Parallels® Pro Control Panel

Parallels Pro Control Panel 10.3.4 for Linux Reseller Administrator's Help

REVISION 1.0

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CHAPTER 1

Preface

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Typographical Conventions

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

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

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

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

Feedback

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

CHAPTER 2

About Parallels Pro Control Panel for Linux

Parallels Pro Control Panel for Linux (formerly known as Ensim Pro for Linux) is designed to simplify Web hosting (on page 12) by controlling and automating common hosting tasks.

Note: For simplicity, we will refer to Parallels Pro Control Panel for Linux as "Parallels Pro Control Panel" throughout this guide.

With the help of Parallels Pro Control Panel you can:

- Delegate administration to the site and user levels with dedicated Web-based control panels at each level
- Create Service Plans easily and efficiently
- Offer IP-based or name-based sites

Delegating control

As a Reseller Administrator, your user levels include:

- The Reseller Administrator control panel. Used by Reseller Administrators.
- The Site Administrator control panel. Used by Reseller and Site Administrators.
- The User Administrator control panel. Used by Site and User Administrators.

Each control panel allows easy access to key features and streamlines common configuration and administration tasks.

Note: The control panels are designed to work with Internet Explorer 5.0 and higher and Netscape 6.2 and higher. Using other browsers might produce unpredictable results.

About the Reseller Administrator

The reseller level of administration is designed for individuals or businesses who want to resell or manage sites without actually owning or maintaining hardware. As a Reseller, you buy sites from an ISP or hosting provider and resell them to individual customers. If you are already a Web site creator, designer, or consultant, becoming a Reseller is a perfect way of diversifying and expanding your business.

As the reseller, you are called the Reseller Administrator, and can:

- Create new sites
- Manage existing sites
- Customize the control panel

To begin managing your reseller level tasks, log on to the control panel as the Reseller Administrator.

Note: You cannot perform operating system level tasks as starting and stopping services.

About the Site Administrator

The site level of administration is designed for businesses that want to manage their hosted sites and the services installed on the sites.

As the owner of sites, you are called the Site Administrator, and can:

- Set up security features for an entire site or just an individual Web site
- Manage the user accounts on an entire site or just an individual Web site
- Set up protected directories on the Web server
- Set up your site email and FTP features
- Work with the directories and files on your site
- View traffic reports about your sites
- Export and import data

To begin managing your site level tasks, log on to the control panel as the Site Administrator.

Note: The Reseller Administrator can automatically log in (on page 58) to the Site Administrator control panel.

About the User Administrator

The user account level of administration is designed for someone who subscribes to a site and is assigned a user account.

As the subscriber, or user account holder, you are called the User Administrator, and can:

- Maintain your account contact information
- Set up your email services
- Access your email messages over the Internet
- Publish your Web site content
- Export and import files

To begin managing your user level tasks, log on to the control panel as the User Administrator.

C H A P T E R 3

Web Hosting Concepts

Web hosting involves an understanding of the following concepts.

- URLs and site names (on page 12)
- Domain Name Registrars (on page 12)
- Host names and IP addresses (on page 12)
- IP-based and name-based Web sites (on page 12)

URLs and site names

To get to a Web site, you have to click on, or type in, its name in a Web browser. The name of the Web site is technically referred to as a URL (Uniform Resource Locator) and looks something as:

`http://mysite.com.`

A URL consists of two parts, the `http://` which tells the browser to use the HTTP protocol to get to your site, and your site's name, `mysite.com` which is technically called the site's site name. A site name is a human-understandable and unique name for your site.

Notice that a site name consists of a series of strings separated by dots. Each string within a site serves to make the overall site name unique. For instance, suppose there are two companies both called *Mycompany Corporation* in, say, the US and India. Then, they could be assigned the site names myco.us and myco.in. Thus, both of them have the string *myco* in the site name, but the suffix *us* or *in* makes them unique.

Domain Name Registrars

To keep things manageable, the Internet authorities have created a set of *top level sites* as *com, net, org, edu* and so on. A Domain Name Registrar is given control over one or more of these top-level sites.

Anyone who wants a site within a top level site (that is, a site name ending in the top-level site's name) contacts a Domain Name Registrar and asks the registrar to register their name. The registrar ensures that the name is unique, and, for a small fee, registers the name. For instance, if MyCo Corporation would want to own the site name myco.com, it can contact the Domain Name Registrar for the .com site and ask the registrar to register the site name myco.com. Once this is done, anyone can type myco.com and get to the myco.com site. There are many Domain Name Registrars, and some of them, for example, register.com are very popular.

Host names and IP addresses

When you type in a URL into a browser, your computer has to contact the computer on the Internet (also called a host) that contains the Web site with that name. For example, if you type http://myco.com in your browser, your computer has to contact the computer that hosts the myco.com Web site. It does so by sending a packet (a small amount of data) to the myco.com computer saying *show me the main page of the myco.com Web site.* The myco.com Web site replies with the main page. To make this work, the Internet has to somehow transmit packets from your computer to the computer that hosts the myco.com Web site. While the myco.com computer is easily identified by its unique site name, it is really much easier to transmit the packet if the destination is identified by a number rather than a name. The number that corresponds to a site name is called a computer's IP address, for example `129.31.212.144.`

Every computer on the Internet and every Web site must correspond to an IP address. Your Web site hosting company will provide you with a set of IP addresses that you can allocate to the Web sites that you create.

IP-based and name-based Web sites

There are two ways to host sites. The first is to create the site with its own IP address. This is called IP-based hosting. You must create IP-based sites if the site needs anonymous FTP and its own secure-site (SSL) support.

The second way to host sites is to create a site that shares the primary IP address of the server. This is called name-based hosting. Name-based sites receive most of the benefits of an IP-based site without occupying an IP address.

All the standard sets of services are available to IP-based and name-based sites, except SSL encryption. SSL is not supported for name-based sites.

IP addresses are scarce resources. To conserve IP addresses, you can arrange to have many sites share the same IP address.

CHAPTER 4

Quick-start Guide for Reseller Administrators

Home

This quick-start guide is composed of interlinked Help-system topics that show you how to complete common tasks. Click a link below to learn about the task. Then click the quick-start links at the top or bottom of each topic to proceed through the guide.

Quick-start topics:

1 Creating and managing service plans (on page 76)

2 Creating and managing IP-based sites (on page 78)

3 Creating and managing name-based sites (on page 80)

4 Changing your password (on page 17)

5 Changing your customer’s password (on page 83)

6 Adding your logo to your customer’s control panel (on page 18)

7 Monitoring your account resources (on page 16)

CHAPTER 5

Getting Started

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Using the Reseller Administrator Control Panel

As a Reseller, you can set up sites for your customers, who may be individuals or businesses. You can then self-manage the sites as the Site Administrator or ask the individual site owners to maintain their sites

The intuitive control panel allows you to easily manage Web-hosting administrative tasks as well as set up sites without worrying about the risk and effort involved in maintaining server hardware and software.

As a reseller, you can perform various site, service, and customization tasks.

Using the control panel you can:

- View site information (on page 82)
- Add IP-based sites (on page 78)
- Add name-based sites (on page 80)
- View existing plans (on page 75)
- Add a Service Plan (on page 76)
- Manage DNS settings (on page 22)
- View disk usage reports (on page 93)
- View installed services (on page 19)
- Upload your custom logo (on page 18)
- Change your password (on page 17)
- View bandwidth usage reports (on page 86)
- Export data (on page 135)
- Import data (on page 136)

Viewing Your Account Information

You can view your account information and the sites hosted on your account on the Reseller Information page. The account and site settings are configured by your service provider.

➢ ***To view your account information:***

1 In the Menu on the navigation bar at left, click **Reseller Summary**. The Reseller Information page opens displaying information about reseller account settings and site information in separate information panels.

- **<reseller_name>**: This information panel displays your account settings.
- **Site List <reseller_name>**: This information panel displays the list of sites hosted on your account.

The **<reseller_name>** information panel displays the following information.

- **User Name**. The user name assigned to you by your service provider
- **Disk (MB)**. The used and allocated disk quota (in Megabytes)
- **Bandwidth (MB)**. The used and allocated bandwidth (in Megabytes)
- **Name-Based**. The allocated number of name-based sites
- **IP-Based.** The allocated number of IP-based sites

Users. The total number of site users as against the allocated limit The **Site List <reseller_name>** information panel displays the following information.

- **Status**. The icons in this column indicate whether the site is active (not suspended) or inactive (suspended).
  - - The site is active
  - - The site is inactive
  - - The site creation is progress
- **Site**. The name of the site
- **Disk (MB)**. The disk space used by the site (in Megabytes)
- **Bandwidth (MB)**. The bandwidth used by the site (in Megabytes)
- **Type**. The icons in this column indicate whether the site is IP-based or name-based.
  - IP - Indicates an IP-based site
  - NB - Indicates a name-based site
- **Users**. The total number of user accounts created for the site
- **Actions**. Allows you to perform the following actions on the site:

- To update your domain settings:

Click in the **Actions** column next to the domain whose settings you want to update.

- Update the settings as required. Use Service Plan field descriptions (on page 66) to help you complete the form.

- To remove domains:

- Click in the **Actions** column next to the domain you want to delete.

Changing Your Password

Your account settings are configured by your service provider. While you cannot change the account user name assigned to you, the password may be changed at any time. It is recommended that you change your password to ensure security.

➢ ***To change your password:***

1. In the shortcuts area of the Home page, click **Change Password (Administration section)**. The Change Password form opens.
2. In the **Password** field, enter your new password.
3. In the **Confirm Password** field, re-enter the password.
4. Click **Save**.

Note: If you forget your password, contact your service provider to reset your password.

Uploading a Custom Logo

You can replace the logo in the top left corner of the control panel with your own custom logo.

Note: The logo you upload will be visible on your control panel as well as in the control panels of the sites and users hosted on your account.

➢ ***To upload your custom logo:***

1. In the shortcuts section of the Home page, click **Upload Logo** (Administration section).
2. In the **Upload new logo** field, enter the name of your custom logo file including the full path or click **Browse** to locate and select the file on your computer.

   Note: Your logo size should not exceed 73 x 46 pixels.
3. Click **Upload Logo**.

   The new logo is displayed.

➢ ***To reset the logo to the default logo:***

1. In the shortcuts section of the Home page, click **Upload Logo** (Administration section).
2. Click **Change to Default Logo**.

   The control panel reverts to the default logo.

Applying a New Skin

You can change the appearance of your control panel by creating a skin or customizing available skins.

Note: The sites hosted on the server assume the visual style of the control panel.

➢ ***To apply a new skin:***

1. In the shortcuts section of the Home page, click **Manage Skins** (Manage Skins section).
2. In the Manage Skins area, select the option button next to the skin you want to apply.
3. Click **Preview** to preview the control panel with the selected skin.
4. Click **Apply** to apply the skin to the control panel. This process takes a few seconds.
5. Log out from the control panel by clicking **Log out** in the **Login Info** panel.
6. Log in again using your account information. The control panel displays the new skin.

Viewing Installed Services

The Services option allows you to view a list of available services. Only your service provider can configure, start, stop or restart these services.

To view the list of available services, in the shortcuts section of the Home page, click **List Services** (Administration section).

Services	Description
Apache Web Server	Publishing content and creating/managing Web sites.
Email	Sending or relaying email to users on any site.
FTP	Transferring files between servers.
Mailing Lists (Majordomo)	Creating mailing lists on an SMTP server.
MailScanner	Email scanning application that scans incoming and outgoing emails for viruses.
Microsoft FrontPage Server Extensions	Managing a site and providing extensive permissions to various Web folders.
WebDAV server	WebDAV (Web-based Distributed Authoring and Versioning) is a set of extensions to the HTTP protocol, which allows users to collaboratively edit and manage files on the remote Web servers.
Miva Merchant	Allowing merchants to create multiple online stores from anywhere in the world where there is Internet access.
mod_perl for Apache	Scripting the Apache server using perl.
MySQL	Web interface to administer/manage a MySQL server.
OpenSSH Secure Shell	Gaining a secure login to a UNIX server.
OpenSSL Secure Web	Providing encryption for Web server traffic.
POP3 + Imap Server	Providing a protocol for mail clients to retrieve email from a mail server.
Power Tools	Streamlining the installation and use of open-source Web applications on sites.
Spam Filtering	Email scanning service that scans emails for spam and enables user level control and management of spam.
SquirrelMail Web-based Email	Managing mailboxes using a Web-based interface.
Telnet	Gaining a shell on a remote server.
Tomcat 4	Running Java on Web servers.
Vacation Auto-Responder	Responding and forwarding email messages.

C H A P T E R 6

Managing DNS

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Getting the Most out of Parallels Pro Control Panel DNS

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Overview of DNS Management in Parallels Pro Control Panel

Recognizing the business need for flexible and distributed name server configurations, Parallels Pro has enhanced and extended its The Domain Name System (DNS) is the mechanism that translates Internet domain names preferred by users, such as example.com, into IP addresses used by computers, such as 10.0.0.1. This translation is required because the network layer of the Internet uses IP addresses to identify domains; however, Internet users prefer to use names rather than IP addresses. capabilities to provide for complex hosting requirements. Parallels Pro enables distinctive name server configurations for different sites and allows for delegated zone management. It also maintains a detailed log of all DNS-related actions and events that you can use to identify and resolve issues.

Note: You can manage zones in Parallels Pro only if your service provider has enabled zone management for your account. If zone management is enabled for your account, the **DNS** option is displayed in the shortcuts section of the Home page. Further, your ability to manage zones and their records depend on the policy settings configured by your service provider. For example, if your service provider has disabled the add zone setting in the policy file, you will be unable to add zones. Contact your service provider if you want the settings changed.

DNS management in Parallels Pro

To perform domain name and IP address translations efficiently, DNS has a distributed architecture composed of many hierarchical DNS name servers. Each DNS name server is responsible for both name-to-IP-address translations (called A forward lookup uses a domain name to find the IP address.) and IP-address-to-name translations (called A reverse lookup uses the IP address to find the domain name.). Each DNS name server manages the lookups for domain name spaces. In DNS, these domain name spaces are referred to as **zones.** The term zone is used to denote information, such as host records, about a domain.

To make a domain accessible to the Internet, the domain name must be registered with at least two **DNS name servers**: a The master name server is the primary server that serves requests for the domain. and a The slave name server provides backup service when the master name server is unavailable. It receives its data for a domain from the master name server. (or backup name server). You specify the master name server and the slave name server (on page 24) for the domain when you create a domain.

Important: Before you create a domain, make sure you have registered the domain (on page 24).

Parallels Pro implements the BIND DNS protocol enabling it to act as a name server. The name server settings determine the name resolution and zone management capabilities of the Parallels Pro DNS server. You can configure the Parallels Pro server to function as any of the following name servers:

- Master name server (on page 25)
- Slave name server (on page 25)

- Forward name server (on page 26)

Managing DNS zones for your domain

If your service provider has enabled you to perform DNS-related actions for domains, you can:

- View (on page 28) and modify (on page 29) SOA settings for a zone
- View (on page 31) the list of zones
- Add (on page 33), refresh (on page 33), and remove (on page 34) zones
- Add (on page 39), update (on page 37), and remove (on page 38) zone records
- View (on page 48) and remove (on page 49) DNS logs

About Domain Name Registration

Before you create a domain, you must register the domain with ICANN (http://www.icann.org/) or an ICANN-Accredited Registrar (http://www.icann.org/registrars/accredited-list.html). ICANN is an international organization responsible for managing the assignment of domain names and IP addresses. An ICANN-accredited registrar typically provides domain registration services for one or more top level domains, for example, Go Daddy (http://www.godaddy.com/) is an ICANN-Accredited registrar for the .biz, .com, .net, .org, .info, and other top level domains.

To register a domain, you need to inform your domain name registrar about the domain name and the name servers responsible for handling queries related to that domain and all names that belong to that domain. A name server is a host that translates the text name of a domain into the numeric IP address of the domain.

Typically, more than one name server is assigned to the domain to provide fault tolerance and load-balancing. When you assign multiple name servers to a domain, you need to configure one of the servers as the master name server and the rest as slave name servers. The queries for the domain are handled by the master and all of the slaves in a round-robin fashion. You need to specify the name servers for a domain (on page 24) when you create the domain.

Specifying the Name Servers for a Domain

A name server is a host that translates the text name of a domain into the numeric IP address of that domain. Parallels Pro is bundled with the BIND service, which enables an Parallels Pro server to act as a name server. By default, your Parallels Pro server is set as the master name server. You can update this setting when you create a domain.

➢ ***To configure or update the name server settings:***

1. In the shortcuts section of the Home page , click **Add IP-based Site** or **Add Name- based Site** (Sites section).
2. On the Add Site form, click **Advanced**.
3. In the **Master** field (DNS section), enter the name of the master server.
4. In the **Slaves** field (DNS section), enter the name of the slave server. If you want to specify multiple slave name servers, enter each name on a new line.

You can configure Parallels Pro to function as one of the following name servers for a domain.

- Master name server (on page 25)
- Slave name server (on page 25)
- Forward name server (on page 26)

Using the Parallels Pro Control Panel DNS Server as a Slave Server

If the domains are hosted on a server farm comprising many Parallels Pro servers and other business servers, it may be more efficient from an organizational point of view, to have all the zones created on one single central server in the farm, regardless of which Parallels Pro server hosts the domain. In this scenario, you may want to nominate one server, for example **nameserver.isp.net** as the master name server and set any Parallels Pro server, for example **s1.isp.net** on which you are creating a domain, as the slave server that obtains updates from the master server.

Parallels Pro will create a slave zone on the Parallels Pro server **s1.isp.net** and configure it to obtain updates from the master server **nameserver.isp.net**.

Important: Before you create the domain, you must create the zone on the master server **nameserver.isp.net**, otherwise Parallels Pro will not be able to add the required records inside the master zone. Further, the master server must be configured to allow the slave **s1.isp.net** to obtain updates from the master. If you want Parallels Pro to add records to this zone, you must also allow **s1.isp.net** to update the zone that resides on **nameserver.isp.net**.

Assuming that you want to configure an external server **nameserver.isp.net** as the master name server and the Parallels Pro server **s1.isp.net** as the slave name server for a domain named **myfirstcustomer.com**, perform the following steps:

1. In the shortcuts section of the Home page, click **Add IP-based Site** or **Add Name- based Site** (Sites section).
2. On the Add Site form, click **Advanced**.
3. In the **Master Name Server** field (DNS section), enter the host name of the external server **nameserver.isp.net**.

