Parallels® Pro Control Panel

Parallels Pro Control Panel 10.3.1 for Windows 2003 Reseller Administrator's Guide

REVISION 1.0

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Contents

Preface

In this section:

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 and Support

To take advantage of Parallels Pro Control Panel (formerly known as Ensim Pro) support services or to find additional product documentation, visit Parallels Pro Control Panel Online Support at http://www.parallels.com/en/support/pro/.

To log in to Parallels Pro Control Panel online support, submit the form at https://www.parallels.com/en/support/ensimpro/form/.

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 1

Overview

In this chapter:

About Parallels Pro Control Panel for Windows 2003

Parallels Pro Control Panel for Windows 2003 (formerly known as Ensim Pro for Windows 2003) provides basic Web Hosting features that offer full range of services to the sites you manage.

Note: For simplicity, we will refer to Parallels Pro Control Panel 10.3.1 for Windows 2003 as "Parallels Pro Control Panel" throughout this guide.

In this section:

Web Hosting Concepts

This topic describes the following Web hosting concepts:

- URLs and domain names
- Domain name registrars
- Host names and IP addresses
- IP-based and name-based Web sites

URLs and domain 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 like this:

```
http://example.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, “example.com” which is technically called the site’s domain name. A domain name is a human-understandable and unique name for your site.

Notice that a domain name consists of a series of strings separated by dots. Each string within a domain serves to make the overall domain name unique. For instance, suppose there are two companies called “MyCo Corporation,” one in the US and another in India. They could be assigned the domain names myco.us and myco.in. Thus, both companies have the string “myco” in their domain name, but the suffix “us” or “in” makes them unique. For more information about URLs, see http://www.ietf.org/rfc/rfc2396.txt.

Domain name registrars

To keep things manageable, the Internet authorities have created a set of top-level domains such as “com”, “net”, “org”, “edu” and so on. Domain name registrars are given control over one or more of these top-level domains.

Anyone who wants a top-level domain contacts a domain name registrar and asks them to register a domain name. The registrar ensures that the domain name is unique, and for a small fee, registers the domain name. For instance, if MyCo Corporation wanted to own the top-level domain name myco.com, it could contact a domain name registrar and ask to register the domain name myco.com. Once this is done, MyCo could set up a Web site using the name myco.com. There are many domain name registrars, and some of them, like register.com are very popular.

Host names and IP addresses

When you type a URL into a browser, your computer contacts 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 domain 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 domain 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. For more information about IP addresses, see http://www.iana.org/ipaddress/ip-addresses.htm.

IP-based and name-based Web sites

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

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

Parallels Pro supports both name-based and IP-based sites.

The standard set of server applications is available to IP-based and name-based domains, except SSL encryption. SSL is not supported for name-based domains.

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

CHAPTER 2

Quick-start Tutorial for Reseller Administrators

This quick-start tutorial is composed of interlinked Help-system topics that explain 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 tutorial.

Quick-start topics:

CHAPTER 3

Using the Control Panel

In this chapter:

Control Panel Overview

In this section:

About The Dashboard

The dashboard provides a quick overview of the services, service components, resellers, and sites in your system. Information on the dashboard is updated whenever you access the page.

On the dashboard you can view the following information:

- **Subscribed Services.** The number of services on your system. If you are a service provider, this is the number of services installed on your system; if you are a reseller, this is the number of services purchased from your service provider.
- **Subscribed Service Components.** The number of service components on your system. Services are often composed of several distinct service components. If you are a service provider, subscribed service components is the number of components installed on your system; if you are a reseller, it is the number of components purchased from your service provider.
- **Sites.** The number of sites in your system.

All the services, service components, resellers, and sites in your system are listed on the dashboard regardless of whether they are enabled or disabled.

About The Reseller Control Panel

The reseller control panel is designed for individuals or businesses who want to resell or manage domains without actually owning or maintaining hardware. Resellers buy domains from an ISP (Internet service provider) 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.

Reseller administrators can:

- Create sites (on page 35)
- Manage sites (on page 34)
- Brand control panels (on page 18)
- Manage DNS records
- Manage Web Hosting services

  For information about managing services, see service-specific Help.

  Resellers cannot perform system-level tasks such as starting and stopping services.

About The Site Control Panel

The site control panel provides domain-level administration for businesses that want to manage their hosted domains and the services installed on those domains.

Through this control panel, site administrators can:

- Manage user accounts for a site
- Manage services
- Manage skins (on page 22)
- Brand or customize the user control panel
- View reports

The site control panel has comprehensive online Help similar to that provided with the service provider and reseller control panels.

Service providers and resellers can log in to the site control panel automatically (on page 15).

About The User Control Panel

The user control panel is the graphical user interface through which users manage their own accounts and services.

Through this control panel users can:

- View their own account information
- Change their own account information
- Manage their service settings

The user control panel has comprehensive online Help similar to that provided with the service provider, reseller and site control panels. Service providers, resellers, and site administrators can log in to the user control panel automatically (on page 15).

Automatic Login To Control Panels

Automatic login makes it possible for you to log in to a reseller,a site, or a user control panel without having to enter a username or password. This is useful when you want to check or configure a user's settings.

When you log in automatically to the user control panel, certain features, such as change password, and some service options are not available. To access these features, you need log in to the user control panel with the user's account. To do this start a browser, go to the user control panel URL, and log in with the user's username and password.

Instructions

➢ ***To log in automatically to site control panel:***

1 Log in to your control panel.
2 On the top navigation bar, click **sites**.
3 On the resellers list, select a site.
4 On the action bar, click **auto login**.
5 If the auto-login dialog box is displayed, click **OK**.

You are logged in automatically to the reseller's control panel. The login suffix set for the reseller's domain appears in the upper left of the control panel under *working as*. To return to the previous control panel, click **log out** in the upper left.

➢ ***To log in automatically to a user control panel:***

1 Log in to the site control panel. You can do this by logging in to the site automatically.
2 On the top navigation bar, click **users**.
3 On the users list, select a user.
4 On the action bar above the list, click **auto login**.
5 If the auto-login dialog box is displayed, click **OK**.

You are logged in automatically to the user's control panel. The user's name appears in the upper left of the control panel under *logged in as*. To return to the previous control panel, click **log out** in the upper left.

When you auto-log in to the user control panel, certain features, such as change password, and some service options are not available. To access these features, you need log in to the user control panel with the user's account. To do this start a browser, go to the user control panel URL, and log in with the user's username and password.

Session expiration

For security, the control panels are designed with 30-minute session expirations. This means that you are automatically logged out whenever your control panel session is inactive, or no input is received, for 30 consecutive minutes.

If your session expires, you need to log in again to use the control panel. You cannot change the time limit for session expiration. Session expiration is sometimes referred to as "timing out."

Customizing Control Panels

In this section:

Adding Your Brand To Control Panels

You can customize the look and feel of your customers' control panels to suit your preferences or to match your company's branding. This look and feel includes the logo, banner, colors and graphics used in your customers' control panels. You can reload the default settings at any time if necessary.

You can brand your customers' control panels only; you cannot brand your top-level control panel (the service provider control panel that is your primary login).

You can change:

- Banners and logos
- Colors and graphics

Padding, spacing, and font sizing You cannot change:

- Your top-level control panel
- The title of the page displayed in the browser window
- The positioning of elements on a page

About branding user and site control panels

To add your company's brand to site **user** control panels, you need to make your changes **before** you add the site. Only the site administrator can customize user control panels after the site has been added.

Change control panel banners

Banners are the graphics that appear at the top of the control panels in the long space to the left or right of the logo space. You can replace the banners in the reseller, site, and user control panels you own with any other image that:

