the Clients shortcut in the navigation pane.

2 Click the client name you need.

3 Click  Limits in the Tools group.

4 Specify the resource allotments and click OK.

➤ *To change user account's preferences:*

1 Click the Clients shortcut in the navigation pane.

2 Click the client name you need.

3 Click  Preferences in the Tools group.

4 Specify the interface language, skin, interface customization templates.

5 If required, clear the **Prevent working with Plesk until page is completely loaded** and **Allow multiple sessions** checkboxes, and modify the creation or retention of SiteBuilder User by selecting or clearing the appropriate checkbox.

6 Click OK.

## Modifying Accounts for Your Resellers' Customers (Domain Users)

- *To allow your reseller's customer access the control panel:*
  - 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  **Domain User** in the **Domain** group.
  - 4 Select the **Allow domain user access** check box, type the password for access to control panel (the domain administrator's login name is always his or her domain name), fill in the contact information and specify the operations the user will be able to perform through his control panel.
  - 5 Click **OK**.
  
- *To update contact information or change password for access to control panel:*
  - 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  **Domain User** in the **Domain** group.
  - 4 Fill in the required information and click **OK**.
  
- *To change user's FTP password:*
  - 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  **Setup** in the **Hosting** group.
  - 4 Type the new password into the **New FTP password** and **Confirm password** boxes.
  - 5 Click **OK**.
  
- *To modify permissions for operations the site owner can perform through the control panel:*
  - 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  **Domain User** in the **Domain** group.
  - 4 Specify the required permissions and click **OK**.

- *To allocate more resources to the site owner:*
  - 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  Limits in the Domain group.
  - 4 Specify the resource allotments and click OK.
  
- *To change user's control panel interface language and skin:*
  - 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  Domain User in the Domain group.
  - 4 Specify the interface language, skin, interface customization templates and click OK.

To learn more information about modifying domain user accounts, refer to the Setting Up Hosting Account for a Web Site (on page 96) section.

---

## Performing Group Operations on User Accounts

To save time and effort, you can change the settings of multiple user accounts at once. This feature is called group operations.

- *To perform group operations on multiple user accounts:*
  - 1 Click the Clients shortcut in the navigation pane.
  - 2 Select the checkboxes corresponding to the client accounts you wish to perform group operations on.
  - 3 Click  Group Operations.
  - 4 In the Permissions section, you can see the list of all permissions granted to the client. To modify a certain permission, select an appropriate radio-button Enable, Disable, or Do not change to leave it as is.
  - 5 In the Limits section, you can see the list of all limits applicable to a client. To change a certain limit, select an appropriate drop-down box on the left side of the list. Adjust the settings as required:
    - Select Unlimited to remove the corresponding limit.
    - Select Value and type the numeric value to set the corresponding limit to the specified value.

- Select **Increase (+)**, select the type of value (specific units or percentage) and type the numeric value to increase the corresponding limit by the specified value (in specific units or percents).
  - Select **Decrease (-)**, select the type of value (specific units or percentage) and type the numeric value to decrease the corresponding limit by the specified value (in specific units or percents).
  - Leave the **Do not change** value selected, to leave it as is.
- 6** In the **Preferences** section, you can modify the status of SiteBuilder user by selecting an appropriate radio-button **Enable**, **Disable**, or **Do not change** to leave it as is.
- 7** Click **OK**.

---

## Suspending and Unsuspending User Accounts

➤ *To suspend a user account and user's sites:*

- 1 Click the Clients shortcut in the navigation pane.
- 2 Click the user name you need.

- 3 Click  Disable in the Tools group.

Access to control panel will be blocked for the user and his or her customers (site owners). User's domains/web sites will be suspended, their Web, FTP and mail services will no longer be accessible to the Internet users.

➤ *To unsuspend a user account and user's sites:*

- 1 Click the Clients shortcut in the navigation pane.
- 2 Click the user name you need.

- 3 Click  Enable in the Tools group.

➤ *To suspend a domain user account with domain/web site:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the domain name you need.

- 3 Click  Disable.

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

➤ *To unsuspend a domain user account with domain/web site:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the domain name you need.

- 3 Click  Enable.

---

## Migrating User Accounts, Domain Names and Web Sites from Other Hosting Platforms

Migration of user accounts, domain names and web sites from other hosting platforms to Plesk control panel is performed by Plesk Migration Manager, created for easy and fast migration from other, competitive control panels to Plesk, and also for migration from different platforms of Plesk.

At the present moment you can migrate the following platforms to Plesk for Windows:

- Helm, Version 3.1.x
- Helm, Version 3.2.x
- Ensim Pro, Version 3.6, 4.0.1
- Plesk for Unix, Version 2.5.x, 5.x, 6.x, 7.1 – 7.5.4

To learn more about performing the migration, refer to the Plesk Migration Manager guide.

---

## Removing User Accounts

➤ *To remove a user account with user's Web sites:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Select a check box corresponding to the user account you want to remove and click **✖ Remove Selected**.
- 3 Confirm removal and click **OK**.

The user account with all user's sites will be removed from the server.

➤ *To remove a site owner's account from the server:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Select the check box corresponding to the domain/Web site you wish to remove and click **✖ Remove Selected**.
- 3 Confirm removal and click **OK**.

The domain user account and all data related to the domain/web site will be removed from the server.

## CHAPTER 9

# Hosting Web Sites

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## Obtaining a Domain Name

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

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

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

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

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

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

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

---

## Setting Up Hosting Account for a Web Site

➤ *To host a web site on the server:*

1 Click the Domains shortcut in the navigation pane.

2 Click  Add New Domain in the Tools group.

3 Specify the domain name just as you have registered it. Leave the **www** check box selected if you wish to allow users to access your site by a common and habitual URL like [www.your-domain.com](http://www.your-domain.com).

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

4 If you have previously created a domain template and predefined all hosting features and resource usage allotments, select the required template from the **Select template** box.

5 If you have a number of IP addresses to choose from, select the required address from the **Select an IP address** drop-down box.

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

6 Make sure that there is a check mark in the **Proceed to hosting setup** check box and click **OK**.

7 Select the **Physical hosting** option to host the Web site on this machine and click **OK**.

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

---

**Note:** If your site is hosted on another machine, and you wish to set up your control panel's DNS server only to serve the DNS zone for that site, select either **Frame forwarding** or **Standard forwarding** option. With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location. For example: your customer has a free personal web site with his or her Internet Service Provider or a free Web host, and the Web site address is <http://www.geocities.com/~myhomepage>. The customer purchased a second level domain name [www.myname.com](http://www.myname.com) and wants you to provide domain forwarding to his Web site. In this case you would normally choose the **Frame forwarding** service. See the section *Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding)* (on page 141) for details.

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8 Specify the properties of a hosting account:

- **SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a Web server that hosts several web sites with different domain names on a single IP address (shared or name-based hosting) is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for Web sites, select the **SSL support** check box.
- **FTP/Microsoft FrontPage Login and FTP/Microsoft FrontPage password.** Specify the user name and password that will be used for publishing the site to the server through FTP. Retype the password into the **Confirm Password** box.
- **Hard disk quota.** Specify the amount of disk space in megabytes allocated to the web space for this site. This is the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get the "Out of disk space" error. Hard quotas should be enabled in the server's operating system, so if you see the "Hard disk quota is not supported" notice to the right of the **Hard disk quota** field, but would like to use the hard quotas, contact your provider or the server administrator and ask to enable the hard quotas.
- **Access to system.** This allows you to directly access the system through a Remote Desktop connection. However, allowing system access via RDP also poses a potential threat to the server security, so we recommend that you do not allow it, leaving the **Login Disabled** option selected.
- **SiteBuilder support.** SiteBuilder is an efficient and user-friendly WYSIWYG web site editor running through the web interface. Leave the **Publish site with SiteBuilder** checkbox selected to be able to access SiteBuilder and build web site through your Plesk

control panel interface by clicking  **SiteBuilder Wizard** on the domain management page. The version of SiteBuilder coming in the standard Plesk distribution is fully functional and its use is not limited in any way by the manufacturer (but you can be restricted from accessing it by your service provider). Leave the **Create Blog and Photo Gallery subdomains** checkbox selected if you want the subdomains `blog.domainname.com` and `photo.subdomain.com` to be automatically created.

- **Microsoft FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable publishing and modifying the site through Microsoft FrontPage, select the **Microsoft FrontPage support** and **Microsoft FrontPage over SSL support** check boxes, and set the **Remote Microsoft FrontPage authoring** option to enabled.

**Note.** Microsoft FrontPage over SSL support is available only when SSL support is enabled on a domain.

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

**Note.** If ASP.NET support is enabled, ASP.NET version 2.0 is set as default. You can change the version in the corresponding drop-down menu.

- **Web statistics.** To allow you to view the information on the number of people visited the site and the pages of the site they viewed, select a module in **Web statistics** drop-down menu and select the **accessible via password protected directory /plesk-stat/** checkbox, if required. This will install the selected statistical software module, which will generate reports and place them into the password protected directory. The domain user will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/> using their FTP account login and password.
- **Custom error documents.** When visitors coming to your site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. If you wish to create your own error pages and use them on your web server, select the **Custom error documents** check box.

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**Note.** You can enable the support for all programming and scripting languages, web statistics and custom error documents at once by selecting **All services** checkbox in the **Services** group.

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- **Use dedicated IIS application pool.** This option enables the use of dedicated IIS application pool for your web applications. Using dedicated IIS application pool dramatically improves the stability of your web applications due to worker process isolation mode. This mode gives each web site hosted on the server the possibility to allocate a separate process pool for execution of its web applications. This way, malfunction in one application will not cause stopping of all the others. This is especially useful when you are using shared hosting package.

## 9 Click OK.

Now your server is ready to accommodate the new web site, and the site owner can publish the site to the server. For instructions on publishing a Web site, refer to the **Publishing a Site** (on page 103) section of this guide.

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

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

➤ *To limit the amount of resources this site can consume:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Limits** in the **Domain** group.
- 4 Adjust the resource usage allotments as required:
  1. **Maximum number of domain aliases.** Specify the number of domain aliases that can be used for this domain.
  2. **Maximum number of subdomains.** Specify the number of subdomains that can be hosted under this domain.

3. **Disk space.** Specify the total amount of disk space allocated to a hosting account associated with the domain. This amount is measured in megabytes. It includes disk space occupied by all files related to this domain/web site: web site contents, databases, applications, mailboxes, log files and backup files. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by the icon  shown in the control panel to the left of the domain name (see the list of domain names on your Home page). And then it is up to you to decide what to do with the domain:
  - you can notify the domain owner and suspend the domain/web site after a grace period until you receive the payment
  - or
  - upgrade the hosting plan for your customer (see the Managing User Accounts (on page 82) section for more information).
1. **MySQL databases quota and Microsoft SQL databases quota.** Specify the maximum disk space amount that MySQL and Microsoft SQL Server databases respectively can occupy on a domain.
2. **Maximum amount of traffic.** Specify the amount of data in megabytes that can be transferred from the web site during a month. Once the limit is reached, the appropriate notices are sent to your and your provider's e-mail addresses and the resource overage is indicated by a corresponding icon shown in the control panel to the left of the domain name (see the list of domain names on your Home page). When a web site starts attracting more visitors and requires more bandwidth, consider upgrading a hosting plan (see the instructions on upgrading hosting plan below).
3. **Maximum number of web users.** Specify the number of personal web pages that the domain owner can host for other users under his or her domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>.
4. **Maximum number of Microsoft FrontPage subaccounts.** Specify the maximum number of Microsoft FrontPage subaccounts that can be created on a domain.
5. **Maximum number of FTP subaccounts.** Specify the maximum number of additional FTP accounts that can be created on a domain.
6. **Maximum number of MySQL databases and Maximum number of Microsoft SQL Server databases.** Specify the maximum number of MySQL and Microsoft SQL Server databases respectively that can be hosted on a domain.
7. **Maximum number of mailboxes.** Specify the number of mailboxes that can be hosted in a domain.
8. **Mailbox quota.** Specify the amount of disk space in kilobytes that is allocated to each mailbox in a domain.
9. **Total mailboxes quota.** Specify the total amount of disk space available for all mailboxes on a domain.
10. **Maximum number of mail redirects.** Specify the number of mail redirects that can be used in a domain.
11. **Maximum number of mail groups.** Specify the maximum number of mail groups that can be used in a domain.

12. **Maximum number of mail autoresponders.** Specify the number of automatic responses that can be set up in a domain.
13. **Maximum number of mailing lists.** Specify the number of mailing lists that the domain owner can run in a domain. To allow the use of mailing lists, you should also put a check mark into the **Mailing lists** check box under the **Preferences** group.
14. **Maximum number of Tomcat applications.** Specify the maximum number of Tomcat Java applications and applets that the domain owner can install in a domain.
15. **Maximum number of shared SSL links.** Specify the maximum number of subdomains (including their parent domain) that can link to the Master SSL domain defined by the server administrator.
16. **Validity period.** Specify the term for a hosting account. At the end of the term, the domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and domain owner will not be able to log in to the control panel. Hosting accounts cannot be automatically renewed, therefore, in order to bring the hosted domain name/web site back to operation, you will need to manually renew the hosting account: on your Home page, click the domain name you need, click



Limits, specify another term in the **Validity period** box, click **OK**, then click  **Enable** in the **Domain** group (Home > domain name).

**5** Click **OK**.

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

- 1** Click the **Domains** shortcut in the navigation pane.
- 2** Click the required domain name in the list.

**3** Click  **Domain User** in the **Domain** group.

**4** Select the **Allow domain user's access** check box.

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

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

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

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

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

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

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

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

- **Hard disk quota assignment.** Allow or disallow the site owner to adjust the hard quota on disk space allocated to their web space.
- **Subdomains management.** Allow or disallow the site owner to set up, modify and remove subdomains.
- **DNS zone management.** Allow or disallow the site owner to manage the DNS zone of his or her domain. This is recommended only for experienced users.
- **Log rotation management.** Allow or disallow the site owner to adjust the cleanup and recycling of processed log files.
- **Scheduler management.** Allow or disallow the site owner to schedule tasks with the Scheduler. Scheduled tasks can be used for running scripts or utilities on schedule.
- **Anonymous FTP management.** Allow or disallow the site owner to have an FTP directory where all users could upload and download files without the need to enter login and password. A web site should reside on a dedicated IP address in order to use anonymous FTP.
- **Tomcat applications management.** Allow or disallow the site owner to install Tomcat Java applications and applets on the web site.
- **System access management.** Allow or disallow the site owner to access to the system through Remote Desktop.
- **Mailing lists management.** Allow or disallow the site owner to use mailing lists.
- **Backup/restore functions.** Allow or disallow the site owner to use the control panel's facilities to backup and restore their site. Scheduled and on-demand backups are supported.
- **Antivirus management.** Allow or disallow the site owner to use server-side antivirus protection for filtering incoming and outgoing mail.
- **SiteBuilder.** Allow or disallow the site owner to use SiteBuilder for creating and editing their web site.
- **Hosting Performance Management.** Allow or disallow the site owner to change the hosting performance preferences for their domain.
- **IIS Application Pool Management.** Allow or disallow the site owner to manage their IIS application pool.

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

**11** Click OK.

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

If you need to host several domains on your machine that will point to a site hosted on another server, you should set up domain forwarding. Refer to the *Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding)* (on page 141) section for details.

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## Creating FTP Subaccounts

This section focuses on creation and adjustment of FTP subaccounts. The domain users are allowed to create, edit and delete FTP subaccounts. FTP subaccounts are available on each domain, and the maximum number of FTP subaccounts is not limited. The default value for the minimum number is 0, not unlimited. This limitation can be changed in the domain's limits.