   Note: The external server can be any server running an implementation of the DNS protocol and must be added as an external DNS server in Parallels Pro. Contact your service provider to ensure that the server is added as an external server.
4. In the **Slave Name Server** field (DNS section), enter the host name of the Parallels Pro server **s1.isp.net**.
5. Complete the Add Site form and click **Add Site**.

   Parallels Pro automatically creates the slave zone **myfirstcustomer.com** and zone records for the domain. To verify, click **Zones** (DNS) in the shortcuts section of the Home page.

Using the Parallels Pro Control Panel DNS Server as a Master Name Server

When you create a domain configuring Parallels Pro Control Panel as the master name server, Parallels Pro automatically creates the master zone and related zone records for the domain on the master name server.

Assuming that you want to configure the Parallels Pro Control Panel server **s1.isp.net** as the master name server for a domain named **myfirstcustomer.com**, perform the following steps:

1 In the shortcuts section of the Home page, click **Add IP-based Site** or **Add Name- based Site** (Sites section).
2 On the Add Site form, click **Advanced**.
3 In the **Master** field (DNS section), enter the host name of the Parallels Pro Control Panel server **s1.isp.net**.
4 In the **Slaves** field (DNS section), enter the host name of the server you want to designate as a slave server. This can be another server running Parallels Pro or any external server running a DNS service. If you want to specify multiple slave servers, specify each name on a new line. If you do not want to specify a slave server for the domain, leave the field blank.
5 Complete the Add Site form and click **Add Site**.

   Ensim Pro automatically creates the master zone **myfirstcustomer.com** and zone records for the domain. To verify, click **Zones** (DNS) in the shortcuts section of the Home page.

Note: If you have specified one or more slave servers during domain creation, Ensim Pro allows the slave zones to obtain updates from the master server. However, Ensim Pro cannot verify that slave zones for the domain are created on the slave servers. You must manually create a slave zone for the domain on the slave servers. You can do this before or after you create the domain.

Using the Parallels Pro Control Panel DNS Server as a Forward Name Server

If the name servers for your domains are hosted by an external ICANN-Accredited Registrar, such as Go Daddy, you need to specify the name servers of your service provider as the master and slave server respectively, for example **ns1.godaddy.net** and **ns2.godaddy.net**. In this scenario, the Parallels Pro Control Panel server acts as a forward server.

The zones for the domains on the Parallels Pro Control Panel server reside on the Registrar's servers. You need not create a DNS zone for the domains on the Parallels Pro server. Parallels Pro merely creates a forward zone for the hosted domain **customerdomain.com**. Any look up requests for the domain are forwarded in a round-robin pattern to the master server and slave servers.

Important: Before you create the domain, make sure that the zone for the domain **customerdomain.com** is hosted on the external server **ns1.godaddy.com**. If the zone does not exist at the time of creating the domain, Parallels Pro will not be able to add the required records inside the zone. Also note that Parallels Pro will not attempt to contact the external servers **ns1.godaddy.com** and **ns2.godaddy.net** for **creating any records** unless the servers are added as external DNS servers. Contact your service provider to ensure that the servers are added as external servers.

Assuming that the zone for the domain **myfirstcustomer.com** resides on the external master and slave servers **ns1.godaddy.net** and **ns2.godaddy.net** respectively, perform the following steps:

1 In the shortcuts section of the Home page, click **Add IP-based Site** or **Add Name- based Site** (Sites section).
2 On the Add Site form, click **Advanced**.
3 In the **Master** field (DNS section), enter the host name of the external server **ns1.godaddy.net**.

Note: The external server can be any server running an implementation of the DNS protocol.

4 In the **Slaves** field (DNS section), enter the host name of the slave name server **ns2.godaddy.net**.
5 Complete the form and click **Add Site**.

Parallels Pro automatically creates the forward zone **myfirstcustomer.com** for the domain. To verify, click **Zones** (DNS) in the shortcuts section of the Home page.

Note: Parallels Pro Control Panel will not be the authoritative name server for this zone, rather it will forward all lookup requests to **ns1.godaddy.com** and **ns2.godaddy.com**. The master server **ns1.godaddy.com** must be pre-configured to allow updates from the Parallels Pro server **s1.isp.net**. Also, note that if **ns1.godaddy.com** is listed as an external server in the External Server List at the time of domain creation, Parallels Pro attempts to contact **ns1.godaddy.com** and add records to the **myfirstcustomer.com** zone on the server.

Working with SOA Records

In this section:

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SOA Configuration Form 28
Viewing SOA Settings for a Zone 28
Modifying the Default SOA Record 29
Modifying a Zone-Specific SOA Record 29

About SOA Records

When you add a zone to a domain, Parallels Pro Control Panel automatically creates a Start of Authority (SOA) record. Each DNS zone has an SOA record. This record designates the start of the zone and specifies where in the domain name space the name server has authority. The record also specifies timing information for a zone transfer, which is the process of transferring lookup data from the master name server to the slave server.

Parallels Pro provides default information for the SOA records that are created for all the zones on the name server. This default information will apply to every SOA record created, unless you manually change the specific SOA record.

You can modify the SOA information default settings (on page 29) if you want to make a change that will affect every SOA record on the name server.

If you want to make a change that applies only to a specific SOA record, you can modify just the zone-specific SOA record (on page 29).

SOA Configuration Form

The SOA settings are as follows:

- **Name Server** (Listed only for zone-specific SOA). The name of the server on which the zone resides.
- **Administrator Email**. The email address of the administrator responsible for the master DNS name server.
- **Refresh interval**. The frequency (how often), in seconds, the slave name server checks with the master name server for updated lookup information.
- **Retry interval**. The frequency (how long), in seconds, a slave server must wait before retrying a failed zone transfer from the master name server. Normally, the retry interval is shorter than the refresh interval.
- **Expire interval**. The upper limit, in seconds, that a slave name server can use the lookup data it currently has before the data expires.
- **Minimum Time To Live**. The length of time, in seconds, the slave name server can cache data.

Viewing SOA Settings for a Zone

To view the SOA settings, in the shortcuts section of the Home page (javascript:void(0);), click **SOA** (DNS section). The Default SOA Configuration window opens displaying your existing SOA settings (see "SOA Configuration Form" on page 28).

Modifying the Default SOA Record

The default information you set will apply to every SOA record created, unless you manually change the specific SOA record. You can modify the SOA record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to modify the SOA record. Contact your service provider if you want the settings changed.

➢ ***To change the SOA default information:***

1. In the shortcuts section of the Home page, click **SOA** (DNS section).
2. On the Default Start of Authority (SOA) Configuration form, click **Edit SOA Configuration**. The Edit Default Start of Authority (SOA) Configuration form is displayed.
3. Complete the SOA configuration (see "SOA Configuration Form" on page 28) form.
4. Click **Update SOA Configuration**.

Modifying a Zone-Specific SOA Record

Parallels Pro provides default information about the SOA records that are created for all the zones on the name server. The default information applies to every SOA record created, unless you manually change the specific SOA record.

You can modify the SOA record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to modify the SOA record. Contact your service provider if you want the settings changed.

If enabled, you can modify the SOA information default settings (on page 29) to make a change that will affect every SOA record on the name server. If you want to make a change that applies only to a specific SOA record, you can modify just the zone-specific SOA record.

➢ ***To modify just a zone-specific record:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. In the Zone List form, locate the zone whose record you want to modify, and in the **Actions** column, click . The configuration file for the zone is displayed.
3. On the SOA form, click **Edit SOA Configuration**. The Edit Start of Authority (SOA) Configuration form opens.
4. Complete the SOA configuration (see "SOA Configuration Form" on page 28) form.
5. Click **Update SOA Configuration**.

Working With DNS Zones

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Viewing Zone Information... 32
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Refreshing Zones.. 33
Removing Zones From the Name Server 34

About DNS Zones

DNS zones specify the domain name boundaries in which a DNS server has authority to perform name translations. Each zone contains records (on page 35) that specify how to resolve the host names associated with the zone or domain.

Important: If you add records to an alias zone (that is, a zone added to an alias domain), before you remove the alias domain, make sure you manually migrate all the records to another zone.

You can add (on page 33) and remove (on page 34) zones through the Reseller Administrator control panel.

Viewing the List of Zones

➢ ***To view your existing zones:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section). The Reseller Zone List form opens displaying the list of zones in your current DNS configuration. The following information is displayed:

- **Zone Name**. The name of the zone.
- **Zone Type**. The type of zone. It can be one of the following types:
  - **Master**. A master zone contains the master copy of data in a zone.
  - **Slave**. A slave zone is a zone that obtains its data from the master zone.
  - **Forward**. A forward zone is a zone that transfers lookup requests to the master and slave servers for a domain.
- **Actions**. The actions you can perform on any zone.
  -  - view (on page 28) the SOA settings.
  -  - view (on page 37) the list of records.
  -  - refresh (on page 33) the zone.
  -  - remove (on page 34) the zone.

Viewing Zone Information

You can view the zone configuration file and the SOA settings for a zone.

➢ ***To view zone information:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the **Reseller Zone List** form, locate the zone for which you want to view details, and in the **Actions** column, click . The configuration file for the zone is displayed.

- **Zone Configuration**. The configuration information for the zone.
  - **Type**. The type of zone - master, slave, or forward.
  - **File**. The name of the file where the zone information is saved for retrieval at any time.
  - **Allow-update**. Specifies the transaction signature (TSIG) key that is used by the name server to authenticate updates from external servers.
  - **Allow-transfer**. Specifies the host names of the servers that can receive zone transfers from the server.
- **SOA Configuration**. The SOA settings (see “SOA Configuration Form” on page 28) for the zone.

Adding Zones to a Name Server

You can add zones to a name server only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add zones to the name server. Contact your service provider if you want the settings changed.

➢ ***To add a zone to the name server:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. Click **Add Zone**. The Add Zone form opens.
3. In the **Zone Name** field, enter the name of the new zone, for example, **myzone.com**.
4. In the **Master** field, enter the host name of the server that you want to designate as the master DNS server for the zone.
5. In the **Slaves** field, enter the host name(s) of the server(s) that you want to designate as the slave server(s) for the zone. Enter each host name on a new line.
6. Click **Add**.

   Parallels Pro adds the new zone to your DNS configuration and automatically creates the following DNS records.

   - Name server (NS) record (on page 35) specifying the zone's name server. The default is the Parallels Pro server on which the zone operates.
   - Start of Authority (SOA) record (on page 28)specifying where within the domain name space the name server has authority.

   The Zone List is updated with the new entry.

Refreshing Zones

When the data in the master zone file is updated, the copies of the zone file on the slave servers must be updated. To enable updates to happen automatically, the master zone must be configured to propagate changes to the slave zones. This is typically done by configuring the **allow- transfer** attribute in the master zone configuration file. The slave servers authorized to receive updates refresh their copy of zone information when the expiry interval specified in the SOA record for the zone is reached or when they receive an update notification from the master server. Alternatively, you can initiate a zone update when you need to synchronize the master and slave copies.

➢ ***To refresh a zone:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. In the Reseller Zone List form, locate the zone you want to refresh and in the **Actions** column, click . The zone information is updated.

Removing Zones From the Name Server

You can remove zones only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy does not enable you to remove zones from the name server. Contact your service provider if you want the settings changed.

➢ ***To remove a zone:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Reseller Zone List form, locate the zone you want to delete and in the **Actions** column, click ❌.

3 In the confirmation window, click **OK** to remove the zone.

Parallels Pro deletes the zone from your DNS configuration.

Working With DNS Zone Records

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Updating DNS Zone Records 37
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Adding Zone Records 38

About DNS Zone Records

DNS zone records specify zone information for the name-to-address translations performed by the domain name server.

Parallels Pro automatically creates a Name Server (NS) record for the zone's name server, and Host (A) records for the FTP server and the domain (www), but you can add others. You can modify the record information at any time.

Note: If you added records to an alias zone (that is, a zone added to an alias domain), before you remove the alias domain, make sure you manually migrate all the records to another zone.

Another type of zone record, called an SOA record, serves a very specific purpose and is described in the topic About SOA records (on page 28).

The following table describes the different DNS record types that Parallels Pro supports.

DNS record types

Use this record:	To specify:
Name Server (NS)	The host name of a DNS server that is authoritative for the domain. **Note:** A DNS zone requires one NS record. If you have only one NS record in a zone, you cannot remove that NS record.
Host (A)	An IP address for forward host- name-to-IP-address mapping.
AAAA (IP version 6 Address records)	A 128-bit IP address for forward host-name-to-IP-address mapping. Use AAAA records to support IP version 6 addresses.
Pointer (PTR)	A host name for a reverse IP- address-to-host mapping.

Alias (CNAME)	A mapping between one host name and another. This record tells the DNS server that any requests made to the alias name are to be redirected to the host to which the alias points. The target host does not have to be within the local domain. *Tip: Create a Host (A) record before you create the alias.* **Caution**! Do not use a CNAME alias record for a name- based domain, or an NS or MX record.
TXT	Text you want to associate with a host name. You can include SPF-standard compliant text.
SRV	Services available for a domain
Mail Exchanger (MX)	A mail server other than the SMTP server provided by Parallels Pro. You can specify more than one external mail server. *Tip: Create a Host (A) record for the host running your mail server before you create the MX record.*

Viewing DNS Zone Records

When you create a new zone, Parallels Pro Control Panel automatically creates a Name Server (NS) record for the zone's name server and Host (A) records for the FTP server and the domain (www). You can view your zone records from the Host List.

➢ ***To view existing records:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Reseller Zone List form, locate the zone whose host list you want to view, and in the **Actions** column, click . The Host List form opens. It displays all existing records for the zone.

The columns in this form include:

- **Host -** The host name of the DNS zone in which the record resides.
- **Record Type -** The type (on page 35) of DNS record.
- **Data -** The domain name or IP address of the domain on which the zone resides, and additional information specific to a record.
- **Actions -** The column that allows you to edit (on page 37) or remove (on page 38) a record.

Updating DNS Zone Records

Parallels Pro automatically creates a Name Server (NS) record for the zone's name server, and Host (A) records for the FTP server and the domain name (www), but you can modify the information. You can update zone records only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to update zone records. Contact your service provider if you want the settings changed.

➢ ***To modify a DNS record:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Zone List form, locate the zone whose record you want to modify, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.

3 Locate the specific record you want to change and in the **Actions** column, click . The Update form for the specific record opens. For detailed information about specific record fields, see Adding records to a zone (on page 39).

4 Complete the fields and click **Update**.

Removing Zone Records

You can remove zone records from a name server only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to remove zone records. Contact your service provider if you want the settings changed.

➢ ***To remove records from a zone:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Reseller Zone List form, locate the zone you want to remove a record from, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.

3 Locate the specific record you want to remove and in the **Actions** column, click .

Parallels Pro removes the record from your DNS configuration.

Adding Zone Records

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Adding a Host (A) Record 41
Adding an AAAA Record 42
Adding a Reverse Address (PTR) Record 43
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Adding a Mail Exchanger (MX) record 45
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Adding DNS zone records

When you create a zone, Parallels Pro automatically creates a Name Server (NS) record for the zone's name server, and Host (A) records for the FTP server and the domain name (www). You can add other zone records or modify existing records if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add or modify zone records. Contact your service provider if you want the settings changed.

Note: If you add records to an alias zone (that is, a zone added to an alias domain), before you remove the alias domain, make sure you manually migrate all the records to another zone.

➢ ***You can add:***

- Name Server (NS) records (on page 40)
- Host (A) records (on page 41)
- Reverse Address (PTR) records (on page 43)
- Alias (CNAME) records (on page 44)
- Mail Exchanger (MX) records (on page 45)
- AAAA records (on page 42)
- SRV records (on page 47)
- TXT records (on page 46)

Adding a Name Server (NS) Record

When you create a new zone, Parallels Pro Control Panel automatically creates an NS record for the zone's name server, but if you intend to use a DNS server other than the Parallels Pro Control Panel name server, you must change the NS record (on page 37) to reflect the name of that server. Also, if you intend to add additional remote DNS servers, you must create an NS record for each additional server.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

Important: Add a Host (A) record (on page 41) before you create the NS record.

➢ ***To add an NS record:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.
3. Click **Add NS Record**. The Update Name Server (NS) Record form opens.
4. Optional: If you are creating a subdomain, enter the name of the subdomain in the **Name Server Zone** field; for example, ShoppingMall.acme.east.com.

   Note: You must create the subdomain first.
5. In the **Name server** field, enter the host name of the DNS server responsible for the DNS resolution of this subdomain.
6. Click **Add**.

Adding a Host (A) Record

A Host (A) record specifies a 32-bit IP address for forward host-name-to-IP-address mapping.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

➢ ***To add an Host (A) record:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.

3 Click **Add A Record**. The Update Address (A) Record form opens.

4 In the **Host Name** field, enter the name of the host you want to map.

5 In the **IP Address** field, enter the IP address to which the host will map.

6 To automatically create a Reverse Address (PTR) record for the address to which the host maps, select the **Update Reverse Address Record** check box.

If you do not want to create a Reverse Address record now, you can manually add a Reverse Address (PTR) record for reverse lookup later.

Important: Before you add a Host Record with the PTR option, you must create the zone (on page 33) to which this record points; otherwise, the reverse pointer record will not take affect.

7 Click **Add**.

Adding an AAAA Record

An AAAA record specifies a 128-bit IP address for forward host-name-to-IP-address mapping.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

➢ ***To add an AAAA record:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.

3 Click **Add AAAA Record**. The Update Address (AAAA) Record form opens.

4 In the **Host Name** field, enter the name of the host you want to map.

5 In the **IP Address** field, enter the IP address to which the host will map.

6 Click **Add**.

Adding a Reverse Address (PTR) Record

A Reverse Address (PTR) record specifies a host name for a reverse IP-address-to-host mapping.

Reseller Administrators acting as Server Administrators for their own domains will need to contact their service provider to find out if in-addr.arpa zones have been delegated to their control. If they have not, they can create PTR records, but they will have no effect. They will need to submit any in-addr.arpa changes to their service provider for the changes to take effect.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

➢ ***To add a PTR record:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).

2 In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.

3 Click **Add PTR Record**. The Update Reverse Address (PTR) Record form opens.

4 In the **Hostname.domain** field, enter the name of the host to which the IP address should map.

5 In the **IP Address** field, enter the IP address you want to map to the host.

6 To automatically create a Host (A) record for the host to which the IP address maps, select the **Update Address Record** check box.

   Note: If you do not want to create a Host (A) record now, you can manually add a Host (A) record for the forward lookup later.