- Has approximately the same dimensions as the default banner to ensure that control panel elements display correctly. The default banner is 1,650 pixels wide by 60 pixels tall. If a banner is too long to be displayed, it slides under the logo.
- Is in .gif or .jpg format.
- Is no larger than 46 KB in size.

➢ ***To change the banners:***

1 Go to the branding files page.

2 In the Banner section, click **Browse** next to the reseller, site, or user control panel text box, then navigate to the file you want to use for the banner. You can use the same graphic or different graphics for each control panel.

3 Click Open.

4 To keep the current banner for any control panel, leave the text box blank.

5 Click Upload Changes.

The new banner appears in the control panel. To view it, log in to the appropriate control panel (on page 15). If you do not see the change, your browser might be using a previously cached version of the banner. Refresh your browser's cache to view the change (in Internet Explorer, press Ctrl while clicking the browser's refresh button).

Changes are not displayed in the control panel that is your primary login.

Add your logo

The logo is the graphic that appears to the left or right of the banner at the top of the control panel. You can replace the default logo with any graphic that:

- Has approximately the same dimensions as the default graphic to ensure that interface elements display correctly. The default graphic is 157 pixels wide by 60 pixels tall.
- Is in .gif or .jpg format.
- Is no larger than 46 KB.

➢ ***To upload your logo:***

1 Go to the branding files page.

2 In the Logo section, click **Browse** next to the reseller, site, or **user control panel** text box, then navigate to the file you want to upload. You can use the same graphic or different graphics for each control panel.

3 Click **Open**.

4 Next to Logo Position, choose **Left** to display the logo in the upper left of the control panel, or choose **Right** to display the logo in the upper right.

If you want to change the position of the logo, you need to navigate to the logo file as described in step 2; you cannot simply change the position by choosing left or right.

5 To keep the current logo for any control panel, leave the text box blank.

6 Click **Upload Changes**.

The graphic appears in the control panel. To view it, log in to the appropriate control panel (on page 15). If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press Ctrl while clicking the browser's refresh button).

Changes are not displayed in the control panel that is your primary login.

Reload default settings

You can reload the default banners, and logos used in the control panels at any time. If you are the service provider who owns the Parallels Pro server, the defaults are the system's initial settings. If you are a reseller or site administrator, the defaults are the settings currently used by your service provider; they change whenever your service provider rebrands control panels.

➢ ***To reload default settings:***

- On the branding files page, click **Restore Default** next to any item you want to reload.

Setting Preferences

The preferences page lets you set your preferences for:

- email alerts
- exporting (on page 45) and importing (on page 45) sites

Email alerts are the email messages sent to resource owners such as resellers and sites when resource usage warning levels are reached. These levels are established when the system is set up. Email alerts are also sent to the address specified on this page.

Click **Save** to save the preferences. Click **Cancel** to exit the **preferences** page and return to the control panel page.

Managing Skins

In this section:

Skins Page

Skins are the custom graphical appearances (GUIs) that can be applied to the Parallels Pro Control Panel to cater to the individual preferences of each user.

Information on this page includes:

- **Skin name.** One of the skins listed has the suffix *[Default]* which indicates that it is the default skin for the control panel. A skin which has a *[Current]* suffix indicates that it is the skin currently applied to the control panel.
- **Show skins.** You can choose to list the skins that only you have created by selecting my skins in the *show* drop down list. To list all the skins that you have created as well as those created by your parent and the system generated ones, select the value all skins in the *show* drop down list.

  For example, a service provider has added a skin and a reseller has also added new skins. When the reseller logs in and selects the value all skins in the show drop down list, the skins listed include the one added by the service provider, skins added by the reseller as well as the system generated skin(s).

  This page facilitates managing the skins as follows:

  Click the action bar links to manage the skins. Except for the **Add skin** action bar, the links **Edit, Remove, Set as default, Apply skin and Preview** are enabled only after you select an item from the list. Action bar links include:

  Add skin

  Edit

  Remove

  Apply skin

  Set as default

  Preview

Adding A Skin

About skins (on page 22)

This page allows you to add new skins.

To add a new skin, on the **skins** page, click on the **add skin** action bar and enter the following information on this page:

- **Skin Name.** The name of the skin to be displayed in the list of skins to apply.
- **Style Sheet.** The path for the css file to be uploaded.
- **Images zip file.** The zip file for Images folder which contains images to be applied for the skin. The zip file must contain all the required number of images. The images also include the control panel icons.

Click on the **upload** button to add the new skin to the list.

Click on the **cancel** button to exit this page without adding any new skin, and return to the **skins** page.

Editing a Skin

About skins (on page 22)

This page allows you to edit skin information.

To edit skin information, on the **skins** page, select a skin from the skin list and click the **edit** action bar.

In the **edit skin** page, enter the following information:

- **Skin Name.** The name of the skin to be displayed in the list of skins to apply.
- **Style sheet.** The path for the **CSS** file to be uploaded.
- **Images path.** The path for Images folder which will contain images to be applied for the skin. The folder must contain all the required number of images. The images also include the icons in the control panel.

Note: 1. The selected skin will be updated only if its added by the logged in user.

2. System generated skins cannot be updated.

3. The skin change will get reflected for all users using this skin.

Click on the **save** button to add the updated skin to the list.

Click on the **cancel** button to exit this page and return to the **skins** page without updating the skin.

Removing Skins

About skins (on page 22)

On the **skins** page, the **remove** action bar allows you to remove a skin from the list.

To remove a skin from the list, select the skin from the skin list on the s**kins** page. Then click the r**emove** action task bar.

Note: The selected skin will be removed from the list of skins only if:
- It is added by the logged in user,
- It is not a system generated one,
- It is not set as a default skin. If the skin is a default skin, you must set some other skin as a default skin in order to remove the selected skin from the list.

Applying a Skin

About skins (on page 22)

On the **skins** page, the **apply skin** action bar allows you to apply a skin to the control panel. This sets the skin status for the applied skin as **Current**.

To apply a skin from the list to the control panel, select the skin in the **skins** page. Then click the a**pply skin** action task bar.

Note: If you have not applied a skin to the control panel or if you delete a skin with the **Current** status, by default, the **default** parent skin is applied to your control panel.

Setting a Default Skin

About skins (on page 22)

On the **skins** page, the **set as default** action bar allows you to set a skin in the list as a default skin. To do so, select the skin from the skin list and click the **set as default** action bar.

Note: If you do not specify a default skin, a system generated skin is set as the default skin.
If your users have not applied a skin to the control panel (that is, they do not have a skin with the status **Current**), then they will see the control panel with your default skin.

Preview a Skin

About skins (on page 22)

On the **skins** page, the **preview** skin action bar allows you to view the control panel Home page in the selected skin.

To preview a skin, on the **skins** page, select the skin from the skin list and click the **preview** action bar. The user interface changes for the selected skin, and on performing another action, the system reverts back to the originally applied skin having status as **Current**.

Retrieving Password Information

In this section:

About the Forgot Password Feature

The *forgot password* feature retrieves the password for your account. To do so, you must send a request to the Parallels Pro control panel.

To send a request (on page 27), use the **forgot your password?** link displayed at the base of the **Log** in window. In order to do so and get redirected to the password security information page, you must meet the following three conditions:

1. You have entered a valid user name.
2. You have already set your password security question and answer (on page 28).
3. The number of attempts to access the control panel is less than the threshold value (as set by the service provider).

Note: This feature is disabled for your account if the number of attempts to access the control panel have already reached the threshold value. You must contact your service provider to retrieve your forgotten password.

Requesting Password

If you are unable to recall your password, you can request the password information by providing your user name, then clicking the **forgot your password?** link displayed at the base of the **Log in** window. You must provide the answer to the hint question you selected when you had set the hint question and answer. This information is required to authenticate your request. After successful authentication, the password information is sent to the specified email address.

To request password information:

1. On the **Log in** page, in the **username** text box, type in your user name.
2. Click the link **forgot your password?** displayed at the base of the **Log in** window. The **forgot your password?** window opens.
