Parallels® Pro Control Panel

Parallels Pro Control Panel 10.3.1 for Windows 2003 Service Provider's Guide

REVISION 1.0

Legal and Copyright Notice

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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 (formerly known as Ensim Pro for Windows) is a software application designed to simplify Web hosting by enabling automated deployment and management of domains. Designed for service providers and their resellers, Parallels Pro Control Panel has four tiers of role-based self-administration control panels. Each tier targets the needs of service providers, resellers, site administrators, and end users, providing each role with an easy-to-use control panel that streamlines their most common configuration and administration tasks.

Parallels Pro Control Panel is packaged with core Web hosting server applications and features which include that allow you, as a hosting provider, to offer a full range of services to your customers. These services include Web site capabilities, FTP capabilities, email capabilities, Web site security, and DNS management.

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

Parallels Pro Control Panel enables you to:

- Delegate administration to the reseller, site, and user levels with dedicated Web-based control panels at each level
- Create templates easily and efficiently
- Offer IP-based or name-based sites
- Build a reseller channel by selling blocks of domains and system resources

Parallels Pro Control Panel also includes many useful administration tools, such as a file manager to help you work with directories and files and a user account manager to allow you to maintain the accounts on your domain.

Delegating control of Parallels Pro Control Panel

Parallels Pro Control Panel provides separate Web browser-based control panels for four levels of users. These control panels allow many different users to easily manage their specific Web hosting administrative tasks. Depending on their role or assigned tasks, users may be using Parallels Pro Control Panel on more than one level.

The user levels include:

- Service provider
- Reseller
- Site
- User

Customizing the Parallels Pro Control Panel Setup

You can perform the following customizations on the Parallels Pro Control Panel setup.

Add additional name servers: By default, when Parallels Pro Control Panel provisions a domain it assigns the FQDN of the Parallels Pro Control Panel server as the primary DNS. You can specify additional name servers which will be assigned as secondary DNS for the provisioned domains. For instructions, see the DNS Service help.

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 Control Panel 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 Service Providers

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:

1. Add control panel accounts for administrators (on page 110)
2. Change email alert settings (on page 117)
3. Manage skins (on page 29)
4. Add your brand to control panels (on page 22)
5. Add reseller templates (on page 62)
6. Add resellers (on page 60)
7. Add site templates (on page 83)
8. Add sites (on page 82)
9. View usage reports (on page 123)
10. Restart Parallels Pro Control Panel (on page 34)

CHAPTER 3

Control Panel Basics

In this chapter:

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.
- **Resellers.** The number of resellers in your system.
- **Sites.** (including sites of resellers). The number of sites in your system. This includes sites you have added as well as sites added by your resellers.

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

➢ ***How to get to the dashboard***

On the Home page, click the **dashboard** tab.

About the Service Provider Control Panel

The service provider control panel is the graphical user interface service providers use to manage resellers, sites, services, administrators, and the Parallels Pro Control Panel server.

Each Parallels Pro Control Panel server has its own service provider control panel. If you own more than one Parallels Pro Control Panel server, you log in to a separate control panel to manage each server.

Using the service provider control panel, you can:

- Manage sites (on page 81)
- Manage resellers (on page 59)
- Brand control panels (on page 22)
- Add administrator accounts (on page 110)
- Manage scopes and IP addresses (on page 49)
- Manage DNS records
- Manage the Web Hosting service

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

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.

Reseller administrators can:

- Create sites (on page 82)
- Manage sites (on page 81)
- Brand control panels (on page 22)
- Manage DNS records
- Manage Web Hosting services

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 29)
- 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 18).

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 18).

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.

➢ *How automatic login works*

When you log in to another control panel automatically, the new control panel is displayed in your browser window. However, you are not logged out of the previous control panel, and you maintain your initial login identity. You are not logging in as, or impersonating, another user.

Your login information appears in the upper left of the new control panel. Your initial login is shown under **logged in as**; the new control panel login is shown under **working as**. Any actions you perform while auto-logged in show your initial username in the Action Log page (on page 129) of the initial control panel.

When you are automatically logged in to a control panel, you can return to the previous control panel by clicking **log out** in the upper left.

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

1. Log in to your control panel.
2. On the top navigation bar, click **resellers**.
3. On the resellers list, select a reseller.
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 site control panels:*

1. Log in to your control panel.
2. On the top navigation bar, click **sites**.
3. On the sites 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 site's control panel. The login suffix of the site 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."

C H A P T E R 4

Control Panel Customization

In this chapter:

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).

➢ ***What you can change***

- Banners and logos
- Colors and graphics
- Padding, spacing, and font sizing
- Content (Service providers can add content to the site control panel)

➢ ***What 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.

Further, if you create a reseller, the reseller can replace your brand with theirs in the control panels of sites they create; site administrators can replace your brand with theirs in the user control panels.

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:

On the top navigation bar, click **preferences**. To access the branding section, click the **branding** tab. The branding page is displayed.

2 In the Banner section, click **Browse next to the reseller,** site, **or user control panel text box, then n**avigate 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 18). 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:

On the top navigation bar, click **preferences**. To access the **branding** section, click the branding tab. The branding page is displayed.

2 In the Logo section, click **Browse next to the reseller,** site, **or user control panel text box, then n**avigate 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.