7 Click **Add**.

Adding an Alias (CNAME) Record

An Alias (CNAME) record maps one host to another. The target host does not have to be within the local domain.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

Note: Add a Host (A) record (on page 41) for the source (originating) host before you create the alias.

Caution: Do not use a CNAME alias record for a name-based domain, or an NS or MX record.

➢ ***To add a CNAME record:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.
3. Click **Add CNAME Record**. The Update Alias (CNAME) Record form opens.
4. In the **Alias.domain** field, enter the name of the source host you want to map to a second host.
5. In the **Target Host Name** field, enter the fully qualified name of the host to which the alias will point.

   Note: The host name must be the fully qualified domain name because the entry does not have to be a member of the local domain.

   ---
6. Click **Add**.

Adding a Mail Exchanger (MX) record

A Mail Exchanger (MX) record specifies a mail server for the domain other than the SMTP server provided by Parallels Pro. You can designate more than one external mail server for the domain.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

Note: Add a Host (A) record (on page 41) for the host running your mail server before you create the MX record pointing to it.

➢ ***To add an MX record:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.
3. Click **Add MX Record**. The Update Mail Exchanger (MX) Record form opens.
4. Optional: In the **Mail Domain** field, enter the name of the subdomain this mail server will serve; for example, Mall.acme.east.com.
5. In the **Mail Server** field, enter the name of the mail server that will serve your domain.
6. Optional: If you are designating more than one external mail server for the domain, use the **Precedence** field to set the delivery priority among the mail servers.

   Note: The lower the number in this field, the higher the priority. For example, if you have two mail servers, you could assign a delivery priority of 3 to one server and 4 to the other. Mail would be delivered to the precedent 3 mail server first. If delivery fails there, it would be delivered to the precedent 4 mail server.

   ---

7. Click **Add**.

Adding a TXT Record

A TXT record specifies text information that you want to associate with a domain. The text can be a maximum of 255 characters in length.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

➢ ***To add a TXT record:***

1 In the shortcuts section of the Home page, click **Zones** (DNS section).
2 In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.
3 Click **Add TXT Record**. The Update Text (TXT) Record form opens.
4 In the **Host Name** field, enter the name of the server with which you want to associate some text information.
5 In the **Text** field, enter the information you want to associate with the host.
6 Click **Add**.

Adding an SRV Record

An SRV record specifies the services available for a host.

You can add the record only if your service provider has enabled the capability in the DNS policy file. If not enabled, the control panel displays a message stating that the policy settings do not allow you to add the zone record. Contact your service provider if you want the settings changed.

➢ ***To add an SRV record:***

1. In the shortcuts section of the Home page, click **Zones** (DNS section).
2. In the Reseller Zone List form, locate the zone you want to add a record to, and in the **Actions** column, click . The Record List form opens. It displays all existing records for the zone.
3. Click **Add SRV Record**. The Update Address (SRV) Record form opens.
4. In the **Service** field, enter the name of the service you want to make available on the host, for example, **POP**.
5. In the **Protocol** field, enter the name of the protocol that the service will use, for example **TCP** or **UDP**.
6. In the **Priority** field, enter a number between 0 and 65535 to indicate the priority at which the target host will be contacted. Low values indicate high priority.

Note: Target hosts that contain the same priority are contacted in the order defined by the **Weight** field.

1. In the **Weight** field, enter a number between 0 and 65535 to indicate the order in which target hosts assigned the same priority will be contacted. The weight value is specified for target hosts that have the same priority and indicates a higher probability of the record being selected. Specify **0** if no record selection is required.

Note: Records with weight greater than **0** have a higher probability of being selected than records with weight **0**.

2. In the **Port** field, enter the port number at which the service will communicate with the target host. The port number should be a value between **0** and **65535**.
3. In the **Target Host Name** field, enter the name of the server on which the service is hosted, for example, **example1.com**.

Note: The name you specify must have one or more address records specified. The name should not be an alias for the host name.

4. Click **Add**.

Managing DNS Logs

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About DNS logs

Parallels Pro maintains a record of every DNS-related action performed on each of your domains. You can view the list of domains for which logs are maintained and view detailed log information for each domain. You can use the log entries to identify issues and resolve them. When you remove a domain, the log entries for the domain are not listed. If you want the log entries of a deleted domain to be available for viewing or reference, contact your service provider.

Viewing the List of DNS Logs

You can view the logs for a domain if DNS logging is enabled for the domain.

To view the list of logs, in the shortcuts section of the Home page, click **DNS Log** (DNS section). The following information is displayed.

- **Site**. The name of the domain for which log information is displayed.
- **Number of Logs**. The number of log entries for the domain.
- **Actions**. The action you can perform on the logs of the domain. You can remove all the log entries (on page 49) for the domain.

Viewing the Log Details for a Domain

You can view detailed log information for a domain if DNS logging is enabled for the domain.

➢ ***To view the DNS log details for a particular domain:***

1 In the shortcuts section of the Home page, click **DNS Log** (DNS section).

2 Click the name of the domain for which you want to view the log details.

The following information is displayed:

- **Index**. The unique identifier generated for a log entry.
- **Date**. The date (in yyyy-mm-dd format) when the action was performed.
- **Time**. The time (in hh-mm-ss format) when the action was performed.
- **Action**. The type of action performed, for example *Add zone,* to describe the action of adding a zone.
- **Zone**. The name of the zone on which an action or event is reported.
- **Record Type**. The type of zone record, for example, CNAME.
- **Host Name**. The name of the record.
- **Data**. The domain name or IP address of the domain on which the zone resides, and additional information specific to a record.
- **Actions**. The actions you can perform on the log entry. You can remove a particular log entry (on page 49) at any time.

Removing DNS Logs for a Domain

You can remove individual log entries or all the DNS logs for a domain.

➢ ***To remove individual log entries:***

1 In the shortcuts section of the Home page, click **DNS Log** (DNS section).

2 Click the name of the domain for which you want to remove log entries.

3 In the **Actions** column of the log entry you want to remove, click ✖.

4 In the confirmation window, click **OK** to remove the log.

➢ ***To remove all the log entries for a domain:***

1 In the shortcuts section of the Home page, click **DNS Log** (DNS section).

2 In the **Actions** column of the domain whose logs you want to remove, click ✖.

3 In the confirmation window, click **OK** to remove the logs for the domain. All the log entries for the domain are removed.

Setting DNS Policies

In this section:

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Overview of the DNS Policy Framework

Parallels Pro Control Panel enables you to delegate zone management tasks to Site Administrators. Enabling Site Administrators to manage the zones and records of their sites allows them the flexibility to enhance or extend the existing capabilities of their sites. However, while certain tasks such as adding or updating zone records may be delegated without concern, tasks such as SOA updates may affect the functioning of the name servers. To prevent changes or updates that may adversely affect the existing DNS configuration, Parallels Pro creates policy files that you can use to restrict the their zone management capabilities.

Policy file

The policy file (on page 51) maps each DNS-related action to a corresponding identifier that can be assigned a True (Yes) or False (No) value. The assigned value determines whether or not a user can perform the action.

You can view the list of policy files (on page 52) at `/etc/virtualhosting/policies/`.

Structure of a Policy File

The policy file is an INI file that is easy to read and modify. The policy file contains sub-policies identified by a name. The default sub-policy is *bind*. The various options under a sub-policy identify the policy-related actions. You cannot add sub-policies; however, you may modify the existing ones.

➢ ***The contents of a policy file are as follows:***

```
[bind]
add_a = yes
add_aaaa = yes
add_cname = yes
add_mx = yes
add_ns = yes
add_ptr = yes
add_srv = yes
add_txt = yes
add_zone = yes
delete_a = yes
delete_aaaa = yes
delete_cname = yes
delete_mx = yes
delete_ns = yes
```

```
delete_ptr = yes
delete_srv = yes
delete_txt = yes
delete_zone = yes
edit_soa = yes
```

To revoke permission on an action, set the attribute to *no*; to grant permission, set the attribute to *yes*.

List of Policy Files

The list of available policy files are located at `/etc/virtualhosting/policies/`.

➢ ***The following policy files are created by Parallels Pro Control Panel:***

- `/etc/virtualhosting/policies/reseller<R>.sitedefault`. Policy file that provides the default settings for any site created by the reseller identified by the ID `<R>`.
- `/etc/virtualhosting/policies/site<N>`. Policy file that provides the default settings for the Site Administrator of the site identified by the ID `<N>`.

Modifying Policy Settings

To modify the policy settings, open the file in an editor, update the settings as required, and save the changes.

Action	Steps
Modifying the default policy settings for all your sites	The settings you configure in the file `/etc/virtualhosting/policies/reseller<R>.sitedefault` apply to all the sites created by you. **1** Using an editor, open the file `/etc/virtualhosting/policies/reseller<`***R***`>.sitedefault` where <***R***> is your reseller ID. **2** Change the settings as required and save the changes.

Modifying the policy settings for a particular site	The settings you configure in the file `/etc/virtualhosting/policies/site<N>` apply only to the specified site. **1** Using an editor, open the file `/etc/virtualhosting/policies/site`<***N***> where <***N***> is the site ID. **2** Change the settings as required and save the changes

CHAPTER 7

Using AnnounceIt!

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Deleting Messages 56

Overview of AnnounceIt!

AnnounceIt! is a control panel message board that you can use to publish messages to Site Administrators. You can use AnnounceIt! to promote or announce new offerings to Site Administrators and notify them of any operational activities that may affect access to their sites.

➢ ***Using AnnounceIt!, you can:***

- View the list of messages (on page 54)
- Add messages (on page 55)
- Update messages (on page 56)
- Delete messages (on page 56)

Viewing the List of Messages

You can view the list of messages on the **AnnounceIt!** message board on the home page of the control panel or by clicking **AnnounceIt!** (Administration section) in the shortcuts section of the Home page. The list of messages are displayed.

AnnounceIt! displays the title of the messages. To view the message, click the message title.

Note: AnnounceIt! displays a maximum of **5** messages on the message board.

➢ ***Using AnnounceIt!, you can:***

- View the list of messages (on page 54)
- Add messages (on page 55)
- Update messages (on page 56)
- Delete messages (on page 56)

Adding Messages

The messages you add are published immediately to the control panel message board of your Site Administrators. The messages are displayed whenever the Site Administrators log into the control panel.

Note: AnnounceIt! displays a maximum of 5 messages on the message board. If you have reached the message limit, you will be unable to add messages. To add a message, update or remove an existing message.

➢ ***To add messages:***

1 In the shortcuts section of the Home page, click **AnnounceIt!** (Administration section).

2 Click **Add Message**.

3 In the **Message Title** field, enter the message title. Ensure that the message title does not exceed **256** characters.

Note: The **Intended Audience** field is pre-filled as you can send messages only to the Site Administrators.

4 In the **Message Format** field, click the arrow and select one of the following options:

- **XHTML**. Select XHTML if you want to format the message using custom colors and custom character/paragraph formats. You must use appropriate XHTML tags to display text in this format.
- **Text**. Select Text if you want to display the message in plain text without any formatting.

5 In the **Message** field, enter the message you want to publish. Ensure that the message size does not exceed **15** KB (kilobytes).

- **Text**. If you have chosen **Text** in the *Message Format* field, type the message in plain text.
- **XHTML**. If you have chosen **XHTML** in the *Message Format* field, type the message using XHTML tags. For example, if you want to display the message *This is a sample message* in bold, type the following:

```
<html>
<body>
This is a <b>Sample Message</b>.
</body>
</html>
```

Note: If you type the XHTML message in plain text, you will receive an error.

6 Click **Publish**.

Updating Messages

➢ ***To update messages:***

1 In the shortcuts section of the Home page, click **AnnounceIt!** (Administration section).

2 In the **Actions** column of the message you want to update, click .

3 Update the message as required.

4 Click **Update**.

Deleting Messages

➢ ***To delete messages:***

1 In the shortcuts section of the Home page, click **AnnounceIt!** (Administration section).

2 In the **Actions** column of the message you want to delete, click .

3 In the confirmation window, click **OK**. The message is removed from the list of messages.

CHAPTER 8

Managing Sites

In this chapter:

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Working with Service Plans 62
Creating New Sites 77
Working with Existing Sites 81
Viewing Bandwidth Usage Reports 84
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Using the Site Manager

You use the Site Manager to view and manage your sites and Service Plans.

➢ ***From the Site Manager, you can:***

- View existing service plans (on page 75)
- Add service plans (on page 76)
- Update service plans (on page 77)
- Add IP-based sites (on page 78)
- Add name-based sites (on page 80)
- View site information (on page 82)
- View site bandwidth usage reports (on page 90)
- Update site settings (on page 83)
- Suspend or reactivate sites (on page 84)
- Remove sites (on page 84)

Logging on as the Site Administrator

Parallels Pro Control Panel Automatic login also called auto-login does not require you to know the Site Administrator's user name and password. You are automatically logged in using the Site Administrator's account information. you into the Site Administrator control panel when you click on a site name. Auto-login is especially useful if the Site Administrator is unable to recall his password and requires you to access (on page 83) the Site Administrator control panel to reset the current password. As a Site Administrator, you can also perform other administrative tasks. While you work as a Site Administrator, your preceding reseller sessions remain active for a duration of 60 minutes. If no activity is noted during this period, the sessions expire. As you perform multiple roles, stacked login ensures that your multiple sessions remain easily accessible and functional.

➢ ***To log on as the Site Administrator from the Reseller Administrator control panel:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).
2 In the **Site** column, click the name of any enabled site.
3 A dialog box opens and confirms that you want to log on at the Site Administrator level.
4 Click **OK.** The Site Administrator shortcuts page opens, which lists the tasks you can perform as Site Administrator.

➢ ***To change or reset the Site Administrator password:***

1 On the Site Administrator Menu, click **Site Information**.
2 Click **Change Administrator Information**.
3 In the **New Password** field, enter the new password.
4 In the **Confirm New Password** field, re-enter the new password.
5 Click **Update**.

Overview of Site Security Levels

When multiple sites are hosted on a single server, sharing system resources, there is a high possibility of sabotage or inadvertent activity that may compromise the integrity of data. You can check misuse or malevolent activity by setting appropriate security features for each site when you create the site.

Depending on the security level chosen, certain services for the site run in protected mode within the site's file system, technically referred to as a chrooted environment. This prevents unauthorized access to the resources of the secured site; also, the Site Administrator and users of the secured site cannot access data or resources pertaining to other sites on the Web server.

➢ ***The control panel offers three security levels:***

- High
- Medium
- Low

High

High security runs certain services, that are vulnerable to security breaches, inside the restricted environment of the site's file system.

This security level is recommended if your account operates in a shared hosting environment and you want to ensure a secure environment for sites that use CGI and remote access services.

The services that are secured are:

CGI Scripts

CGI scripts can present security loopholes in two ways:

- They can reveal information about the host system thus enabling hackers to break into the system
- When the scripts process remote user input, such as the contents of a form, they become vulnerable to remote exploits that subvert the scripts to run potentially destructive commands

High security uses the chroot mechanism to place cgi scripts inside the restricted part of the site's file system.

Important: High security poses problems if the CGI scripts for a site source required libraries or configuration files from outside the site's file system, in which case, the necessary files must be copied across to the site's file system.

For example, if a CGI script uses Perl, then all the Perl libraries and configuration files must be copied into the site's file system.

Telnet/Secure Shell

Remote login services as Telnet or SSH allow users to interact with remote computers on the Internet. They can expose your system to denial-of-service attacks and enable hackers to run subversive code.

High security jails remote user logins (administrator and users of the site) to the restricted environment of their home directories. Administrators and users of the site are logged into their respective home directories, preventing view or access to any system-wide resources from the site's operating environment.

mod_perl/mod_php

mod_perl and mod_php are modules that allow users to run scripts on the Web server, thus exposing your account to potential exploits.

High security disables the mod_perl and mod_php services for a site, so that users cannot run scripts using these modules on the site.

Important: In high security sites, the **.pl** (Perl) files located at **/var/www/perl** and the **.php** files are run as CGI processes. However, in medium and low security sites, the **.php** files are managed by mod_php and the **.pl** files located at **/var/www/perl** are managed by mod_perl. To take advantage of the full capabilities of these services, you must opt for medium or low security.

Medium

Medium security offers a loosely knit security environment wherein remote login services are secured, but CGI scripts run in a vulnerable environment.

Note: Opt for this security level if you are upgrading sites from version 3.1. This security level preserves the settings of existing sites and allows CGI scripts to run without any modification.

The following services are secured.

CGI scripts

CGI scripts are not jailed into the site's file system. This compromises security but eliminates file sharing constraints posed by secured CGI scripts.

Telnet / Secure Shell

Telnet and SSH services are secured as in high security. Remote user logins (administrator and users of the site) are restricted to the protective environment of the site's file system.

mod_perl / mod_php

mod_perl and mod_php services are enabled for the site, allowing users to run these scripts on the site.

Low

Low security enables all files residing on the server to be shared or accessed (depending on file access privileges) by the administrator of the site, but users are always restricted to their home directory within the site.

This security level is recommended only for trusted user environments, as it allows remote access services and CGI scripts access to the whole server, including other user's data on the server. This security level is not recommended for shared hosting environments.

Important: Since low security provides an open operating environment, the administrator name must be unique across all the sites hosted on the server.

The site is also enabled to run mod_perl and mod_php scripts.

None of the following services are secured for the site.

CGI scripts

While CGI scripts reside within the site's file system, the administrator of the site can access or share system-wide resources outside the cgi-bin directory.

Telnet / Secure Shell

With low security, administrators can use the Telnet or SSH remote login service to traverse the file hierarchy outside the site's home directory. Users, however, are restricted to the home directory of the site.

Note: For IP-based sites, remote access, using the Telnet service, is locked into the site's file system. When the Site Administrator or the site users connect to the site they are logged directly into their home directory. To override this limitation, Site Administrators need to connect to the server on which the site is hosted and then log in with the user name `<user_name>@<site_name>` to the server.

mod_perl / mod_php

mod_perl and mod_php services are enabled for the site and can be used to run mod_perl and mod_php scripts on the site.

Working with Service Plans

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Viewing Existing Service Plans 75
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Removing Service Plans 77

Using Service Plans to Create Sites

The control panel provides tools to quickly and easily define and deploy Service Plans. Service Plans represent a bundle of services and resources, such as disk space, that you can sell to resellers and site owners. Based on the specific service plan configurations you choose, the control panel deploys the necessary services and enforces the limits you choose for the site when you create it.