3. In the **forgot your password?** window, in the password secret answer text box, type the answer to the secret question and click **Ok**.

If the answer to the secret question is incorrect, an error message is displayed. The number of failed attempts to log in to the control panel is tracked. When the failed attempts reach the threshold value (as set by the service provider), an intimation email is sent to your specified email address.

If the specified secret answer is successfully authenticated, the password is sent to the email address you specified. You can then use the password sent to your specified email address to successfully log in to the control panel.

An email template named **Send Password** is used to send the password information.

You can change the format or content of the **Password Communication** and **Threshold Reached** template displayed on the **Email Templates** page.

Setting Hint Question and Answer

This page provides information that is used to authenticate a request for retrieving a forgotten password. When you log in to the control panel **for the first time,** you are prompted to set the hint question and answer. The list of hint questions is pre-defined; you cannot add or remove questions from the list. But you can change your question and its answer at any time.

Note: As a user, you can set the hint question and answer settings *for your account only*.

➢ ***To set the hint question and answer:***

1 Provide the following information:

- **email**. Type the email address where you want to receive the password. The address should use standard email format, such as username@example.com.
- **password secret question**. Select a hint question from the drop down list.
- **password secret answer**. Type the answer to the selected question. The answer should not exceed 255 characters.

1 Click **Save**.

Subsequently, the user can retrieve the forgotten password for accessing the control panel by entering the secret answer to the question as set above.

Changing Hint Question and Answer

You can change your hint question by selecting another question from the list. The list of questions is pre-defined; you cannot add or remove questions from the list.

Note: You can change the hint question and answer settings *for your account only*. However, you can change these settings for your users by auto logging into their accounts.

➢ ***To change your hint question and answer:***

1 On the top navigation bar, click **Preferences**.

2 In the preferences section, click the **Password Hint** tab.

3 Change the following information as required:

- **alternate email address**. Type the email address at which you want to receive the password. The address should use standard email format, such as username@example.com.
- **secret question**. Select a secret hint question.
- **secret answer**. Type the answer to the selected question. The answer should not exceed 255 characters.

4 Click Save.

Subsequently, the user can retrieve the forgotten password for accessing the control panel by entering the new secret information as set above.

Server Management

In this section:

Viewing Network Settings

The basic network settings are configured during the installation of Parallels Pro and indicate the initial configuration of your server on the network.

You may want to review your network settings for accuracy; however, you can only view the information; you cannot change it. If you notice an error in any parameter, contact your system administrator to have it corrected.

➢ ***To view your network settings:***

- On the top navigation bar, click **server**, then click the **network settings** tab.

The information in this form includes:

- **Host Name:** The host name of the Parallels Pro server
- **Domain Name:** The domain name of the Parallels Pro server
- **Default Gateway:** The gateway or router address assigned to the Parallels Pro server
- **Primary DNS:** The IP address of the main DNS server
- **Secondary DNS:** The IP address of the backup DNS server
- **IP Address:** The IP address reserved for the Parallels Pro server
- **Net Mask:** The subnet mask address assigned to the Parallels Pro server

System Time

The system time is the time of day in the time zone set on your Parallels Pro for Windows server.

You cannot change the system time from the service provider control panel. To change the system time, log in to the Parallels Pro server and change the time and time zone on the Microsoft Windows control panel. The system time format is determined by the settings you choose on the Windows control panel.

To access the Windows control panel you need to have the Terminal Services option enabled or be at the console to make the necessary changes.

Resources

In this section:

About Resource Limits

Resource limits define the server resources, such as disk space, required by a service.

Resource limit information includes:

Resource Limit	Description
Component Name	The name of the service component that requires resources.
Resource Type	A specific type of resource required by the service component. Examples of resource types include bandwidth and disk space.
Limit	The amount of the server resources available to the resource type. If you specify an amount, such as an amount of disk space, only that amount can be provisioned. If you select Unlimited, you can potentially allocate more than the actual resources available on the server, as long as those resources are not all needed at once. This allows you to over-sell a server's resources. However, since no server's resources are actually unlimited, use this setting with discretion.
Sold	The amount of the resource that has been sold by resellers but is not currently in use.
Usage	The percentage of the resource type in use. The usage percentage differs from the Sold percentage if resellers, sites, and users have not used all the resources sold to them.

Database Tools

In this section:

About Database Tools

Database Tools are the Web-based administration tools that allow you to manage your Microsoft SQL Server 2005 or MySQL databases over the Internet.

How to go to Database Tools page

The **database tools** page displays the following:

- **tool name.** Name of the Web-based administration tool
- **tool type.** Name of the database (that is, Microsoft SQL Server 2005 or MySQL) that is administered using the tool.

➢ ***On this page, you can:***

- View details regarding the database tool by clicking the **overview** action tab.

Services

In this section:

Viewing Components of Services

Services are composed of programs called service components.

➢ ***To view the components of a service:***

- On the top navigation bar, click **server**.

The service components list is displayed.

Sites

In this section:

About Managing Sites

Sites are composed of users or groups of users who contract with you and your resellers for services. Sites usually have site administrators and individual users, but a single user who purchases your services can be considered a site as well.

Site administrators use the site control panel to manage the services and users in their site.

Service provider site-management tasks include:

- Adding sites (on page 35)
- Changing site information (on page 40)
- Changing site services (on page 40)
- Disabling sites (on page 42)
- Enabling sites[1]
- Removing sites (on page 43)

[1] You can enable a site's services or control panel access to restore service access and login privileges to a site that has been disabled.To enable a site:On the top navigation bar, click sites.Select the site you want to enable, then click overview.On the site overview page, click Access Control.To restore services, check the box next to enable site's services.To restore control panel access, check the box next to enable access to site and user control panels.Click Save.

Adding Sites

You add sites when you want to set up an account and sell services to a user or a group of users.

➢ ***To add a site:***

1 Start the **add site wizard** .

SITE INFORMATION

1 Provide the following general site information, then click **Next.**

- **Site Name**. Required. The name of the site. Names have to be at least one character in length and they can include spaces. They cannot include HTML tags, however. Up to 128 characters are allowed.
- **Site Domain Name**. Required. The domain name of the site. Enter the domain name in the following format: *example.net.* In addition to the top-level domain characters, such as .com, the domain name can be up to 63 characters in length.
- **Site login suffix**. Required. A name that uniquely identifies the site. Up to 14 characters are allowed. This name is used in the site's login information, and is appended to the username of all users belonging to this site. For example, ***<username>***@***<loginsuffix>***. Since the combined length of ***<username>***@***<loginsuffix>*** should not exceed 20 characters, ensure that the site login suffix is not too long.
- **Template**. Optional. The template you want to use when adding the site. If you have added a template, (on page 37) you can select it from the drop-down list to pre-fill information on the add site wizard. Only enabled templates appear on the list; disabled templates are not available for selection.
- **Name**. Optional. The name of the contact person at the site. Any input in this text box is valid. There is no character limit for the name.
- **Email**. Required. An email address of the contact person at the site. This address is used when the system sends automated email messages (on page 66) about new accounts and resources. The address should use standard email format, such as username@example.com.
- **Phone**. Optional. A telephone number at which you can reach the contact person. This number is for your information only; any input in this text box is valid.

CREATE CONTROL PANEL ACCOUNT

1 Create the administrator account by providing the following information, then click **Next**:

- **Administrator Name**. Required. The name of the person who will use the site control panel administrator account. Names have to be at least one character in length and they can include spaces.
- **Username**. Required. The username the administrator will type when logging in to the site control panel. The site's domain name is appended to this username. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.

- **Password**. The password the administrator will type when logging in to the site control panel. Password requirements
- **Confirm Password**. Required if password is specified. The password retyped.
- **External Email**. Optional. An email address at which you can reach the administrator.