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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 18). 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 Control Panel 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:***

1. On the top navigation bar, click **preferences**. To access the **branding** section, click the branding tab. The branding page is displayed.
2. On the branding files page, click **Restore Default** next to any item you want to reload.

Adding Custom Links to Control Panels

You can add information, such as your own announcements or links, to the home pages of both the site and user control panels. Links cannot be added to the reseller control panel, however.

➢ ***To see examples of the information you can add:***

1 Log in to your Parallels Pro Control Panel server.

2 On the Parallels Pro Control Panel server, go to the following directory: `<Installation Directory>\cp\admin\ispadmin\branding`, where `<Installation Directory>` is the path entered during installation.

3 Locate the following files: `siteadmin_sample.html` and `useradmin_sample.html`.

4 Rename these files as follows: `siteadmin.html` and `useradmin.html`.

5 Log in to the site or user control panel to view the sample links. They appear at the bottom of the home page. If you do not see the links, your browser might be using a previously cached version. Refresh your browser's cache to view the links (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

6 After viewing the examples, you change the filenames back to `siteadmin_sample.html` and `useradmin_sample.html`. This removes the sample links from the control panels, and keeps these files available so you can refer to them later if necessary.

➢ ***To add your own information to site and user control panels:***

1 Create HTML files that contain the information or links you want to display in the site and user control panels. Name these files `siteadmin.html` and `useradmin.html`.

2 Log in to your Parallels Pro Control Panel server.

3 On the Parallels Pro Control Panel server, go to the following directory: `<Installation Directory>\cp\admin\ispadmin\branding`, where `<Installation Directory>` is the path entered during installation.

4 Copy your new `siteadmin.html` and `useradmin.html` files into that directory.

5 Log in to the site or user control panel to view the new information. They appear at the bottom of the home page. If you do not see the changes, your browser might be using a previously cached version. Refresh your browser's cache to view the changes (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Setting Preferences

The preferences page lets you set your preferences for:

- Email alerts

  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.
- exporting and importing (on page 95) sites
- archiving log files (on page 26)
- **Switch asp.net version for site administrators.** Enable this option in order to allow Site Administrators to switch to Microsoft .NET 2.0 version in order to run .NET 2.0 applications.
- **Password retrieval threshold.** Enter a threshold value to indicate the number of failed attempts allowed for retrieving a forgotten password. Once the threshold value is reached, an intimation email will be sent to the user. The default threshold value is set to **five**.

  Note: Threshold value if set to zero implies that there is no restriction on the number of failed attempts and threshold reached email will never be sent to the user.

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

➢ ***How to get to the preferences page***

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

Archiving Log Files

Server Administrators can provision log file archiving to Site Administrators using the following options:

- **log file archiving**. Select this checkbox to provision log file archiving to Site Administrators.
- **Move or delete log files**. Select the **move log files** option to archive log files to a UNC path or mapped drive path location. Select the **delete log files** option to delete the log files from the Site Administrator’s Web server to free up the Web server disk space.
- **location**. Enter the UNC path or mapped drive path of the location where the log files are archived.
- **log archive schedule**. Select this option to specify the archive frequency.

Note: After saving the preference for **log archive schedule** option, in order to successfully archive log files to a UNC path or mapped network drives, you need to change the user account for the **LogArchive** scheduler to **Machine name\default administrator account**. To do so, click **Start > Settings > Control Panel > Scheduled Tasks > LogArchive.** Right-click **LogArchive** and click **Properties.** In the property **Run As**, enter the value **Machine name\default administrator account**. Example: **aadams\administrator**. Then enter the default administrator password and click **Ok** to save the new user account for the **LogArchive** scheduler.

C H A P T E R 5

Skins

In this chapter:

About Skins

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 (on page 29)
  - Edit (on page 30)
  - Remove (on page 31)
  - Apply skin (on page 30)
  - Set as default (on page 31)
  - Preview (on page 31)

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

Adding a Skin

About skins (on page 29)

This page allows you to add new skins.

➢ ***To add a new skin:***

1. 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.

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

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

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

Editing a Skin

About skins (on page 29)

This page allows you to edit skin information.

➢ ***To edit skin information:***

1 On the **skins** page, select a skin from the skin list and click the **edit** action bar.

2 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.

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

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

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

Applying a Skin

About skins (on page 29)

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.

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

Removing Skins

About skins (on page 29)

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 **skins** page. Then click the **remove** 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.

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

Setting a Default Skin

About skins (on page 29)

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.

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

Preview a Skin

About skins (on page 29)

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**.

➢ ***How to get to the skins page***

Click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

CHAPTER 6

Servers

In this chapter:

Viewing Network Settings

The basic network settings are configured during the installation of Parallels Pro Control Panel 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 Control Panel server
- **Domain Name:** The domain name of the Parallels Pro Control Panel server
- **Default Gateway:** The gateway or router address assigned to the Parallels Pro Control Panel 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 Control Panel server
- **Net Mask:** The subnet mask address assigned to the Parallels Pro Control Panel server

System Time

The system time is the time of day in the time zone set on your Parallels Pro Control Panel 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 Control Panel 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.

➢ ***How to view the system time***

On the top navigation bar, click **server**, then click the **system time** tab.