If you intend to create multiple sites, before creating the sites, you might want to first create Service Plan templates (on page 76). Each template can include different configurations that satisfy different business requirements. You can create as many Service Plan templates as you want. You can also set one of the Service Plan templates as the default plan used for new sites.

Note: These templates are not required to create a site; however, they can make creating multiple sites easier and faster.

Even if you create a site with a Service Plan, you can later modify the Service Plan for that specific site to customize it for your customer's requirements.

Before you define a Service Plan, it would be helpful to understand your customers' requirements and see what competitors are offering. You will want to put together an offer that is compelling to your target customers. There are a number of features that your customers will consider required, such as disk space and bandwidth. You also have the opportunity to differentiate your Service Plans by adding additional services.

If you are using the control panel primarily to host internal sites, defining Service Plans can ensure you allocate resources appropriately, as well as delegate appropriate control to your internal customers.

You can create Service Plans using the Site Manager (on page 57).

Examples of Service Plans

Following are the examples of some service plans you can create and sell to your customers. Use the control panel to create, manage, and remove these accounts.

Business Service Plans

Listed below (in order of complexity) are some examples of business Service Plans.

- GOLD
  - Account features
    - 125 MB of Web space
    - 25 email accounts
    - Unmetered bandwidth, meaning site owners will not be billed for usage
    - Dedicated IP address
  - Target customer

        - Anyone who is just starting out on the Internet
        - Anyone who does not need database or multimedia features
        - Any small business looking to launch its first Web site
        - Any family or individual wanting to display their Web site
- PLATINUM
    - Account features
        - 300 MB of Web space
        - 100 email accounts
        - Unmeasured bandwidth, meaning site owners will not be billed for usage
        - Dedicated IP address&emdash;one MySQL database
        - Database access
        - Multiple scripting language support (PHP4, SSI, Python, Perl, JSP&emdash;pre-built CGI script support
    - Target customer
        - Anyone who has a large personal or business Web site requiring a lot of Web space
        - Anyone who needs a site with MySQL, media streaming, and/or SSL support
        - Anyone who needs the reassurance that they will not quickly outgrow their hosting solution
- TITANIUM
    - Account features
        - 500 MB space
        - 200 email accounts
        - 10GB measured bandwidth
        - Manage multiple Web sites under one account&emdash;host 5 domains
        - PHP4, SSI, Python, Perl, JSP
        - MySQL database
    - Target customer
        - Anyone who has multiple Web sites they wish to host under one account
        - Anyone who needs a way to centrally manage multiple Web sites
        - Anyone who wants to consolidate existing Web hosting accounts into one low-cost option
- DIAMOND
    - Account features
        - 2 GB space
        - Unlimited email accounts
        - 20 GB measured bandwidth
        - Unlimited domains

    - PHP4, SSI, Python, Perl, JSP
    - ASP, Tomcat JSP
    - MySQL database
- Target customer
    - Anyone who wants all the benefits of a dedicated server, but on a budget
    - Anyone with a large Web site that needs a maximum amount of storage
    - Anyone who runs resource demanding scripts

Reseller Service Plans

Listed below (in order of complexity) are some examples of reseller Service Plans.

- ECONOMY
    - 30 MB Disk Space
    - 750 MB Data/month
    - 2 Domains (e.g. www.name.com)
    - 10 POP3 Email Accounts
- PREMIUM
    - 250 MB disk space
    - 4500 MB data/month
    - 2 domains
    - 10 POP3 email accounts
- ECONOMY BULK
    - Unlimited domains
    - Unlimited POP3 email addresses
    - 500 MB disk space
    - 15000 MB monthly transfer
- PREMIUM BULK
    - Unlimited Web sites
    - Unlimited POP3 email addresses
    - 1500 MB disk space
    - 45000 MB monthly transfer

Service Plan Options

This topic explains options for service plans. You choose these options when you add or modify a service plan or site.

Site information section

Option	Description and settings
Security Level	The security level assigned to a site establishes the operating environment of the site. Depending on the security requirements of the site, select one of the following options: ▪ High ▪ Medium ▪ Low
IP-Based Hosting (Service Plan field only)	Click this option if you are creating a Service Plan template for IP-based sites.
Name- Based Hosting (Service Plan field only)	Click this option if you are creating a Service Plan template for name-based sites.

DNS section

Option	Description and settings
Add to DNS	If you want to add an entry to the DNS server provided by the control panel, select the check box; otherwise, leave it blank.
Enable Zone Management	If you want to enable zone management capability for the reseller (if you assign the site to a reseller) or the Site Administrator, select the check box; otherwise, leave it blank.
Enable DNS Logging	If you want Parallels Pro to maintain a record of all the DNS-related events, select the check box; otherwise, leave it blank.
Master	Enter the fully qualified domain name of the server you want to designate as the primary (Master) DNS server.

Slaves (one per line)	Enter the fully qualified domain name of the server you want to designate as the secondary (Slave) DNS server. You can specify multiple slave servers, one entry per line.

Aliases section

Option	Description and settings
Domain Aliasing	If you want to allow other domain suffixes to map to this domain, select the check box; otherwise, leave it blank. In the text box, enter the specific domain suffixes you want to map to the domain, for example, `.net` or `.org`. Enter only one suffix per line. **Note:** If you add records to an alias zone (that is, a zone added to an alias domain), before you remove the alias domain, make sure you manually migrate all the records to another zone.
Aliases (one per line)	In the text box, enter the specific domain suffixes you want to map to the domain, for example, `.net` or `.org`. Enter only one suffix per line. **Note:** If you add records to an alias zone (that is, a zone added to an alias domain), before you remove the alias domain, make sure you manually migrate all the records to another zone.

Monitoring section

Option	Description and settings
Threshold (MB)	Enter the upper limit of network traffic (greater than 0), in Megabytes, that the site is allowed to have per month. **Note:** You will get a daily email message summarizing the sites that are over their bandwidth limit. If no sites are over the limit that day, you will not receive an email message.
Cycle Start	Specify the day of the month the bandwidth threshold monitor resets and begins a new monitoring session. Click the arrow and from the list, choose a number between **1** and **28**. For example, if you want the monitoring to start on the 10^{th} of each month, choose 10.

Analog Web/FTP Log Analyzer	If you want to provide your customers with analysis reports of Web and FTP server use, select the check box; otherwise, leave it blank. **Note:** If you enable this option, you must also enable the **Generate Web Logs** option.
Webalizer Log Analyzer	If you want to provide your customers with graphical log analysis reports of Web and FTP servers usage, select the check box; otherwise, leave it blank. **Note:** If you enable this option, you must also enable the **Generate Web Logs** option.
AWStats Log Analyzer	If you want to provide your customers with graphical log analysis reports of Web and FTP servers usage, select the check box; otherwise, leave it blank. **Note:** If you enable this option, you must also enable the **Generate Web Logs** option.

System Limits section

Option	Description and settings
Disk Quota	If you want to set a specific amount of disk space that can be assigned to a site, select the check box; otherwise, leave it blank. **Note:** You cannot set the disk quota for NFS servers. Leave this check box blank for sites on NFS servers.
Allocated Disk Quota (MB)	Enter the numerical amount (in MB) you want to assign.
User Quota	User quota defines the number of users that can be created for the site. ▪ To allow unlimited number of users: Do not select the **User Quota** checkbox; Leave the **Max Users** field empty. ▪ To allow limited number of users: Select the **User Quota** checkbox; Enter the maximum number of users in the **Max Users** field.
Maximum Number of Users	Enter the maximum number of users, for example, **25**, that you want to create for the site.

Web Server section

Option	**Description and settings**
Apache Web Server	If you want to provide Web server support to your customers, select the check box; otherwise, leave it blank.
Web Server Name	Enter the domain name prefix, for example "`www.`". If you do not specify a prefix, a DNS record will not be created for that domain name.
CGI	If you want to allow your customers to run CGI scripts on their Web servers, select the check box; otherwise, leave it blank. **Note:** Be aware that CGI scripts generate processes that can use extensive server resources.
Script Alias	Specify the directory in which you will store CGI scripts created for the site. The default directory is **cgi-bin**. If you are unsure of what to enter in this field, retain the default.
Secure Web (SSL) (for IP- based sites only)	If you want to provide your customers with secure Web pages, select the check box; otherwise, leave it blank. **Note:** **1.** Secure Web (SSL) is only available to IP-based sites. **2.** SSL encryption will slow down page browsing on the Web site. **3.** The customer must obtain a SSL certificate from a certifying authority. He is also provided with a self signed certificate, which is valid as any other certificate, however this may result in warning messages being displayed on the server.
Server Side Includes	If you want to allow your customers to create .shtml Web pages, select the check box; otherwise, leave it blank.
Mod_perl for Apache	If you want to allow your customers to use Mod_perl for Apache, select the check box; otherwise, leave it blank.
Alias	The default directory alias is `/perl/`.
Generate Web Logs	If you want to provide statistics about Web site traffic for the CustomLog report, and provide error information for the ErrorLog report, select the check box; otherwise, leave it blank. If you have enabled the **Analog Web/FTP Log Analyzer** option, you must also enable this option. The Generate Web Logs

	application provides the statistics used for the Analog Web/FTP Log Analyzer reports.
Tomcat 4	If you want to provide Tomcat 4 support to the site, select the check box; otherwise, leave it blank. **Note:** Tomcat 4 provides capabilities for running Java servlets/Java Server Pages (JSP) on the Web server.

Subdomains section

Option	Description and settings
Subdomain Interface	Select the check box to enable Site Administrators with access to the subdomain interface for creating and managing subdomains.
Maximum Subdomains	Enter the maximum number of subdomains that can be created for the site.
Base Directory	The base directory indicates the location in the site's file system where all the regular subdomains for the site can be located. Enter the complete path to the base directory. By default, they will be located under */var/www*.

E-Commerce section

Miva Merchant	If you want to allow your customers to create e-commerce storefronts using Miva Merchant, select the check box; otherwise, leave it blank.

File Management section

Option	Description and settings
File Manager	If you want to allow your customers to access, create, and remove files and directories on the site, select the check box; otherwise, leave it blank.
Export/Import	If you want to allow your customers to backup and restore data or configuration files, select the check box; otherwise, leave it blank.

Mail Access Protocol section

Option	Description and settings
POP3+IMAP Server	If you want to provide your email users access to their email from remote mail clients, select the check box; otherwise, leave it blank.

Mail section

Option	Description and settings
Email	If you want to allow your customers to send and receive email messages from the mail server on the site, select the check box; otherwise, leave it blank.
Mail Server Name	Enter the prefix you want to use, for example, "`mail.`".
Mailing List (Majordomo)	If you want to allow your email users to create mailing lists, select the check box; otherwise, leave it blank.
Vacation Auto-Responder	If you want to allow your email users to create vacation messages to automatically respond to incoming email messages, select the check box; otherwise, leave it blank. **Note:** If you select this option, and later temporarily remove it from the site then add it back to the site, you must notify your users to reactivate this feature. When you remove this feature from the site, Vacation Auto-Responder automatically resets the option to **Off** for any user account currently using the feature. Users will not be able to use this feature until they manually set it to **On** again.
Spam Filtering	If you want to allow your email users to manage spam, select the check box; otherwise, leave it blank.

Web-based Email Access section

Option	Description and settings
SquirrelMail Web-based Email	If you want to provide your customers access to their email messages over the Web, select the check box; otherwise, leave it blank.

Mail Scanner

MailScanner/Virus Scanner	If you want to enable email scanning for the site, select the check box; otherwise, leave it blank. **Note:** When you enable MailScanner, you automatically enable virus scanning for email messages delivered to the site.
Scan Incoming mail	If you want to allow only incoming email messages to be scanned, select the check box, otherwise leave it blank.
Scan Outgoing mail	If you want to allow only outgoing email messages to be scanned, select the check box, otherwise leave it blank.

Remote Login and Tools section

Option	Description and settings
Development Tools	If you want the virtual domain shell of your customers to have access to development tools like GCC or G++ compilers, select the check box; otherwise, leave it blank.
OpenSSH Secure Shell	If you want to allow your customers to log on and access the site using an SSH connection, select the check box; otherwise, leave it blank.
Telnet	If you want to allow your customers to log on and access the site using a Telnet connection, select the check box; otherwise, leave it blank. The maximum number of Telnet domains supported on one server is **250**.

File Transfer section

Option	Description and settings
FTP	If you want to allow your customers to transfer files to and from the site using an FTP connection, select the check box; otherwise, leave it blank. **Note**: Name-based sites support FTP file transfers at the Site Administrator level only. Other users can upload files to the site using the File Manager upload feature.
FTP Server Name	Enter the prefix you want to use, for example, "`ftp.`".
Anonymous FTP	If you want to allow anonymous users to access the FTP server without a password, select the check box; otherwise, leave it blank.

Database Server section

Option	Description and settings
MySQL	If you want to allow your customers to manage their SQL databases through MySQL, select the check box; otherwise, leave it blank. Do not configure the rest of the options in the **Database Server** section if you do not enable MySQL. **Note**: Enabling MySQL will also enable the MySQL set of command line tools for database management.
Database Administrator	The Database Administrator exercises administrative control over all the databases of the site. Enter the user name of the Database Administrator. *Note: By default, the site name is used as the database in this field*. The name should not exceed **16** characters. **Note**: If you leave this field blank, the default user name is the same name as you entered in the Administrator User Name field.
Number of Databases	Enter the maximum number of databases permissible for the site. **Important**: The value **0** enables the Site Administrator to create unlimited number of databases for the site.

Database Prefix	Enter a prefix for the database. The prefix is necessary to ensure that the database is unique to the site and can have a maximum of 30 characters. By default, the site name is used as the database prefix. If the name of the site exceeds **30** characters then the database prefix is truncated to 30 characters. **Prefix caveat** The prefix name, once set, must not be changed, as this will change the name of all the databases across the site. As a result of this, your site databases will be inaccessible. ➢ ***To restore connection to the database, do one of the following:*** **1** Revert to the original prefix. **2** Change the code references in your site pages so that they refer to the new prefix.

Power Tools section

Option	Description and settings
Enable Power Tools	To enable Power Tools for a site, select the check box next to Power Tools. To allow Site Administrators to install individual tools, select the check boxes that appear next the tools. To prevent Site Administrators from installing individual tools, disable tools by clearing their check boxes. To disable Power Tools for a site, clear the check box next to Power Tools. If this check box is cleared, Power Tools is disabled even if individual tools are selected.

Viewing Existing Service Plans

You can view all of your existing Service Plans from the Sites Manager.

Viewing service plans

➢ ***To view existing service plans:***

1 In the shortcuts section of the Home page, click **List Plans** (Service Plan section).
The Plan List form opens and displays a list of existing Service Plans.

The columns in this form include:

- **Plan Name -** The name of the service plan
- **Actions -** The column that allows you to add a site (on page 78) using the service plan, update (on page 77) an existing service plan, or remove a service plan.

Adding Service Plans

Before creating sites, we recommend you create new Service Plans. A Service Plan is a template consisting of a set of services and utilities. These templates are not essential to create a site; however, they make creating multiple sites easier and faster by grouping services together, which can be assigned to sites while creating them. You can create unlimited Service Plans using different configurations to satisfy different business needs.

Service Plans are a powerful and convenient way to offer hosting plans to your customers by linking them with the type and extent of services available. For example, you can create a Bronze plan offering basic services with limited disk space, a Silver plan offering more services with more disk space, and a Gold plan offering all services and maximum disk space.

The control panel ships with a single default plan, named DefaultPlan. Use the Add Service Plan option to create more plans based on the needs of your customers. Service Plans can be modified later any time as desired.

Note: There is no permanent link between a site and the plan used to create it. After a site is created using a Service Plan, the site can be modified without affecting the plan and vice-versa.

➢ ***To add a service plan:***

1. In the shortcuts section of the Home page, click **Add Plan** (Service Plan section). The Add Service Plan form opens and displays the DefaultPlan template. The values in the DefaultPlan template are defined, but you can change them now and save the settings as your current DefaultPlan or as a new template.
2. Use Service Plan options information (on page 66) to help you complete the form.
3. In the **Save Plan** area, save the plan as a new template or overwrite the existing template. Do one of the following:
   - To save the plan as a new plan, select the **Save as a new plan** option. In the adjacent text box, enter the name of the new plan.
   - To update or overwrite an existing plan, select the **Save as an existing plan** option. From the list, click the arrow and choose a name.
   - To save this plan as the default plan, click the arrow and choose **default**.
4. Click **Save**.

Updating Service Plans

➢ ***To update a Service Plan:***

1 In the shortcuts section of the Home page, click **List Plans** (Service Plan section). The Plan List form opens and displays the list of existing plans.

2 Locate the service plan you want to update and in the **Actions** column, click . The Edit Service Plan form opens.

3 Use Service Plan options information (on page 66) to help you make changes to the form.

4 Click **Update Plan**.

Removing Service Plans

As your Service Plan needs change over time, you might prefer to retire some plans. Or, your customers might upgrade to more robust plans. For these and other reasons, you will want to remove a Service Plan.

Note: You cannot remove the default service plan.

➢ ***To remove a Service Plan:***

1 In the shortcuts section of the Home page, click **List Plans** (Service Plan section). The Plan List form opens and displays the list of existing plans.

2 In the **Plan List** form, locate the plan you want to remove and in the **Actions** column, click .

Creating New Sites

In this section:

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Adding IP-based Sites

Before creating any sites, you might want to create a Service Plan template (on page 63). Templates are not required to create sites; however, they can make creating multiple sites and establishing services for the sites easier and faster.

You can create and manage sites using the Sites Manager (on page 57).

Note: A special alias called site_blackhole is automatically created when the site is created. It does not display in the list of aliases and its only purpose is to act as a repository for all garbage email. When a user with an alias is removed, the alias can still remain (as it may be referenced by other aliases), but the target user name is replaced by site_blackhole. When an email is sent to this alias, it goes to site_blackhole.

Before you begin to create a site, make sure you have all the required information.

➢ ***To create an IP-based site:***

1 In the shortcuts section of the Home page, click **Add IP-Based Site** (Sites section).

2 In the **Site Name** field, enter the name of the site.

Important: The site name must be the fully qualified name, containing both the host name and the domain name; do not include the www prefix. The total length of the database name (inclusive of the database prefix) should be less than 255 characters.

3 In the **Administrator User Name** field, enter a user name for the Site Administrator, the person who will manage this new site.

Important: You must not enter a user name starting with a number (such as 123abc). If you do, you will receive an error message and the site will fail to add.