➤ *To create a new FTP subaccount:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name.
- 3 Click  **FTP Management** in the **Hosting** group.
- 4 On the **FTP subaccounts** tab, click  **Add New FTP Subaccount**.
- 5 Specify the **FTP subaccount name** in the appropriate field.
- 6 Specify the **Home directory** by clicking  and select the directory required. Alternatively, you can specify the path in the input field.
- 7 Type the new password into the **New password** and **Confirm password** boxes.
- 8 By default, the **Hard disk quota** is set to **Unlimited**. To set the required parameter, clear the **Unlimited** checkbox and type the amount of disk space in megabytes into the **Hard disk quota** box.
- 9 If required, select the **Read permission** checkbox. The FTP subaccount users will be able to view the content of the home directory and download files from it.
- 10 If required, select the **Write permission** checkbox. The FTP subaccount users will be able to create, view, rename and delete directories in the home directories.

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

- 11 Click **OK**. A new FTP subaccount will be added.

➤ *To change the properties of an existing FTP subaccount:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name.
- 3 Click  **FTP Management** in the **Hosting** group.
- 4 On the **FTP subaccounts** tab, click the required subaccount name in the list.
- 5 Specify the changes as required and click **OK**.

➤ *To remove an FTP subaccount:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name.
- 3 Click  **FTP Management** in the **Hosting** group.
- 4 On the **FTP subaccounts** tab, select the checkbox corresponding to the subaccount name you want to remove and click  **Remove Selected**.

- 5 Confirm removal and click OK. The FTP subaccount will be removed.

---

## Publishing a Site

Publishing your site means uploading web pages, scripts and graphic files that compose your site to your web space in any of the following ways:

- Through FTP connection
- Through Plesk File Manager
- Through Microsoft FrontPage software (only for users of Microsoft Windows operating systems)

FTP is one of the most common and easiest ways to upload files.

## Uploading Sites Through FTP

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

Enable the passive mode if you are behind a firewall.

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

## Uploading Sites Through Plesk File Manager

- 1 Log in to Plesk control panel.
- 2 Click the **Domains** shortcut in the navigation pane.
- 3 Click the required domain name in the list.
- 4 Click  **File Manager** in the **Hosting** group.
- 5 Create and upload files and directories.

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

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

When you upload web content through File Manager or FTP, your control panel automatically sets the appropriate access permissions for files and directories. To change the permissions of files and directories, click . For more information about the system of permissions, refer to the **Managing Access Permissions for Files and Folders** (on page 159) section.

To preview a Web page in your browser, click .

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

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

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

To calculate the size of selected files, select the checkboxes corresponding to the files which size you wish to see and click  **Size**.

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

## Publishing from Microsoft FrontPage

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

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

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

➤ *To access FrontPage Server Extensions management interface:*

- 1 Log in to Plesk.
- 2 Click the **Domains** shortcut in the navigation pane.
- 3 Click the required domain name in the list.
- 4 Click  **FrontPage Management** in the **Hosting** group.
- 5 According to the **Microsoft FrontPage support** settings of the domain, one of the following icons will appear next to  **Add New FrontPage Subaccount**:
  - Click  **FrontPage Webadmin** to manage a site, which is not protected by SSL.
  - Click  **FrontPage-SSL Webadmin** to manage an SSL-enabled site.
- 6 Type your FrontPage administrator's login name and password, and click **OK**.

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

## Publishing from Microsoft FrontPage through FTP

➤ *To publish files through FTP:*

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

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

## Publishing from Microsoft FrontPage through HTTP

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

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

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

## Creating Additional Microsoft FrontPage Accounts

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

➤ *To create a new Microsoft FrontPage subaccount for a domain:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  FrontPage Management in the Hosting group.
- 4 Click  Add New FrontPage Subaccount.
- 5 Specify the login and password for this subaccount.
- 6 If you wish to limit the amount of disk space that can be used by this subaccount, clear the **Unlimited** checkbox and type the desired value in megabytes into the **Hard disk quota** box.  
 When the specified limit is exceeded, the subaccount owner will not be able to add files to his or her web space.
- 7 Click **OK** to finish the creation of a new Microsoft FrontPage subaccount.

➤ *To change settings for an existing Microsoft FrontPage subaccount:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  FrontPage Management in the Hosting group.
- 4 Click the required subaccount in the list.
- 5 Adjust the settings as necessary and click **OK** to save changes.

➤ *To remove existing Microsoft FrontPage subaccount:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  FrontPage Management in the Hosting group.
- 4 Select the checkbox corresponding to the account you wish to remove.
- 5 Click  Remove Selected.
- 6 Confirm the removal and click **OK**.

## Publishing Sites With SiteBuilder

➤ *To publish a website with SiteBuilder:*

- 1 Log in to your control panel.
- 2 Click the required domain name in the list.
- 3 Click  **Setup** and check whether **Publish Site with SiteBuilder** checkbox is selected. Click **OK** to return to your domain page.
- 4 Click  **SiteBuilder Wizard**.

After SiteBuilder is loaded, follow the instructions provided in SiteBuilder manual to create and publish a website.

---

## Organizing Site Structure with Subdomains

Subdomains are additional domain names that enable you to:

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

An example of using subdomains:

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

➤ *To set up a subdomain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Subdomains**.
- 4 Click  **Add New Subdomain**.
- 5 Select the required **Hosting type** and click **OK**:
  - Select **Physical hosting** to create a virtual host for the domain.
  - Select **Subdomain on subfolder** to create a virtual subdomain. **Subdomain on subfolder** will use physical structure of the domain. The creation of a separate FTP user account will be not possible: the FTP user account of the domain will be used.
- 6 Type the subdomain name as required. This can be, for example, a topic of a site, organization department, or any other combination of letters, numbers and hyphens (up to 63 characters in length). To add the **WWW** prefix, select the appropriate checkbox.

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

- 7 If you are creating subdomain on subfolder, specify the physical location for the subdomain files in the **Site home directory** field:
  - Clear the **Create physical directory for subdomain** checkbox and specify the existing directory to the right of **httpdocs** field. You can click  to browse for the required directory, select it and click OK.
  - Leave the **Create physical directory for subdomain** checkbox selected to create a corresponding physical directory with the same name as the subdomain.
- 8 If you are creating subdomain with physical hosting, specify the FTP user account for it:
  - If this subdomain will hold a part of your own Web site that you manage on your own, leave the **Use the FTP user account of the main domain** option selected.
  - If this subdomain will hold a separate web site that will belong to or will be managed by another person, select the **Create a separate user account for this subdomain** option, and specify the login name and password that will be used for accessing the web space through FTP and publishing web site content. Specify the hard disc quota in the appropriate field in megabytes or leave the **Unlimited** checkbox selected. When the specified limit is exceeded, you will not be able to add files to the web space, and editing existing files may corrupt them.
- 9 Leave the **Publish site with SiteBuilder** checkbox selected to be able to access SiteBuilder and build web site through your Plesk control panel interface. When the **Publish site with SiteBuilder** option is selected, a site will be created in SiteBuilder. All publishing parameters will be set in the paths predefined: for subdomain with **Physical hosting** - `/subdomains/SUBDOMAINNAME/httpdocs/sitebuilder`; for subdomain with **Subdomain on subfolder** - `/httpdocs/SUBDOMAINNAME/`.
- 10 If you want to enable **Microsoft FrontPage support**, select the appropriate checkbox. Enable or disable **Remote Microsoft FrontPage authoring** by selecting the appropriate option.
- 11 Specify the programming languages support in the **Services** group by selecting the required languages. Use **select all** or **clear all** to select or clear all of the languages available.
 

If the ASP.NET support is disabled on the domain for which you are creating subdomain, it is also unavailable on **Subdomain on subfolder**. In case the ASP.NET support is enabled on the domain, the ASP.NET is available for subdomain created on a subfolder.
- 12 To complete the setup, click **OK**. It may take up to 48 hours for the information on new subdomain to spread in the Domain Name System and become available to the Internet users.

To publish web content to the subdomain's web space, follow the instruction presented in the Publishing a Site (on page 103) section.

➤ *To preview the web content published under the subdomain:*

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

- 2 Click the required domain name in the list.
- 3 Click  Subdomains.
- 4 Click the icon  corresponding to the subdomain name.
  - *To remove a subdomain with its web content:*
    - 1 Click the Domains shortcut in the navigation pane.
    - 2 Click the required domain name in the list.
    - 3 Click  Subdomains.
    - 4 Select a check box corresponding to the subdomain name that you wish to remove, and click  Remove Selected.
    - 5 Confirm removal and click OK. The subdomain configuration and its web content will be removed from the server.

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## Previewing a Site

Once you published a site on the server, you may want to make sure that it functions properly in the actual hosting environment. You can preview the site through your favorite web browser, even if the information on the domain name has not yet propagated in the Domain Name System. Note that Macromedia Flash and CGI scripts will not work during preview.

- *To preview a site:*
  - 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  Site Preview in the Hosting group.

---

## Deploying Databases

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

3 Click  **Databases**.

4 Click  **Add New Database**.

5 Enter a name for the database.

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

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

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

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

9 Click **OK**.

➤ *To import an existing database:*

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

2 Click the required domain name in the list.

3 Click  **Databases**.

4 Click  **Add New Database**.

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

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

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

- 8 Type a user name and a password that will be used for accessing the contents of the database. Click OK.
- 9 Click  DB WebAdmin in the Tools group. An interface to phpMyAdmin (or phpMSAdmin) database management tool will open in a separate browser window.
- 10 Click Query window in the left frame.
- 11 Click the Import files tab.
- 12 Select the text file that contains the data and click Go.
- 13 Click the Insert data from a text file link.

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

➤ *To remove a database with its contents:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Databases in the Services group.
- 4 Select a check box corresponding to the database that you wish to remove.  
If the required check box appears grayed out, this means that this database is used by a site application and you can remove it only by uninstalling the respective application.
- 5 Click  Remove Selected.
- 6 Confirm removal and click OK.

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

➤ *To create a database user account:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Databases in the Services group.
- 4 Click the required database name. A list of database users will open.
- 5 Click  Add New Database User.
- 6 Type a user name and a password that will be used for accessing the contents of the database. Click OK.

➤ *To remove a database user account:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.

- 3 Click  Databases in the Services group.
  - 4 Click the required database name. A list of database users will open.
  - 5 Select a check box corresponding to the user account that you wish to remove.
  - 6 Click  Remove Selected. Next, confirm removing and click OK.
- *To change password for a database user:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
- 3 Click  Databases in the Services group.
  - 4 Click the required database name. A list of database users will open.
  - 5 Click the database user's name.
  - 6 Type a new password and click OK.

---

## Accessing Data From External Database Management Systems

If you want to access the data from an external database management system, you can use Open Database Connectivity (ODBC) drivers. For example, if you have a program that accesses data in a SQL database, ODBC will let you use the same program to access data in a Visual FoxPro database.

Before you use ODBC for accessing data from a specific database management system, you must create an ODBC connection.

➤ *To add a new ODBC connection:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  ODBC Settings in the **Services** group.
- 4 Click  Add New ODBC DSN.
- 5 Specify the ODBC connection name and description.
- 6 Select a required driver in the **Driver** field.
- 7 Click **OK**.
- 8 Choose the appropriate options on the driver configuration screen. Typically, you should specify the path to the database, user credentials and other connection options. Note that the actual options are dependant on the driver.
- 9 Click **Test** to test the connection you created. Click **Finish** to complete the creation.

➤ *To change settings of existing ODBC connection:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  ODBC Settings in the **Services** group.
- 4 Click the required connection name in the list
- 5 Change the settings as necessary
- 6 Click **Test** to test the connection. Click **Finish** to save changes.

➤ *To remove redundant ODBC connection:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  ODBC Settings in the **Services** group.

- 4 Select the checkbox corresponding to a connection you want to remove.
- 5 Click  Remove Selected, confirm the removal and click OK.

## Configuring ASP.NET for a Domain

ASP.NET is a flexible set of tools and web development technologies that allows you to employ a number of applications based on ASP.NET framework. Plesk supports both 1.1.x and 2.0.x versions of the .NET framework.

➤ *To change the version of .NET framework:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **ASP.NET** in the **Hosting** group.
- 4 Click **Change Version** in the **Tools** group. If this button is absent, only one version of .NET framework is available. You can see the version number in the **Framework Version** field.
- 5 Select the required version number and click **OK**.
- 6 Click **OK** to save changes.

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

Most ASP.NET configuration settings that commonly need to be customized in order for ASP.NET applications to function in a desirable way can be edited through Plesk.

➤ *To configure ASP.NET on your domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **ASP.NET** in the **Hosting** group.
- 4 Set up the strings that determine database connection data for ASP.NET applications which use databases. This option is available only for ASP.NET 2.0.x.
  - To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click  next to them.
  - To remove a string, click  next to it.

---

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

---

- 5 Set up custom error messages that will be returned by ASP.NET applications in the **Custom Error Settings** field:
  - To set the custom error messages mode, select an appropriate option from the **Custom error mode** menu:

**On** - custom error messages are enabled.

**Off** - custom error messages are disabled and detailed errors are to be shown.

**RemoteOnly** - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host.

- To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click .

**Status Code** defines the HTTP status code resulting in redirection to the error page.

**Redirect URL** defines the web address of the error page presenting information about the error to the client.

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

**6** Configure compilation settings in the **Compilation and Debugging** field:

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

---

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

---

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

- To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).
- To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).
- To set an encoding which must be used by default for parsing of **.aspx**, **.asmx**, and **.asax** files, enter an encoding value into the **File encoding** field (default is Windows-1252).
- To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.
- To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.

**8** Set a code access security trust level for ASP.NET applications in the **Code Access Security** field.

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

---

**Note.** When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permissions levels see [http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429\\_010](http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010).

---

**9** Enable the usage of the auxiliary scripts in the **Script Library Settings** field. This option is available only for ASP.NET 1.1.x.

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

---

**Note.** Specifying the script library settings is necessary if the validation web controls are used on your web site.

---

**10** Set client session parameters in the **Session Settings** field:

- To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list.

---

**Note.** Windows authentication mode should be selected if any form of IIS authentication is used.

---

- To set up time that a session can idle before it is abandoned, enter appropriate number minutes into the **Session timeout** field.

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

---

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

---

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **ASP.NET** in the **Hosting** group.
- 4 Click  **Set to Default**.
- 5 Confirm the restoring and click **OK**.

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

➤ *To choose the version of .NET framework for a web directory:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Directories** in the **Hosting** group.
- 4 Enter the required web directory and click  **ASP.NET** in the **Tools** group.

- 5** Select the required .NET framework version and adjust other settings as required.
- 6** Click OK.

## Installing Applications

To enhance a web site with valuable features, such as guestbooks, forums, hit counters, photo galleries, and e-commerce solutions, you can install the respective applications from the control panel's script library (**Domains > domain name > Application Vault**).

➤ *To install an application on your site:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Application Vault** in the **Hosting** group. A list of applications installed on the site will be displayed.

- 4 Click  **Add New Application** in the **Tools** group. A list of site applications available for installation will be displayed.

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

- 5 To specify the site where you want to install and deploy an application, select it in the **Target domain** drop-down box in the upper-right corner of the screen.
- 6 To specify which application you wish to install, select a radio button corresponding to the application of your choice.
- 7 Click  **Install**.
- 8 Specify whether you wish to create a hyperlink to the application's interface and place it in the control panel.
- 9 Specify the installation preferences and other information that may be required by the application (the requirements may vary among applications). When finished, click **OK**.
- 10 If you have chosen to create a hyperlink button inside your control panel, specify its properties:
  - Type the text that will show on your button in the **Button label** box.
  - Choose the location for your button. To place it on the domain administration screen (**Domains > domain name**), select the **Domain Administration page** value as the location. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.
  - Specify the priority of the button. The buttons you create will be arranged on the control panel in accordance with the priority you define: the lower the number – the higher is priority. Buttons are placed in the left-to-right order.
  - To use an image for a button background, type the path to its location or click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixels GIF or JPEG image for a button to be placed in the navigation pane, and 32x32 pixels GIF or JPEG image for buttons placed in the main frame.
  - Type the hyperlink to be attached to the button into the **URL** box.