Restarting Parallels Pro Control Panel

If performance problems arise, you can restart the Parallels Pro Control Panel server and all services from the service provider control panel. As an alternative, you can restart services without restarting Parallels Pro Control Panel by entering commands on the server.

➢ ***Restarting the server from the control panel***

While the server is restarting, all of the control panels are inaccessible.

To restart the server and all services:

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

2 Click the **restart server** tab.

3 Click **OK**.

Restarting services To restart services without restarting the server:

1 Log in to the Parallels Pro Control Panel server as server administrator.

2 Open a command shell: Click **Start**, click **Run**, then in the Open text box type **cmd** and click **OK**.

3 On the command line, type the following commands to restart IIS (iisreset):

```
net stop EnsimProvisionEngine
net start EnsimProvisionEngine
iisreset
```

About the Site Data Path

The site data path page shows the path on the Parallels Pro Control Panel server where site-related data is stored. By default, this 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 (on page 36) as needed. When the site data path is changed, data for new sites is placed in a folder called `Domains` folder at the specified path.

When you change the site data path, data for existing sites is not automatically moved to the new directory. You cannot use the service provider control panel to move site data already stored in the `C:\Program Files\Ensim\WEBppliance\SiteData\` directory.

➢ ***How to get to the site data path page***

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

2 Click the **site data path** tab.

3 Click **edit site data path**.

Changing the Site Data Path

The site data path is the path on the Parallels Pro Control Panel server where site-related data is stored. By default, this 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.

When you change the default path, data for new sites is stored in a `Domains` folder in the path you specify. Data for existing sites, however, is not moved.

➢ ***To change the site data path:***

1 Go to the edit site data path page:

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

   b Click the **site data path** tab.

   c Click **edit site data path**.

2 Type the path on the Parallels Pro Control Panel server in which you want new site information to be stored.

3 The new site data path has to be on an NTFS partition.

4 Click **save**.

When you provision a new site, data for the site is stored in a folder called `Domains` in the path you specified.

Data for existing sites is not automatically moved to the new directory, however. You cannot use the service provider control panel to move site data already stored in the `C:\Program Files\Ensim\WEBppliance\SiteData\` directory.

Changing the Server's Resource Settings

You can change the amount of resources allocated to each service on your server.

➢ ***To change the server's resources:***

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

2 Click the **resources** tab.

3 On the action bar above the resource information, click **edit**.

4 Change the resource limits (on page 42) as needed. For information about service options, click the links below to open the service-specific Help.

5 Click **Save**.

CHAPTER 7

Licenses

In this chapter:

About Parallels Pro Control Panel License

The Parallels Pro Control Panel license is a 25-character alphanumeric key used to determine the number of sites you can create on the Parallels Pro Control Panel server and the period during which you can use Parallels Pro Control Panel.

Depending upon your license key, the Parallels Pro Control Panel control panel contacts the Parallels Pro Control Panel licensing server after a specific time interval. During this communication process, the Parallels Pro Control Panel server sends the following data to the licensing server for authenticating your Parallels Pro Control Panel license:

- The Parallels Pro Control Panel version installed on the server
- The number of sites existing on the Parallels Pro Control Panel server
- The Parallels Pro Control Panel server's operating system name and its version
- Fully Qualified Domain Name (FQDN) of the Parallels Pro Control Panel control panel
- IP address of the Parallels Pro Control Panel server
- MAC address of the Parallels Pro Control Panel server's network card

The Parallels Pro Control Panel installation also creates a Windows Scheduled Task named **EnsimLicenseScheduler** on the Parallels Pro Control Panel server. After a periodic time interval, this scheduled task checks whether the Parallels Pro Control Panel control panel has contacted the Parallels Pro Control Panel licensing server automatically or not. If not, then it forces the Parallels Pro Control Panel control panel to contact the licensing server.

Viewing Your Parallels Pro Control Panel License

➢ ***How to get to the view license page***

On the top navigation bar, click the **license management** tab.

➢ ***The* view license *page displays the following information:***

- **product version.** The current Parallels Pro Control Panel version.
- **site allowance.** The number of sites that can be created.
- **status.** The license status.
- **activation date (mm/dd/yyyy).** The license activation date.

➢ ***On this page, you can:***

- Update (on page 40) your license to increase the number of sites you can create, or to continue using Parallels Pro Control Panel beyond a specified time period.

- Renew (on page 40) your license to include the Microsoft SQL Server 2005 add-on in order to upgrade the current license key to include Microsoft SQL Server 2005 database services.
- View the add-on list (on page 41) supported by Parallels Pro Control Panel.

Updating Your License

Your Parallels Pro Control Panel license enables you to create a certain number of domains or sites during a specified period of time.

If the license has approached its domain or validity limit, you need to register a new license.

If your license has not yet expired, and you need to upgrade your current license for domain allowance or to extend the license validity, then you need to update your existing license.

➢ ***To register a new license:***

1 Obtain a new license key at Parallels Online Store (http://www.parallels.com/en/buyonline/ensimpro/) or contact your Parallels Account Manager to buy a new license.

2 Type your control panel URL in a browser window. The **enter license key** page opens.

3 On this page, type the new 25-character license key that you have bought.

Note: The license key can be typed in either case. It is **not** case-sensitive.