4 In the **Administrator Password** field, enter a password for the Site Administrator.

5 Retype this password in the **Confirm Administrator Password** field.

6 In the **Email Contact** field, enter the email address of the Site Administrator.

7 Set the security level (on page 59) for the site by selecting an appropriate option in the **Security Level** field.

8 In the **IP Address** field, enter the IP address you want to assign to the site.

9 In the **Select a Service Plan** field, do one of the following:

- If you want to use an existing Service Plan template (on page 63), click the arrow and from the list, choose the name of the template you want to use.
- If you do not want to use a Service Plan template, or if you want to manually assign the services available to this site, click **Advanced.**

The **Add IP-based Site** form expands to display the **Service Plan** form that allows you to choose the service options you want to enable for the site.

Use Service Plan options information (on page 66) to help you complete the form.

10 Click **Add Site**.

The control panel creates the new IP-based site and assigns a temporary default home page for it. To view this temporary home page, go to: `http://`<your_site_name>.

➢ ***In case of the installation of Parallels Pro Control Panel from Parallels Virtuozzo Containers templates, after adding an IP-based site do the following:***

a When a Virtuozzo container uses the **host-routed network**, after adding an IP-based site the following command should be executed as root on **Virtuozzo Hardware Node**:

```
vzctl set N –ipadd IP –save
```

Where:

- ***N*** – Virtuozzo container identifier
- ***IP*** – IP address of the recently-added IP-based site.

When **bridged network** is used no additional actions are necessary.

Adding Name-Based Sites

Name-based sites have a unique host name but share an IP address with the control panel server. They receive most of the benefits of IP-based sites without occupying an IP address and can be offered at a lower cost to customers.

Name-based sites have certain limitations.

- Users do not have access to SSL secure site certification
- A CNAME alias record cannot be entered into the DNS configuration.

Before you begin to create a site, make sure you have all the required information.

➢ ***To create a name-based site:***

1 In the shortcuts section of the Home page, click **Add Name-Based Site** (Sites section). The Add Name-based site form opens.

2 In the **Site Name** field, enter the name of the site you are creating.

Important: The site name must be the fully qualified name, containing both the host name and the domain name; do not include the www prefix. The total length of the database name (inclusive of the database prefix) should be less than 255 characters.

3 In the **Administrator User Name** field, enter a user name for the Site Administrator, the person who will manage this new site.

Important: You must not enter a user name starting with a number (such as 123abc). If you do, you will receive an error message and the site will fail to add.

4 In the **Administrator Password** field, enter the password for the Site Administrator.

5 Retype this password in the **Confirm Administrator Password** field.

6 In the **Email Contact** field, enter the email address of the Site Administrator.

7 Set the security level (on page 59) for the site by selecting an appropriate option in the **Security Level** field.

8 In the **Select a Service Plan** field, do one of the following:

- If you want to use an existing Service Plan template (on page 63), click the arrow and from the list, choose the name of the template you want to use.
- If you do not want to use a Service Plan template, or if you want to manually assign the services available to this site, click **Advanced.**

  The Add Name-based Site form expands to display the Service Plan form that allows you to choose the service options you want to enable for the site.

  Use Service Plan options information (on page 66) to help you complete the form.

9 Click **Add Site**.

The control panel creates the new name-based site and assigns a temporary, default home page for it. To view this temporary home page, go to: http://<your_site_name>.

Previewing a New Site

If your site is new, the DNS information for the site may not have had time to resolve; however, you can still preview the Web page content and CGI script functions of the site.

Note: Once the DNS information for your new site resolves, you can go directly to the actual site by entering the following URL in the **Address** field of your Internet browser: `http://<site_name>.com/`

Previewing Web page content

➢ ***To preview Web page content:***

In the **Address** field of your Internet browser, enter the following URL:

`http://<server name>/<domain_name>.com/`

where:

- `<server name>` is the name of the control panel server on which the site is hosted
- `<domain_name>` is the fully qualified name of the domain

Previewing CGI scripts

➢ ***To preview the CGI scripts:***

In the **Address** field of your Internet browser, enter the following URL:

```
http://<server name>/<domain_name>.com/<ScriptAlias>
where:
<server name> is the name of the control panel server on which
the site is hosted
<domain_name> is the fully qualified name of the domain
<ScriptAlias> is the CGI script directory for the domain
```

Working with Existing Sites

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Suspending and Reactivating Sites 84
Removing Sites 84

Viewing Site Information

You can view and manage your existing sites from the Site Manager.

The Site Manager displays your existing sites in the Site List.

Viewing your existing sites

➢ ***To view your existing sites:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section). The List Sites form opens displaying your existing sites.

   The columns in this form include:

   - **Site -** The name and IP address of the site.
   - **Status** - Whether the site is active (not suspended) or inactive (suspended).
   - **Type** - Whether the site is an IP-based or name-based site.
   - **IP Address** - The IP address of the site.
   - **Actions** - Allows you to perform the following actions on the site**.**
     -  - View the site's bandwidth traffic reports (on page 90)
     -  - Update the site's settings (on page 83)
     -  - Suspend the site (on page 84)
     -  - Reactivate the site (on page 84)
     -  - Remove the site (on page 84)

From the List Sites form, you can also Connect to a specific site (on page 83).

Updating Site Settings

You can modify the settings of an existing site to switch between IP-based sites and name-based sites, assign a different Service Plan, toggle services, change the allocated disk space, or change the maximum number of email users.

Important: When you convert a name-based site to an IP-based site, you can offer the Secure Web (SSL) service that enables the Site Administrator to perform secure Web operations.

However, when you convert an IP-based site to a name-based site, the Secure Web (SSL) service is disabled preventing further secure Web operations on the site. If the site availed the service before the update, notify the Site Administrator of further unavailability of the service.

➢ ***To update your existing site settings:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to change and in the **Actions** column, click . The Edit Site form opens.

3 Use the Service Plan Options Information (on page 66) to help you make changes to the form.

Note: Changing the name in the **Site Name** field does not automatically change the names of the other servers on the site, such as the Web server or the mail server. If you change the name in the **Site Name** field, make sure the names of the other servers still apply.

---

4 Click **Update Site**.

Connecting to a Specific Site

➢ ***To connect to a specific site:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to connect to and in the **Sites** column, click the underlined name of the site, for example, click **store.acme.com**.

A confirmation window opens, informing you that you are automatically logging in as the Site Administrator for the specific site. To return to the Reseller Administrator control panel, you must log in with your user name and password.

3 Click **OK**.

Suspending and Reactivating Sites

Sometimes you may find it useful to suspend a site instead of removing it. This feature is particularly convenient in situations such as non-payment of dues by the site owner. Instead of removing a site completely, which also removes all associated mail users and data of the site, you can simply suspend it. Later, you can easily re-enable the site with a single click.

Suspending a site

➢ ***To suspend a site:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to suspend and in the **Actions** column, click . A confirmation window opens.

3 Click **OK** to suspend the site.

It may take a few minutes for the system to complete the operation.

Reactivating a site

➢ ***To reactivate a site:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to reactivate and in the **Actions** column, click . A confirmation window opens.

3 Click **OK** to reactivate the site.

It may take a few minutes for the system to complete the operation.

Removing Sites

➢ ***To remove a site:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to remove and in the **Actions** column, click .

3 In the confirmation window, verify the site you are removing, then click **OK**.

Note: When you delete a site, you not only delete the data corresponding to the site, but also delete all the email user accounts associated with this site.

Viewing Bandwidth Usage Reports

In this section:

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Viewing Current Bandwidth Usage Report

You can view bandwidth usage for all of your sites for the current monitoring session. The information shown includes all bandwidth usage from the start of the monitoring session to the current day. If the site is new, the information shown includes only statistics starting from the day the site was created to the current day.

Note: Bandwidth statistics may not be available for new sites for up to five minutes after the new sites are created. Also, you will not see statistics until there is traffic on the new site. The information is updated every 2 hours.

Usage summary of your account

➢ ***The columns in this section include:***

- **Bandwidth (Entire Site) -** A bar graph showing how much bandwidth is used by the reseller.
- **Maximum Allowed sites** - The maximum number of sites that can be hosted on your account.
- **Total Sites Created** - The maximum number of sites created for your account.
- **Bandwidth Consumed By Sites** - The number of sites consuming bandwidth.
- **Total Used Bandwidth** - The amount of bandwidth used by the sites on your account.
- **Quota** - The maximum bandwidth (in megabytes) assigned to your account.
- **Available -** The amount of megabytes still available after finding the difference between the number of bytes of bandwidth assigned to the site and the number of bytes of bandwidth already used.

Usage summary for all the sites

➢ ***To view current bandwidth usage reports:***

- In the shortcuts section of the Home page, click **Bandwidth Reports (Reports section)**.

  The Usage Reports form opens listing all the sites that have usage report statistics available.

  The columns on this form include:

  - **Site -** The name of the site. The site name is linked to a detailed statistical report on the corresponding site.
  - **Bandwidth -** A bar graph showing how much megabytes of bandwidth is used in comparison to how much is assigned to the site.
  - **Status** - The status of the site indicated by the following status buttons.
  -  - Indicates that the site is suspended or removed
  -  - Indicates that the site is active
  - **Used (MB) -** The number of megabytes of bandwidth already used by the site during the current one month period.
  - **Quota (MB) -** The maximum number of megabytes of bandwidth assigned to the site for the current one month period.

- **Available (MB) -** The difference between the number of bytes of bandwidth assigned to the site and the number of bytes of bandwidth already used.
- **% Used -** The difference amount shown as a percentage.

You can also view current usage report for a particular site (on page 90).

Viewing Past Bandwidth Usage Report

Once the current monitoring session ends, information about bandwidth usage for the month is moved to the Last Usage Reports form. This form shows a summary of the amount of network traffic that occurred for all of your sites during the last monitoring session.

Note: Bandwidth statistics may not be available for new sites for up to five minutes after the new sites are created. Also, you will not see statistics until there is traffic on the new site. The information is updated every 2 hours.

Usage summary of your account

➢ ***The columns in this section include:***

- **Bandwidth (Entire Site) -** A bar graph showing how much bandwidth is used by the reseller.
- **Maximum Allowed sites** - The maximum number of sites that can be hosted on your account.
- **Total Sites Created** - The maximum number of sites created for your account.
- **Bandwidth Consumed By Sites** - The number of sites consuming bandwidth.
- **Total Used Bandwidth** - The amount of bandwidth used by the sites on your account.
- **Quota** - The maximum bandwidth (in megabytes) assigned to your account.
- **Available -** The amount of megabytes still available after finding the difference between the number of bytes of bandwidth assigned to the site and the number of bytes of bandwidth already used.

Usage summary for all the sites

➢ ***To view past bandwidth usage reports:***

1 In the shortcuts section of the Home page, click **Bandwidth Reports (Reports section)**.

2 In the Bandwidth Usage menu, click **Last Usage**.

The Usage Reports form opens listing sites and a summary of their bandwidth usage for the time-period selected.

The columns in this form include:

- **Site -** The name of the site.
- **Bandwidth -** A bar graph showing how much bandwidth is used in comparison to how much is assigned to the site.
- **Status** - The status of the site indicated by the following status buttons.
-  - Indicates that the site is suspended or removed
-  - Indicates that the site is active
- **Used -** The number of megabytes of bandwidth already used by the site during the specified period.
- **Quota -** The maximum number of megabytes of bandwidth assigned to the site.

- **Available -** The difference between the number of bytes of bandwidth assigned to the site and the number of bytes of bandwidth already used.
- **% Used -** The difference amount shown as a percentage.

You can view current usage report for a particular site (on page 90).

Viewing Bandwidth Usage Reports for a Specific Site

You can view detailed bandwidth usage for a specific site. The report, by default, shows bandwidth usage by all services, from the start of the monitoring session to the current day. You can also browse through past reports by selecting the time period (on page 90) for which you want to view the usage report. The time period is based on the bandwidth monitoring cycle defined for the site at the time of creating the site.

Note: Bandwidth statistics may not be available for new sites for up to five minutes after the new sites are created. Also, you will not see statistics until there is traffic on the new site. The information is updated every 2 hours.

➢ ***To view bandwidth usage details for a specific site:***

1 In the shortcuts section of the Home page, click **Bandwidth Reports (Reports section)**. The Usage Reports form opens displaying all the sites that have usage report statistics available.

2 In the **Sites** column, locate the site whose report you want to view, and click the underlined name of that site, for example, click **store.acme.com**.

3 The Usage Report form for that site opens. The upper section of the form shows the bandwidth usage for the entire site (on page 90). The lower section shows details of bandwidth usage by individual services (on page 90) on the site.

About entire site bandwidth usage statistics

➢ ***The columns in this section include:***

- **Bandwidth -** A bar graph showing how much bandwidth is used by the site.
- **Statistics Last Updated** - The date (in yyyy/mm/dd format) on which the bandwidth usage report was last updated.
- **Total Used -** The bandwidth (in megabytes) already used by the site for the selected month.
- **Allowed Quota -** The maximum bandwidth (in Megabytes) assigned to the site for the selected month.
- **Available Quota -** The amount of megabytes still available after finding the difference between the number of bytes of bandwidth assigned to the site and the number of bytes of bandwidth already used.

About individual services bandwidth usage statistics

➢ ***The columns in this section include:***

- **Service -** The name of the service using bandwidth on the site.
  - **HTTP** - Quantifies bandwidth consumed by traffic on your HTTP server.
  - **HTTPS** - Quantifies bandwidth consumed by traffic on your HTTPS server.

Note: The Header information for both HTTP and HTTPS is reported separately so that the HTTP and HTTPS usage information corresponds to the statistical data provided by log analyzers.

- **FTP** - Quantifies bandwidth consumed by traffic on your FTP server.
- **IMAP** - Quantifies bandwidth consumed by traffic on your IMAP server.
- **POP3** - Quantifies bandwidth consumed by traffic on your POP3 server.
- **SMTP** - Quantifies bandwidth consumed by traffic on your SMTP server.
- **SSH** - Quantifies bandwidth consumed by traffic on your SSH server.
- **Telnet** - Quantifies bandwidth consumed by traffic on your Telnet server.
- **Other Services** - Quantifies bandwidth consumed by traffic on custom-configured servers.

Note: If you have configured services distinct from any of the above-mentioned services, they are qualified as other services. For example, if you have configured a service, RSH, bandwidth consumed by traffic on this server will be classified under **Other Services**.

- **All Services** - Cumulative bandwidth usage statistics for all of the above-mentioned services.

- **Usage -** A bar graph showing how much incoming and outgoing network traffic is on the site.
- **In -** The number of megabytes of Used bandwidth this service used for incoming network traffic.
- **Out -** The number of megabytes of Used bandwidth this service used for outgoing network traffic.
- **Total -** The sum total number of megabytes of Used bandwidth this service used.
- **% Used -** The Total amount of bandwidth used by this service in comparison to other services, shown as a percentage.

Viewing past bandwidth usage reports

You can choose to view the bandwidth usage report for the site for a given time-period. The time-period is based on the bandwidth monitoring cycle defined for the site at the time of creating the site.

To view past reports, click the arrow in the V**iew Monthly Reports** list, and select the time period.

Viewing Disk Usage Reports

In this section:

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Overview of Disk Usage Reports

The disk usage report provides a statistical summary of the amount of disk space consumed by all the sites created by you. The report is useful in tracking the usage status of all the sites and identifying the sites that are approaching or exceeding the allocated limit. You can use this information to prevent issues caused by insufficient disk space.

➢ ***The report displays the following usage information for all of your sites:***

- **Used Quota (MB)**. The amount of disk space (in megabytes) consumed by the site, displayed as a percent value.
- **Total Usage (MB)**. The amount of disk space (in megabytes) consumed by the site, displayed as an absolute value.
- **Allocated Quota (MB)**. The amount of disk space (in megabytes) allocated to the site.

Site Administrators can view the usage information pertaining to their site. When a site reaches or exceeds its usage limits (on page 93), an email notification is sent to the Site Administrator.

Types of usage limits

➢ ***The usage limits operational on a site are as follows:***

- **Threshold**. The threshold is a percentage value of the allocated quota for a site and is set by your service provider. The current threshold is displayed at the top left corner of the reports page. When a site reaches or exceeds its threshold, an email notification is sent to the Site Administrator.
- **Critical Limit**. The critical limit is the usage limit reached when a site is **3** MB short of reaching the allocated quota. You cannot change the critical limit. When a site reaches or exceeds its critical limit, an email notification is sent to the Site Administrator.
- **Hard limit**. The hard limit is the amount of disk space allocated to a site. You can set this limit when you create the site.

Important: It is important that measures be taken to avoid disk space consumption in excess of a site's allocated quota. Exceeding the allocated quota can result in corruption of the site's database.

Viewing the Disk Usage Reports

➢ ***To view the disk usage report:***

1 In the shortcuts section on the Home page, click **Disk Usage Reports (Reports section).**

The following information is displayed:

- **Status** - The current usage status for the site. The status is indicated by the following buttons:
  - - Indicates that the usage level is below the threshold.

  - - Indicates that the usage level exceeds the site's threshold.
  - - Indicates that the usage level exceeds the quota allocated to the site.
- **Site -** The name of the site.
- **Usage** - A bar graph showing how much disk space is used in comparison to how much is assigned to the site.
- **% Used Quota** - The amount of disk space (in megabytes) consumed by the site, displayed as a percent value.
- **Total Usage (MB)** - The amount of disk space (in megabytes) used by the site, displayed as an absolute value.
- **Allocated Quota (MB)** - The maximum amount of disk space (in megabytes) allocated to the site.

Downloading Disk Usage Reports

You can download disk usage reports to your local system and view them with a spreadsheet program such as Microsoft Excel or a text editor such as Notepad. When opened in a spreadsheet program, the usage report information is displayed in columns. When opened in a text editor, the information is displayed in a list with each value separated by a comma (Comma Separated Value (CSV) format).

Important: Downloading usage reports does not collect real-time data. It simply enables you to download the most recent report, which is updated according to an established schedule.

➢ ***To download the report:***

1 In the shortcuts section on the Home page, click **Disk Usage Reports (Reports section).**

2 Click **Export Report**. You can choose to save the report or open the report in an appropriate program.

Emailing Disk Usage Reports

The disk usage report is emailed as a CSV file (Comma Separated Value) that can be viewed in a spreadsheet program such as Microsoft Excel or a text editor such as Notepad. The report is sent to the email address specified at the time of creating your account.