- Using the checkboxes, specify whether to include the data, such as domain id and domain name to be transferred within the URL. These data can be used for processing by external web applications.
- In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.
- Select the **Open URL in the Control Panel** checkbox if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this checkbox unchecked to open the URL in a separate browser window.
- If you wish to make this button visible to the domain owners and e-mail users who you granted access to control panel, select the **Visible to all sub-logins** checkbox.

#### 11 Click OK to complete creation.

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

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

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

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

Go to **Domains > domain name > Application Vault**, and click icon , corresponding to the application you wish to reconfigure.

#### ➤ *To uninstall an application:*

- 1 Go to **Domains > domain name > Application Vault**, and select a check box corresponding to the application that you no longer need.
- 2 Click  **Remove Selected**. The application will be deinstalled and its databases removed from the server.

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

#### ➤ *To set an application as default for a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Application Vault** in the **Hosting** group. A list of applications installed on the site will be displayed.

- 4 Select a checkbox corresponding to the Site Application name you want to set as default, then click  Default. Click OK to confirm the creation of the default Site Application.

Now, when a user enters an URL in the address field of his browser (e.g. <http://example.com>), he is taken to the default Web-application.

## Installing Java Web Applications

In addition to the applications from the Application Vault, you can install Java Web application packages in the Web archive format (WAR). These Java applications are not distributed with Plesk; therefore you should obtain them separately.

➤ *To install an application:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

- 3 Click  **Tomcat** in the **Services** group.

- 4 Click  **Enable** in the **Tools** group.

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

- 5 Click  **Add New Web Application**.

- 6 Specify the path to an application package you wish to install, or click **Browse** to navigate to it.

This can be an application package in WAR format saved on your computer's hard drive.

- 7 Click **OK**.

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

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

- Go to **Domains** > domain name > Tomcat, and click a respective hyperlink in the **Path** column.
- Type the URL in your browser. For example: <http://your-domain.com:9080/storefront/>.

➤ *To stop, start or restart an application:*

- 1 Go to **Domains** > domain name > Tomcat. A list of installed applications will open.
- 2 Locate an application on the list, and use the icons in the right part of the list to perform the required operations:
  - To start an application, click the icon .
  - To stop an application, click the icon .
  - To restart an application, click the icon .

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

## Installing ASP.NET Web Applications

In addition to the applications from the Application Vault and , you can install ASP.NET Web application packages in the Web archive format (WAR). These Java applications are not distributed with Plesk; therefore you should obtain them separately.

➤ *To install an application on your site:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **ASP.NET Web Applications** in the **Hosting** group.

A list of applications installed on your site will be displayed.

- 4 Click  **Install New Web Application** in the **Tools** group. A list of site applications available for installation will be displayed. To specify which application you wish to install, select a radio button corresponding to the application of your choice.
- 5 Click  **Install**.
- 6 Specify the domain folder in which the application should be installed, database name for the application, and click **Install**.

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

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

- Type the URL in your browser. For example: <http://your-domain.com/forum/>.
- Go to **Domains > domain name > ASP.NET Web Applications**, and click an icon , corresponding to the application.

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

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

➤ *To uninstall an application:*

- 1 Go to **Home > domain name > ASP.NET Web Applications**, and select a check box corresponding to the application that you no longer need.
- 2 Click  **Remove Selected**. The application will be uninstalled and its databases removed from the server.

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **ASP.NET Web Applications** in the **Hosting** group. A list of application packages installed on the site will be displayed.
- 4 Select a checkbox corresponding to the application package you want to set as default, then click  **Default**. Click **OK** to confirm the creation of the default Site Application.

Now, when a user enters an URL in the address field of his browser (e.g. <http://example.com>), he is taken to the default Web-application.

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## Managing IIS Application Pool

Once you enabled the IIS application pool on the server level, all web applications on hosted domains will be using it.

➤ *To enable IIS application pool for all domains of a specific client:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click the required client name in the list.
- 3 Click  **IIS Application Pool**.
- 4 Click  **Enable**.
- 5 To limit the amount of CPU resources that the application pools of this client's domains can use, select the **Enable CPU monitoring** checkbox and provide a number (in percents) in the **Maximum CPU use (%)** field.
- 6 Click **OK**.

➤ *To disable IIS application pool for all domains of a specific client:*

- 1 Click the **Clients** shortcut in the navigation pane.
- 2 Click the required client name in the list.
- 3 Click  **IIS Application Pool**.
- 4 Click  **Disable**.
- 5 Click **OK**.

➤ *To enable IIS application pool for a specific domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **IIS Application Pool**.
- 4 Click  **Enable**.
- 5 To limit the amount of CPU resources that this domain's application pool can use, select the **Enable CPU monitoring** checkbox and provide a number (in percents) in the **Maximum CPU use (%)** field.
- 6 Click **OK**.

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

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  IIS Application Pool.
- 4 Click  Disable.
- 5 Click OK.

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

- 1 Click the Domains shortcut in the navigation pane and click the required domain name.
- 2 Click  IIS Application Pool.
- 3 Click  Stop.

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

- 1 Click the Domains shortcut in the navigation pane and click the required domain name.
- 2 Click  IIS Application Pool.
- 3 Click  Start.

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

- 1 Click the Domains shortcut in the navigation pane and click the required domain name.
- 2 Click  IIS Application Pool.
- 3 Click  Recycle. This can be handy if some applications are known to have memory leaks or become unstable after working for a long time.

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

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

If you need to serve several domain names that point to a web site hosted on another server, you should set up domain forwarding: see the Serving Domain Names for Sites Hosted on Other Servers (Domain Forwarding) (on page 141) section for instructions.

➤ *To set up a domain alias:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

3 Click  **Domain Aliases**.

4 Click  **Add Domain Alias**.

5 Type the desired domain alias name, for example `alias.com`.

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

6 Select the type of domain alias: **Web+FTP** or **Web+FTP+Mail**.

If you want e-mail directed at the e-mail addresses under the domain alias to be redirected to the e-mail addresses under your original domain name, select **Web+FTP+Mail**.

Example: You have an e-mail address [mail@yourdomain.com](mailto:mail@yourdomain.com). You have set up an alias for your domain name, for example, `alias.com`. If you want to receive mail to your mailbox [mail@yourdomain.com](mailto:mail@yourdomain.com) when it is sent to [mail@alias.com](mailto:mail@alias.com), select **Web+FTP+Mail** as the type of the domain alias.

7 Click **OK**.

➤ *To change the properties of an alias:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

3 Click  **Domain Aliases**.

4 Click the alias name you need.

5 Click  **Preferences** in the **Tools** group.

➤ *To remove an alias from a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

- 3 Click  Domain Aliases.
- 4 Select a check box corresponding to the domain alias that you want to remove.
- 5 Click  Remove Selected.
- 6 Confirm removal and click OK.

## Managing Virtual Directories

A virtual directory in Plesk is a link to an existing physical directory that is present on the server's hard disk.

➤ *To create a new virtual directory on a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Directories** in the **Hosting** group. You are in your web site root now.
- 4 Navigate to the directory in which you want to create a new virtual directory.
- 5 Click  **Add New Virtual Directory**.
- 6 Specify the required parameters:

- **Name** - specify the virtual directory name.
- **Path** - specify the virtual directory path:

Select the **Create physical directory with the same name as virtual directory** checkbox to automatically create a physical directory with the same name as the virtual directory you are creating.

Clear the **Create physical directory with the same name as virtual directory** checkbox and specify the path in the field to select the physical directory that already exists.

- **Script source access** - select this checkbox to allow users to access source code if either **Read** or **Write** permissions are set. Source code includes scripts in ASP applications.
- **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.
- **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.
- **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.
- **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.
- **Create application** - select this checkbox to make the web directory an IIS Application. The directory becomes logically independent from the rest of the web-site.
- **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.

**None** - allow access only to static files such as HTML or image files.

**Scripts only** - allow running scripts only, not executables.

**Scripts and Executables** - remove all restrictions so that all file types can be executed.

7 Click OK to complete the creation.

**Note.** You can also create a new physical directory using this feature. In the procedure

described above, instead of clicking  Add New Virtual Directory, click  Add New Directory, specify the name of the directory and click OK.

➤ *To change preferences of an existing virtual directory on a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Directories** in the **Hosting** group.
- 4 Find the directory which preferences you wish to change, and click , or click  **Preferences** in the required directory.
- 5 Change the preferences of the virtual directory:
  - **Name** - specify virtual directory name.
  - **Path** - specify the path to the physical directory which virtual directory is linked to.
  - **Script source access** - select this checkbox to allow users to access source code if either **Read** or **Write** permissions are set. Source code includes scripts in ASP applications.
  - **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.
  - **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.
  - **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.
  - **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.
  - **Create application** - select this checkbox to make the web directory an IIS Application. The directory becomes logically independent from the rest of the web-site.
  - **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.
    - None** - allow access only to static files such as HTML or image files.
    - Scripts only** - allow running scripts only, not executables.
    - Scripts and Executables** - remove all restrictions so that all file types can be executed.
  - **Enable parent paths** - select this checkbox to allow using double period in the pathname when referring to a folder above the current web directory. This makes users able to move up the folder tree without knowing the folder name or the whereabouts in the hierarchy. If the option is selected, parent path directories should not have the **Execute permission** checkbox selected in their preferences, so that applications do not have the ability of unauthorized running of programs in the parent paths.

- **Enable to run in MTA** - select this checkbox to allow the application execution in multi-threaded apartment (MTA) mode. Otherwise the application will run in a single-threaded apartment (STA) mode. Using STA, each application pool is executed in a dedicated process. With MTA, several concurrent application pools are executed in one thread which can increase performance in some cases.
  - **Enable default content page** - select this checkbox to allow the use of default documents for the current web directory. The default document is sent when users access the directory on the Web without a specific file name (e.g. using 'http://www.swsoft.com' as opposed to 'http://www.swsoft.com/index.html'). If this checkbox is cleared and the **Directory browsing** checkbox is selected, the Web server returns a folder listing. If this checkbox is cleared and the **Directory browsing** checkbox is cleared as well, the Web server returns an "Access Forbidden" error message.
  - **Default documents search order** - specifies the order in which IIS searches for the default document, sending user the first available file it finds. If no match is found, IIS behaves as in the cases when the default content page is disabled.
  - **Enable anonymous access** - select this checkbox if you want to make the directory public so that web users could access it without authentication.
  - **Require SSL** - select this checkbox to enable SSL-only access to the folder.
- 6 Click OK to save changes.

➤ *To remove an existing virtual directory:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Directories** in the **Hosting** group.
- 4 Select the checkbox corresponding to the directory you wish to remove.
- 5 Click  **Remove Selected**.
- 6 Confirm the removal and click OK.

To open a directory in your browser, click .

To manage permissions for a directory, click  in the list of directories, or click  **Permissions** to manage permissions for the directory you're currently in. Refer to the **Managing Access Permissions for Files and Folders** (on page 159) section for more information.

To configure ASP.NET for the directory you're currently in, click  **ASP.NET**.

## Managing MIME Types for Virtual Directories

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

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

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Directories** in the **Hosting** group.
- 4 Navigate to the required virtual directory and enter it.
- 5 Select the **MIME Types** tab.
- 6 Click **Add New MIME Type**.
  - Type the filename extension in the **Extension** field. Filename extension should begin with a dot (.), or a wildcard (\*) to serve all files regardless of filename extension.
  - Specify the file content type in the **Content** field.
  - You can either select the appropriate value from the list or define a new content type. To do this, select **Custom...** and enter the content type in the input box provided.
- 7 Click **OK** to finish the creation.

➤ *To edit an existing MIME type for a virtual directory on a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Directories** in the **Hosting** group.
- 4 Navigate to the required virtual directory and enter it.
- 5 Select the **MIME Types** tab.
- 6 Select the required MIME type in the list.
  - Type the filename extension in the **Extension** field. Filename extension should begin with a dot (.), or a wildcard (\*) to serve all files regardless of filename extension.
  - Specify the file content type in the **Content** field.

- You can either select the appropriate value from the list or define a new content type. To do this, select **Custom...** and enter the content type in the input box provided.
- 7 Click **OK** to save changes.
- 
- *To remove a MIME type for a virtual directory on a domain:*
- 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click   **Web Directories** in the **Hosting** group.
  - 4 Navigate to the required virtual directory and enter it.
  - 5 Select the **MIME Types** tab.
  - 6 Select the checkbox corresponding to the MIME type you wish to remove.
  - 7 Click  **Remove Selected**.
  - 8 Confirm removal and click **OK**.

---

## Hosting Personal Web Pages

You can host on your Web server personal Web pages for individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.

These pages usually have web addresses like <http://your-domain.com/~username>, however, you can set up personal web pages with alternative web addresses like <http://username@your-domain.com>, if you like.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Users** in the **Hosting** group.
- 4 Click  **Preferences**.
- 5 By default, personal web pages have addresses like <http://your-domain.com/~username>. If you wish to allow access to personal web pages by alternative web addresses like <http://username@your-domain.com>, select the **Enable [webuser@example.com](http://webuser@example.com) access format** check box.
- 6 If you wish to allow execution of scripts embedded in personal web pages, select the **Allow the web users scripting** check box.
- 7 Click **OK**.

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

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

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

- 10 Specify the programming languages that should be supported for the Web page.

For example, if the web page is written in PHP, select the **PHP support** check box.

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

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

## 12 Click OK.

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Users** in the **Hosting** group.
- 4 Click the user name you need.
- 5 Type the new password into the **New password** and **Confirm password** boxes.
- 6 Click **OK**.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Users**.
- 4 Click the user name you need.
- 5 Type the amount of disk space in megabytes into the **Hard disk quota** box.
- 6 Click **OK**.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Web Users** in the **Hosting** group.
- 4 Select a check box to the right of the user name you wish to remove and click  **Remove Selected**.

Confirm removal and click **OK**.

---

## Setting Up Anonymous FTP Access to the Server

If you host a site on a dedicated IP address, you can set up a directory within the site, where other users will be able to anonymously download or upload files through FTP. Once anonymous FTP is enabled, the users will be able to log in to the <ftp://ftp.your-domain.com> with the "anonymous" login name and any password.

### ➤ *To allow anonymous FTP access:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **FTP Management** in the **Hosting** group.
- 4 Click the **Anonymous FTP** tab.
- 5 To activate anonymous FTP service, click  **Enable**.
- 6 To set up a welcoming message to be displayed when users log in to FTP site, select the **Display login message** check box and type the message text in the input field as desired.

Note that not all FTP clients display welcoming messages.

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

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

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **FTP Management** in the **Hosting** group.
- 4 Click the **Anonymous FTP** tab.
- 5 Adjust the settings as required and click **OK**. To switch off the anonymous FTP service, click  **Disable** in the **Tools** group.

---

## Customizing Web Server Error Messages

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

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

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

➤ *To configure Plesk's web server to show custom error pages for a domain:*

**1** Switch on support for custom error documents through Plesk.

1. Click the **Domains** shortcut in the navigation pane.
2. Click the required domain name in the list.

3. Click  **Setup**.

4. Select the **Custom Error Documents** check box.

5. Click **OK**.

**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/your-domain.com/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 Not Found - `not_found.html`
- 500 Internal Server Error - `internal_server_error.html`

**4** Restart your web server or wait for a few hours till your web server is restarted. After that, the web server will start using your error documents.

---

## Performing Group Operations on Domains

To save time and effort, you can change the settings of multiple hosted domains at once. This feature is called group operations.

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

---

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

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

- 1 Click the **Clients** shortcut in the navigation pane.

- 2 Click  **Add New Domain**.

- 3 Specify the domain name.

Leave the **www** check box selected if you wish to allow users to access the site by a common and habitual URL like [www.your-domain.com](http://www.your-domain.com). Having the **www** alias preceding the domain name will allow users to get to the site no matter what they type in their browsers: [www.your-domain.com](http://www.your-domain.com) and [your-domain.com](http://your-domain.com) will both point to the site.

- 4 Leave the **Create domain without template** option selected in the **Select template** menu.

- 5 If you have a number of IP addresses to choose from, select the required address from the **Select an IP address** drop-down box.

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

- 6 Make sure that there is a check mark in the **Proceed to hosting setup** check box and click **OK**.