4 Click **register product** on the **enter license key** page.

Once the new license registration is successful, the control panel login screen is displayed.

➢ ***Updating the existing license:***

1 Obtain a new license key at Parallels Online Store (http://www.parallels.com/en/buyonline/ensimpro/) or contact your Parallels Account Manager to buy a new license.

2 Go to the update license page:

a Log in to the service provider control panel.

b Click the **license management** tab on the top navigation bar.

c On the action bar, click **update license**. The **update license** page opens.

3 On this page, type the 25-character license key that you have bought.

Note: The license key can be typed in either case. It is **not** case-sensitive.

4 Click **update** on the *update license* page.

Once the license is successful updated, the **view license information** page is displayed.

You can now continue to use Parallels Pro Control Panel according to the new licensing terms.

Renewing Your License

Microsoft SQL Server 2005 Management add-on is made FREE and included into every new or updated license for Parallels Pro Control Panel for Windows.

If you want to provision resellers or sites with Microsoft SQL Server 2005 database services:

- Buy a new or update the existing license (on page 40), *OR*
- Perform a version or domain upgrade on an existing license.

Viewing Add-on Details

➢ ***How to get to the** view add-on details **page***

On the view license information page, click the **view add-on details** tab.

The **view add-on details tab** lists all the add-ons supported by Parallels Pro Control Panel. The following information is displayed:

- **Name.** The add-on name.
- **Status.**
  - **Enabled** status indicates that the add-on is available. Your license includes subscription for this add-on.
  - **Disabled** status indicates that your license does not include subscription for this add-on. You need to renew your license (on page 40) in order to include subscription for this add-on.

C H A P T E R 8

Resources

In this chapter:

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.

Increasing and Decreasing Resource Limits

Increasing resource limits means to increase the server resources available to a reseller for a specific service. When you increase a reseller's resource limits for a service, you enable the reseller to sell additional resources for that service on your server.

Decreasing resource limits from resellers means to take server resources back from a reseller.

Before you increase a reseller's resource limits, you need to add a service to the reseller, and you need to have a server that has resources available.

➢ ***To increase a reseller's resource limits:***

1 On the top navigation bar, click **resellers**.
2 Select the reseller whose resource limits you want to increase, then click **overview**.
3 Click the **resources** tab.
4 On the action bar above the form, click **Increase Resource Limits**.
5 In the **Increase by** column on the service page, enter the amount you want to add for each resource type, then click **Save**.

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The amount entered in the **Increase by** column is added to the previous limit and is displayed in the **Limit** column.

➢ ***To decrease a reseller's resource limits:***

1 On the top navigation bar, click **resellers**.
2 Select the reseller whose resources you want to decrease, then click **overview**.
3 Click the **resources** tab.
4 On the action bar above the form, click **Decrease Resource Limits.**
5 On the service information form, type the amount by which to reduce the resource type limits in the **Revoke** column of the table. To remove all the resources for a resource type, select the option button next to **All**, then click **Save**.
6 The amount of resources entered in the **Revoke** column is subtracted from the current limit. The result, plus any resources that have already been sold or in use, is displayed in the **Limit** column.

You can decrease resources from a reseller only if they are not already sold or in use.

CHAPTER 9

Database Tools

In this chapter:

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***

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

2 Click the **database tools** tab.

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:***

- Add (on page 45) a new custom tool for managing (Microsoft SQL Server 2005 or MySQL) databases by clicking the **add a database tool** action tab.
- View (on page 45) details regarding the database tool by clicking the **o**verview action tab.

Adding a Database Tool

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

➢ ***To add a new custom database tool:***

1 Go to database tools:

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

   b Click the **database tools** tab.

2 In the database tools page, click **add a database tool**.

3 In the **add database tools** page, enter the following information:

   - **tool name**. Enter the name for the new custom tool.

     You cannot use phpMyAdmin as tool name as this is the default tool provided by Parallels Pro Control Panel.

   - **tool type**. Select the type of database (Microsoft SQL Server 2005 or MySQL) used by the tool.
   - **target**. Enter the IP address location where the tool is installed.
   - **help target**. Enter the IP address location where the help for the tool is installed.

4 Click on the **save** button to add the new database tool information to the server.

   The new database tool is displayed in the database tools page.

Viewing Database Tool Details

➢ ***To view information about a database tool:***

1 Go to database tools:

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

   b Click the **database tools** tab.

2 In the **database tools** page, select a database tool and then click the **overview tab.**

3 In the **overview** page, following information is displayed:

   - **tool name.**
   - **tool type.** The type of database (Microsoft SQL Server 2005 or MySQL) that is administered by the tool.
   - **target.** The IP address location where the tool is installed.
   - **help target.** The IP address location where the help for the tool is installed.

Changing Database Tool Details

➢ ***To edit information about a database tool:***

1 Go to database tools:

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

b Click the **database tools** tab.

2 In the **database tools** page, select a database tool and click on **overview.**

Note: The default database tools phpMyAdmin and Microsoft SQL Server 2005 Web Data Administrator provided by Parallels Pro Control Panel are non-editable.

3 In the **overview** page, click on **edit** to update the following information:

- **tool name.** Enter the name for the new custom tool.

  You cannot use phpMyAdmin as tool name as this is the default tool provided by Parallels Pro Control Panel.