➢ ***To email the report:***

1 In the shortcuts section on the Home page, click **Disk Usage Reports (Reports section).**

2 Click **Email Report**.

Enabling Log Analysis for Sites

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Introduction to Log Analysis

Every Web server comprises a repository of all actions and events that occur on the server. This repository is called the “Logs” directory and contains a raw log file called “Log”. This file contains raw information (information that is not formatted or analyzed; simply plain statistical data) that characterizes user traffic on Web sites, and is updated on a nightly basis.

Server logs can be used to quantify user traffic. Intelligent analysis of this data provides a statistical baseline that can be used to determine server load, failed requests and other events that throw light on site usage patterns. This information provides valuable leads on marketing and site management activities.

➢ ***A typical log report conveys the following:***

- The number of requests received by your server
- The date and time when the request was made
- The pages or files requested
- The address of the requesting host
- The page from which a user visited your site
- The last page viewed by a user on the site

Bandwidth Usage Reports Overview

Bandwidth usage reports are helpful for monitoring network traffic on a site. You can use the information from these reports for your billing needs.

Bandwidth usage reports are updated every five minutes. The reports include cumulative network traffic statistics for the current monitoring session, which spans one month. You can specify the start day of the monitoring session for a site. You set the start day as part of the Service Plan options you select when you create the site.

Note: The **System Stats** information dashboard on the Home page provides a bar graph view of the bandwidth consumed by sites hosted on your account. Bandwidth statistics may not be available for new sites for up to five minutes after the new sites are created. Also, you will not see statistics until there is traffic on the new site. The information is updated every 2 hours.

➢ ***You can:***

- View current bandwidth usage reports for a site (on page 86)
- View past bandwidth usage reports for a site (on page 88)
- View bandwidth usage reports for a specific site (on page 90)

Using Webalizer to Analyze Server Logs

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Introduction to Webalizer

Webalizer is a free log file analysis application that generates highly detailed usage summaries for Web and FTP servers in easily comprehensible graphical and tabular formats. The logs generated are a statistical encapsulation of user traffic on your server.

Webalizer reports are generated at a scheduled time and in accordance with the configuration options you configured for the site at the time of creating the site.

Note: The webalizer.conf file for the Web server is located at `/home/virtual/<site_name>/etc/webalizer/web`, where `<site_name>` is the name of the site for which you configured Webalizer.

The webalizer.conf file for the FTP server is located at `/home/virtual/<site_name>/etc/webalizer/ftp`, where `<site_name>` is the name of the site for which you configured Webalizer.

Features of Webalizer

- Fast processing of log files

  Log files, over a period of time, grow to very large sizes. A relatively small Web site that has several thousand visitors a month will have approximately 25 megabytes of log files. Most log file analysis tools are slow, processing the log files at speeds of only 2-3 megabytes per minute. Webalizer can be very fast; on a 200Mhz Pentium machine, over 10,000 records can be processed in one second, with a 40 Megabyte file taking roughly 15 seconds (over 150,000 records).
- Portable

  Webalizer is compatible with a range of hardware configurations (Intel x86, Power PC, Sparc, Mips4) and operating systems (Linux, Solaris, OS/2) and can be easily ported from one system to another.
- Configurable reports

  Webalizer can be configured with custom options at any time by modifying the Webalizer configuration file.
- Incremental processing of logs

Incremental processing of logs enables large log files to be split up into multiple files for processing, without any loss of data. By default, Webalizer does not enable incremental processing.

Why do you need incremental processing

Log files grow to very large sizes, over a period of time. A relatively small Web site that has several thousand visitors a month will have approximately 25 megabytes of log files. Processing large log files can thus be intensive on time and resources.

Incremental processing aids faster processing of log data by fragmenting large files into smaller data entities, without compromising on data. This is achieved by saving and restoring necessary information to a disk file (by default, webalizer.current, located in the output directory of the application), so that data between runs is preserved and log processing resumes without any loss of detail.

For example, when you run Webalizer, it stores all the log data in a special disk file; this information also includes the time stamp of the log record, last processed. When you run Webalizer the next time, it scans the data in the existing disk file, reads the timestamp, and generates reports only for those that were logged after the timestamp.

Caveats of incremental processing

Incremental processing requires you to adhere to the following guidelines.

Ensure that Webalizer configuration options are not changed between runs, as this could cause corruption of the data that encapsulates the state of the previous run.

If you need to change configuration options, it is advisable to do it at the end of the month after normal processing of the previous month and before processing the current month.

of logs enables large log files to be split up into multiple files for processing, without any loss of data.

Supported log formats

Server logs follow defined standards in the way information is stored in a log file.

➢ ***Webalizer supports the following log formats.***

- *Common Log File (CLF) format*
- The CLF format specifies data such as the machine name or IP address from which the user made the request, as well as the information on the resource requested. This is the most commonly used format.
- *Combined log format*

  An extension of the Common Log File format, with additional information on referrals, user agents and cookies.
- *Xferlog format*
- The xferlog format is generated by the wu-ftpd and contains information on inbound and outbound requests.

  Squid proxy logs
- Squid logs record access information, system configuration errors and resource consumption (for example, memory, disk space).

Report generation

Webalizer provides Web and FTP log reports in HTML format that can be viewed with any browser. It provides a highly detailed report of the activity on your server, manifest in a variety of reports (on page 100).

When a log report is requested, Webalizer performs the following actions to produce the report.

1 Reads for the Webalizer configuration information (contained in the webalizer.conf file) for the site. Webalizer can read both GZ and ZIP file formats. If it gets a GZ or ZIP format, it decompresses the file on the fly.
2 Creates an output directory to store the log reports. If no directory is specified, the current working directory is used.
3 Reads the history file (contains totals for previous months) for the site, if it exists.
4 If incremental processing of logs is enabled, then it looks for a data file, named webalizer.current, that contains information about the previous run.
5 Processes the Web server log file. If the log file contains information for multiple months, a separate HTML file is created for each month.
6 Creates the usage summary (encapsulated in the index.htm file). The usage summary shows totals by month, and links to the HTML page of each month.
7 A new history file is saved to disk, which contains the totals generated by Webalizer during the current run.
8 If incremental processing is enabled, a data file (webalizer.current) is written, which captures necessary information about the current run.

Webalizer Reports Overview

Webalizer provides Web and FTP log reports in HTML format that can be viewed using any browser.

Web Server log report

The Web server log report shows the usage pattern recorded for your Web server. The report provides detailed graphical and columnar representation of usage information.

The Web server log report is located in the site's home directory at home/virtual/<site_name>/var/www/html/webalizer/web, where <site_name> is the name of the site for which you configure Webalizer reports.

FTP Server log report

The FTP server log report shows the usage pattern recorded for your FTP server. The report provides detailed graphical and columnar representation of usage information.

The FTP server log report is located in the site's home directory at home/virtual/<site_name>/var/www/html/webalizer/ftp, where <site_name> is the name of the site for which you configure Webalizer reports.

Note: You can not perform a combined analysis of Web and FTP logs. You must analyze the Web and FTP logs separately.

Report classifications

Webalizer produces several types of reports in HTML format.

➢ ***The reports generated by Webalizer are:***

- Usage summary

  This graph comprises three key slices that convey the following information:

  - **Pages/Files/Hits**: Indicates the requests the site has served
  - **Visits/Sites**: Indicates the requests the site has received
  - **KBytes**: Indicates in KBytes the amount of data sent by your server

- Summary by Month

  The Summary by Month report shows the daily average, monthly total and the grand total of user traffic on the site. The months listed in the report are linked to a comprehensive monthly report that provides detailed statistical information (for Web and FTP server) about user traffic for the month.

Log Report Field Descriptions

The tabulated list below explains the various fields used in the Webalizer log reports.

Caption	Description
Hits	The total number of requests received by the server during a given time period (month, day, hour). A hit is an incoming request. **Note:** Any request (request for html pages, cgi scripts, graphics, audio files) qualifies as a hit.
Files	The total number of hits (requests) that resulted in files being sent to the user. A file is an outgoing response. **Note:** Not all hits will send data: some hits may result in 404-Page not found errors: some hits may be served from the browser's cache. The difference between hits and files gives an estimate of repeat visitors. The greater the difference between the two, the more people are requesting pages they have cached (have viewed already).
Pages	The URL of the page requested, typically with any of the following extensions, .htm, .html, .cgi. **Note:** Not all entities on the page qualify, for example, audio clips or graphics that link to non-page URLs will not be a part of this statistical representation.

Visits	A page request made to the Web or FTP server for the first time. If the same sites continues to make requests to your server within a given duration (time-out or active session), they will not be counted as separate visits. If the active session times out since the last request made by the site, then the subsequent request will be logged as a separate visit. **Note:** Only actual pages (.htm, .html, .cgi) will qualify as a visit, visits as a result of links to graphic, audio or any non-page URLs will not qualify as a visit.
Sites	The number of unique IP addresses or host names that made requests to your Web or FTP server. **Note:** This number may not be give an accurate representation of the visitors to your server, as many users may appear to come from a single site as in the case of name based sites.
Kbytes (KB)	The amount of data transferred from the Web or FTP server to the requesting host. One KB is equivalent to 1024 bytes.

Configuring Webalizer for Sites

Webalizer reports are generated in accordance with the options set in the Webalizer configuration file.

The configuration file is called **webalizer.conf** and is placed in the respective Webalizer directories (Web/FTP) within the site's home directory.

Note: The webalizer.conf file for the Web server is located at /home/virtual/<site_name>/etc/webalizer/web, where <site_name> is the name of the site for which you configured Webalizer.

The webalizer.conf file for the FTP server is located at /home/virtual/<site_name>/etc/webalizer/ftp, where <site_name> is the name of the site for which you configured Webalizer.

You can modify the configuration options to change the default behaviour of Webalizer reports.

Note: Webalizer reports must be configured from the command line interface.

➢ ***To change the configuration options:***

1 Log on to the server using the Telnet or SSH remote login service.

- If you are using the SSH service, enter the following at the command prompt.

  ```
  ssh <server_name>
  ```

  For example, if the host name of the server is *example*, enter the following:

  ```
  ssh example
  ```

- If you are using Telnet, enter the following:

  ```
  telnet <server_name>
  ```

2 To assume *root* privileges for the site, use the following command.

```
su
```

3 Change your working directory to the home directory of the site using the following command.

/usr/sbin/chroot /home/virtual/<***site name***>

where /usr/sbin/chroot is the command to change your working directory to the home directory of the site

/home/virtual/<***site name***> is the absolute path to the site's home directory

---

Important: When you use this command, you must leave a space between the command /usr/sbin/chroot and the directory path /home/virtual/<***site name***>, otherwise it will result in an error.

---

4 At the command prompt, enter the following command to modify the configuration file.

- To modify the Webalizer configuration file of the Web server

```
vi /etc/webalizer/web/webalizer.conf
```

- To modify the Webalizer configuration file of the FTP server

  ```
  vi /etc/webalizer/ftp/webalizer.conf
  ```

  The configuration file opens. Each option is preceded by a detailed description of the option.

5. Change the configuration options as needed.
6. To save the changes and exit the configuration file, enter the following command.

   ```
   :wq
   ```

7. To view the report, run (on page 105) Webalizer.

Running Webalizer

Webalizer is scheduled to run daily at 4.02 A.M. You can override the cron schedule to generate reports as and when you need them.

➢ ***To run Webalizer manually, follow the steps below.***

1 Log on to the server using the Telnet or SSH remote login service.

- If you are using the SSH service, enter the following at the command prompt.

  `ssh <`***server_name***`>`

  For example, if you have a server by the host name, example, then type, `ssh example`

- If you are using Telnet, enter the following:

  `telnet <`***Server_name***`>`

2 To assume *root* privileges for the site, use the following command.

`su`

3 Change your working directory to the home directory of the site using the following command.

`/usr/sbin/chroot /home/virtual/<`***site name***`>`

where `/usr/sbin/chroot` is the command to change your working directory to the home directory of the site

`/home/virtual/<`***site name***`>` is the absolute path to the site's home directory

---

Important: When you use this command, you must leave a space between the command `/usr/sbin/chroot` and the directory path `/home/virtual/<`***site name***`>`***,*** otherwise it will result in an error.

---

4 Run Webalizer by entering the following at the command prompt.

`/usr/bin/webalizer -c /etc/webalizer/web/webalizer.conf`

where:
`/usr/bin/webalizer` is the command to run Webalizer

- `c` indicates the configuration file to be used

`/etc/webalizer/web/webalizer.conf` is the absolute path to the Webalizer configuration file

If successful, Webalizer generates the reports in the respective output directories.

- The output directory for the Web server report is:

  `/var/www/html/webalizer/web`

- The output directory for the FTP server report is:

  `/var/www/html/webalizer/ftp`

To view the reports, log into the site and in the shortcuts section of the Home page , click on **Webalizer reports** (Reports section).

Using AWStats to Analyze Server Logs

Parallels Pro Control Panel introduces support of AWStats log analyzer for generating Web and FTP servers' statistics. Please refer to AWStats Web site (http://awstats.sourceforge.net/) for a detailed description of reports provided by this tool.

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Introduction to AWStats

AWStats is short for Advanced Web Statistics. AWStats is a powerful log analyzer which creates advanced Web, ftp, mail and streaming server statistics reports based on the rich data contained in server logs. Data is graphically presented in easy to read web pages. AWStats is a free software distributed under the GNU General Public License.

Designed with flexibility in mind, AWStats can be run through a Web browser CGI (common gateway interface) or directly from the operating system command line. Through the use of intermediary data base files, AWStats is able to quickly process large log files, as often desired. With support for both standard and custom log format definitions, AWStats can analyze log files from Apache (NCSA combined/XLF/ELF or common/CLF log format), Microsoft's IIS (W3C log format), WebStar and most web, proxy, wap and streaming media servers as well as ftp and mail server logs. As AWStats works from the command line as well as a CGI, it is compatible with web hosting providers which allow CGI and log access.

Features

- Wide range of log formats. AWStats can analyze: Apache NCSA combined (XLF/ELF) or common (CLF) log files, Microsoft IIS log files (W3C), WebStar native log files and other web, proxy, wap, streaming media, ftp and mail server log files. See AWStats F.A.Q. for examples.
- Reports can be run from the operating system command line and from a web browser as a CGI (common gateway interface). In CGI mode, dynamic filter capabilities are available for many charts.
- Statistics update can be run from a web browser as well as scheduled for automatic processing.
- Unlimited log file size.
- Load balancing system split log files.
- Support 'nearly sorted' log files, even for entry and exit pages.
- Reverse DNS lookup before or during analysis; supports DNS cache files.
- Country detection from IP location (geoip) or domain name.
- Plugins for US/Canadian Regions, Cities and major countries regions, ISP and/or Organizations reports (require non free third product geoipregion, geoipcity, geoipisp and/or geoiporg database).
- WhoIS lookup links.
- Vast array of configurable options/filters and plugins supported.
- Modular design supports inclusion of addition features via plugins.
- Multi-named web sites supported (virtual servers, great for web-hosting providers).
- Cross Site Scripting Attacks protection.
- Reports available in many international languages. See AWStats F.A.Q. for full list. Users can provide files for additional languages not yet available.
- No need for esoteric perl libraries. AWStats works with all basic perl interpreters.
- Dynamic reports through a CGI interface.

- Static reports in one or framed HTML or XHTML pages; experimental PDF export through 3rd party “htmldoc” software.
- Customize look and color scheme to match your site design; with or without CSS (cascading style sheets).
- Help and HTML tooltips available in reports.
- Easy to use - all configuration directives are confined to one file for each site.
- Analysis database can be stored in XML format for easier use by external applications, like XSLT processing (one xslt transform example provided).
- A Webmin module is supplied.
- Absolutely free (even for web hosting providers); source code is included (GNU General Public License).
- Works on all platforms with Perl support.
- AWStats has an XML Portable Application Description.

AWStats Reports Overview

AWStats' reports include a wide range of information on your web site usage:

- Number of Visits, and number of Unique visitors.
- Visit duration and latest visits.
- Authenticated Users, and latest authenticated visits.
- Usage by Months, Days of week and Hours of the day (pages, hits, KB).
- Domains/countries (and regions, cities and ISP with Maxmind proprietary geo databases) of visitor's hosts (pages, hits, KB, 269 domains/countries detected).
- Hosts list, latest visits and unresolved IP addresses list.
- Most viewed, Entry and Exit pages.
- Most commonly requested File types.
- Web Compression statistics (for Apache servers using mod_gzip or mod_deflate modules).
- Visitor's Browsers (pages, hits, KB for each browser, each version, 123 browsers detected: Web, Wap, Streaming Media browsers..., around 482 with the "phone browsers" database).
- Visitor's Operating Systems (pages, hits, KB for each OS, 45 OS detected).
- Robots visits, including search engine crawlers (381 robots detected).
- Search engines, Keywords and Phrases used to find your site (The 122 most famous search engines are detected like Yahoo, Google, Altavista, etc...)
- HTTP Errors (Page Not Found with latest referrer, ...).
- User defined reports based on url, url parameters, referrer (referer) fields extend AWStats' capabilities to provide even greater technical and marketing information.
- Number of times your site is added to Bookmarks / Favorites.
- Screen size (to capture this, some HTML tags must be added to a site's home page).
- Ratio of integrated Browser Support for: Java, Flash, Real G2 player, Quicktime reader, PDF reader, WMA reader (as above, requires insertion of HTML tags in site's home page).
- Cluster distribution for load balanced servers.

Enabling AWStats

By default, AWStats is disabled in your system. You can enable it globally in service plans or for a particular site.

➢ ***To enable AWStats in a service plan:***

1 In the shortcuts section of the Home page, click **List Plans** (**Sites** section).

2 Locate the Service Plan you want to update and in the **Actions** column, click . The **Edit Service Plan** form opens.

3 Scroll down to the **Monitoring** section and check the box in the **AWStats Log Analyzer** column.

4 Use the Service Plan Options Information (on page 66) to help you make changes to the form.

5 Click **Update Plan**.

➢ ***To enable AWStats for a particular site:***

1 In the shortcuts section of the Home page, click **List Sites** (**Sites** section).

2 Locate the site you want to change and in the **Actions** column, click . The **Edit Site** form opens.

3 Scroll down to the **Monitoring** section and check the box in the **AWStats Log Analyzer** column.

Click **Update Site**.

Configuring AWStats for Sites

AWStats reports must be configured from the command line interface. You cannot configure AWStats using the control panel.

AWStats statistics is available in the directories:

- /home/virtual/***<siteN>***/fst/var/www/html/awstats/web - Web server statistics
- /home/virtual/***<siteN>***/fst/var/www/html/awstats/ftp - ftp server statistics

  Here, ***<siteN>*** is site number, for example, site 1, site 2, site 3 and so on.