- 7 Choose the forwarding type: select either **Frame forwarding** or **Standard forwarding** option.

With standard forwarding, a user is redirected to the site and the actual site's URL is shown in the user's browser, so the user always knows that he or she is redirected to another URL. With frame forwarding, a user is redirected to the site without knowing that the site actually resides at another location, therefore, **Frame forwarding** should be preferred.

- 8 Click **OK**.

- 9 Specify the destination URL: the current web site address that you would like this domain to point to.

- 10 Click **OK**.

- 11 Repeat the steps from 1 to 9 to add as many domain forwarders as required.

---

## Customizing DNS Zone Configuration for Domains

For each new domain name, your control panel automatically creates DNS zone in accordance with the configuration preset you define. The domain names should work fine with the automatic configuration, however if you need to perform custom modifications in the domain name zone, you can do that through your control panel.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **DNS** in the **Services** group. A screen will show all resource records for a given domain.

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

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

- For a PTR record you will first enter the IP address/mask for which you wish to define the pointer. Then enter the appropriate domain name for this IP to be translated to.
  - For a TXT record, you will be able to enter an arbitrary text string, which could be a description or an SPF record.
  - For a SRV record, you will need to enter the service name, protocol name, port number, and target host. You can also specify the priority of service and weight of service in the appropriate fields.
- 6 Click **OK** to submit the data.
- *To remove a resource record from the zone:*
- 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  **DNS** in the **Services** group.
  - 4 Select a check box corresponding to the record you wish to remove.
  - 5 Click  **Remove Selected**.
  - 6 Confirm removal and click **OK**.
- *To restore the original zone configuration in accordance with the server-wide DNS settings:*
- 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  **DNS** in the **Services** group.
  - 4 Click  **Default**.
  - 5 In the **IP address** drop-down box, select the IP address to be used for restoring the zone and specify whether a **www** alias is required for the domain.
  - 6 Confirm the restoration and click **OK**. The zone configuration will be recreated.
- *To modify the entries in the Start of Authority (SOA) record for a domain:*
- 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  **DNS** in the **Services** group.
  - 4 Select the **Zone Settings** tab.
  - 5 Specify the desired values:
    - **Refresh Interval**. This is how often the secondary name servers check with the primary name server to see if any changes have been made to the domain's zone file. Plesk sets the default value of three hours.

- **Retry Interval.** This is the time a secondary server waits before retrying a failed zone transfer. This time is typically less than the refresh interval. Plesk sets the default value of one hour.
  - **Expire Interval.** This is the time before a secondary server stops responding to queries, after a lapsed refresh interval where the zone was not refreshed or updated. Plesk sets the default value of one week.
  - **Minimum TTL.** This is the time a secondary server should cache a negative response. Plesk sets the default value of one day.
  - **Default TTL.** This is the amount of time that other DNS servers should store the record in a cache. Plesk sets the default value of one day.
- 6** Click **Set**.
- *To reset the entries in the Start of Authority (SOA) record to default settings:*
- 1** Click the **Domains** shortcut in the navigation pane.
  - 2** Click the required domain name in the list.
  - 3** Click  **DNS** in the **Services** group.
  - 4** Select the **Zone Settings** tab.
  - 5** Click **Default**.

To learn about modifying resource records in the DNS zone of a domain alias, refer to the [Setting Up Additional Domain Names for a Site \(Domain Aliases\)](#) (on page 129) section.

---

## Serving Sites with External Domain Name Servers

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **DNS** in the **Services** group.
- 4 Click  **Switch** in the **Tools** group.
- 5 Specify the IP address of the primary (master) DNS server.
- 6 Click **Add**.
- 7 Repeat steps from 1 to 5 for each web site that needs to have a secondary name server on your server.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **DNS** in the **Services** group.
- 4 Click  **Switch** in the **Tools** group. The original resource records for the zone will be restored.

If you have external name servers authoritative for some of your web sites, switch off the control panel's DNS service for each site served by external name servers:

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **DNS** in the **Services** group.
- 4 Click  **Disable** in the **Tools** group. Turning the DNS service off for the zone will refresh the screen, so that only a list of name servers remains.

---

**Note:** The listed name server records have no effect on the system. They are only presented on the screen as clickable links to give you a chance to validate the configuration of the zone maintained on the external authoritative name servers.

---

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **DNS** in the **Services** group.
- 4 Add to the list the entries pointing to the appropriate name servers that are authoritative for the zone: click **Add**, specify a name server, and click **OK**.

Repeat this for each name server you would like to test. The records will appear in the list.

- 5 Click on the records that you have just created.

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

---

## Transferring Sites Between User Accounts

➤ *To transfer a domain from one user account to another:*

- 1 Select the **Domains** shortcut in the navigation pane. Alternatively, you can select the **Clients** shortcut in the navigation pane and click on the required client name.
- 2 Select the check boxes corresponding to the domains you wish to transfer and click  **Change Owner**.
- 3 Select the destination account you want to transfer this domain to and click **Next >>**. You will be taken to the 'Change domain owner' page. Clicking **<< Back** will return you to the owner selection screen.

Plesk will check if the destination user account can provide the appropriate amount of resources for the domain(s) to function properly. You can also choose IP addresses for transferred domains by selecting the destination IP address from the **New IP address** menu corresponding to the required domain.

- 4 Click **Finish** to complete the procedure.

---

## Suspending and Unsuspending Domains and Web Sites

➤ *To suspend a domain/web site:*

- 1 Select the Domains shortcut in the navigation pane.
- 2 Click the domain you need.

- 3 Click  Disable.

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

➤ *To unsuspend a domain/web site:*

- 1 Select the Domains shortcut in the navigation pane.
- 2 Click the domain you need.

- 3 Click  Enable.

## CHAPTER 10

# Securing Web Sites

In this chapter you will find out how to increase the security of your web site and its data.

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# Securing E-commerce Transactions with Secure Sockets Layer Encryption

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

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

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

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

➤ *To purchase an SSL certificate through MyPleskCom online store and secure a site:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
- 4 Click  **Add New Certificate**.
- 5 Specify the certificate properties:
  - Certificate name. This will help you identify this certificate in the repository.
  - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
  - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
  - Specify the domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: [www.your-domain.com](http://www.your-domain.com).
  - Enter the domain administrator's e-mail address.
- 6 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
- 7 Click **Buy Cert**. Your private key and certificate signing request will be generated — do not delete them. MyPlesk.com login page will open in a new browser window.

- 8 Register or login to an existing MyPlesk.com account and you will be taken step by step through the certificate purchase procedure.
- 9 Choose the type of certificate that you wish to purchase.
- 10 Click **Proceed to Buy** and order the certificate. In the **Approver E-Mail** drop-down box, please select the correct Approver e-mail.
- 11 The approver e-mail is an e-mail address that can confirm that certificate for specific domain name was requested by an authorized person.
- 12 Once your certificate request is processed, GeoTrust, Inc. will send you a confirmation e-mail. After they receive the confirmation from you, they will send the certificate to your e-mail.
- 13 When you receive your SSL certificate, save it on your local machine or network.
- 14 Return to the SSL Certificates repository (**Domains > domain name > Certificates**).
- 15 Click **Browse** in the middle of the page and navigate to the location of the saved certificate. Select it, and then click **Send File**. This will upload and install the certificate against the corresponding private key.
- 16 Return to the domain's administration screen (**Domains > domain name**) and click  **Setup** in the **Hosting** group.
- 17 Select the SSL certificate that you wish to install from the **Certificate** drop-down box.

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

➤ *To secure a site with an SSL certificate from other certificate authorities:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
- 4 Click  **Add New Certificate**.
- 5 Specify the certificate properties:
  - Certificate name. This will help you identify this certificate in the repository.
  - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
  - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.

- Specify the domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: [www.your-domain.com](http://www.your-domain.com).
  - Enter the domain administrator's e-mail address.
- 6** Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
  - 7** Click **Request**. Your private key and certificate signing request will be generated and stored in the repository.
  - 8** Download the certificate signing request (CSR) file and save it on your machine. To do this, click the respective  icon.
  - 9** Once downloaded, open the file in a text editor, copy the text enclosed in lines -----BEGIN CERTIFICATE REQUEST----- and -----END CERTIFICATE REQUEST----- to the clipboard.
  - 10** Using your favorite mail client software, create a new e-mail message and paste the text from the clipboard. Send this message to the Certification Authority that will create an SSL certificate in accordance with the information you supplied.
  - 11** When you receive your SSL certificate, save it on your local machine or network.
  - 12** Return to the SSL Certificates repository (**Domains > domain name > Certificates**).
  - 13** Click **Browse** in the middle of the page and navigate to the location of the saved certificate. Select it, and then click **Send File**. This will upload and install the certificate against the corresponding private key.
  - 14** Return to the domain's administration screen (**Domains > domain name**) and click  **Setup** in the **Hosting** group.
  - 15** Select the SSL certificate that you wish to install from the **Certificate** drop-down box.  
  
If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your provider.
  - 16** Select the **SSL support** check box and click **OK**.

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

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

- 1** Click the **Domains** shortcut in the navigation pane.
- 2** Click the required domain name in the list.

- 3 Click  Certificates in the Services group. A list of SSL certificates that you have in your repository will be displayed.
  - 4 Click  Add New Certificate.
  - 5 Specify the certificate properties:
    - Certificate name. This will help you identify this certificate in the repository.
    - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
    - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
    - Specify the domain name for which you wish to generate an SSL certificate. For example: [www.your-domain.com](http://www.your-domain.com).
    - Enter the domain owner's e-mail address.
    1. Click the **Self-Signed** button. Your certificate will be generated and stored in the repository.
  - 6 Return to the domain's administration screen (**Domain > domain name**) and click  Setup in the Hosting group.
  - 7 Select the self-signed SSL certificate from the Certificate drop-down box.  
If there is no Certificate drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your hosting provider.
  - 8 Select the **SSL support** check box and click **OK**.
- *To uninstall a certificate from your site and disable SSL protection:*
- 1 Make sure that the certificate you want to remove is not used at the moment.
  - 2 Click **Domains** shortcut in the navigation pane.
  - 3 Click the domain name you need.
  - 4 Click  Setup. The Certificate drop-down box indicates which SSL certificate is currently used.
  - 5 If the certificate that you want to remove is currently in use, you should first release it: in the Certificate drop-down box, select another certificate and click **OK**.
  - 6 Remove the certificate from repository.
  - 7 To permanently remove the certificate from repository, click **Domains** shortcut in the navigation pane, click the domain name you need and then click  Certificates in the Services group.
  - 8 Select a check box corresponding to the certificate that you no longer need and click  Remove Selected.

- 9** Confirm removal and click **OK**.
- 10** Disable SSL support if you no longer need it.
- 11** Click **Domains** shortcut in the navigation pane.
- 12** Click the domain name you need.
- 13** Click  **Setup**.
- 14** Clear the **SSL support** check box and click **OK**.

## Using Shared SSL

Shared SSL is a means of securing the access to your site with SSL (Secure Sockets Layer) without purchasing your own SSL certificate. Websites that employ shared SSL are, in fact, using the certificate shared by another domain. The domain that shares its SSL certificate with others is called Master SSL Domain.

---

**Note.** Before you can use shared SSL, the Master SSL Domain should be set by your server administrator.

---

➤ *To use SSL certificate of the Master SSL Domain, enabling shared SSL:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Shared SSL** in the **Hosting** group.
- 4 Select the **Enable shared SSL** checkbox.
- 5 Specify the virtual directory name in the corresponding input field. The virtual directory with the supplied name will be created on the Master SSL Domain. This directory will be used for accessing your site through SSL.

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

---

**Note.** You cannot use your domain name (e.g., `mydomain.com`) to access your site via SSL if you are using shared SSL.

---

- 6 Select the directory where protected content is located on your domain. The documents within specified directory will be accessible only through SSL. You can only choose either `httpdocs` or `httpsdocs` as a target directory.
- 7 To make your domain accessible via SSL only, select the **Require SSL** checkbox.
- 8 Click **OK**.

➤ *To stop using SSL certificate of the Master SSL Domain, disabling shared SSL:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Shared SSL** in the **Hosting** group.
- 4 Clear the **Enable shared SSL** checkbox.
- 5 Click **OK**.

---

## Restricting Bandwidth Usage For Domains

To avoid excessive usage of bandwidth, which can lead to resources overage, you can set various performance limitations for your domain.

➤ *To limit the bandwidth for a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Performance** in the **Hosting** group.
- 4 Select the **Enable bandwidth throttling** checkbox.
- 5 Input the maximum speed (measured in KB per second) that a domain can share between all its connections in the **Maximum network use (KB/S)** field.
- 6 Click **OK**.

➤ *To limit the maximum number of simultaneous web connections to a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Performance** in the **Hosting** group.
- 4 Select the **Enable connections limiting** checkbox.
- 5 Input the maximum number of simultaneous connections in the **Connections limited to** field.
- 6 Click **OK**.

---

## Protecting Sites From Bandwidth Stealing (Hotlinking)

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

➤ *To protect your domain from hotlinking:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Hotlink Protection** in the **Hosting** group.
- 4 Click  **Enable** to enable the protection from hotlinking.
- 5 Specify the extensions of files you wish to be protected from hotlinking (e.g. jpg, bmp, etc) in the **Protected files extensions** field. When listing several file extensions, separate them with spaces.
- 6 Click **OK**.

You can also manage the list of domains that are allowed to directly link to your domain files.

➤ *To add a domain to the list of friendly domains:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Hotlink Protection** in the **Hosting** group.
- 4 Input the domain name in the **Friendly domains** field.
- 5 Click **Add**.
- 6 Repeat steps 3 and 4 to add other domains, if necessary, and click **OK** when finished.

➤ *To remove a domain from the list of friendly domains:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Hotlink Protection** in the **Hosting** group.
- 4 Select the domain in the **Friendly domains** field.
- 5 Click **Remove**.
- 6 Click **OK**.

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

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

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

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Web Directories in the Hosting group.
- 4 On the General tab, click the required name from the Web directories list and select the Protection tab. Alternatively, you can click the  icon corresponding to the directory you want to protect.
- 5 Click  Protect to set up a protection.
- 6 To add authorized users, click  Add New User in the Tools group.
- 7 Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length. Click OK.
- 8 Click  Preferences to type a resource description or a welcoming message that your users will see when they visit your protected area in the Realm access text input field. Click OK.
- 9 To add more authorized users for this protected resource, repeat the steps 7 and 8.

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

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Web Directories in the Hosting group.
- 4 On the General tab, click the required name from the Web directories list and select the Protection tab. Alternatively, you can click the  icon corresponding to the required directory.
- 5 Click  Add New User in the Tools group.
- 6 Specify the login name and password that will be used for accessing the protected area. The password should be from 5 to 14 symbols in length.

7 Click OK.

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

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Web Directories in the Hosting group.
- 4 On the General tab, click the required name from the Web directories list and select the Protection tab. Alternatively, you can click the  icon corresponding to the required directory.
- 5 Click the user's name from the Protected URL users list.
- 6 Specify the new password and confirm it.
- 7 Click OK.

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

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Web Directories in the Hosting group.
- 4 On the General tab, click the required name from the Web directories list and select the Protection tab. Alternatively, you can click the  icon corresponding to the required directory.
- 5 Select a check box corresponding to the user's name.
- 6 Click  Remove Selected. Confirm the operation and click OK.

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

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Web Directories in the Hosting group.
- 4 On the General tab, click the required name from the Web directories list and select the Protection tab. Alternatively, you can click the  icon corresponding to the required directory.
- 5 Select a check box corresponding to the name of the directory, from which you want to remove protection.
- 6 Click  Remove Selected. The protection will be removed and the contents of the directory will be accessible to the public without restrictions.

## Managing Access Permissions for Files and Folders

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

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**Note.** For security reasons, permissions for Administrators, SYSTEM and Plesk Domain User cannot be changed or removed.

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➤ *To remove permissions set for a group or user:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **File Manager** in the **Hosting** group.
- 4 Click  corresponding to the required file or folder.
- 5 Select the required name in the **Group or user names** list and click  next to it.