- **tool type.** Select the type of database (Microsoft SQL Server 2005 or MySQL) used by the tool.
- **target**. Enter the IP address location where the tool is installed.
- **help target.** Enter the IP address location where the help for the tool is installed.

4 Click on the **save** button to save database tool changes to the server and return to database tools page.

The database tool is now updated. Click on the **cancel** button to exit this page without saving the database tool changes and to return to database tools page.

Removing a Database Tool

➢ ***To remove a database tool:***

1 Go to database tools:

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

b Click the **database tools** tab.

2 In the **database tools** page, **select a database tool** and click on **overview.**

3 In the **overview** page, click on **remove** to remove the database tool from the server.

4 You need to accept the system confirmation message in order to remove the database tool and return to the database tools page.

The database tool is removed from the server.

CHAPTER 10

IP Addresses and Scopes

In this chapter:

IP Addresses for Name-Based Sites

In this section:

IP Addresses for Name-based Sites

This page shows the IP addresses available to name-based sites in your system. When you add a name-based site, an IP address for that site is assigned from this list automatically as needed. If you have not added any IP addresses for name-based sites, the system uses your Parallels Pro Control Panel IP address for the site.

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

- **IP address**. The IP address available to be used for name-based site.
- **Usage count**. The number of name-based site using the IP address.

On this page you can click action bar links to perform these tasks:

- **add ip address**. Add an address to be used for name-based sites.
- **remove**. Remove the selected IP addresses. Available only after you select an ip address. You can remove an IP address only if you remove (on page 91) any sites using the address.

Adding IP Addresses for Name-based Sites

You can add IP addresses specifically to be assigned to sites that are name-based. When you add a name-based site, the system automatically assigns one of these addresses to that site.

➢ ***To add an IP address for name-based sites:***

1. On the top navigation bar, click **server**, then click the **name- based IP address** tab.
2. Click **add IP address**.
3. Type the IP address you want to add in the ip address text box, then click **save**.

   The new IP address appears on the IP address list. The system assigns the address to name-based sites as needed. IP-address selection is automatic; you cannot manually assign IP addresses to name-based sites.

Removing IP Addresses from the Name-based List

You can remove IP addresses from the name-based IP address list only if no sites are using the IP address. If the IP address is in use, you need to remove the sites that are using it before you can remove the IP address.

➢ ***To remove an IP address from the name-based list:***

1 On the top navigation bar, click **server**, then click the **name- based ip addresses** tab.

2 Select the IP address you want to remove, then click **remove** on the action bar.

3 In the confirmation box, click **OK**. The IP address is removed.

About Scopes and IP addresses

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created (on page 49).

If a site that uses an IP address is removed, the IP address is placed at the end of the scope's available IP address list; it would be the last IP address in the scope to be assigned.

For additional information about scopes and IP addresses for IP-based sites, see:

- Adding scopes (on page 50)
- Adding IP addresses (on page 50)
- Viewing scopes (on page 51)
- Viewing IP addresses (on page 51)
- Reserving IP addresses (on page 52)
- Unreserving IP addresses (on page 52)
- Removing IP addresses (on page 53)
- Removing scopes (on page 53)

➢ ***About IP addresses for name-based sites***

When you create a name-based site, an IP address is assigned to that site from the name-based IP address list in your system. For information about IP addresses used for name-based sites, see:

- IP addresses for name-based sites (on page 48)
- Adding IP addresses for name-based sites (on page 48)
- Removing IP addresses from the name-based list (on page 49)

Adding Scopes

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created. If a site that uses an IP address is removed, the IP address is placed at the end of the scope's available IP addresses.

➢ ***To add scopes:***

1 Go to the **Add Scope** form:

On the top navigation bar, click **administration**, then click the **IP addresses** tab. On the action bar above the scopes list, click **Add Scope**.

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

- **Name**. The name of the scope. Any combination of characters is allowed.
- **Description**. Additional information you want to provide about the scope or its intended use. Any combination of characters is allowed.
- **Subnet Mask**. The subnet mask associated with the scope (supplied automatically).
- **First IP to Add**. The first IP address in the range of addresses added with the scope.
- **Number of IP addresses**. The number of IP addresses to be added with the scope.

3 Click **Add**. The scope is added and appears on the scopes list.

Adding IP Addresses to Scopes

You can add IP addresses when you add scopes (on page 50) and you can add them to existing scopes. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created. If an IP address range is full, however, no additional IP addresses can be added.

➢ ***To add IP addresses to existing scopes:***

1 Go to the **Add IP** form:

On the top navigation bar, click **administration**, then click the **IP addresses** tab. Select a scope, then click **list addresses**.

2 On the IP information form, provide the following information:

- **From IP Address**. The first IP address to add.
- **To IP address**. The last IP address to add.

A maximum of 256 IP addresses can be added to a scope.

3 Click **Add**. The IP address is added to the scope. The state of the IP address is listed as available.

Viewing Scopes

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created. You can view all the scopes on your system.

➢ ***To view scopes:***

On the top navigation bar, click **administration**, then click the **ip addresses** tab. The Scope Summary and Scope List (on page 55) forms are displayed.

Viewing IP Addresses

IP addresses are allocated when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created.