CHOOSE SERVICE OPTIONS

1 Select the service options you want to enable for the site, then click **Next**.

For more information about service options, click the links below to open the service-specific Help.

VERIFY SITE INFORMATION

1 Verify the information about the site. To make changes, click **Previous**. To add the site, click **Finish**. The site is available for use as soon as it is added.

After you add a site, you can log in automatically (on page 15) to the site's control panel. If you supplied an email address for the site, an email message is automatically sent notifying the contact person that the site is enabled. See the Email templates page (on page 66) for more information about automated messages.

About Site Templates

Site templates are guides you can use to pre-fill information when you add sites. These templates are not required to create sites; however, they can make creating multiple sites easier and faster by establishing the services you want to assign to sites when you create them.

Each template can include different configurations that satisfy specific business requirements. You can create as many templates as you need.

There is no ongoing association between templates and sites; templates are used simply to define the initial settings of the site. For example, if you add a site then later change the template you used when adding it, the site is not changed.

Adding Site Templates

Site templates are guides you can use to pre-fill information on forms when you add sites. You can add as many site templates as necessary to meet your business needs.

➢ ***To add a site template:***

1 Start the site template wizard.

GENERAL INFORMATION

1 On the general information form, provide the following information, then click **Next**.

- **Template Name**. Required. The name you want to give to the template. For example, if the template has high-end resources and services, you might call it Gold. If it has low-end resources and services, you might call it Bronze. Names must be between 1 and 128 characters in length.
- **Description**. Optional. A description of the template. This is for your information only; sites added with this template see this name on their account information page. Up to 512 characters, including special characters, are allowed.

SELECT SERVICES

1 Choose the Windows Web Hosting service options you want to make available to sites created with this template, then click **Next**. For more information about service options, see the service-specific Help.

REVIEW TEMPLATE

1 Review the information you provided for the template. To change information, click **Previous**. To add the site template, click **Finish**.

2 The site template is now available and you can use it when you add a site (on page 35).

Managing Sites

In this section:

About Managing Site Services

As a service provider, you can manage the following aspects of site services:

- Selling services to sites (on page 39)
- Viewing a site's services (on page 39)
- Changing a site's service properties (on page 40)
- Disabling or removing a site's services (on page 42)

Selling Services to Sites

You can sell services to sites when you add the site (on page 35) or after you have added the site.

➢ ***To sell a service after you have added the site:***

1 On the top navigation bar, click **sites**.

2 On the sites list, select the site you want to sell a service to, then click **overview**.

3 On the **site overview** page, click the **services tab.**

4 On the **services** page, click **Add Services**.

SELECT SERVICE OPTIONS

Choose the services options and resource limits, then click **Next**.

For more information about service options, click the links below to open the service-specific Help.

VERIFY INFORMATION

Review the information on the summary form. To make changes, click **Previous**. To sell the services to the site, click **Finish**. The services are available to the site immediately.

Viewing Site Services

You can view the services that have been sold to sites, and you can view the components of those services.

➢ ***To view services:***

1 On the top navigation bar, click sites.

2 Select the site whose properties you want to view, then click **overview**.

3 On the site overview page, click the **services** tab.

The service's properties are displayed. For each service option:

✓ appears if the option is enabled

✗ appears if the option is disabled

For more information about service options, click the links below to open the service-specific Help.

Changing Site Information

With the exception of the site's domain name and login suffix, you can change a site's information any time.

> You need to use the auto login feature to the site control panel to change a site administrator's password (on page 40).

➢ ***To change a site's information:***

1. On the top navigation bar, click **sites**.
2. Select the site whose information you want to change, then click **edit**.
3. Change any of the following information (you cannot change the domain name or login suffix of a site):

   ORGANIZATION INFORMATION

   - **Name**. The name of the site.

   CONTACT INFORMATION

   - **Name**. The name of the contact person at the site.
   - **Email**. The email address of the contact person at the site. This address is used when the system sends automated email messages (on page 66) about new accounts and resources.
   - **Phone**. The telephone number of the contact person at the site.
4. Click **Save**. The changes take effect immediately.

Changing Site Service Properties

You can change the properties, such as resource limits, of services sold to sites.

➢ ***To change the properties of a site's services:***

1. On the top navigation bar, click **sites**.
2. Select the site whose information you want to change, then click **edit services**.
3. Change the selected components or resource settings as needed, then click **Save**. For more information about service options, click the links below to open the service-specific Help .

Changing Site User Passwords

➢ ***To change site users' passwords:***

1. Log in to the site's control panel. You can use auto login (on page 15) to do this.
2. Go to the change password form for users (on page 40).
3. In the **New Password** and **Confirm New Password** text boxes, type a password that meets the password requirements.
4. Click **Save**.

The user’s password is changed. If the user is currently logged in, they are logged out when they attempt any action. To continue working, they need to log in again using the new password.

Disabling or Removing Site Services

You can disable or remove individual services provisioned to a site. As an alternative, you can disable all of a site's services.

➢ ***To disable a service provisioned to a site:***

1 Go to the site services page.

2 On the action bar above the services list, click **components**.

3 Select the component you want to disable.

4 Click **disable**.

➢ ***To enable a disabled service:***

1 Go to the site services page.

2 On the action bar above the services list, click **components**.

3 Select the component you want to enable.

4 Click **enable.**

➢ ***To remove a service provisioned to a site:***

1 Go to the edit site service page.

2 On the edit service page, clear the checkbox of the service you want to remove.

3 Click **OK** to verify that you want to remove the service.

4 Click **Save**.

Disabling Sites

You disable a site when you want to prevent users and administrators from logging in to control panels or using services. As an alternative, you can disable individual services (on page 42) or service components to prevent the site from using them.

➢ ***To disable a site:***

1 On the top navigation bar, click **sites**.

2 Select the site you want to disable, then click **overview**.

3 On the site overview page (on page 53), click **Access Control**.

4 To prevent users from accessing services, clear the **enable site's services** check box. To allow users to access services, select the check box.

5 To prevent users and administrators from accessing control panels, clear the **enable access to site and user control panels** check box. If you clear this option, you can still use the autologin feature to access the site's control panel. To allow control panel access, select the check box.

6 Click **Save**.

The options you selected are disabled. If you disabled control panel access, users who are currently logged in to the control panel are logged out when they attempt any action.

Enabling Sites

You can enable a site's services or control panel access to restore service access and login privileges to a site that has been disabled.

➢ ***To enable a site:***

1 On the top navigation bar, click **sites**.

2 Select the site you want to enable, then click **overview**.

3 On the site overview page (on page 53), click **Access Control**.

4 To restore services, check the box next to **enable site's services**.

5 To restore control panel access, check the box next to **enable access to site and user control panels.**

6 Click **Save**.

Removing Sites

You remove sites when you want to permanently delete them from the system. As an alternative to removal, you can disable sites (on page 42), which prevents the use of control panels and services without removing them.

➢ ***To remove sites:***

1 On the top navigation bar, click **sites**.

2 Select the site you want to remove, click **remove**.

3 Click **OK** in the remove site dialog box to remove the site.

The site, its virtual services, and its DNS zone information are removed from the system, and the action is listed on the Action log (on page 74).

If the site used IP addresses for services, those IP addresses become available for reuse. However, they are placed at the end of the available IP address list in their scope; they would be the last addresses to be assigned.

Exporting and Importing Current Sites

In this section:

About Exporting And Importing Current Sites

The Export feature allows you to capture and store the current state of a site. The Import feature allows you to restore a site to the state it was in when it was exported. This enables you to restore a site to a previously saved state in case the configuration settings or the service-specific data of the site become corrupted.

NOTE: The Import feature performs automatic FTP port assignments to all imported sites.

You can export and import a site with the following options:

- Configuration settings of the site and all its users
- Configuration settings of the site and its default site administrator
- Configuration settings and service-specific data of the site and all its users