---

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

---

- 6 Select the required entry.
- 7 Clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox.
- 8 Select the entry again and click .
- 9 Click **OK**.

➤ *To set, change or remove permissions from a group or user:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **File Manager** in the **Hosting** group.
- 4 Click  corresponding to the required file or folder.
  - To change or remove permissions from a group or user, click the required name in the **Group or user names** list.
  - To set permissions for a group or user, which is not in the **Group or user names** list, select the required user/group name from the drop-down box located above the list and click : the user/group appears in the list. Select it.
- 5 To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** checkboxes corresponding to permissions listed under **Permissions for [user/group name]**.

---

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

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- To deny the permission, which are inherited from a parent object as allowed, select the required checkboxes under **Deny**. This will override inherited permissions for this file/folder.
  - To allow the permission, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox: this removes the inherited permissions. Then select the required check boxes under **Allow** and **Deny**.
- 6 Click OK.

➤ *To set up permissions inheritance:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **File Manager** in the **Hosting** group.
- 4 Click  corresponding to the required file or folder.
- 5 To make the file/folder inherit permissions from a parent folder (if it does not), select the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** checkbox.
- 6 To make the files and folders, which are contained in this folder, inherit the folder permissions defined here, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** checkbox.
- 7 Click OK.

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **File Manager** in the **Hosting** group.
- 4 Click  corresponding to the required file or folder.
- 5 Click **Advanced**.

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

---

**Note:** You can also access the full range of access permission feature by clicking **Web Directories** on your Home page, navigating the web site structure, clicking the required directory and clicking **Permissions** in the **Tools** group.

---

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## Checking Access Permissions For Scripts

If some scripts on your sites do not work due to the incorrectly defined file and folder access permissions, use the **Check permissions** function to check and restore the proper access permissions to enable the smooth running of your domains.

➤ *To check and correct permissions on domains:*

- 1** Click the **Domains** shortcut in the navigation pane.
- 2** Select the checkboxes corresponding to the domain names you want to perform check permissions on.
- 3** Click  **Check permissions**.
- 4** Adjust the settings as required:
  - Leave the **Check-only mode** checkbox selected to run the checking in the read-only mode, when the permissions are only checked (along with reporting errors) but not fixed. To fix the permissions, clear the **Check-only mode** checkbox.
  - Leave the **Send notification by e-mail** checkbox selected to receive report on the checking by e-mail. By default the administrator's e-mail address appears in the input field. You can specify the e-mail address you need in this field.
- 5** Click **OK**. Plesk will start checking permissions.

## CHAPTER 11

# Using E-mail Services

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

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## Creating Mailboxes

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

➤ *To access the list of available mail names for a domain:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

3 Click  **Mail** in the **Services** group.

4 Click  **Add New Mail Name**.

5 Your domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

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

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

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

➤ *To create mailboxes for other users:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

3 Click  **Mail** in the **Services** group.

4 Click  **Add New Mail Name**.

5 Your domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

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

- 6 Specify a password that mailbox owner will use for accessing his or her mailbox.
- 7 Make sure that a check mark is present in the **Mailbox** check box.
- 8 If required, limit the amount of disk space that this mailbox can use. To do this, under **Mailbox quota** select the **Enter size** option and type the desired value in kilobytes.

**9** To allow the mailbox owner to manage his or her mailbox through a mailbox administration panel, select the **Control panel access** check box and specify the language for the user's control panel.

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

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

---

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

➤ *To set up Microsoft Outlook Express:*

- 1 Open Microsoft Outlook Express.
- 2 Go to Tools > Accounts.
- 3 Click the Mail tab to open a list of your mail accounts.
- 4 Click the Add > button and select the Mail ... item.
- 5 Enter your name as you want it to appear in any messages you send, and click Next >.
- 6 Type your e-mail address that you created through Plesk (for example, [your.name@your-domain.com](mailto:your.name@your-domain.com)), and click Next >.
- 7 Select the protocol of your incoming mail server.  
Although Plesk supports both POP3 and IMAP protocols, we recommend that you select IMAP because this leaves your e-mail on the mail server so that it can later be accessed from other locations and by other methods, for example, browser based Webmail.
- 8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click Next >.
- 9 Type your e-mail address in the Account name box (for example: [your.name@your-domain.com](mailto:your.name@your-domain.com)).
- 10 Type your password. This should be the password that you specified during creation of the mailbox through Plesk.
- 11 Leave the Remember password box checked, if you do not wish to be prompted to enter password each time your e-mail program connects to the mail server to check for new mail, and click Next >.
- 12 To complete setting up your e-mail program, click Finish.

➤ *To set up Mozilla Thunderbird:*

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

Although Plesk supports both POP3 and IMAP protocols, we recommend that you select IMAP because this leaves your e-mail on the mail server so that it can later be accessed from other locations and by other methods, for example, browser based Webmail.

- 8** Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.
- 9** In the Incoming User Name box, specify your full e-mail address (for example, [your.name@your-domain.com](#)), and click **Next >**.
- 10** Enter the name by which you would like to refer to this account (for example, Work Account) and click **Next >**.
- 11** Verify that the information you entered is correct, and click **Finish**.
- 12** Click **OK** to close the Account Settings wizard.

---

## Accessing Your Mail from a Web Browser

You can read your mail and compose new messages even if you are far from your home or office computer. To do so, you must first enable domain-wide web access to mail.

➤ *To enable web access to e-mail:*

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click the  **Mail** icon in the **Services** group.
- 4 Click  **Preferences**.
- 5 Select the **WebMail** checkbox.
- 6 Click **OK**.

---

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

---

Now this domain's mail can be accessed from web. Find a computer with Internet connection, for example, in an Internet café, and do any of the following:

- Open a web browser, and type the URL: <http://webmail.your-domain.com>, where your-domain.com is the name of your domain. Press ENTER. A login screen will open. Type the user name and password that you specified during creation of your mailbox and click **Log in**.
- Open a web browser and type the URL to access your Plesk control panel, for example: <https://your-domain.com:8443>. Press ENTER. Log in to Plesk, select the required domain in

the list and click the  **Mail** icon in the **Services** group. Then, click an icon  to the

right of your e-mail address, or click your e-mail address and click  **Webmail**. A login screen will open and your user name will be prefilled. Type the password that you specified during creation of your mailbox and click **Log in**.

---

## Protecting Mailboxes from Spam

Once you start using e-mail, you are likely to start receiving lots of messages that, as you may think, have gotten to your mailbox by mistake because you do not know the sender, and you personally did not subscribe to that newsletter or requested the product or service that these messages advertise. These unwanted e-mail messages are called unsolicited commercial e-mail, however, most people prefer calling them mass mailing, bulk mail, junk mail or spam.

Aside from advertising, you can receive e-mail messages that falsely claim to be from legitimate enterprises, such as banks or Internet auctions. These messages can say, for example, that your account information needs to be updated, and to do that, you need to click the link they provide in the message. The link takes you to a fake Web site, which had been set up by fraudsters to steal your sensitive information, such as login names, passwords, credit card and bank account numbers. This is a type of scam called phishing.

To avoid receiving such undesirable correspondence, do not publish your new personal e-mail address on Internet message boards and forums because spammers gather e-mail addresses from the Internet. Thus, your e-mail address may get on their lists and you will receive lots of spam. If you need to publish your e-mail address, create a disposable e-mail address - e-mail alias - for your mailbox, and publish it instead. All messages sent to the e-mail alias will come into your mailbox. Once you start getting spam, remove that alias and create another one. If you have a mailbox at another domain or mail server, you may want to set up a disposable e-mail forwarder.

We advise that you do not read spam e-mails when you receive them, just delete them at once. Even if you have read them, do not respond to them and do not click those “click here to unsubscribe” URLs: spammers will then know that your e-mail address is valid and you will get even more spam. Spam is there because people buy the products or services advertised in spam. So, if you do not like spam, do not support spammers — do not buy from them.

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

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Make sure that **Spam Filter** is enabled: see whether the **Spam Filter** status shows **On** in the **Info** group. If it shows **Off**, ask your service provider to enable the spam filtering.
- 6 Click  **Spam Filter**.
- 7 Select **Enable spam filtering** checkbox.
- 8 Click **OK**.
- 9 Click **Up Level** to return to the mailbox management page.

Now all the incoming mail will be filtered on the server side. By default, spam filter does not delete spam mail, it only adds the “X-Spam-Flag: YES” and “X-Spam-Status: Yes” headers to the message, and “\*\*\*\*\*SPAM\*\*\*\*\*” text string to the beginning of Subject line of each message recognized as spam. These settings are fine if you prefer to filter mail with a filtering program installed on your local computer – once mail has been retrieved from your mailbox.

If you rely entirely on the Plesk server’s spam filter, you may configure it so as to automatically delete the suspicious messages as they come. To configure the spam filter, follow the instructions below.

➤ *To configure the spam filter for a mailbox:*

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Click  **Spam Filter** in the **Tools** group. Configure the following settings as desired:
  - **Use server wide settings.** Select this option if your provider or server administrator has prepared black and/or white lists of e-mail addresses that you would like to use together with your own restrictions. Black list, shown under **Black list** group, includes e-mail addresses of spammers, and White list, shown under **White list** group, includes e-mail addresses of trustworthy correspondents or entities. If the **Use server wide settings** check box is grayed out, i.e. not selectable, this means that there are no preconfigured spam filter settings on the server.
  - **Hits required for spam.** This setting adjusts spam filter sensitivity. SpamAssassin performs a number of different tests on contents and subject line of each message. As a result, each message scores a number of points. The higher the number, the more likely a message is spam. For example, a message containing the text string “BUY VIAGRA AT LOW PRICE!!!” in Subject line and message body scores 8.3 points. By default, the filter sensitivity is set so that all messages that score 7 or more points are classified as spam.
  - If you receive lots of spam messages with the current setting, to make filter more sensitive, try setting a lesser value in the **Hits required for spam** box; for example, 6.
  - If you are missing your e-mails because your spam filter thinks they are junk, try reducing filter sensitivity by setting a higher value in the **Hits required for spam** box.

---

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

---

- **What to do with spam mail.** If you are sure that your spam filter is accurate, you may want to set the filter to automatically delete all incoming messages recognized as spam. To do this, select the **Delete** option. If you wish to filter mail with the software on your local computer, select the **Mark as spam and store in mailbox** option, and then specify how spam filter should mark the messages recognized as spam. “X-Spam-Flag: YES” and “X-Spam-Status: Yes” headers are added to the message source by default, and if you want, the spam filter will also include a specific text string to the beginning of Subject line.

- 6 To save your changes, click **OK**.
- 7 If you do not want to receive e-mail from specific senders, add their e-mail addresses to the spam filter's black list.
  - To add an entry to the black list, under **Black list** group, type an e-mail address into the **E-mail pattern** box. For example: [address@spammers.net](mailto:address@spammers.net), [\\*@spammers.net](mailto:*@spammers.net). An asterisk (\*) means any combination of symbols. Click **Add**.
  - To remove an entry from the black list, select it and click **Remove**.
- 8 If you want to be sure that you will not miss e-mail from specific senders, add their e-mail addresses to the spam filter's white list.
  - To add an entry to the white list, under **White list** group, type an e-mail address into the **E-mail pattern** box. For example: [address@mycompany.com](mailto:address@mycompany.com), [\\*@mycompany.com](mailto:*@mycompany.com). An asterisk (\*) means any combination of symbols. Click **Add**.
  - To remove an entry from the black list, select it and click **Remove**.
- 9 If you want spam filter to consider some networks to be trusted:
  - Select the **Trusted Networks** tab.
  - To add an entry to the list, enter a network address into the fields next to **Network/Mask** and click **Add**.

A network is specified by its starting IP address in the first four fields of the **Network/Mask** field group. The fifth field is for specifying network mask. It should be a number ranging from 1 to 32, which shows how many higher bits set to '1' the mask contains. For example, for the mask 255.255.255.0 you should specify 24 as the fifth parameter.

- To remove an entry from the list, select a network and click **Remove**.

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

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

➤ *To improve accuracy of spam detection:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click the  **Mail** icon in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Click the  **Spam Filter** icon in the **Tools** group.
- 6 Click the  **Training** icon in the **Tools** group.

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

## 7 Train the spam filter.

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

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

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

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

### ➤ *To clear spam filter's database:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click the  **Mail** icon in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Click the  **Spam Filter** icon in the **Tools** group.
- 6 Click the  **Training** icon in the **Tools** group.
- 7 Click the **Clear** button.

### ➤ *To switch off spam filtering for a mailbox:*

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Click  **Spam Filter** in the **Tools** group, then clear the **Enable spam filtering** check box.

- 6 Click OK and click Up Level.

## Setting Up and Removing Mail Aliases

You can see the list of currently used mail aliases by clicking  **Show Aliases** on the domain's mail names list page.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Click  **Add New Mail Alias**.
- 6 Type a desired name and click OK.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the e-mail address you need.
- 5 Select the check box corresponding to the alias that you wish to remove, and click  **Remove Selected**.

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

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

---

## Protecting Mailboxes from Viruses

A major problem that users often encounter is a variety of malicious software that spreads through the Internet, such as viruses, worms, and Trojan horses. Viruses may infiltrate through security holes in your web browser, but they most often come to your mailbox attached to e-mail messages. The contents and subject lines of these e-mail messages can contain randomly generated rows of text or word combinations, but they often attempt to arouse your curiosity and entice you to open the attached files. As soon as you open an attached file, a virus infects your computer, scans your address book, and then sends itself to everyone on your address book on your behalf. Aside from distributing themselves, the viruses may steal your private information, collect and report information on your browsing habits, exploit your machine for running a heavy spamming campaign or a Denial of Service attack (DoS), create a backdoor for remote management of your computer, and do lots of other nasty things that you would not like.

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

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

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address you need.
- 5 Click  **Antivirus** in the **Tools** group.
- 6 Choose the desired mail scanning mode. You can switch on scanning for incoming and outgoing mail in the corresponding menus. You can also use default server-wide settings both for incoming and outgoing mail.
- 7 Click **OK**.

When an infected e-mail message arrives, the appropriate notice is sent to the mailbox owner and the message is placed into a quarantine directory on the server. Only the server administrator can view infected messages stored in the quarantine directory.

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

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address you need.
- 5 Click  **Antivirus** in the **Tools** group.

- 6** Choose the **Do not scap for viruses** option in both **Incoming mail** and **Outgoing mail** menus.
- 7** Click **OK**.

---

## Suspending and Unsuspending Mailboxes

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address, whose e-mail services you wish to suspend.
- 5 Click  **Mailbox** in the **Tools** group.
- 6 Clear the **Mailbox** check box.
- 7 Click **OK**.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address, whose e-mail services you wish to resume.
- 5 Click  **Mailbox** in the **Tools** group.
- 6 Select the **Mailbox** check box.
- 7 Click **OK**.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click  **Disable** in the **Tools** group.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.

- 4 Click  Enable in the Tools group.

---

## Removing Mailboxes

- *To remove a mailbox:*
  - 1 Click the **Domains** shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  Mail.
  - 4 Select a check box corresponding to the mailbox that you wish to remove.
  - 5 Click  Remove Selected.
  - 6 When prompted, confirm removal and click **OK**.

---

## Setting Up Mail Forwarders

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

- 3 Click  **Mail** in the **Services** group.

- 4 Click  **Add New Mail Name**.

- 5 Specify the desired name for the mail forwarder next to **Mail name**.

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

- 6 Clear the **Mailbox** and **Control panel access** check boxes.

- 7 Click **OK**.

- 8 Click  **Redirect** in the **Tools** group.

- 9 Select the **Redirect** check box.

- 10 Type the destination e-mail address to which you would like to forward e-mail.

- 11 Click **OK**.

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

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

- 2 Click the required domain name in the list.

- 3 Click  **Mail** in the **Services** group.

- 4 Click  **Add New Mail Name**.

- 5 Specify the desired name for the forwarder's e-mail address next to **Mail Name**.