AWStats reports are generated in accordance with the options set in the AWStats configuration file. AWStats configuration files are stored in the following directories inside the site's file system:

- /home/virtual/***<siteN>***/fst/etc/awstats/awstats.ftp.***<siteN>***.conf
- /home/virtual/***<siteN>***/fst/etc/awstats/awstats.***<siteN>***.conf
- /etc/httpd/conf/***<siteN>***/awstats

You can modify the configuration options to change the default behavior of AWStats reports.

AWStats directory is protected and by default the site administrator user has access to it:

- /home/virtual/**<siteN>**/fst/etc/awstats/.passwd
- /home/virtual/**<siteN>**/fst/var/www/html/awstats/.htaccess

➢ ***To change the configuration options:***

1 Log on to the server using the Telnet or SSH remote login service.

- If you are using the SSH service, type the following at the command prompt.

```
ssh <server_name>
```

For example, if you have a server by the host name `example`, then type `ssh example`

- If you are using Telnet, type the following:

```
telnet <server_name>
```

2 To assume **root** privileges for the site, using the following command.

```
su
```

3 Change your working directory to the home directory of the site using the following command.

```
/usr/sbin/chroot /home/virtual/<siteN>
```

where:

`/usr/sbin/chroot` is the command to change your working directory to the home directory of the site

/home/virtual/**<siteN>** is the absolute path to the site's home directory

Important: When you use this command, you must leave a space between the command `/usr/sbin/chroot` and the directory path /home/virtual/**<siteN>**, otherwise it will result in an error.

4 At the command prompt, type the following command to modify the configuration file.

- To modify the configuration file of Web server

```
vi /etc/awstats/awstats.<siteN>.conf
```

- To modify the configuration file of FTP server

```
vi /etc/awstats/awstats.ftp.<siteN>.conf
```

The configuration file opens. Each option is preceded by a detailed description of the option. Use the definitions in the configuration file to help you modify the file.

5 Change the configuration options as needed.

6 To save the changes and exit the configuration file, type the following command.

```
:wq
```

To view the report, run (on page 111) AWStats.

Running AWStats

AWStats is scheduled to run daily at 4.02 AM. You can override this schedule to generate reports as and when you need to generate them.

➢ ***To run AWStats manually, follow these steps:***

1 Log on to the server using the Telnet or SSH remote login service.

- If you are using the SSH service, type the following at the command prompt.

```
ssh <server_name>
```

For example, if you have a server by the host name `example`, then type `ssh example`

- If you are using Telnet, type the following:

```
telnet <server_name>
```

2 To assume **root** privileges for the site, using the following command.

```
su
```

3 Change your working directory to the home directory of the site using the following command.

```
/usr/sbin/chroot /home/virtual/<siteN>
```

where:

`/usr/sbin/chroot` is the command to change your working directory to the home directory of the site

`/home/virtual/`***<siteN>*** is the absolute path to the site's home directory

Important: When you use this command, you must leave a space between the command `/usr/sbin/chroot` and the directory path `/home/virtual/`***<siteN>*,** otherwise it will result in an error.

4 Run AWStats by typing the following at the command prompt:

- for gathering statistics:

```
/usr/bin/perl /usr/local/awstats/wwwroot/cgi-bin/awstats.pl -
config=$<siteN> -update
```

- for generating html files:

```
/usr/bin/perl /usr/local/awstats/wwwroot/cgi-bin/awstats.pl -
config=$<siteN> -output -staticlinks >
/var/www/html/awstats/web/index.html
/usr/bin/perl
/usr/local/awstats/tools/awstats_buildstaticpages.pl -
awstatsprog=/usr/local/awstats/wwwroot/cgi-bin/awstats.pl -
config=$<siteN> -output -staticlinks -
dir=/var/www/html/awstats/web
```

Here ***$<siteN>*** is

- ***<siteN>*** for Web server
- `ftp.`<siteN**>** for ftp server.

If successful, AWStats generates the reports in the respective output directories.

- The output directory for Web server reports is:

```
/var/www/html/awstats/web
```

- The output directory for FTP server reports is:

```
/var/www/html/awstats/ftp
```

To view the reports, log into the site and in the shortcuts section of the Home page, click on **AWStats reports** (**Reports** section).

Enabling Power Tools for Sites

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About Power Tools

Power Tools are off-the-shelf Web applications that provide e-commerce, content management, forums, chat, and other dynamic features of Web sites.

Web applications have become popular since they are widely available from the open-source community, and they enable a Web designer to provide dynamic content without writing a program. However, installing the applications correctly and configuring them for a Web site often requires system administration expertise, which many Web designers do not have.

If your service provider enables Power Tools for you, you can offer it as a service to sites. Site Administrators can use Power Tools to install and configure Web applications on their sites through the Site Administrator control panel. They can do this without special system administration knowledge or expertise, and more important, without needing to call you for support.

Note: As new versions of Power Tools are made available, you must notify Site Administrators to upgrade the user instances to the latest version of the tool (if they want to deploy the user instances on the latest version of the tool).

When enabled, Power Tools appears as an option at the bottom of the Add Site (on page 78) form.

For a complete list of the available tools, refer to the **Power Tools** section (accessible through the **Advanced** section of the *Add Site* form) in the Reseller Administrator control panel.

Managing Power Tools

Resellers can perform the following tasks:

- Enable Power Tools for a site (on page 114)
- Change the tools enabled for a site (on page 115)
- Disable Power Tools for a site (on page 115)

Enabling Power Tools for Sites

You can enable Power Tools for a site when you add the site or afterward. As soon as you enable Power Tools for a site, the site administrator can install individual Power Tools.

➢ ***To enable Power Tools for a site when you add a site:***

1 In the shortcuts section of the Home page, click **Add Name-based Site** (Sites section) or **Add IP-based Site**, depending on the type of site you want to create.

2 On the Add Site form, complete the Site Information section, then click **Advanced.**

3 In the Power Tools section at the bottom of the Add Site form, select the check box next to **Enable Power Tools**, then choose the tools you want to enable for the site.

4 Click **Add Site.**

Power Tools is enabled for the site.

➢ ***To enable Power Tools for a site after you have added the site:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to change and in the **Actions** column, click .

3 In the Power Tools section at the bottom of the **Edit Site** form, select the check box next to **Enable Power Tools**, then choose the tools you want to enable for the site.

4 Click **Update Site.**

Power Tools is enabled for the site. Additional information about installing and using tools is provided in the Site Administrator online Help.

Changing the Tools Enabled for a Site

You can change the tools enabled for a site by changing the site's Power Tools options.

➢ ***To change a site's options:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to change and in the **Actions** column, click .

3 In the Power Tools section at the bottom of the **Edit Site** form, select the check box next to **Enable Power Tools**, then choose the tools you want to enable for the site.

4 Click **Update Site.**

The selected tools are enabled for the site.

Disabling Power Tools for a Site

You can disable Power Tools to prevent a site from installing or managing Power Tools.

➢ ***To disable Power Tools:***

1 In the shortcuts section of the Home page, click **List Sites** (Sites section).

2 Locate the site you want to change and in the **Actions** column, click .

3 In the Power Tools section at the bottom of the Edit Site form, clear the **Enable Power Tools** check box in the Power Tools section. You do not need to clear the individual tools in the Power Tools section; they are all disabled if the Power Tools check box is cleared. The individual tools are remembered and recalled, however, if you enable Power Tools for the site later.

4 Click **Update Site.**

Site Administrators can no longer install or manage Power Tools.

CHAPTER 9

Working with Internationalized Domain Names (IDN)

In this chapter:

Overview of Internationalized Domain Names (IDN).. 117
IDN Compatibility Requirements for Applications.. 119
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Using IDNs in Email Addresses... 123
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Overview of Internationalized Domain Names (IDN)

An internationalized domain name (IDN) is a domain name that contains non-ASCII characters - characters that are native to a region or language and do not belong to the ASCII standard, for example: `http://www.fargbolaget.nu`.

A typical domain name uses characters from the ASCII character set, for example, `http://www.example.com`. The network protocols, especially DNS, recognize only ASCII characters in a domain name. Non-ASCII characters therefore cannot be used in domain names without a mechanism to map these non-ASCII characters to their ASCII-encoded representations.

How does IDN work?

Typically, when you use the browser to connect to a domain (comprising ASCII characters), the browser sends a request to the authoritative domain name server for the IP address corresponding to the requested domain. The DNS protocol requires the domain names to be represented using the ASCII character set.

In the case of IDNs, if a browser needs to resolve an internationalized domain name, it must first convert the domain name from its native character set to an alternative representation in the ASCII character set. This conversion is defined by a well-defined standard known as ASCII-compatible encoding (on page 117) (ACE) described in RFC 3490. When your browser automatically performs the translation for a domain name from its IDN representation to its equivalent ACE representation, it is said to be **IDN-compliant**.

➢ ***Some of the IDN-compliant browsers are:***

- Netscape Navigator 7.1 (or higher)
- Mozilla 1.4 (or higher)
- Microsoft® Internet Explorer

Important: Microsoft Internet Explorer requires the i-Nav plug-in (http://www.idnnow.com/) from Verisign® to work correctly with IDN.

Translation of IDNs to ASCII-compatible encoding (ACE) or Punycode

When an IDN-compliant browser receives a request for an IDN, it translates the domain name into a sequence of ASCII characters prefixed by `xn--`. The translated domain name is called ASCII-compatible encoding (ACE) or Punycode and complies with the network protocol standard.

For example, when you type `http://www.fargbolaget.nu` into a browser, the browser sends the following ASCII-encoded string to the DNS: `http://www.xn--frgbolaget-q5a.nu`

Domain name representation in the control panel

The control panel displays the IDN representation of the domain name. To view its ASCII-encoded equivalent, click the link **show text name** next to the IDN. A pop-up window opens displaying the ASCII-encoded representation. The visual mapping enables you to easily co-relate an IDN with its ASCII-encoded representation.

Caveats

IDN is based on evolving standards. As of now, not all browsers have in-built support for internationalized domain names. Therefore, you need IDN-compliant applications to take advantage of IDN.

Please review the following related topics for more information:

- IDN compatibility requirements for applications (on page 119)
- Using IDNs with email addresses (on page 123)
- Using remote access services to connect to IDN domains (on page 124)

IDN Compatibility Requirements for Applications

Applications must be IDN-compliant in order to work with internationalized domain names. The following sections lists some of the applications that are IDN-compliant along with their requirements.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation (on page 117) of the domain name to access the domain. To view the ASCII-encoded representation, click the link show **text name next** to the IDN.

If you are using the Microsoft® Windows platform, you need to install (on page 125) native fonts on your system to ensure that the non-ASCII characters are rendered correctly.

Web browsers

The following section lists the browser requirements.

- Microsoft Internet Explorer
- Platform: Windows
- Applications Supported: Internet Explorer 5.0 and higher
- Plug-ins: i-Nav
- Netscape Navigator
- Platform: Windows, Mac OS X, Linux
- Version: 7.1 and higher
- Mozilla
- Platform: Windows, Mac OS X, Linux
- Version: 1.4 and higher

Email clients

The following section lists the requirements for email clients.

Microsoft Outlook

Platform: Windows

Version: Microsoft Outlook 2000, 2002 (XP), 2003; Outlook Express 5.0 and higher

Plug-ins: i-Nav

FTP clients

The following section lists the requirements for FTP clients.

Secure FTP

Platform: Windows

Version: 4.0.2004 and higher

Core FTP

Platform: Windows

Version: Pro 1.3 and higher

Telnet / SSH clients

The following section lists the requirements for Telnet/SSH clients.

Absolute Telnet

Platform: Windows

Version: 3.13 and higher

For a comprehensive list of IDN-compliant applications, please visit http://www.verisign.com/products-services/naming-and-directory-services/naming-services/internationalized-domain-names/page_002201.html (http://www.verisign.com/products-services/naming-and-directory-services/naming-services/internationalized-domain-names/page_002201.html).

Previewing or Connecting to an IDN Domain

You can preview or connect to a domain using its IDN or ASCII-encoded representation.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation (on page 117) of the domain name to access the domain. To view the ASCII-encoded representation, click the link show **text name next** to the IDN.

Previewing an IDN domain using IDN representation

Your Web browser must be IDN-compatible (on page 119) to enable domain previews using its IDN representation.

➢ ***To preview a domain:***

In the **Address** field of your Internet browser, enter the following URL:

`http://<server IP address>/<idn_domain_name>.com/`
where:
`<server IP address>` is the control panel server's IP address

`<idn_domain_name>` is the fully qualified IDN representation of the domain

EXAMPLE

To preview the domain `fargbolaget.nu` hosted on the server `1.2.3.4`, type:

`http://1.2.3.4/fargbolaget.nu/`

Previewing an IDN domain using ASCII-encoded representation

If your Web browser is not IDN-compatible, you can preview a domain using its ASCII-encoded representation.

To preview a domain using its ASCII-encoded representation:

In the **Address** field of your Internet browser, enter the following URL:

`http://<server IP address>/<ascii_domain_name>.com/`
where:
`<server IP address>` is the control panel server's IP address

<ascii_domain_name> is the fully qualified ASCII-encoded representation of the domain

EXAMPLE

To preview the domain `fargbolaget.nu` hosted on the server `1.2.3.4` using its ASCII-encoded representation `xn—frgbolaget- q5a.nu`, type:

```
http://1.2.3.4/xn--frgbolaget-q5a.nu/
```

Connecting to an IDN domain using IDN representation

Your Web browser must be IDN-compatible (on page 119) to connect to a domain using its IDN representation, otherwise you will be unable to connect to the domain.

To connect to a domain using its IDN representation:

In the **Address** field of the Web browser, type the domain name.
FOR EXAMPLE:
http://<idn_domain_name.com>/
where <idn_domain_name.com> is the IDN representation of the domain name

EXAMPLE

To connect to the domain `fargbolaget.nu`, type:

http://fargbolaget.nu/

Connecting to an IDN domain using ASCII-encoded representation

If your Web browser is not IDN-compatible, you can connect to a domain using its ASCII-encoded representation.

To connect to a domain name using its ASCII-encoded representation:

In the Address field of the Web browser, type the ASCII-encoded representation of the domain name.

FOR EXAMPLE:

```
http://<ascii_domain_name.com>/
```

where <ascii_domain_name.com> is the ASCII-encoded representation of the domain name

EXAMPLE

To connect to the domain `fargbolaget.nu` using its ASCII-encoded representation `xn—frgbolaget-q5a.nu`, type:

`http://xn--frgbolaget-q5a.nu/`

Using IDNs in Email Addresses

You can use the IDN representation of a domain name in email addresses if your browser is IDN-compatible (on page 119).

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation (on page 117) of the domain name to access the domain. To view the ASCII-encoded representation, click the link **show text name next** to the IDN.

When you specify the email address of a Site Administrator while creating a domain `<idn_domain>.com`, you may enter the email address `siteadmin@<idn_domain>.com` in the **Email Contact** field.

EXAMPLE

To specify the email address for the Site Administrator `admin1` of the domain `fargbolaget.nu`, type the email address as follows:

`admin1@fargbolaget.nu`

However, if your browser is not IDN-compatible, you must use the ASCII-encoded representation of the domain in the email address as follows: `user@<ascii_encoded_domain>.com.`

EXAMPLE

To specify the email address for the Site Administrator **admin1** of the domain `fargbolaget.nu` using its ASCII-encoded representation `xn—frgbolaget-q5a.nu`, type the email address as follows:

`admin1@xn--frgbolaget-q5a.nu`

Using Remote Access Services to Connect to IDN Domains

If your application is IDN-compliant (on page 119), you can use the IDN representation of a domain name to access domains when you use remote access services such as FTP, Telnet, or SSH. Additionally, you must configure the services to use the character set **UTF-8** to enable correct interpretation of IDNs.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation (on page 117) of the domain name to access the domain. To view the ASCII-encoded representation, click the link **show text name** next to the IDN.

Connecting to IP-based domains

➢ ***To connect to an IP-based domain using a non-IDN compliant client (such as Telnet/SSH/FTP on Linux):***

1 Connect to the domain using the domain name or IP address.

```
#ssh <ascii_encoded_domain>
```

For example, to connect to the domain `fargbolaget.nu` using its ASCII-encoded representation `xn—frgbolaget-q5a.nu`, type:

```
#ssh xn—frgbolaget-q5a.nu
```

2 Enter the user name and password.

Connecting to name-based domains

To connect to a name-based domain using a non-IDN compliant client (such as Telnet/SSH/FTP on Linux):

1 Connect to the domain using the domain name or IP address.

```
#ssh <ascii_encoded_domain>
```

For example, to connect to the domain fargbolaget.nu using its ASCII-encoded representation xn—frgbolaget-q5a.nu, type:

```
#ssh xn—frgbolaget-q5a.nu
```

2 Enter the user name (in the format <*user@ascii_encoded_domain*>) and password.

Installing Native Fonts on a Microsoft Windows Desktop

If you use the Microsoft Windows platform, you must install related native fonts to ensure that non-ASCII characters are displayed appropriately.

➢ ***To install native fonts:***

1 Select **Start** > **Settings** > **Control Panel**.

2 In the Control Panel window, locate and double-click **Regional Options** from the list of displayed options. The *Regional Options* window opens.

3 In **Your locale (location)** area, select the country that represents your locale.

4 In **Language settings for the system** area, select the checkbox corresponding to the language whose fonts you want to install.

5 Click **Ok**. You will be prompted to insert the CD-ROM that contains the installation files. Insert the Windows Setup CD-ROM into your disk drive and click **OK**. If the required files reside on a network server, browse to the location on the network server.

1 Restart your desktop.

CHAPTER 10

Exporting and Importing Data

In this chapter:

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Preparing for Export and Import 127
Recommended FTP Servers for Export and Import 128
About Reseller Export 129
About Site Export 132
Exporting Data 135
Importing Archived Data 136
Troubleshooting Export and Import Issues 137
Scheduling Exports 138

Export and Import Overview

An export operation backs up the selected data to a specified backup server while an import operation restores the selected data to the specified server. You can export and import the following data.

- Reseller data (on page 129)
- Site data (on page 132)

Note: You must have FTP access (on page 128) to export and import files.

Known issues in export and import

- The MySQL password is exported as metadata; however, the password is not imported if a site is migrated between servers.
- Site statistics is not exported.

Preparing for Export and Import

Before you export or import data, review the preparatory information (on page 127) required and the tips recommended (on page 127) to ensure successful export and import operations.

Before you begin

Before you begin, verify that you meet the specified requirements and have the requisite information to export and import data.