- Configuration settings and service-specific data of the site and its default site administrator
- Location of exported files

  The location where the exported files are stored is constructed as: **<ExportLocation>**\ISP**<Machine Name>**\Site**<Site Name>**\, where:

  - **<ExportLocation>** the export location specified by your service provider.is the location you specified in the export/import settings.
  - **<Machine Name>** is the name of the server.
  - **<Site Name>** is the name of the exported site.
  - **<Time Stamp>** is the time stamp of the export operation, specified in the **mm- dd-yy hh-mm-ss ms** format.

Exporting Current Sites

The **Export** page displays the list of provisioned sites and lets you export the information for a site.

➢ ***To export sites:***

1 Specify the export options (on page 46) on the **Preferences** page.

2 Go to the Export page.

3 Select the check boxes corresponding to the sites that you want to export.

4 Click **Export**. The sites are exported to the location you specified by your service provider.

5 To verify the export process:

1. Go to the Import page.
2. Verify that there is an entry with the correct time stamp for each site that you have exported. Each site can have several versions of exported data identifiable by their time stamps; the time stamp of the export operation is used to create a directory under which the exported file is located (on page 45).

Importing Current Sites

The **Import** page displays the list of exported files for sites. You can import site data from a previously exported file. Each site can have several versions of exported data identifiable by their time stamps; the time stamp of the export operation is used to create a directory under which the exported file is located (on page 45).

➢ ***To import sites:***

1 Specify the import options (on page 46) in the **Preferences** page.

2 Before importing a site, you must first remove the site from the control panel. To remove a site:

1. On the left navigation panel, in the **Sites** section, click **List Sites.**
2. On the **Sites** page, click the option button corresponding to that site, and click the **Remove** tab.
3. Click **OK**.
4. To confirm the removal of the site, go to the **Sites** page, and verify that the name of the site is not displayed in the list of the sites.

3 Go to the Import page.

4 Select the check boxes corresponding to the sites that you want to import.

5 Click **Import**. The sites are imported into the Parallels Pro control panel.

6 To verify the import process:

1. On the left navigation panel, in the **Sites** section, click **List Sites.**
2. On the **Sites** page, check whether the sites you have imported are displayed in the list of sites.

After the site is imported:

- New log folders are created with the site’s new ID.
- A default zone is created for the site; the SOA (start of authority) serial number does not match that of the original site.
- If the site is IP based, a new IP address is selected for the site automatically.

Configuring Export/Import Settings

Configure your export import settings by specifying values for the following:

- **Config Only**. This option allows you to export or import only the configuration settings (and not the associated data) of the site.
- **Config And Data.** This option allows you to export or import the configuration settings and all the service-specific data of the site.
- **All Users.** This option allows you to export or import the information of all the users configured for the site
- **Admin Only**. This option allows you to export or import the information of only the default site administrator of the site.

Viewing Site Information

In this section:

Viewing Site Information

Site information includes the contact information, properties, and services enabled for a site.

➢ ***To view site information:***

1 On the top navigation bar, click **sites**.

2 Select the site whose information you want to view, then click **overview**. The site overview page (on page 53) is displayed.

For more information about service options, click the links below to open the service-specific Help.

Viewing Site Service Settings

Site service settings include the resource options and components enabled for a site.

➢ ***To view site service settings:***

1 Go to the site overview page.

2 Click the **Services** tab. The site's service settings are displayed.

For more information about service options, click the links below to open the service-specific Help.

Viewing Enabled Sites

You can sort the sites list to view only the enabled sites. If either a site's services or its control panel access is disabled, the site does not appear on the enabled list.

By default, both enabled and disabled sites are listed.

➢ ***To view enabled sites:***

1 On the top navigation bar, click **sites**.

2 Check the box next to Enabled above the sites list. All enabled sites are displayed. If the list is empty, there are no enabled sites.

Viewing Disabled Sites

You can sort the sites list to view only the disabled sites. Disabled sites have control panels, services, or both disabled.

➢ ***To view disabled sites:***

1. On the top navigation bar, click **sites.**
2. Check the box next to **Disabled** above the sites list. All disabled sites are displayed. If the list is empty, there are no disabled sites.

Managing Site Templates

In this section:

Viewing organization or site template details

➢ ***To view site template details:***

- On the top navigation bar, click **sites**.
- Click the **templates** tab. The site templates page (on page 55) is displayed.

For more information about service options, click the links below to open the service-specific Help.

Viewing Site Template Details

➢ ***To view site template details:***

1. On the top navigation bar, click **sites**.
2. Click the **templates** tab. The site templates page is displayed.
3. On the site templates page, select the template whose details you want to view, then click overview. The site template overview page is displayed.

Changing organization or site templates

You can change the details of site templates such as their descriptions and the services templates provision. Changing a site template has no effect on site already provisioned using the template, however. site templates are used only when the site is added; there is no ongoing association between templates and sites.

➢ ***To change a site template:***

1. On the top navigation bar, click **sites**.
2. Click the **templates** tab. The site templates page (on page 55) is displayed.
3. On the site templates page, select the site template you want to change, then click **edit**.
4. Change information on the form as needed. For more information about service options, click the links below to open the service-specific Help.

Disabling and Enabling Organization or Site Templates

Site templates are enabled when they are added. However, you can disable or enable site templates to control access to them as needed.

➢ ***To disable a site template:***

1 On the top navigation bar, click **sites**.

2 Click the **templates** tab. The site templates page (on page 55) is displayed.

3 Select the template you want to disable, then click overview.

4 On the site templates overview page (on page 56), click **Disable**.

The site template is disabled and its status on the site templates page is shown as ↓. It no longer appears on the drop-down list of available templates in the add site wizard.

➢ ***To enable a site template:***

1 On the top navigation bar, click **sites**.

2 Click the **templates** tab. The site templates page (on page 55) is displayed.

3 Select the template you want to enable, then click **overview**.

4 On the site templates overview page (on page 56), click **Enable**.

The site template is enabled and its status on the site templates page is shown as ↑. It appears on the drop-down list of available templates in the add site wizard.

Removing organization or site templates

You remove site templates when you want to permanently get rid of them. As an alternative to removal, you can disable site templates (on page 42) to prevent them from being used.

➢ ***To remove a site template:***

1 On the top navigation bar, click **sites**.

2 Click the **templates** tab. The site templates page (on page 55) is displayed.

3 Select the template you want to remove, then click **overview**.

4 On the site template overview page, click **Remove** on the action bar above the form.

5 Verify the site template you are removing, then click **OK** to remove it.

The site template is removed from the system.

Page-specific Topics

In this section:

Sites Page

The sites page shows all of the sites you have added. Resellers see only the sites they have added; they do not see sites that belong to the service provider.

On the site page, you can perform several tasks and view the following information:

- **Status**. The status of the site. States include:
  - ↑↑ The services and control panels are both enabled.
  - ↓↑. The services are disabled. Site and user administrators can log in to the control panels, but they cannot use services.
  - ↑↓. Control panel access is disabled. Site and user administrators cannot log in to control panels, but they can continue to use services.
  - ↓↓. Services and control panel access are both disabled.
- **Name**. The name of the site.
- **Domain**. The domain name associated with the site.
- **Site login suffix**. A name that uniquely identifies the site. This name is used in the site's login information.

➢ ***On this page you can:***

- Find information by sorting or using page controls. You can also search for sites.
- View only enabled sites by clicking **Enabled**.
- View only disabled sites by clicking **Disabled**.
- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **add site**. Create a new site (on page 35).
  - **overview**. View site information.
  - **remove**. Remove the site.
  - **edit**. Change site information (on page 40).
  - **edit service**. Change the site's service properties.
  - **autologin**. Log in to the site.

➢ ***How to get to the sites page***

On the top navigation bar, click **sites**.

Site Overview Page

The site overview page provides a summary of the information available about a site. On this page, you can perform several tasks and view the following information:

➢ ***Site overview form***

- Site information.
  - **Name**. The name of the site.
  - **Domain Name**. The domain name associated with the site.
  - **Site login suffix**. A name that uniquely identifies the site. This name is used in the site's login information.