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

- 6 Make sure that the **Mailbox** check box is selected.

Without a mailbox, you will not be able to apply spam filtering.

- 7 Specify a password that will be used for accessing the mailbox: You will likely need to clean the contents of mailbox from time to time.
- 8 Click OK.
- 9 Click  Redirect in the Tools group.
- 10 Select the Redirect check box.
- 11 Type the destination e-mail address to which you would like to forward e-mail.
- 12 Click OK.

➤ *To suspend a mail forwarder:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Mail.
- 4 Click the e-mail address, whose forwarding service you wish to suspend.
- 5 Click  Redirect in the Tools group.
- 6 Clear the Redirect check box.
- 7 Click OK.

➤ *To unsuspend a mail forwarder:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Mail.
- 4 Click the e-mail address, whose forwarding service you wish to resume.
- 5 Click  Redirect in the Tools group.
- 6 Select the Redirect check box.
- 7 Click OK.

➤ *To remove a mail forwarder:*

- 1 Click the Domains shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  Mail.

- 4 Select a check box corresponding to the mail forwarder that you wish to remove.
- 5 Click  Remove Selected.
- 6 When prompted, confirm removal and click OK.

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the required mail name.

- 5 Click  **Mail Group**.

- 6 Click  **Add New Member**.

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

- 7 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.
- 8 Click **OK**.
- 9 Click  **Enable**.

- *To disable the e-mail forwarding to several e-mail addresses:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the required mail name.

- 5 Click  **Mail Group**.

- 6 Click  **Disable**.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Click the required mail name.

- 5 Click  Mail Group.
  - 6 Click  Add New Member.
  - 7 Enter the desired external e-mail address into the E-mail input field.
  - 8 Click OK.
- *To remove an external e-mail address from the list of mail names that receive forwarded e-mail correspondence:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  Mail in the Services group.
  - 4 Click the required mail name.
  - 5 Click  Mail Group.
  - 6 Select the checkbox corresponding to the mail name you wish to remove from the list.
  - 7 Click  Remove Selected.

Confirm removal and click OK.

- *To add an e-mail address registered on your server to the list of mail names that receive forwarded e-mail correspondence:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the required domain name in the list.
  - 3 Click  Mail in the Services group.
  - 4 Click the mail name you wish to add to the subscription list.
  - 5 Click  Groups.
  - 6 Select the required multiple e-mail forwarder in the Available mail groups list.
  - 7 Click Add >>.
  - 8 Click OK.

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

- *To remove an e-mail address registered on your server from the list of mail names that receive forwarded e-mail correspondence:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the required domain name in the list.

- 3** Click  Mail in the Services group.
- 4** Click the mail name you wish to remove from the subscription list.
- 5** Click  Groups.
- 6** Select the required multiple e-mail forwarder in the **Member of the following mail groups** list.
- 7** Click << Remove.
- 8** Click OK.

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

## Setting Up Automatic Reply

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

➤ *To set up automatic reply for a mailbox:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address, for which you wish to set up an automatic reply.
- 5 Click  **Autoresponders** in the **Tools** group.
- 6 If you are not going to attach any files to the automatic reply, proceed to the step 6. To attach a file to the automatic reply:
  1. Click  **Attachment Files** in the **Tools** group.
  2. Click **Browse** to locate the file, and once selected, click **Send File**.  
The file will be added to the attachment files storage, and you will be able to attach this file to a number of different automatic replies.
  3. Once finished, click  **Up Level** and proceed to the next step.
- 7 Click  **Add New Autoresponder** in the **Tools** group.
- 8 Configure the automatic reply:
  1. Type a name for this automatic reply into the **Autoresponder name** box.  
For example, Vacation notice.
  2. If you want this automatic reply to be sent in reply to any incoming e-mail message, in the **Request** group, leave the **always respond** option selected. If you wish to automatically reply only to e-mail messages that contain specific words in the message text or subject line, select the appropriate option, and type the word combination in the **Request text** input box.
  3. 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 **Answer with subject** input box.

4. As your correspondents may not figure out that the message they received from you was an automatic response, they may want to respond to your auto-reply. So, you should specify your e-mail address as the **Return address**, otherwise, their messages will be directed at the autoresponder's address.
5. Type your message in the **Reply with text** field.
6. To limit the number of automated responses per day to the same e-mail address, enter the desired number in the **Reply to unique e-mail address not more than** input box under **Limits**.  
The default setting is to respond no more than ten times in one day to the same e-mail address.
7. To reduce mail server load, you may want to limit the number of unique addresses that the autoresponder will remember. To do this, enter the desired number into the **Store up to** box.
8. If you want your incoming mail to be forwarded to another e-mail address while you are away, specify an e-mail address in the **Forward request to e-mail** box.
9. Attach your files, if needed. To do this, click the **Add New Attachment** button, select the check box corresponding to the file that you previously uploaded to the attachment storage, and click **OK**. To remove an attached file from the automatic reply, select the corresponding checkbox, and click **✗ Remove Selected**.
- 9 Click **OK**.
- 10 Click  **Enable** in the **Tools** group.

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address, for which you wish to switch off the automatic reply.
- 5 Click  **Autoresponders** in the **Tools** group.
- 6 Click  **Disable**.

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click the e-mail address you need.
- 5 Click  **Autoresponders** in the **Tools** group.
- 6 Select a check box corresponding to the configuration name, and click  **Remove Selected**.

---

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

When somebody sends an e-mail message to an e-mail address that does not exist under your domain, the mail server, by default accepts mail, processes it, and when it finds out that there is no such a recipient under the domain, it returns the mail back to sender with the “this address no longer accepts mail” notice. You can choose to:

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

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click  **Preferences**.
- 5 Choose a desired option and specify the information as required.
- 6 Click **OK**.

---

## Setting Up Site-wide E-mail Preferences

Several e-mail service settings are set only on a domain level, applying to all mail names registered on a site. These settings cannot be set on an individual mailbox level.

➤ *To change site-wide e-mail preferences:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail**.
- 4 Click  **Preferences**.
- 5 Change the required settings as necessary.
- 6 Click **OK**.

---

## Performing Group Operations on Mail Names

To save time and effort, you can change the settings of multiple mail names at once. This feature is called group operations.

➤ *To perform group operations on multiple mail names:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mail** in the **Services** group.
- 4 Select the checkboxes corresponding to the mail names you wish to perform group operations on.
- 5 Click  **Group Operations**.
- 6 Adjust the settings as necessary:
  - Select **Enable** to enable the corresponding option for all mail names you selected for group operations.
  - Select **Disable** to disable the corresponding option for all mail names you selected for group operations.
  - Leave **Do not change** selected if you don't want to change the corresponding option.
- 7 Click **OK**.

---

## Maintaining Mailing Lists

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

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

### Setting Up a Mailing List

➤ *To create a mailing list:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.

3 Click  **Mailing Lists** in the **Services** group.

4 Click  **Add New Mailing List** in the **Tools** group.

5 Specify the desired name for the mailing list.

This can be, for example, a department name, a topic of the mailing list, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot and underscore symbols.

- 6 Specify the mailing list administrator's e-mail.
- 7 Leave the **Notify administrator of the mailing list creation** check box selected.

You will receive instructions on using and managing the mailing list at the administrator's e-mail you specified. Keep that message for your records.

8 Click **OK**.

You will be taken to the page where you can subscribe users to your new mailing list. Refer to the **Subscribing and Unsubscribing Users** (on page 189) section for more information.

## Configuring a Mailing List

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mailing Lists** in the **Services** group.
- 4 Click  next to the desired mailing list's e-mail address. Note that this functionality might be disabled.  
A login screen opens.
- 5 Type the list administrator's password and click **Let me in ...**

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

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

## Subscribing and Unsubscribing Users

➤ *To subscribe users to mailing list:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mailing Lists** in the **Services** group.
- 4 Click the required mailing list name.
- 5 Click  **Add New Member**.
- 6 Specify subscriber's e-mail address.
- 7 Click **OK**.

➤ *To unsubscribe users from mailing list:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mailing Lists** in the **Services** group.
- 4 Click the required mailing list name.
- 5 Select a check box to the left of the user's e-mail address.
- 6 Click  **Remove Selected**.
- 7 Confirm removal and click **OK**.

## Removing Mailing Lists

➤ *To remove a mailing list from site:*

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the required domain name in the list.
- 3 Click  **Mailing Lists** in the **Services** group.
- 4 Select a check box corresponding to the mailbox that you wish to remove.
- 5 Click  **Remove Selected**.
- 6 When prompted, confirm removal and click **OK**.

## CHAPTER 12

# Using Help Desk for Resolving Your Customers' Issues

If you decided to use the help desk integrated with the control panel and configured it as described in the Configuring Help Desk section, then you can use it to receive problem reports or requests for assistance from your customers and notify them when their issues are resolved.

➤ *To view the problem reports you have in the Help Desk:*

- 1 Click the Help Desk shortcut in the navigation pane.
- 2 To view new problem reports, in the Local Tickets group, click  New. To view all reports, click  All. To view all opened and not resolved problem reports, click  All Opened. To view the tickets the users reopened because they found that their issues were not resolved, click  Reopened. To review the closed tickets, click  Closed.
- 3 The tickets will be listed and the following supplementary information will be displayed:
  - **Id:** identification number assigned by the system upon submission,
  - **Ticket Subject:** a summary entered by the ticket reporter,
  - **Ticket Status:** new, reopened, closed,
  - **Reporter Type:** a type of control panel user account or an e-mail address the ticket came from - a client, domain administrator, e-mail user with access to control panel, or user submitted a ticket by e-mail,
  - **Reporter Name:** a name of person who submitted the ticket, domain names for tickets submitted by domain owners, or e-mail addresses for tickets submitted by e-mail,
  - **Modified:** the date the ticket was modified - a comment appended, or status changed,
  - **Queue:** the order in which the problem reporters would prefer their issues to be resolved,
  - **Priority:** the severity of a problem estimated by the problem reporter,
  - **Category:** the category to which the ticket is related.
- 4 To see what is inside a ticket, click a ticket id or ticket subject.

➤ *To close a ticket when the issue was resolved or to post your comment:*

- 1 Click the Help Desk shortcut in the navigation pane.
- 2 Locate the ticket you need and click its subject or identification number.

- 3** To close, reopen or post a comment to the ticket, select the operation you would like to perform from the **Ticket Event** drop-down box, and type a new comment into the **New Comment** input field if required.
- 4** Click **OK** to submit.

## CHAPTER 13

# Viewing Statistics

➤ *To view the information on server usage:*

1 Click the Server shortcut in the navigation pane.

2 Click  Statistics in the System group.

The following information will be presented:

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

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

➤ *To view the information on software components installed on your server and managed by the Plesk control panel:*

1 Click the Server shortcut in the navigation pane.

2 Click  Components Management in the System group.

3 Click  Refresh to update the information.

➤ *To view a consolidated report on a user account and user's sites:*

1 Click the Clients shortcut in the navigation pane.

2 Click the user name you need.

3 Click  Report in the Tools group.

➤ *To view a detailed report on server resources and hosting features used by a specific domain name/web site:*

1 Click the Domains shortcut in the navigation pane.

2 Click the domain name you need.

3 Click  Report.

➤ *Common operations on reports:*

- To get more details, select the **Full Report** option from the Report drop-down menu.
- To adjust the amount of information presented in a report, click  **Customize**, and then modify an existing report template (to do this, click a report template name) or create a new report template (to do this, click  **Add New Layout**). Next, specify how much information you want in each section of the report: select **None** if you do not want any information, select **Summary** if you want a concise overview, or select **Full** if you need a detailed report. Select the **Use as default report** check box and click **OK**. To delete a custom report layout, select the checkbox corresponding to the report layout name and click  **Remove Selected**.
- To print the report, click  **Print**. A report will open in a separate browser window. Select the **File > Print** option from the browser's menu to print the report.
- To send the report by e-mail, type the recipient's e-mail address into the input box located to the right of the Report group and click  **Send by E-mail**. If you are the recipient, then you do not need to specify an e-mail address: the system assumes by default that you are the report recipient and specifies your e-mail address registered with your control panel account.
- To have the reports automatically generated and delivered by e-mail on a daily, weekly, or monthly basis, click  **Report Delivery** and follow the instructions supplied in the "Automating report generation and delivery by e-mail" section.

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

1 Click the Domains shortcut in the navigation pane.

2 Click the domain name you need.

3 Click  Report.

4 View the statistics for the web pages or files downloaded from or uploaded to specific areas of your site:

- To view the statistics for web pages transferred from your site over hypertext transfer protocol (HTTP), click  **Web Stats**.

- To view the statistics for web pages transferred from your site over secure hypertext transfer protocol (HTTPS), click  Web Stats SSL.
- To view statistics for files transferred over file transfer protocol (FTP), click  FTP Stats.
- To view the bandwidth usage by months, click  Traffic History.
- To view the bandwidth usage by FTP, Web and mail services in this domain, click  Traffic.

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

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## Automating Report Generation and Delivery by E-mail

➤ *To receive consolidated reports on one or several user accounts on a regular basis:*

- 1 Click the Clients shortcut in the navigation pane.
- 2 Click the user name you need.
- 3 Click  Report.
- 4 Click  Report Delivery.
- 5 Click  Add Delivery Schedule.
- 6 To receive the report to your e-mail address registered with the system, select the **the server administrator** value from the **Deliver to** drop-down menu. To receive the report to another e-mail address, select the **the e-mail address I specify** option and type the e-mail address. To send the reports to the client, select the **the client** option. To send the client reports to all respective clients, select the **Report on all clients** option.
- 7 Select the delivery interval from the **Delivery frequency** drop-down menu. You can have the report delivered each day, each week, or each month.
- 8 Click OK.

➤ *To change the delivery schedule for an account status report:*

- 1 Click the Clients shortcut in the navigation pane.
- 2 Click the user name you need.
- 3 Click  Report.
- 4 Click  Report Delivery.
- 5 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.
- 6 Adjust the settings as required and click OK.

➤ *To stop receiving the account status reports:*

- 1 Click the Clients shortcut in the navigation pane.
- 2 Click the user name you need.
- 3 Click  Report.
- 4 Click  Report Delivery.

- 5 Select a check box corresponding to the delivery schedule and click  Remove Selected. Confirm removal and click OK.
- *To receive detailed reports on one or several domains/web sites on a regular basis:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  Report.
  - 4 Click  Report Delivery.
  - 5 Click  Add Delivery Schedule.
  - 6 To receive the report to your e-mail address registered with the system, select the server administrator value from the Deliver to drop-down menu. To receive the report to another e-mail address, select the e-mail address I specify option and type the e-mail address. If this domain name/web site belongs to another user, you may want to send the report to that user: select the client or domain administrator option.
  - 7 To receive a report on a given domain/web site, leave this domain option selected. To receive detailed reports on each domain that belongs to a given user account, select the all domains of this client option. To receive reports on all domains hosted on the server, select the all domains option.
  - 8 Select the delivery interval from the Delivery frequency drop-down menu. You can have the report delivered each day, each week, or each month.
  - 9 Click OK.
- *To change the delivery schedule for a detailed domain/web site report:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  Report.
  - 4 Click the  Report Delivery.
  - 5 Under the Frequency column, click a hyperlink corresponding to the delivery schedule you would like to change.
  - 6 Adjust the settings as required and click OK.
- *To stop receiving the domain reports:*
- 1 Click the Domains shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  Report.
  - 4 Click  Report Delivery.

- 5 Select a check box corresponding to the delivery schedule and click  Remove Selected. Confirm removal and click OK.

## Viewing Raw Log Files

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

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

- 1 Click the **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Log Manager** in the **Hosting** group.
- 4 Click  **Log Rotation** in the **Tools** group.
- 5 Click  **Enable** in the **Tools** group. If you see only  **Disable** there, this means that log recycling is already switched on.
- 6 Specify when to recycle log files and how many instances of each log file to store on the server. Also specify whether they should be compressed and sent to an e-mail address after processing.
- 7 Click **OK**.