➢ ***To view IP addresses:***

- On the top navigation bar, click **administration**, then click the **ip addresses** tab.
- Select a scope , then click **list addresses**. On the action bar above the scope information form.

Changing Scope Information

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created.

➢ ***To change scope information:***

1. On the top navigation bar, click **administration**, then click the **ip addresses** tab.
2. Select a scope, then click **edit**. On the action bar above the scope information form.
3. On the **Edit Scope** form, change the scope’s name and description as needed, then click **Save**.

The IP address range and subnet mask cannot be changed.

Reserving IP Addresses

You can reserve an IP address to prevent the system from using it when provisioning sites.

➢ ***To reserve IP addresses:***

1 On the top navigation bar, click **administration**, then click the **ip addresses** tab.

2 On the scope list, select a scope that contains the IP addresses you want to reserve. Only available IP addresses can be reserved.

3 Click **list addresses.**

4 On the IP address list, select the check box in the **Select** column of the IP addresses you want to reserve.

5 At the bottom of the scope list, click **Reserve**.

6 In the dialog box, verify the IP addresses you are reserving, then click **OK**. The state of these IP addresses is shown as Reserved on the IP address list.

Unreserving IP Addresses

IP addresses that have been reserved for use by other servers, such as DNS servers or mail servers can be unreserved.

➢ ***To unreserve IP addresses:***

1 On the top navigation bar, click **administration**, then click the **ip addresses** tab.

2 On the scope list, select a scope that contains the IP addresses you want to unreserve. Only reserved IP addresses can be unreserved.

3 Click **list addresses**.

4 On the IP address list, select the check box in the **Select** column of the IP addresses you want to unreserve.

5 At the bottom of the scope list, click **Un-Reserve**.

6 In the dialog box, verify the IP addresses you are unreserving, then click **OK**. The state of these IP addresses is shown as Available on the IP address list.

Removing IP Addresses

You can remove available IP addresses from scopes when you no longer want to manage them.

Only IP addresses whose state is listed as Available can be removed.

➢ ***To remove an IP address:***

1 On the top navigation bar, click **administration**, then click the **ip addresses** tab.

2 On the scope list, select the scope you want to remove.

3 Click **list addresses**.

4 On the IP address list, select the check box in the **Select** column of the IP address you want to remove.

5 At the bottom of the scope list, click **Remove**.

6 Verify the IP addresses you are removing, then click **OK**. The IP address is removed from the scope.

Removing Scopes

You can remove a scope if you no longer want to use it or the IP addresses it contains.

Scopes can only be removed if all the IP addresses in them are available (neither reserved nor in use).

➢ ***To remove a scope:***

1 On the top navigation bar, click **administration**, then click the **ip addresses** tab.

2 On the scope list, select the scope you want to remove. Make sure that the scope you want to remove has no IP addresses that are reserved or in use. All IP addresses in the scope must be listed as available.

3 Click **edit**.

4 On the action bar above the Overview Scope form, click **Remove**.

5 Verify the scope you are removing, then click **OK**.

Page-specific Topics

In this section:

Scope Summary Form

The scope summary form shows all the scopes on your system. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created.

On the scopes summary form you can perform several tasks and view the following information:

Scope summary information A numerical summary of the scopes in the system. Information includes:

- **Total scopes**. The total number of scopes in the system.
- **Total addresses**. The total number of IP addresses in the system.
- **Allocated addresses**. The total number of IP addresses that have been allocated to sites.
- **Reserved addresses**. The total number of IP addresses that have been reserved for use by other servers.
- **Available addresses**. The total number of IP addresses available to be assigned. These addresses are neither in use nor reserved

Scope list information A list of the scopes in the system. Information includes:

- **Name.** The name of the scope.
- **Start IP**. The beginning of the range of IP addresses grouped in the scope.
- **End IP**. The end of the range of IP addresses grouped in the scope.
- **Total addresses**. The total number of IP addresses grouped in the scope.
- **Available addresses.** The total number of IP addresses available in the scope. Available IP addresses are neither in use by sites nor reserved by the service provider.

➢ ***On this page you can:***

Find information by sorting or using page controls.

- Add scopes by clicking **Add Scope** on the action bar above the scopes list.
- 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 a scope's information.
  - **list addresses**. List the IP addresses in the scope.

When you create an IP-based site and choose automatic selection for the IP address, an address is taken from a scope on this list.

➢ ***How to get to the scope summary form***

On the top navigation bar, click **Administration**, then click the **ip addresses** tab.

Scope IP Address Page

The scope IP address page shows all the IP addresses in a particular scope. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created.

➢ ***On the scope IP address page you can perform several tasks and view the following information:***

- In the **scope information** section. General information about the scope. These include name, description, subnet mask, and IP range; they are set when the scope is added.
- In the **statistics** section. Specifics about the scope's capacity and current use. These include scope capacity, available addresses, addresses in use, and reserved addresses. This information is updated whenever the page is loaded or refreshed.
- The list of IP addresses in the scope. Information on this list includes:
  - **Select**. Whether an IP address has been selected for an action, such as reserve, unreserve, or remove.
  - **IP Address**. The IP address.
  - **Status**. The current state of the IP address. States include:
    - **Available**. The IP address is available to be assigned. It is neither in use nor reserved.
    - **Reserved**. The IP address has been reserved for use by other servers.
    - **In Use**. The IP address is in use by a site.
    - **Used by**. Information about who is using the IP address. If the IP address is used by a site, this column shows the site's name. If the IP address is not used by a site, but it is still in use, **Ping Succeeded** appears in this column. If the IP address is Available, this column is blank.