  - **Site ip**. The IP address associated with the site.
  - **Site data path.** The path on the Parallels Pro server where site-related data is stored. By default, this path is `C:\Program Files\Ensim\WEBppliance\SiteData\`. Data is stored in this directory in a folder called `Domains`. The system creates the `Domains` folder automatically. You can change the site data path if necessary.
- Contact Information
  - **Name**. The name of the contact person for the site.
  - **Email**. The email address of the contact hiperson for the site.
  - **Phone**. The telephone number of the contact person for the site.
- Access Control
  - **Services Enabled.** Whether the site's services are enabled or disabled. Entries in this heading include:

    , services are enabled and users can access them.

    , services are disabled and users cannot access them.
  - **Control Panels Enabled.** Whether the site's control panel access is enabled or disabled.

    , control panels are enabled and users can access them.

    , control panels are disabled and users cannot access them.
- Service-specific information. For more information about service options, click the links below to open the service-specific Help.

➢ ***On this page you can:***

- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - edit (on page 40). Change the name, phone, and email information associated with the site.
  - access control (on page 42). Enable or disable the site's services or control panels.
  - Remove (on page 43). Permanently remove the site.
  - Auto Login (on page 15). Log in to the site administrator's control panel automatically.
- Click the services tab (on page 39). View or change the site's services.

➢ ***How to get to the site overview page***

1 On the top navigation bar, click **sites**.

2 On the sites list, select the site you want to view, then click **overview**.

Site Services Page

The site services page shows the services that have been sold to the site. On this page you can perform several tasks and view the service settings. These settings include:

- ✓ . The feature is enabled.
- ✗ . The feature is disabled.

For more information about service settings, see the service-specific Help.

➢ ***On this page you can:***

- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **edit service**. Change service settings.
  - **components**. View the components of the service.

➢ ***How to get to the site services page***

1 On the top navigation bar, click **sites**.

2 On the sites list, select the site you want to view, then click **overview**.

3 Click the **services** tab.

Components of Site Services

The service components page shows the individual components that compose a service sold to a site. On this page you can view the following information:

- **Status**. The current status of the component. States include:

  ↑. The component is enabled. To disable an enabled component, select the component , then click **disable** on the action bar.

  ↓. The component is disabled. To enable a disabled component, select the component , then click **enable** on the action bar.
- **Service Component**. The name of components associated with the service.
- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **disable**. Disable the service (available only if the service is enabled)
  - **enable**. Enable the service (available only if the service has been disabled)
  - **remove**. Remove a service (available only if the service has been disabled)

➢ ***How to get to the service components page***

1 On the top navigation bar, click **sites**.

2 On the sites list, select the site you want to view, then click **overview**.

3 Click the **services** tab.

4 On the action bar, click **components**.

Site Templates Page

The site templates page shows all the site templates that have been added to your system. On this page you can perform several tasks and view the following information:

- **Status**. The current status of the template. States include:

  ↑. Enabled. You can select the template on the add site wizard to pre-fill service information.

  ↓. Disabled. The template cannot be used; it does not appear on the templates list in the add site wizard.

- **Name**. The name of the template.
- **Description**. A short description of the template.

➢ ***On this page you can:***

- Find information by sorting or using page controls
- View only enabled templates by clicking **Enabled**
- View only disabled templates by clicking **Disabled**
- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **add site template**. Create a new template
  - **overview**. View more information about the template
  - **edit**. Change the template

5 How to get to the site templates page On the top navigation bar, click **sites**. Click the **templates** tab.

Site Template Overview Page

The site template overview page shows information about a particular site template. On this page, you can perform several tasks and view the following information:

SITE TEMPLATE OVERVIEW

- **Name**. The name of the template.
- **Description**. A short description of the template.
- **Enabled**. The current status of the template. States include:

  ✓ . The template is enabled and is available for selection on the add site wizard.

  ✗ . The template is disabled. It does not appear on the template list in the add site wizard.

SERVICE INFORMATION. Information about the services enabled through the template. For more information about these options, see the service specific Help .

➢ ***On this page you can:***

- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **Edit**. Change template information.
  - **Disable**. Prevent users from accessing templates.
  - **Enable**. Restore access to templates that are disabled.
  - **Remove**. Permanently delete templates.

➢ ***How to get to the site template overview page***

1. On the top navigation bar, click **sites**.
2. Click the **templates** tab.
3. Select a template, then click **overview**.

Site access control page

You use the access control page to enable or disable the services and control panels.

On this page you can change the following options:

- **Enable site services**. Select this option to enable services for the site's users. Clear this check box to prevent the site's users from using services. If you do not also disable the site's control panels, however, the site and user administrators can continue to access their control panels.
- **Enable access to site and user control panels**. Select this option to allow the site and user administrators to log in to their control panels. Clear the check box to prevent logins to these control panels. If you do not also disable the site's services, the site's users can continue to access services, although they cannot access their control panels.

➢ ***How to get to the site access control page***

1. On the top navigation bar, click **sites.**
2. Select a site, then click **overview**.
3. On the overview page, click **access control**.

Administrators

In this section:

Adding Administrator Accounts

You add administrator accounts when you want to create user logins through which you or others can access your service provider control panel.

➢ ***To add an administrator account:***

1 Go to the Add Administrator page : on the top navigation bar, click **administration**, then click **add administrator**.

2 On the **Add Administrator** form, provide the following information:

- **Name.** Required. The name of the administrator. Names have to be at least 1 character in length; up to 128 characters are allowed. Names cannot include HTML tags.
- **Username.** Required. The username the administrator will type when logging in to the control panel. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.
- **External Email.** Optional. An email address outside of this system at which the administrator can be reached.
- **Password.** The password the administrator will type when logging in to the control panel. Password requirements
- **Confirm Password.** Required if password is specified. The password retyped.

3 Click **Add**. The administrator's account is added and it appears on the Administrators page (on page 62). Notify the administrator that the account is ready for use.

Viewing Administrator Account Information

➢ ***To view administrator account information:***

1 On the top navigation panel, click **administration**.

2 Select the administrator whose information you want to view, then click **overview**. The administrator overview page (on page 62) is displayed.

Changing Administrator Account Information

You can change the name and external email address associated with an administrator. You cannot change the username an administrator types when logging in to the control panel, but you can change the administrator's password (on page 59).

The account with the username ***cronjob*** is created by default when Parallels Pro is installed. This account is used for processes that run periodically.

➢ ***To change an administrator's account information:***

1 Go to the Edit Administrator page.

2 On the **Edit Administrator** page, change the following information as needed:

- **Name**. The name of the administrator. Names have to be at least 1 character in length; a maximum of 128 characters is allowed.
- **External Email**. An email address at which the administrator can be reached.

3 Click **Save**. Changes take effect immediately.

Changing Administrator Passwords

➢ ***To change an administrator's password:***

1 Go to the change password page.

2 In the **New Password** and **Confirm New Password** text boxes, type a password that meets the password requirements .

3 Click **Save**.

If you change the password of an administrator who is currently logged in, that administrator is logged out when they attempt any action. To continue working, they need to log in again using the new password.

Disabling an Administrator's Account

You can disable an administrator's account when you want to temporarily prevent access from the account to the control panel.

➢ ***To disable an administrator's account:***

1 On the top navigation panel, click **administration**.

2 Select the administrator whose account you want to disable, then click **overview**.

3 On the administrator overview page, click **disable account**.

4 In the dialog box, verify the account you are disabling, then click **OK**.

The account is no longer accessible. If the administrator is currently logged in to the control panel, a message stating that the account has been disabled is displayed when they attempt any action.

Enabling Disabled Accounts

➢ ***To enable a disabled administrator account:***