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

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

# Backing Up And Restoring Your Data

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

**Back up individual domains (Web sites).** The backup archive will include all data related to domain user account, domain (web site) and mail services, including the contents of mailboxes, anti-spam and anti-virus settings.

**Schedule backups.** You can schedule the backup of your domains.

**Restore your data from backup archives.**

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

To backup and restore clients data and server data, you need to use external backup/restore utilities provided with Plesk. To learn more, refer to the Backup/Restore Utilities guide.

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---

## Backing Up Individual Domains (Web Sites)

➤ *To back up a domain (web site):*

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Backup** in the **Domain** group.
- 4 Click  **Create Backup** in the **Tools** group.
- 5 Select the backup method from the **Backup method** list.
  - Select the **create backup file and store in repository** option to create and store the backup file on the Plesk server.
  - Select the **do not store the backup file in repository, only download it** option to store the backup file on the local machine.
  - To create and save the backup file on FTP server, select the **create the backup file and store on FTP server** option, and follow these steps:
    1. Specify the FTP server name in the **FTP server** text input field.
    2. Type the name of the FTP server directory where the domain backups are stored in the **Base directory on FTP server** text input field.
    3. Enter the FTP server login in the **FTP Login** text input field.
    4. Enter the FTP password in the **FTP Password** text input field.
    5. If required, select the **Use passive mode** checkbox.

---

**Note.** The **FTP server**, **Base directory on FTP server**, **FTP Login** and **FTP Password** fields will be automatically filled if the FTP account settings have been previously specified (at **Domains > Domain name > Back up > FTP Account Properties**).

---

- 6 Specify the **Backup file name**.
- 7 Type your comments in the **Comments** text input field.
- 8 Select the **Suspend domain** checkbox, if you wish to suspend all domain activity during the backup. Note that suspended domains aren't available to the visitors.
- 9 Select the **Notify by e-mail** checkbox and enter the e-mail address if you wish to receive notifications of backup procedures start and completion.
- 10 Click **Back Up**. The process of backing up will start.

---

**Note.** If you have selected the **do not store the backup file in repository, only download it** option, the **File Download** dialog window will appear. Specify the location on your local machine where the backup file should be stored and then click **Save**.

---

- 11 Upon completion of the backup process you will be shown a window displaying the backup results, including errors, if they were encountered. Click **OK**.

---

## Scheduling Backups

- *To schedule backup of a single domain (web site):*
- 1 Click **Domains** shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  **Backup** in the **Tools** group.
  - 4 Click  **Scheduled Backup Settings** in the **Tools** group.
  - 5 Specify when and how often to perform backup.
  - 6 Select the backup repository files location:
    - **Domain dumps** - backup files are stored on Plesk server.
    - **FTP** - backup files are stored on the remote FTP. If you select this option, you need to specify the path to the FTP server, FTP credentials (login and password) and base FTP directory in the corresponding fields on the **FTP Account Properties** page. If required, select the **Use passive mode** checkbox (**Domains > domain name > Backup > FTP Account Properties**).
  - 7 Specify the maximum number of stored backup files in the corresponding field.
  - 8 Specify the combination of symbols that backup file names should begin with. This will help you distinguish between backup files.
  - 9 Select the **Suspend domain** checkbox, if you wish to suspend all domain activity during the backup. Note that suspended domains aren't available to the visitors.
  - 10 Click  **Enable** in the **Tools** group.
  - 11 Click **OK**.

---

## Restoring Data From Backup Archives

➤ *To restore a domain (Web site):*

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Backup** in the **Tools** group.
- 4 Click the backup file name you need.
- 5 Select the **Suspend domain** checkbox, if you wish to suspend all domain activity during the restore. Note that suspended domains aren't available to the visitors.
- 6 Select the **Notify by e-mail** checkbox and specify the e-mail, if you want to be notified about the restore.
- 7 Click **Restore**.
- 8 Upon completion of the restoring process you will be shown a window displaying the restoration results, including errors, if they were encountered.
- 9 Click **OK**.

## Managing Backup Files

Domain backups are usually stored in separate backup repositories for each domain hosted on your server. They are accessed by clicking **Domains** shortcut, clicking the required domain name

and clicking  **Backup**. You can manage these backup repositories by:

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

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

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Backup** in the **Tools** group.
- 4 Click **Browse...** and select the required backup file.
- 5 Click **Upload**.
- 6 Click **OK**.

The backup file will be uploaded to the backup repository.

➤ *To upload backup file to the backup repository from FTP:*

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Backup** in the **Tools** group.
- 4 Click **FTP Account Properties**.
- 5 Specify the path to the FTP server, FTP credentials (login and password) and base FTP directory in the corresponding fields.
- 6 Click **OK**. This will return you to the previous screen.
- 7 Click **Browse...** and select the required backup file.
- 8 Click **FTP Upload**.
- 9 Click **OK**.

The backup file will be uploaded to the backup repository.

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

- 1 Click **Domains** shortcut in the navigation pane.
- 2 Click the domain name you need.
- 3 Click  **Backup** in the **Tools** group.
- 4 Click the  icon corresponding to the backup file you wish to download.
- 5 Select the location where you wish to save the backup file and click **Save**.

The backup file will be downloaded from the backup repository.

- *To remove backup file from the backup repository:*
- 1 Click **Domains** shortcut in the navigation pane.
  - 2 Click the domain name you need.
  - 3 Click  **Backup** in the Tools group.
  - 4 Select a checkbox corresponding to the backup file you wish to remove.
  - 5 Click  **Remove Selected**.
  - 6 Confirm removal and click **OK**.

# Monitoring Connections to Control Panel, FTP Services and Plesk Server

➤ *To find out who of your customers is logged in to the control panel at the moment:*

1 Click **Sessions** in the navigation pane. All sessions including yours will be presented and the following details will be displayed:

- **Type.** A type of control panel user who established the session:



for server administrator.



for client.



for domain or Web site owner.



for mailbox owner.

- **Login.** The login name the user is logged in as.
- **IP address.** The IP address from which the control panel is accessed.
- **Logon time.** The date and time when the user logged in to the control panel.
- **Idle time.** The time that user was not doing anything in the control panel while being logged in.

2 To refresh the list of user sessions, click  **Refresh**.

3 To end a user session, select the respective check box and click  **Remove Selected**, then confirm removal and click **OK**.

➤ *To find out who is connected to your server via FTP, in what directories they currently are and what files they are uploading to or downloading from the server:*

1 Click **Sessions** in the navigation pane.

2 Click the **FTP Sessions** tab. All sessions including yours will be presented and the following details will be displayed:

- **Type.** The type of user who established the session:



for users not registered with the control panel.



for anonymous FTP users.



for domain or web site administrators.



for subdomain administrators.



for web users (owners of personal web pages without individual domain names).

- **Status.** The current status of FTP connection.

- **FTP user login.** The login name used for access to FTP account.
  - **Domain name.** The domain the FTP user is currently connected to.
  - **Current location.** The directory the FTP user is currently at.
  - **File name.** The file name being operated on.
  - **Speed.** Transfer speed in kilobytes.
  - **Progress, %.** The file transfer operation progress in percentage.
  - **IP address.** The IP address from which the FTP account is accessed.
  - **Logon time.** The time lapsed since the moment user logged in.
  - **Idle time.** The time that user was not doing anything while being connected to the server through FTP.
- 3** To refresh the list of FTP sessions, click  **Refresh.**
  - 4** To end a session, select the respective check box and click  **Remove Selected.**

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

- 1** Click **Sessions** in the navigation pane and click the **TS Sessions** tab. All sessions including yours will be presented and the following details will be displayed:
  - **S.** The status of the terminal session:
    -  - for server administrator.
    -  - client is connected and logged in, using valid login and password.
    -  - client is connected, but not logged in.
    -  - client is disconnected.
  - **Name.** The name of this terminal session.
  - **User.** The name of the terminal session user.

You can see the session details by clicking the session name in the list.

- 2** To refresh the list of terminal sessions, click  **Refresh.**
- 3** To end a terminal session, select the respective check box and click  **Remove Selected**, then confirm removal and click **OK.**

# Accessing The Server Via Remote Desktop (RDP)

The remote desktop (RDP) access feature allows you to remotely login to the Plesk server and interact with it via standard Microsoft Windows desktop interface.

➤ *To access the server via Remote Desktop interface:*

- 1 Click **Server** in the navigation pane.
- 2 Click  **Remote Desktop** in the **Services** group.
- 3 Set up screen resolution for the session in the **Screen resolution for terminal session** menu.

---

**Note:** Higher resolutions are more taxing for your connection, decreasing the interaction speed and spending more bandwidth.

---

- 4 Choose the connection method according to your browser:
  - **Microsoft RDP ActiveX** - recommended to use with Internet Explorer browser, since it may not work with other browsers. When you use this method for the first time, your browser will automatically install the required ActiveX component, if Internet Explorer security settings permit this. If your browser displays security alerts, try to temporarily lower security measures in the browser options.
  - **properoJavaRDP** - recommended to use with Netscape, Mozilla, or Firefox browsers, since it may not work with Internet Explorer. Only 8.0 and higher versions of Opera are supported. This component requires Java Runtime Environment (JRE) to be installed on your system. If you do not have JRE, you can download it from <http://java.sun.com/j2se/1.5.0/download.jsp> (version 1.4 and higher) and install it before using the remote desktop feature.

---

**Note:** You don't need to install JDK (Java Development Kit) in order for the RDP feature to work.

---

If you use Internet Explorer or Mozilla, you should open the Terminal Services Configuration console in the Microsoft Windows (**Start > Administrative Tasks**), and set the **Licensing** option to **Per user** on the **Server Settings** screen.

- 5 Click **OK**. A new window will open with an area where your interaction with the server's desktop will take place.
- 6 Log in to the system. By default, Plesk uses the domain's FTP/Microsoft FrontPage login. You can supply any valid login and password.
- 7 After logging in to the system you can start working with it as with regular Windows desktop.

To finish your Remote Desktop session:

- Close the browser window with the remote desktop session. This way, the session you had will be detached from your desktop, but it will keep running on the server, so when you log in there next time, you will see the remote desktop in the state you left it,  
or
- Select **Start > Log off** if you want to quit the session permanently (all running sessions consume the server's resources).

# Logging Actions Performed by Your Customers in the Control Panel

You may wish to keep track of actions performed by various users in the system. All actions will be recorded in a log file that you will be able to download for viewing 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 client 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:*

- 1 Select the **Server** shortcut in the navigation pane.

- 2 Click  Action Log in the Control Panel group.
- 3 In the Logged actions group, select the actions to be logged using the checkboxes.
- 4 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.
- 5 To retain all action log records, select the Do not remove records option.
- 6 To apply all the changes made, click OK.

➤ *To download the action log to the local machine:*

- 1 Select the Server shortcut in the navigation pane.
- 2 Click  Action Log in the Control Panel group.
- 3 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.

- 4 Select the location, and click Save.

➤ *To clear the action log:*

- 1 Select the Server shortcut in the navigation pane.
- 2 Click  Action Log in the Control Panel group.
- 3 In the Log files section, click Clear Log.

# Appendix A. Advanced Features

In addition to operations available via control panel, Plesk software provides several advanced management capabilities, available to the administrator from the command line. The administrator can:

- Monitor the status of vital Plesk services without logging it to control panel
- Change the Plesk server's host name
- Customize the text shown on Plesk title bar
- Change DNS zone serial number format
- Use event tracking mechanism to organize data interchange between Plesk and external systems
- Change Tomcat connector ports
- Restore Plesk mail configuration
- Change Tomcat connector ports
- Manage various Plesk entities bypassing Plesk GUI

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---

## Monitoring Server Status with Plesk Services Monitor

You can monitor the status of your Plesk server without logging in to Plesk control panel. In order to do this, you need to access your server's OS desktop either directly or by using the Remote Desktop feature.

Plesk Services Monitor is loaded automatically every time Plesk starts. To manage the status of Plesk services, open the Plesk Services Monitor by double clicking its icon in the system tray. The look of the icon depends on the state of crucial Plesk services: the  icon means that all crucial Plesk services are functioning, and the  icon means that some crucial Plesk services are stopped or not working correctly.

Once you open the Plesk Services Monitor, you can see the status of all vital Plesk services. The  icon shows that the corresponding service is working correctly, and the  icon shows that the corresponding service is stopped, not working correctly, or does not work at all.<sup>3</sup>

To stop a service, select the required check box and click **Stop**.

To restart a service, select the required check box and click **Restart**.

To start a service, select the required check box and click **Start**.

---

**Note.** You can use **Select All** and **Clear All** buttons to select or clear all available checkboxes.

---

To refresh the list of services and their respective status, click **Refresh**.

To remove all information about control panel sessions from Plesk database and disconnect all users from control panel, click **Delete Sessions**. This is useful when you need to restart Plesk, but some users are still connected to it, and you want to avoid possible data loss or files corruption.

---

**Note.** You can also start, stop, restart services and delete sessions by right-clicking the Plesk Services Monitor icon and selecting the required option from the menu.

---

To hide the Plesk Services Monitor back in the system tray, click **Hide**.

---

## Changing Your Server's Host Name

You specify your server's host name during your very first login to Plesk. If you want to change the host name later, you can do it through Control Panel.

---

**Note.** Specifying an invalid host name will result in unpredictable control panel behavior and server malfunction.

---

➤ *To change your server's host name:*

- 1 Log in to Plesk control panel.
- 2 Click the Server shortcut in the navigation pane.
- 3 Click  System Preferences.
- 4 Input the new host name in the Full hostname field.  
This should be a fully qualified host name, but without a trailing dot (e.g. host.domain.tld).
- 5 Click OK.

---

## Customizing Plesk Title Bar Text

➤ *To create custom Plesk title bar text:*

- 1 Connect to the Plesk database (psa).
- 2 Run the following inquiry:

```
insert into misc(param, val) values('custom_title', 'My Custom Title')
```

Where 'My Custom Title' is the Plesk custom title bar text you wish to set.

➤ *To change custom Plesk title bar text:*

- 1 Connect to the Plesk database (psa).
- 2 Run the following inquiry:

```
update misc set val = 'New My Custom Title' where param='custom_title'
```

Where 'My Custom Title' is the Plesk custom title bar text you wish to set.

➤ *To delete custom Plesk title bar text:*

- 1 Connect to the Plesk database (psa).
- 2 Run the following inquiry:

```
delete from misc where param='custom_title'
```

---

## Changing DNS Zone Serial Number Format

RIPE recommends using YYYYMMDDNN format, where YYYY is year (four digits), MM is month (two digits), DD is day of month (two digits) and nn is version per day (two digits).

➤ *To change DNS zone serial number format:*

- 1 Connect to the Plesk database (psa).
- 2 Run the following inquiry:

```
insert into misc(param, val) values('SOA_SERIAL_MODE', 'YYYYMMDDnn')
```

➤ *To revert back to old DNS zone serial number format:*

- 1 Connect to the Plesk database (psa).
- 2 Run the following inquiry:

```
delete from misc where param='SOA_SERIAL_MODE'
```

## Using Event Tracking Mechanism

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.

### ➤ *To add 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 batch file called test-handler.bat that looks as follows:

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

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

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

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Event Manager** in the **Control Panel** group.
- 3 Click  **Add New Event Handler**. The event handler setup page appears:
- 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.

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 `c:\program files\swsoft\plesk\scripts\test-handler.bat " <new_contact_name> <new_login_name>`.