➢ ***On this page you can:***

- Find information by sorting or using page controls.
- Remove IP addresses that are not in use by selecting the check box in the **Select** column of the IP addresses, then clicking **Remove** at the bottom of the form. You can remove IP addresses only if their current status is Available.
- Reserve IP addresses that you want to save for other servers by selecting the check box in the Select column of the IP address, then clicking **Reserve** at the bottom of the form. You can reserve IP addresses only if their current status is Available.
- Unreserve IP addresses that have previously been reserved by selecting the check box in the Select column of the IP addresses, then clicking **Un-Reserve** at the bottom of the form.

➢ ***How to get to the scope IP address page***

On the top navigation bar, click **Administration**, then click the **ip addresses** tab.

Scope Information Page

The scope information page shows details about scopes. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when IP-based sites are created. Scopes and IP addresses are not used when name-based sites are created.

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

- **Name**. The name of the scope.
- **Description**. Additional information about the scope.
- **Start IP**. The beginning of the range of IP addresses grouped in the scope.
- **End IPs**. The end of the range of IP addresses grouped in the scope.
- **Subnet Mask**. The subnet mask with which all the IP addresses in the scope are associated.

On the scope information page you can use the links above the form to access other tasks, such as:

- **Edit**. Change scope information.
- **List addresses**. View the IP addresses in the scope.
- **Add addresses**. Add IP addresses to the scope.
- **Remove**. Remove the scope.

➢ ***How to get to the scope information page***

On the top navigation bar, click **Administration**, then click the **ip addresses** tab.

CHAPTER 11

Services

In this chapter:

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

CHAPTER 12

Resellers

In this chapter:

About Resellers

Resellers are the individuals or companies who purchase resources and services from service providers or resellers and who offer those resources or services for sale to others.

➢ ***Types of resellers include:***

- Web designers
- Moonlighters
- IT consultants
- Students

Adding Resellers

You add a reseller when you want to give a customer the ability to log in to the reseller control panel to sell server services to their customers.

➢ ***To add a reseller:***

1 Start the add reseller wizard

a On the top navigation bar, click **resellers**.

b On the action bar under the resellers tab, click **add reseller**.

2 Provide reseller Information

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

- **Name**. Required. The name of the reseller. This name appears on the reseller's account information. Names have to be at least one character in length and they can include spaces. They cannot include HTML tags, however. Up to 63 characters are allowed.
- **Domain Name**. Required. The name of a domain that belongs to the reseller. Up to 63 characters are allowed. Type the domain name in the following format: `example.net`.
- **Login suffix**. Required. A name that uniquely identifies the reseller. Up to 14 characters are allowed. This name is used in the reseller's login information.
- **Reseller Template**. Optional. The template you want to use when adding the reseller. If you have added a template (on page 62), you can select it from the drop-down list to pre-fill information on the add reseller 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 reseller. 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 reseller. This address is used when the system sends automated email messages (on page 120) about new accounts and resources. The address should be in 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.

3 Create control panel account

On the administrator account information form, provide the information required to create the administrator account for the reseller control panel, then click **Next**. Information includes:

- **Administrator Name**. Required. The name of the person who will use the reseller control panel administrator account. Names have to be at least one character in length.
- **Username**. Required. The username the administrator will type when logging in to the reseller control panel. The reseller'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 reseller control panel. Password requirements
- **Confirm Password**. Required if password is specified. The password retyped.
- **External Email**. Optional. An email address outside this system at which you can reach the administrator.

4 Choose Resources for Windows Web Hosting

Choose the service options to enable for the reseller, then click **Next**. For information about resource options and limits, click the link below to open the service-specific Help.

5 Verify information

Review the information about the reseller. To make changes, click **Previous**. To add the reseller, click **Finish**.

The Reseller is added and is displayed on the Resellers page. If you enabled the reseller control panel login and services, the reseller can log in and begin to resell resources or services immediately. If you supplied an email address for the reseller, an email message is automatically sent notifying the contact person that the reseller account is enabled. See the Email templates page (on page 120) for more information about automated messages.

After you add a reseller, you can log in automatically (on page 18) to the reseller's control panel.

About Reseller Templates

Reseller templates are guides you can use to pre-fill information when you add resellers. These templates are not required to create a reseller; however, they can make creating multiple resellers easier and faster by establishing the services and utilities you want to assign to specific resellers 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 resellers; templates are used simply to define the initial settings of the reseller. For example, if you add a reseller then later change the template you used when adding it, the reseller is not changed.

Adding Reseller Templates

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

➢ ***To add a reseller template:***

1 Start the add reseller wizard:

a On the top navigation bar, click **resellers**.

b On the **action** bar under the **resellers** tab, click **add reseller**.

2 RESELLER TEMPLATE INFORMATION

On the **Template Information** form, provide the following information, then click **Next**.

- **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*. Resellers added with this template see this name on their account information page. Names must be between 1 and 128 characters in length.
- **Description**. Optional. A description of the template. This is for your information only; resellers added with this template see this name on their account information page. Up to 512 characters, including special characters and spaces, are allowed.