1. On the top navigation panel, click **administration**.
2. Select the administrator whose account you want to enable, then click **overview**.
3. On the administrator overview page, click **enable account**.
4. In the dialog box, verify the account you are enabling, then click **OK**.

Removing Administrator Accounts

You can remove an administrator's account when you want to permanently get rid of it. As an alternative, you can disable an administrator's account (on page 59) which prevents access to the account.

➢ ***To remove an administrator's account:***

1. On the top navigation panel, click **administration**.
2. Select the administrator whose account you want to remove, then click **overview**.
3. On the action bar above the administrator information form, click **Remove**.
4. Verify the account that you are removing, then click **OK**.

The account is removed. If the administrator is currently logged in to the control panel, a message stating that the account has been disabled is displayed when they attempt any action.

Page-specific Topics

In this section:

Administrators Page

The administrators page shows all of the administrative accounts that have been set up for your control panel.

On this page you can perform several tasks and view the following information:

- **Status**. The state of the administrator’s account. States include:
  - ↑. The account is enabled. The administrator can log in to the control panel.
  - ↓. The account is disabled. The administrator cannot log in to the control panel.
- **Name**. The name of the administrator. The Default Administrator account is created by default when Parallels Pro is installed. You cannot remove this account.
- **Username**. The username the administrator types to log in to the control panel. The account with the username ***cronjob*** are created by default when Parallels Pro is installed. This account is used for processes that run periodically. You cannot remove this account.

On this page you can:

- Find information by sorting or using page controls.
- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **add administrator**. Add an administrator account (on page 58).
  - **overview**. View the administrator’s information.
  - **edit**. Change the administrator’s information.

To get to the administrators page, on the top navigation bar, click **administration**.

Administrator Information Page

The administrator information page provides contact and login information about the administrator. On this page you can perform several tasks and view the following information:

- **Name**. The name of the administrator.
- **Username**. The username the administrator types when logging in to the control panel.
- **External Email**. An email address at which the administrator can be reached.
- **Account Enabled**. The state of the account. States include:
  - ✓. Active. The administrator can log in to the control panel.
  - X. Disabled. The administrator cannot log in to the control panel.

On this page you can:

Click action bar links to perform the following tasks:

- **edit**. Change the administrator's account information. (on page 59)
- **change password**. Change the administrator's password. (on page 59)
- **disable account**. Disable an administrator's account. (on page 59) Not available for the following accounts: your current login, the default administrator account, and the account with the username **cronjob**.
- **enable account**. Enable an account (on page 60) that is currently disabled.
- **remove**. Remove an administrator's account. (on page 60) Not available for the following accounts: your current login, the default administrator account, and the account with the username **cronjob**.

➢ ***To get to the administrator information page:***

1 On the top navigation bar, click **administration**.

2 Select an administrator, then click **overview**.

Email Notifications and Alerts

In this section:

Viewing Email Alert Settings

Email alerts are the email messages sent to resource owners such as resellers and sites when pool usage warning levels are reached. These alerts are also sent to the address specified on the **preferences** page.

➢ ***To view email alert settings:***

- On the top navigation bar, click **preferences**, then click the **preferences** tab.

Changing Email Alert Settings

Email alerts are the email messages sent to resellers and sites when their resource usage reaches a warning level. These alerts are also sent to the address specified on the **preferences** page.

➢ ***To change the address to which email alerts are sent:***

1. On the top navigation panel, click **preferences**.
2. Click the **preferences** tab.
3. Add or change the email address in the email address for alerts text box, then click **Save**.

Sending Mass Email

You can send email to all the resellers and sites in your system. This is useful when you want to notify customers of system status, announce special offers, or provide information about services.

➢ ***To send mass email:***

1 Go to the mass email notification page.

2 Select the email addresses of the resellers and sites you want to notify. To select multiple email addresses, press **Shift** when clicking each email address. To select all addresses in a list, click the **Select All** option.

3 In the From Address text box, type your return email address.

4 In the Subject text box, type the information you want to appear on the subject line.

5 In the large text box below the Subject box, type your message.

6 Click **Send**.

The message is emailed to all the addresses selected.

Managing Email Templates

In this section:

Email Templates Page

This page lists the templates used to send automated email messages related to account activity.

For instance, when a reseller or a site is created, a template is used to send an email message containing account information to the email address provided for the reseller or site.

The default templates include variables (on page 68), which are replaced with the appropriate information when the message is sent.

➢ ***Information on this page includes:***

- **Name**. The name of the template.
- **Description**. Information about the template.

➢ ***On this page you can:***

- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **edit**. Change the template (on page 67)

Too get to the email templates page, on the top navigation bar, click **preferences**, then click the **email templates** tab.

Viewing Email Templates

LOGIN LEVEL REQUIRED FOR THIS TASK: SYSTEMS

ABOUT EMAIL TEMPLATES

Email templates are used to send automated email messages about account activity. For instance, when a site is created, an email message is sent to the email address provided for the new site. The default templates include variables, which are replaced with the proper information whenever a message is sent.

➢ ***To view email templates:***

1 On the top navigation bar, click **preferences**.

2 Click the **email templates tab.**

3 On the email templates page, select the template you want to view, then click **edit**. The text of the email template is displayed.

Text preceded by $ is variable text and should not be changed.

Changing Email Templates

ABOUT EMAIL TEMPLATES

Email templates are used to send automated email messages about account activity. For instance, when a site is created, an email message is sent to the email address provided for the new site. The default templates include variables, which are replaced with the proper information whenever a message is sent.

➢ ***To change email templates:***

1 Go to the edit email template page.

2 Change the From Address, Subject, or message text as needed. To preserve the system's ability to insert such as your site name, do not modify information preceded by **$**.

3 Click **Save**.

Email Template Variables

Email template variables include:

- **$CPServers** The URL of the control panel server
- **$CPIPs**: The Internet address of the control panel server
- **$MyOrg.** Your site name
- **$NewResellerName.** The name of the new reseller
- **$NewSiteName.** The name of the new site
- **$Login.** The username of the new reseller or site
- **$UserName**. The name of the user
- **$Password.** The password of the user
- **$IPAddress**. IP address of the requesting machine
- **$Threshold**. The threshold value for retrieving the password

Reports

In this section:

Usage Reports

In this section:

About Usage Reports

Usage reports provide information about the sites using your services. Use these reports to monitor service usage and ensure proper billing for services.

How usage information is updated

Usage information is updated when service providers generate reports. Resellers and site administrators cannot manually update usage information.

Types of reports

You can view the following types of usage reports:

- Usage summary (on page 75). A summary of your services the services installed on your system and the number of resellers and sites using those services.
- Sites report. (on page 77) Detailed information about the sites using your services.
- Export reports (on page 78). Comma-separated value versions of reports. You can download data from these reports and import it into spreadsheets and other data management programs as needed.

Viewing Summary Usage Reports

Summary usage reports show the sites using the resources and services available through your system. Usage information is updated when service providers generate reports.

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

- On the top navigation bar, click reports, then click the **Usage tab**. The Usage Summary (on page 75) page is displayed.

Viewing Site Usage Reports

Site usage reports provide information about all of the sites below you in your system. Usage information is updated when service providers generate reports.

➢ ***To view a site usage report:***

1. On the top navigation bar, click **reports**.
2. Click the **Usage** tab.
3. On the action bar above the summary information, click **site usage**.

   The current site usage reports page is displayed.

Generating and Downloading CSV Reports

CSV (comma separated value) reports contain usage report information in a comma-separated format. In this format, all of the information, such as the number of services and the number of components, is provided in a list with each value separated by a comma.

You can generate CSV reports, download them to your local system, then import them into spreadsheets and other data collection programs.

➢ ***To generate a CSV report:***

1. On the top navigation bar, click **Reports**, then click the **Usage** tab.