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

- 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 below. 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 `c:\windows\temp\event_handler.log`:

```
Sat Jun 26 21:46:34 NOVT 2004
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.

➤ *To remove an Event Handler:*

- 1 Select the **Server** shortcut in the navigation pane.
- 2 Click  **Event Manager** in the **Control Panel** group.
- 3 Select the corresponding checkboxes in the list of handlers and click  **Remove selected**.

The events that can be processed by the Event Handler are listed in the *Table 2.1*.

**Table 2.1**

Event (action) name	Description
client_create	Client account created
client_update	Client account updated
client_delete	Client account deleted
domain_create	Domain created
domain_update	Domain properties updated
domain_delete	Domain deleted
subdomain_create	Subdomain created
subdomain_update	Subdomain properties updated
subdomain_delete	Subdomain deleted
phys_hosting_create	Physical hosting created
phys_hosting_update	Physical hosting account updated
phys_hosting_delete	Physical hosting account deleted
mailname_create	Mail name created

Event (action) name	Description
mailname_update	Mail name updated
mailname_delete	Mail name deleted
webuser_create	Web user created
webuser_update	Web user properties updated
webuser_delete	Web user account deleted
client_limits_update	Client limits updated
domain_limits_update	Domain limits updated
maillist_create	Mailing list created
maillist_update	Mailing list updated
maillist_delete	Mailing list deleted
cp_user_login	User logged in to control panel
cp_user_logout	User logged out of control panel
dl_user_update	Domain user properties updated
siteapp_install	Site application installed
siteapp_reconfigure	Site application reconfigured
siteapp_unchain	Information about site application removed from database; however, the application still functions on the domain
siteapp_uninstall	Site application uninstalled
siteapppkg_install	Site application package added to application vault
siteapppkg_uninstall	Site application package removed from application vault

Instead of event handler options, the `<parameter>` templates that you can use are presented in *Table 2.2*.

**Table 2.2**

Component name/description	Command line parameter		Notes
	Old component value	New component value	
<b>For 'client_create', 'client_update', and 'client_delete' events</b>			
Login Name	<i>old_login_name</i>	<i>new_login_name</i>	required
Contact Name	<i>old_contact_name</i>	<i>new_contact_name</i>	required
Company Name	<i>old_company_name</i>	<i>new_company_name</i>	
Phone	<i>old_phone</i>	<i>new_phone</i>	
Fax	<i>old_fax</i>	<i>new_fax</i>	
E-mail	<i>old_email</i>	<i>new_email</i>	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Address	<i>old_address</i>	<i>new_address</i>	
City	<i>old_city</i>	<i>new_city</i>	
State/Province	<i>old_state_province</i>	<i>new_state_province</i>	
Postal/ZIP Code	<i>old_postal_zip_code</i>	<i>new_postal_zip_code</i>	
Country	<i>old_country</i>	<i>new_country</i>	
<b>For 'domain_create', 'domain_update', and 'domain_delete' events</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
<b>For 'subdomain_create', 'subdomain_update', and 'subdomain_delete' events</b>			
Subdomain Name	<i>old_subdomain_name</i>	<i>new_subdomain_name</i>	required
Parent Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
FTP account	<i>old_system_user_type</i>	<i>new_system_user_type</i>	
Subdomain owner's login name	<i>old_system_user</i>	<i>new_system_user</i>	
Hard disk quota	<i>old_hard_disk_quota</i>	<i>new_hard_disk_quota</i>	
SSI support	<i>old_ssi_support</i>	<i>new_ssi_support</i>	
PHP support	<i>old_php_support</i>	<i>new_php_support</i>	
CGI support	<i>old_cgi_support</i>	<i>new_cgi_support</i>	
Perl support	<i>old_mod_perl_support</i>	<i>new_mod_perl_support</i>	
Python support	<i>old_mod_python_support</i>	<i>new_mod_python_support</i>	
ColdFusion support	<i>old_coldfusion_support</i>	<i>new_coldfusion_support</i>	
ASP support	<i>old_apache_asp_support</i>	<i>new_apache_asp_support</i>	
SSL support	<i>old_ssl_support</i>	<i>new_ssl_support</i>	
<b>For 'phys_hosting_create' and 'phys_hosting_update' events</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
IP Address	<i>old_ip_address</i>	<i>new_ip_address</i>	
IP Type	<i>old_ip_type</i>	<i>new_ip_type</i>	
System User	<i>old_system_user</i>	<i>new_system_user</i>	
System User Password	<i>old_system_user_password</i>	<i>new_system_user_password</i>	
Access to system	<i>old_system_shell</i>	<i>new_system_shell</i>	
MS FrontPage Support	<i>old_fp_support</i>	<i>new_fp_support</i>	
MS FrontPage over SSL Support	<i>old_fpssl_support</i>	<i>new_fpssl_support</i>	
MS FrontPage Authoring	<i>old_fp_authoring</i>	<i>new_fp_authoring</i>	
MS FrontPage Admin Login	<i>old_fp_admin_login</i>	<i>new_fp_admin_login</i>	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
MS FrontPage Admin Password	<i>old_fp_admin_password</i>	<i>new_fp_admin_password</i>	
SSI Support	<i>old_ssi_support</i>	<i>new_ssi_support</i>	
PHP Support	<i>old_php_support</i>	<i>new_php_support</i>	
CGI Support	<i>old_cgi_support</i>	<i>new_cgi_support</i>	
Perl Support	<i>old_mod_perl_support</i>	<i>new_mod_perl_support</i>	
ASP Support	<i>old_apache_asp_support</i>	<i>new_apache_asp_support</i>	
SSL Support	<i>old_ssl_support</i>	<i>new_ssl_support</i>	
Web Statistics	<i>old_web_statistics</i>	<i>new_web_statistics</i>	
Custom Error Documents	<i>old_apache_error_documents</i>	<i>new_apache_error_documents</i>	
Hard Disk Quota	<i>old_hard_disk_quota</i>	<i>new_hard_disk_quota</i>	
<b>For 'phys_hosting_delete' event</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
<b>For 'mailname_create' and 'mailname_delete' events</b>			
Mail name	<i>old_mailname</i>	<i>new_mailname</i>	required (in the format mailname@domain)
<b>For 'mailname_update' event</b>			
Mail name	<i>old_mailname</i>	<i>new_mailname</i>	required (in the format mailname@domain)
Mailbox	<i>old_mailbox</i>	<i>new_mailbox</i>	
Password	<i>old_password</i>	<i>new_password</i>	
Mailbox Quota	<i>old_mailbox_quota</i>	<i>new_mailbox_quota</i>	
Redirect	<i>old_redirect</i>	<i>new_redirect</i>	
Redirect Address	<i>old_redirect_address</i>	<i>new_redirect_address</i>	
Mail Group	<i>old_mail_group</i>	<i>new_mail_group</i>	
Autoresponders	<i>old_autoresponders</i>	<i>new_autoresponders</i>	
Mail User Control Panel Access	<i>old_mail_controlpanel_access</i>	<i>new_mail_controlpanel_access</i>	
<b>For 'webuser_delete' event</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Web User Name	<i>old_webuser_name</i>	<i>new_webuser_name</i>	required
<b>For 'webuser_create' and 'webuser_update' events</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
Web User Name	<i>old_webuser_name</i>	<i>new_webuser_name</i>	required
Web User Password	<i>old_webuser_password</i>	<i>new_webuser_password</i>	
SSI Support	<i>old_ssi_support</i>	<i>new_ssi_support</i>	
PHP Support	<i>old_php_support</i>	<i>new_php_support</i>	
CGI Support	<i>old_cgi_support</i>	<i>new_cgi_support</i>	
Perl Support	<i>old_mod_perl_support</i>	<i>new_mod_perl_support</i>	
Python Support	<i>old_mod_python_support</i>	<i>new_mod_python_support</i>	
ASP Support	<i>old_apache_asp_support</i>	<i>new_apache_asp_support</i>	
Hard Disk Quota	<i>old_hard_disk_quota</i>	<i>new_hard_disk_quota</i>	
<b>For 'client_limits_update' event</b>			
Contact Name	<i>old_contact_name</i>	<i>new_contact_name</i>	required
Maximum Number of Domains	<i>old_maximum_domains</i>	<i>new_maximum_domains</i>	
Maximum Amount of Disk Space	<i>old_maximum_disk_space</i>	<i>new_maximum_disk_space</i>	
Maximum Amount of Traffic	<i>old_maximum_traffic</i>	<i>new_maximum_traffic</i>	
Maximum Number of Web Users	<i>old_maximum_webusers</i>	<i>new_maximum_webusers</i>	
Maximum Number of Databases	<i>old_maximum_databases</i>	<i>new_maximum_databases</i>	
Maximum Number of Mailboxes	<i>old_maximum_mailboxes</i>	<i>new_maximum_mailboxes</i>	
Mailbox Quota	<i>old_maximum_mailbox_quota</i>	<i>new_maximum_mailbox_quota</i>	
Maximum Number of Mail Redirects	<i>old_maximum_mail_redirects</i>	<i>new_maximum_mail_redirects</i>	
Maximum Number of Mail Groups	<i>old_maximum_mail_groups</i>	<i>new_maximum_mail_groups</i>	
Maximum Number of Mail Autoresponders	<i>old_maximum_mail_autoresponders</i>	<i>new_maximum_mail_autoresponders</i>	
Maximum Number of Mailing Lists	<i>old_maximum_mail_lists</i>	<i>new_maximum_mail_lists</i>	
Maximum Number of Web Applications	<i>old_maximum_tomcat_web_applications</i>	<i>new_maximum_tomcat_web_applications</i>	
Expiration Date	<i>old_expiration_date</i>	<i>new_expiration_date</i>	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
<b>For 'domain_limits_update' event</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
Maximum Amount of Disk Space	<i>old_maximum_disk_space</i>	<i>new_maximum_disk_space</i>	
Maximum Amount of Traffic	<i>old_maximum_traffic</i>	<i>new_maximum_traffic</i>	
Maximum Number of Web Users	<i>old_maximum_webusers</i>	<i>new_maximum_webusers</i>	
Maximum Number of Databases	<i>old_maximum_databases</i>	<i>new_maximum_databases</i>	
Maximum Number of Mailboxes	<i>old_maximum_mailboxes</i>	<i>new_maximum_mailboxes</i>	
Mailbox Quota	<i>old_maximum_mailbox_quota</i>	<i>new_maximum_mailbox_quota</i>	
Maximum Number of Mail Redirects	<i>old_maximum_mail_redirects</i>	<i>new_maximum_mail_redirects</i>	
Maximum Number of Mail Groups	<i>old_maximum_mail_groups</i>	<i>new_maximum_mail_groups</i>	
Maximum Number of Mail Autoresponders	<i>old_maximum_mail_autoresponders</i>	<i>new_maximum_mail_autoresponders</i>	
Maximum Number of Mailing Lists	<i>old_maximum_mail_lists</i>	<i>new_maximum_mail_lists</i>	
Maximum Number of Web Applications	<i>old_maximum_tomcat_web_applications</i>	<i>new_maximum_tomcat_web_applications</i>	
Domain Expiration Date	<i>old_expiration_date</i>	<i>new_expiration_date</i>	
<b>For 'maillist_create', 'maillist_update', and 'maillist_delete' events</b>			
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
Mailing list name	<i>old_mail_list_name</i>	<i>new_mail_list_name</i>	required
Mailing list enabled	<i>old_mail_list_enabled</i>	<i>new_mail_list_enabled</i>	
<b>For 'cp_user_login' and 'cp_user_logout' events</b>			
Contact Name	<i>old_contact_name</i>	<i>new_contact_name</i>	
<b>For 'dl_user_update' events</b>			
Allow domain user access	<i>old_allow_domain_user_access</i>	<i>new_allow_domain_user_access</i>	
Login Name	<i>old_login_name</i>	<i>new_login_name</i>	required
Domain Name	<i>old_domain_name</i>	<i>new_domain_name</i>	required
Contact Name	<i>old_contact_name</i>	<i>new_contact_name</i>	
Company Name	<i>old_company_name</i>	<i>new_company_name</i>	
Phone	<i>old_phone</i>	<i>new_phone</i>	

Component name/description	Command line parameter		Notes
	Old component value	New component value	
Fax	<i>old_fax</i>	<i>new_fax</i>	
E-mail	<i>old_email</i>	<i>new_email</i>	
Address	<i>old_address</i>	<i>new_address</i>	
City	<i>old_city</i>	<i>new_city</i>	
State/Province	<i>old_state_province</i>	<i>new_state_province</i>	
Postal/ZIP Code	<i>old_postal_zip_code</i>	<i>new_postal_zip_code</i>	
Country	<i>old_country</i>	<i>new_country</i>	
<b>For 'siteapp_install', 'siteapp_reconfigure', 'siteapp_unchain', and siteapp_uninstall' events</b>			
Site application package name	<i>old_site_application_package_name</i>	<i>new_site_application_package_name</i>	required
Domain type (domain or subdomain)	<i>old_site_application_domain_type</i>	<i>new_site_application_domain_type</i>	required
Installation path (httpdocs or httpsdocs)	<i>old_site_application_directory</i>	<i>new_site_application_directory</i>	required
Installation path within destination directory	<i>old_site_application_installation_prefix</i>	<i>new_site_application_installation_prefix</i>	required
<b>For 'siteapppkg_install' and 'siteapppkg_uninstall' events</b>			
Site application package name	<i>old_site_application_package_name</i>	<i>new_site_application_package_name</i>	required

For more information about using Event Handler, refer to Plesk SDK documentation available on SWsoft, Inc. website (<http://www.swsoft.com/en/download/expand/>).

## Restoring Mail Configuration

You can restore your mail server functionality in cases when errors appear concerning the mail server misconfiguration or its mismatching with the Plesk internal database. This purpose is served by an internal Plesk utility `mchk.exe` residing at `%plesk_dir%admin\bin\`. The utility restores the mail server configuration using the Plesk database data.

**Note:** the utility restores only configuration of the mail server selected as default in **Server > Components Management**.

In general, `mchk.exe` matches the mail server configuration with Plesk database. In case when you execute `mchk.exe --all --fix-all`, the utility resets forcedly the mail server configuration the following way: it deletes all existing configuration files of the mail server (leaving its content) and then creates them accordingly to Plesk database.

**Warning:** Use `--fix-all` option only if the mail server's configuration files are so much corrupt that the mail server itself cannot work with them properly and executing `mchk.exe` with other options does not solve the problem.

Usage: `mchk.exe [options]`

### Available options

Option	Parameter	Action	Example
<code>--all</code>		Checks and restores server-wide mail settings and mail settings for all domains	<code>mchk.exe --all</code>
	<code>--fix-all</code>	Resets forcedly server-wide and domain's mail settings	<code>mchk.exe --all --fix-all</code>
<code>--domain</code>	<code>--domain-name</code>	Checks and restores mail settings for a domain defined	<code>mchk.exe --domain -domain-name=sampldomain.com</code>
<code>--global-settings</code>		Checks and restores only server-wide mail settings	<code>mchk.exe --global-settings</code>

---

**Note:** This utility does not have any help reference, and executing it with arguments like `/?` will simply start restoring of mail configuration.

---

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## Changing Tomcat Connector 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');
```

---

**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.

---

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## Using Creation Utilities

Plesk creation utilities are destined to facilitate the processes of creating various entities in Plesk bypassing Plesk GUI.

The following creation utilities are available:

- `init_conf.exe` - allows configuring server using command line
- `server_pref.exe` - allows changing the control panel appearance preferences
- `ipmanage.exe` - allows managing server IP addresses
- `client.exe` - allows managing client accounts
- `client_pref.exe` - allows managing client's limits, permissions and interface settings
- `domain.exe` - allows managing domains
- `domain_pref.exe` - allows managing domain limits and preferences
- `fpseuser.exe` - allows managing Microsoft FrontPage subaccounts
- `webuser.exe` - allows managing web users
- `database.exe` - allows creating/updating/removing databases under control of Plesk, and managing database users
- `mail.exe` - allows managing mail accounts
- `maillist.exe` - allows managing mailing lists
- `spamassassin.exe` - allows setting various parameters for the spam filter, and for processing incoming mail for Plesk mailnames
- `protdir.exe` - allows managing web protection for domain directories
- `anonftp.exe` - allows managing anonymous FTP
- `subdomain.exe` - allows managing subdomains

Plesk creation utilities are executed via command prompt opened in the `%plesk_dir%admin\bin\` folder (where `%plesk_dir%` is a system variable containing the Plesk installation directory). You can see the list of available commands and options by running an utility with `--help` or `-h` command.

For more information about creation utilities usage refer to Plesk 7.6 for Windows Creation Utilities Administrator Guide.