- At least one of the FTP servers (on page 128) recommended by Parallels Pro
- The host name or IP address of the FTP server you want to use for export and import
- Your FTP login user name and password
- Optional: The complete directory path on the FTP server
- Optional: Maximum size of the file being exported or imported

Note: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of your file exceeds the file management capacity of the file system or the FTP server utility on your server, the file is split into multiple files before continuing with the export or import operation.

- Sufficient disk space on the target server to accommodate the data, otherwise the operation will fail.

Tips for successful export and import

Review the tips provided in this section to avoid export and import issues.

1. Schedule export operations during a period of low activity.
2. Importing Web sites that reference non-variable Site IDs (hard-coded) to a different control panel server renders the site inaccessible. Do not use non- variable Site IDs in Web content. Use environment variables provided by the application.
3. The export and import operation fails on certain FTP servers. Parallels Pro recommends the use of certain FTP servers (on page 128) for successful export and import operations.
4. Files exported from versions 3.0 or 3.1 are incompatible with later versions. Export these files using the latest version of the control panel after you upgrade from the older versions.

1 Exporting data using FTP does not change the access permissions of the exported archives. If you want these archives to be secure, you must modify the default FTP permissions as needed.

Recommended FTP Servers for Export and Import

You must have access to an FTP server to export and import files. Parallels Pro recommends use of the following FTP servers for successful export and import operations.

FTP servers running on Linux or Unix platforms

Use one of the following FTP servers to export or import files.

- WU-FTPD
- ProFTPD
- vsftpd

FTP servers running on Microsoft Windows platforms

- FTP server installed on IIS

  FTP servers installed on IIS are configured to support the “MS-DOS” directory listing style while the control panel follows the “Unix” directory listing style. If you export files using the IIS FTP server with the “MS-DOS” directory listing style, the files do not display in the control panel when you try to import these files.

  To resolve this, reset the directory listing style on the IIS FTP server to “Unix” as described below.

➢ ***To reset the directory listing style:***

1. Click **Start** > **Settings** > **Control Panel**. The Control Panel window opens.
2. Locate the option, **Administrative Tools** and double-click the icon.
3. In the Administrative Tools window, locate the option, **Internet Services Manager**, and double-click the icon. The Internet Information Services window opens.
4. Click next to the name of your desktop computer to expand the access tree. The list of sites and servers installed are displayed.

   Note: By default, the FTP server is stopped.

5. Select **Default FTP Site** and click to start the FTP server.
6. Select **Action** > **Properties**. The *Default FTP site Properties* window opens.
7. Select the **Home Directory** tab.
8. In the *Directory Listing Style* area, select **Unix**.
9. Click **Apply** > **OK**.

   The exported files now display in the control panel when you import the files.

About Reseller Export

➢ ***A Reseller export creates the following archives.***

- A compressed file (.gz) that contains your configuration information
- A compressed file (.gz) for each site

The naming convention of an exported file is as follows:

<***server_hostname***>_<***reseller_name***>_<***export_type***>_**<*YYYY***>_<***Month***>_<***date***>_<***Hours***>_***Minutes***>`.tar.gz`

Where:
<***server_hostname***> is the name of the control panel server
<***reseller_name***> is the name of the reseller being exported
<***export_type***> indicates the type of export
<***YYYY***>_<***Month***>_<***date***>_<***Hours***>_***Minutes***> is the time-stamp when the data is exported.

For example, exporting a reseller, *r1* on the server *example.com* on Jan 06, 2003 at 11.30 creates the following file:

```
example.com_r1_reseller_2003_January_06_11_30.tar.gz
```

What is exported

The following information is exported as metadata in the form of an XML file. The metadata comprises information about the exported data.

- DNS information comprises the DNS settings configured for the zone along with zone information for the site.
- Reseller configuration information comprises information such as your user name and password, customization information such as your logo and style sheets, selected plan details, bandwidth and user details. The reseller configuration information is located in the **/home/reseller/<reseller id>** directory.

Service configuration information includes the service settings configured for a site when you create or modify a site.

-
- File ownership and their permissions

All the sites belonging to your account and the user account configuration and files are backed up. Site information comprises the site name, IP address, site ownership information, services information, site databases and tables.

-

What is not exported

The following files and directories are not exported.

Note: All the path names are relative to the site's base directory, /home/virtual/<site-id>/fst/

- Analog configuration information
  - /var/usage/web/analog.cfg
  - /var/usage/ftp/analog.cfg
- Anonymous FTP account information
  - /var/ftp/etc/group
  - /var/ftp/etc/ld.so.cache
  - /var/ftp/etc/passwd
- Skins and related customizations
  - /usr/lib/opcenter/skins/
- IMAP authentication information
  - /etc/imap.pamlist
- Majordomo
  - /usr/lib/majordomo/wrapper
- Security certificate information
  - /etc/httpd/conf/ssl.crt/*.*
  - /etc/httpd/conf/ssl.key/*.*
  - /etc/httpd/conf/ssl.csr/*.*
- proFTPd authentication information
  - /etc/proftpd.pamlist
- Email account information
  - /etc/aliases.db
  - /etc/mail/mailertable.db
  - /etc/smtp_relay.pamlist
  - /etc/mail/mailertable.local_domains
- Site information
  - /etc/domainname
  - /etc/group
  - /etc/hosts
  - /etc/ld.so.cache
  - /etc/nsswitch.conf
  - /etc/passwd

    - /etc/pwdb.conf
    - /etc/shells
    - /etc/HOSTNAME
    - /etc/mail/domain-info.m4
- SquirrelMail configuration file generated by Parallels Pro
    - <Document root of the Web server>/squirrelmail/config/ensim_config.php
- SSH authentication information
    - /etc/ssh.pamlist
- Telnet authentication information
    - /etc/telnet.pamlist

About Site Export

A Site export backs up The site user accounts, service configuration information and related files are exported..

When you export a site, the following file is created.

- A compressed file (.gz) for each site

The naming convention of an exported file is as follows:

<***server_hostname***>_<***site_name***>_**<*export_type***>_<***YYYY***>_<***Month***>_<***date***>_<***Hours***>_***Minutes***>`.tar.gz`

Where:
<***server_hostname***> is the name of the control panel server
<***site_name***> is the name of the site being exported
<***export_type***> indicates the type of export (site)
<***YYYY***>_<***Month***>_<***date***>_<***Hours***>_***Minutes***> is the time-stamp when the data is exported.

For example, exporting a site *mysite.com* on the control panel server *example.com* on Jan 06, 2003 at 11.30 creates the following file:

`example.com_mysite.com_site_2003_January_06_11_30.tar.gz`

What is exported

The following information is exported as metadata in the form of an XML file. The metadata comprises information about the exported data.

- DNS information comprises the DNS settings configured for the zone along with zone information for the site.

Service configuration information includes the service settings configured for a site when you create or modify a site.

-
- Files and their permissions

Site information comprises the site name, IP address, site ownership information, services information, site databases and tables.

-

The export includes the following information.

User configuration information

- Files in the site owned by the user
-

What is not exported

The following files and directories are not exported.

Note: All the path names are relative to the site's base directory, /home/virtual/<site-id>/fst/

- Analog configuration information
  - `/var/usage/web/analog.cfg`
  - `/var/usage/ftp/analog.cfg`
- Anonymous FTP account information
  - /var/ftp/etc/group
  - /var/ftp/etc/ld.so.cache
  - /var/ftp/etc/passwd
- Skins and related customizations
  - `/usr/lib/opcenter/skins/`
- IMAP authentication information
  - `/etc/imap.pamlist`
- Majordomo
  - `/usr/lib/majordomo/wrapper`
- Security certificate information
  - `/etc/httpd/conf/ssl.crt/*.*`
  - `/etc/httpd/conf/ssl.key/*.*`
  - `/etc/httpd/conf/ssl.csr/*.*`
- proFTPd authentication information
  - `/etc/proftpd.pamlist`
- Email account information
  - `/etc/aliases.db`
  - `/etc/mail/mailertable.db`
  - `/etc/smtp_relay.pamlist`
  - `/etc/mail/mailertable.local_domains`
- Site information
  - `/etc/domainname`
  - `/etc/group`
  - `/etc/hosts`
  - `/etc/ld.so.cache`
  - `/etc/nsswitch.conf`
  - `/etc/passwd`

  - `/etc/pwdb.conf`
  - `/etc/shells`
  - `/etc/HOSTNAME`
  - `/etc/mail/domain-info.m4`
- SquirrelMail configuration file generated by Parallels Pro
  - `<Document root of the Web server>/squirrelmail/config/ensim_config.php`
- SSH authentication information
  - `/etc/ssh.pamlist`
- Telnet authentication information
  - `/etc/telnet.pamlist`
- Files not owned by group *adminxyz* (for example, admin123) or *root*

Exporting Data

Tip: Export your account configuration and site data in different export directories for easy identification of files when you import.

EXAMPLE. Export your account configuration files to a `reseller_export` directory and Site files to a `site_export` directory.

To export data, in the shortcuts section of the Home page, click **Export/Import** (Tools section), then follow the steps below.

WIZARD STEP1: CHOOSE THE TYPE OF EXPORT

1 In the **Type of Export** area, select one of the following option buttons.

- Reseller (on page 129) - Exports your configuration information, all the sites hosted on your account, and the site user files.
- Sites (on page 132) - Exports the sites hosted on your account and the site user files.

  Click the arrow in the **Sites** list, and choose one of the following.

  - **All** - To export all sites hosted on your account.
  - <***name of the Site***> - To export the selected site.
    Press *Ctrl + the left mouse button* to select more than one site.

WIZARD STEP2: ENTER FTP INFORMATION

1 In the **FTP Server** field, enter the name of the FTP server you want to use as the export server.

2 In the **FTP Login** field, enter the user name of your account on the FTP server.

3 In the **FTP Password** field, enter the password of your account on the FTP server.

4 In the **FTP Location** field, enter the complete path to the export directory on the FTP server. If you leave the field blank, the data is saved to the home directory of the user specified in step 3.

Important: If the specified directory does not exist, the export fails and an email message containing the error is sent to you.

WIZARD STEP3: ENTER MISCELLANEOUS INFORMATION

1 Optional: In the **Maximum Export File Size** field, enter the maximum size of the export file.

Important: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of your export file exceeds the file management capacity of the file system or the FTP server utility on your export server, the file is split into multiple files before continuing with the export.
The split files follow the naming convention given below:
<exportfilename.tar.gz>
<exportfilename.1.tar.gz>
<exportfilename.2.tar.gz>
where exportfilename is the name of your export file.

2 Click the arrow in the **Unit** field, and select the appropriate quantifying unit (Megabytes or Gigabytes).
3 In the **Email** field, enter the email address at which you want to receive email notifications about the status of the export.
4 Click **Export**.

The status of the export is conveyed in an email notification sent to the address specified in the **Email** field.

Importing Archived Data

You must have FTP (on page 128) access to import files.

➢ ***Review the following important notes before you import files.***

- The import operation automatically uncompresses the archive and updates your working directories with the archived content.
- Do *NOT* manually uncompress the file to make changes to the archived files and upload them again as a compressed .gz file. If the files in the archive are manually modified, you cannot import files from the archive again. This is a security measure to ensure that the archived files are not corrupted by malicious scripts.
- When you import a site, if the server on which the site is being imported uses a MySQL database having the same name as the one being imported, then the prefix of the database name is changed. This can make your databases inaccessible. It is advised that you import the site onto a different server that does not use a database with the same name.

  If the Database Administrator name already exists on the server where the database is being imported, the name is automatically changed to ensure uniqueness. You must change any references to the old administrator name, otherwise you will be unable to connect to the database.
- If a file by the same name as the one being imported exists on the server, the existing file is not replaced or overwritten, in other words, the file is not restored from the backup.
- You will lose bandwidth usage logs in the following operational scenarios:
  - If you delete a site from the server and further import this site onto the same server
  - If you import the site onto a server different from the server used to back up the site

Restoring files is a two-step process.

You need to:

- Connect to the export server that contains the archived files
- Select the files for import

Restoring archived data

To import data, in the shortcuts section of the Home page, click **Export/Import** (Tools section), then click **Import**.

WIZARD STEP1: ENTER FTP INFORMATION

1. In the **FTP Server** field, enter the name of the FTP server where you have archived the exported data.
2. In the **FTP Login** field, enter the user name of your account on the FTP server.
3. In the **FTP Password** field, enter the password of your account on the FTP server.
4. In the **FTP Location** field, enter the complete path to the export directory on the FTP server.

   Note: You do not have to specify the path if the exported data is stored in the **home** directory of your account.

5. In the **Email** field, enter the email address at which you want to receive import status notifications.
6. Click **Connect**.

WIZARD STEP2: SELECT THE FILES TO IMPORT

1. Select the check boxes next to the files you want to import.

   Note: Files split into multiple files during an export can be imported as a single file. Select the main export file (<*exportfilename*>.tar.gz), then select the **Enable Recurse** check box (displayed at the end of the file listing). Do not select the individual files (<*exportfilename*>.<*x*>.tar.gz> where <*x*> indicates each individual file) that constitute the main export file.

2. Click **Import**.

   The status of the import will be conveyed to the email address specified in the **Email** field.

Troubleshooting Export and Import Issues

If you encounter problems that you cannot troubleshoot or resolve using the information in the following table, contact your administrator.

Problem	Solution
Importing Web sites that contain hard-coded Site IDs onto a different server renders the site inaccessible.	Use environment variables in the Web site content.
The import operation fails if an IP-based site is imported to a server hosted on a network that shares the IP address of the exported site.	Contact your administrator to resolve the issue.
The export and import operation fails on certain FTP servers.	Parallels Pro recommends the use of select FTP servers (on page 128) for successful export and import operations.
Files exported from versions 3.0 or 3.1 are incompatible with later versions.	Export these files using the latest version of the control panel after you upgrade from the older versions.

Scheduling Exports

In this section:

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Scheduling Exports

When you schedule an export, you automate the export to occur at a pre-set date, time, and location.

To schedule an export, in the shortcuts section of the Home page, click **Export/Import** (Tools section), then click **Schedule Export**. The Scheduled Export window opens. Click **Schedule**.

Follow the wizard to schedule an export.

➢ ***WIZARD STEP1. CHOOSE THE TYPE OF EXPORT***

1 Choose the type of export, by selecting one of the option buttons in the **Type of Export** area.

- Reseller (on page 129) - Exports your configuration information, all the sites hosted on your account, and site users.
- Sites (on page 132) - Exports the sites hosted on your account and the site user files.

  Click the arrow in the **Sites** list, and choose one of the following.

  - **All** - To export all sites hosted on your account.
  - **<name of the Site>** - To export a selected site.
    Press **Ctrl + the left mouse button** to select more than one site.

WIZARD STEP2. ENTER THE EXPORT SCHEDULE INFORMATION

2 Select the frequency at which you want to export data.

Important: You may want to schedule a daily export for premium sites, demanding applications, or volatile data entities.

Select any one of the options in the **Frequency** field.

- **Daily** - Exports files daily at the scheduled time
- **Weekly** - Exports files weekly at the scheduled day and time
- **Monthly** - Exports files monthly at the scheduled date and time

1 Click the arrow in the **Minutes** list, and select a number between 0 and 59.

2 Click the arrow in the **Hours** list, and select a number between 0 and 23.

3 Click the arrow in the **Day of Week** list, and select a day between Sunday and Saturday.

4 Click the arrow in the **Day of Month** list, and select a number between 1 and 31.

Important: If you select a value in the **Day of Month** field that is not common to all the months, the export fails to run as scheduled on certain months.
For example, if you select `31`, no export will be initiated on months that contain `30` or `28` days.

WIZARD STEP3. ENTER FTP INFORMATION (style="FONT-WEIGHT: normal; COLOR: #000000" name=Enter_FTP_information)

5 In the **FTP Server** field, enter the name of the FTP server you want to use as the export server.

6 In the **FTP Login** field, enter the user name of your account on the FTP server.

7 In the **FTP Password** field, enter the password of your account on the FTP server.

8 In the **FTP Location** field, enter the complete directory path of the export directory on the FTP server.

Important: If you leave the field blank or the specified directory does not exist, the export fails and an email message containing the error is sent to you.

WIZARD STEP4. ENTER MISCELLANEOUS INFORMATION (style="FONT-WEIGHT: normal; COLOR: #000000" name=Enter_miscellaneous_information)

3 Optional: In the **Maximum Export File Size** field, enter the maximum size of the export file.

Important: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of your export file exceeds the file management threshold of the file system or the FTP server utility on your export server, the file is split into multiple files before continuing with the export operation.
The split files follow the naming convention as given below:
<exportfilename.tar.gz>
<exportfilename.1.tar.gz>
<exportfilename.2.tar.gz>
where exportfilename is the name of your export file.

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4 Click the arrow in the **Unit** list, and select the appropriate data quantifying unit (Megabytes or Gigabytes).

5 In the **Email** field, enter the email address at which you want to receive export status notifications.

9 Click **Schedule**.

The list of scheduled exports is updated.

Viewing the List of Scheduled Exports

➢ ***To view the list of scheduled exports:***

1 In the shortcuts section of the Home page, click **Export/Import** (Tools section).

2 Click **Scheduled Export**. The list of scheduled exports is displayed with the following information.

- **Type** - The type of export scheduled
- **Frequency** - The number of times an export is scheduled to run. The frequency can be daily, weekly or monthly.
- **FTP Properties** - The name of the export FTP server
- **Email** - The email address to which export notifications are sent
- **Actions** - The actions you can perform on the page. You can change (on page 141) the export schedule, or delete (on page 141) the export schedule.

Changing Export Schedule Information

➢ ***To change the export schedule information:***

1 In the shortcuts section of the Home page, click **Export/Import** (Tools section).

2 Click **Schedule Export**.

3 Click in the **Actions** column next to the export whose schedule information you want to change.

4 Modify the information as required.

5 Click **Update**.

Deleting a Scheduled Export

➢ ***To delete a scheduled export:***

1 In the shortcuts section of the Home page, click Export/Import (Tools section).

2 Click **Schedule Export**.

3 Click in the **Actions** column next to the schedule you want to delete. A Confirm Delete dialog opens, requesting confirmation for the delete.

4 Click **OK** to confirm the deletion.

The export schedule is removed from the list of scheduled exports.

CHAPTER 11

Additional Resources

For more information on the services provided along with the control panel, visit the following links:

- www.apache.org
- www.apache-ssl.org
- www.java.sun.com
- www.openssh.com
- www.greatcircle.com