2. On the usage summary page, click **Export Reports**.
3. Click **Download** across from the type of report you want.
4. In the File Download dialog box, click **Save**.
5. In the Save As box, choose where you want to save the file to, then click **Save**.

For information about importing the CSV report into spreadsheets and other programs, see the documentation for those programs.

Action Reports

In this section:

Viewing Actions

Actions are the results of commands administrators submit to the system.

➢ ***To view actions performed on your control panel level:***

- On the Reports navigation panel, click **Action Log**. The Action Log page (on page 74) is displayed.

Searching by Date

You can search for actions that were performed on a certain date or during a specific time period. Actions are the results of commands administrators submit to the system.

➢ ***To search for actions by date:***

1. On the Search by Date page, choose the starting date of your search in the **From** boxes. Month appears first, then day, then year.
2. In the **To** boxes, choose the ending date of your search. Month appears first, then day, then year. To search for actions performed on a single date, enter the same date in both the From and To boxes.
3. Click **Search**. The Action Log page (on page 74) is displayed. All actions that were performed during the specified period are listed.

Viewing Details of an Action

Actions are the results of commands users submit to the system.

➢ ***To view details of actions performed on your control panel level:***

1. On the top navigation bar, click **reports**.
2. On the Action Log page, select the action whose details you want to view, then click **overview**. The Action Log Details page (on page 74) is displayed.

Page-specific Topics

In this section:

Action Log Page

The action log page shows the results of commands submitted to the system. On the action log page you can view the following information:

1 Status. The current state of the action. States include:

- . Successful. The action completed successfully.
- . Failed. The action failed.
- . Running. The action is in progress.

2 **ID**. A number that identifies the action.

3 **Description**. A description of the action.

4 **User**. The username of the account used to log in and perform the action.

5 **Start Time**. The time the action was started.

6 **End Time**. The time the action stopped.

➢ ***On this page you can:***

- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **search by date** (on page 72). Search for actions that were performed on a certain date or during a specific time period.
  - **overview**. View details of the action.

To get to the action log page, on the top navigation bar, click **reports**.

Action Log Details Page

The action log details page shows details of actions. The information on this page can be used to troubleshoot or debug actions that fail.

➢ ***To display details of failed actions only:***

- On the bar above the list, check the box next to **failed**, then click **Go.** Only those actions that failed are displayed. If there are no failed actions, the list is empty.

➢ ***To display details of successful actions only:***

- On the bar above the list, check the box next to **successful**, then click **Go**. Only those actions that succeeded are displayed. If there are no successful actions, the list is empty.

➢ ***To display all actions:***

On the bar above the list, check the boxes next to both **successful** and **failed**, then click **Go**. All actions are displayed.

To get to the **action log details** page:

1 On the top navigation bar, click **reports**.

2 Select the action whose details you want to view, then click **overview**.

Task Status Page

The task status page is displayed whenever you submit tasks such as adding sites and users. While the task is in progress, the system displays the status and details of up to 50 of the most recent actions. The page is refreshed automatically every ten seconds until processing is complete.

To view complete details for tasks that have more than 50 actions associated with them, go to the action log details page.

You can leave the task status page at any time without affecting the task; processing continues in the background until the task is finished.

To check the progress of the task at any time, use the URL provided on the task status page, or go to the action log page.

Usage Summary Page

The Usage summary page provides information about the resellers and sites using your services and resources. Usage information is updated when service providers generate reports .

On this page you can perform several tasks and view the following information:

Usage Summary information

- **Subscribed Services**. The total number of services installed on your system.
- **Subscribed Service Components.** The total number of service components included in your subscribed services.
- **Sites**. The number of sites below you in your system.

➢ ***Information about service resource usage. This includes:***

- **Component Name.** The name of the service component to which resources are assigned.
- **Resource Limits.** The amount of resources available to and used by service components.

➢ ***In the Resource Limits section, the following information is available:***

  - **Resource Type.** A specific type of resource required for the component. Resource types might include bandwidth, number of mailboxes, or disk space.
  - **Limit**. The total amount of the resource type available.
  - **Sold.** The amount of the resource that has been sold.
  - **Usage**. The percentage of the resource type in use. The usage percentage differs from the **Sold** percentage if resellers, sites, and users have not used all the resources sold to them. System alerts (on page 64) are generated when the usage reaches the threshold percentage designated for the resource.

➢ ***On this page you can:***

Perform tasks by clicking tabs and action bar links at the top of the page. These include:

- **site usage.** View system and service usage by your sites.
- **export reports**. Download comma-separated value (CSV) reports. After you download a report, you can import the information into spreadsheets and other programs.

➢ ***To get to the Usage Summary page:***

1. On the top navigation bar, click **reports**.
2. Click the **usage** tab.

Site Usage Information Page

The site usage information page provides a list of the resellers you have added. It also provides access to each reseller's usage information. Usage information is updated when service providers generate reports . Resellers and site administrators cannot generate usage information.

On this page you can perform several tasks and view the following information:

- **Name**. The name of the reseller.
- **Domain**. The domain name associated with the reseller.
- **Services**. Icons representing the services allocated to the reseller.

➢ ***On this page you can:***

- Click action bar links to perform tasks. Many of these links are enabled only after you select an item from the list. Action bar links include:
  - **usage report**. View the site's usage details, including information about service and resource usage.
  - **export csv report**. Generate a CSV report (on page 78) of the site's usage information.
- Click tabs at the top of the page. These include:
  - **summary**. Information about the resellers and sites using your services and resources.
  - **site usage**. Refresh this page. This does not update the information on the page, however.
  - **export reports**. Download comma-separated value (CSV) reports of summary and site usage data. After you download a report, you can import the information into spreadsheets and other programs.

➢ ***To get to the Site Usage Information page:***

1. On the top navigation bar, click **reports**, then click the **usage** tab.
2. Click the **site usage** tab.

Site Usage Detail Page

The site usage detail page provides information about a site using your services. Usage information is updated when service providers generate reports .

On this page you can view the following information:

USAGE SUMMARY

- **Subscribed Services**. The total number of services, such as Windows Web Hosting, sold to the site.
- **Subscribed Service Components**. The total number of service components included in the reseller's subscribed services.

INFORMATION ABOUT SERVICE RESOURCE USAGE. This includes:

- **Component Name**. The name of the service component in use.
- **Resource Limits**. The amount of resources available to and used by service components.

  In the **Resource Limits** section, the following information is available:

  - **Resource Type**. A specific type of resource required for the component. Resource types might include bandwidth, number of mailboxes, or disk space.
  - **Limit**. The total amount of the resource type available to the reseller
  - **Allocated**. The amount of the resource that has been allocated to users in the site but is not currently in use..
  - **Available**. The total amount of the resource type available to the site, as listed in the **Limit** column, minus the amount that has been allocated to users, as listed in the **Allocated** column.
  - **Usage**. The percentage of the resource type in use. The usage percentage differs from the **Allocated** percentage if users have not used all the resources allocated to them. System alerts (on page 64) are generated when the usage reaches the threshold percentage designated for the resource.

➢ ***To get to the reseller usage detail page:***

1. On the top navigation bar click **reports**, then click the **usage** tab.
2. Click the **site usage** tab.
3. Select the site whose usage you want to view, then click **usage report**.

Export Reports Page

The export reports page provides links to usage reports in CSV (comma separated value) format.

CSV reports make it possible to obtain the information available in usage reports in a comma-separated format. In this format, all of the information, such as the number of services and the number of components, is provided in a list with each value separated by a comma. Spreadsheets and other data collection programs allow you to import information in this format.

You can download CSV reports to your local system, then copy them into spreadsheets and other data collection programs.

➢ ***On this page you can:***

- Download the following report:
  - **All Sites.** Usage information for all the sites in your system.

➢ ***To get to the export reports page:***

1. On the top navigation bar click **reports**, then click the **usage** tab.
2. Click the **export reports** tab.