3 SELECT SERVICES

Select the Windows Web Hosting options to enable through the template, then click **Next**. For more information about resource types and limits, click the link below to open the service-specific Help.

4 VERIFY INFORMATION

Last step: Review the summary information. To make changes, click **Previous**. To add the template, click **Finish**.

The template is added and displayed on the Reseller Templates page (on page 79). You can begin using it to add resellers immediately.

Managing Resellers

In this section:

Changing Reseller Contact Information

You can change the contact information on record for a reseller. You cannot change the reseller’s domain name or login suffix, however.

To change a reseller’s password, use the autologin feature (on page 18) to log in to the reseller’s control panel, then change the administrator password (on page 112) from the reseller control panel.

➢ ***To change a reseller’s contact information:***

1 Go to the edit reseller contact information page:

a On the top navigation bar, click **resellers**.

b Select the reseller whose contact information you want to change, then click **edit**.

2 On the edit reseller contact information page, change the following information as needed:

RESELLER INFORMATION:

- **Name**. The name of the reseller. This text box is required and pre-filled with the current name of the reseller.

CONTACT INFORMATION:

- **Name**. The name of the contact person associated with the reseller.
- **Phone**. A phone number at which the contact person can be reached.
- **Email**. The contact person’s email address. This address is used when the system sends automated email messages (on page 120) about new accounts and resources.

3 Click **Save**.

The reseller’s information is changed.

Changing Reseller Resources

Reseller resources include the server capacity you make available to them for the services they sell to sites.

➢ ***To change a reseller’s resources:***

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

2 Select the reseller whose resources you want to change, then click **overview**.

3 On the reseller’s option bar, click the **resources** tab.

4 On the action bar above the service information, click **increase resource limits** or **decrease resource limits**.

5 Change the resource limits, then click **Save**.

Changing a Reseller’s Password

➢ ***To change a reseller’s password:***

1. Log in to the reseller control panel. You can use auto login (on page 18) to do this.
2. Go to the change password page in the reseller control panel:
   a. On the top navigation bar, click **administration**.
   b. On the administrators list, select the administrator whose password you want to change.
   c. On the action bar above the administrators list, click **overview**.
   d. On the action bar above the administrator information form, click **change password**.
3. In the **New Password** and **Confirm New Password** text boxes, type a password that meets the password requirements .
4. 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 Resellers

You can disable resellers to prevent them from accessing the reseller control panel or to prevent their customers from using services. This is useful if you have a reseller who has not paid for services, and you want to inhibit actions without removing accounts.

There are two ways to disable a reseller's account:

- **Disable a reseller's control panel**. This prevents the reseller from logging in to the reseller control panel. The reseller's customers, however, can continue to access their control panels and services.
- **Disable a reseller**. This prevents the reseller and all of the reseller's customers, including site administrators, and users, from logging in to their control panels and using services.

Disabled states include:

↓↑. Services and control panels are disabled. Neither the reseller nor the reseller's customers can use services or log in to control panels.

↑↓. Reseller control panel access is disabled. The reseller cannot log in to the reseller control panel, but the reseller's customers can continue to access services and log in to their control panels.

↓↓. All of the reseller's services and control panels are disabled.

➢ ***To disable a reseller's control panel:***

1. On the top navigation bar, click **resellers**.
2. Select the reseller whose control panel you want to disable, then click **overview**.
3. On the reseller overview page, click **access control**.
4. On the access control page, clear the check box next to **Control Panel**.
5. Click **Save**.

   Access to the control panel through the reseller account is prohibited. The status column shows ↑↓ if only the control panel is disabled or ↓↓ if both the control panel and reseller are disabled.

   If the reseller's control panel alone is disabled, the reseller cannot log in to control panels, but users can continue to log in to their control panels and use services. However, you, as the reseller's service provider, can continue to use auto log in (on page 18) to access the reseller's control panel.

   If a reseller is logged in to the control panel when it is disabled, however, they can continue to work until their sessions expire (on page 20) or until they log out.

➢ ***To disable a reseller:***

1. On the top navigation bar, click resellers.
2. Select the reseller you want to disable, then click **overview**.
3. On the reseller overview page, click **Access Control**.
4. Clear the check box next to **Reseller Enabled**.
5. Click **Save**.

On the resellers list, the reseller's status is ↓↑ if the reseller has been disabled, or ↓↓ if both the reseller and the reseller's control panel have been disabled.

If the reseller has been disabled, neither the reseller nor the reseller's customers can access their control panels or the services. However, you, as the service provider, can continue to use auto log in (on page 18) to access any of the control panels.

If users are logged in to control panels when the reseller is disabled, however, they can continue to work until their sessions expire (on page 20) or until they log out.

Enabling Resellers

You can enable resellers that have been disabled. There are two separate functions of a reseller's account to enable:

- **Customer control panels and services**. You can restore access to control panels and services for the reseller's customers.
- **The reseller's control panel**. You can restore a reseller's access to the reseller control panel.

Resellers who have had these services disabled have the following status on the resellers list:

↓↑. Services and control panels are disabled. Neither the reseller nor the reseller's customers can use services or log in to control panels.

↑↓. Reseller control panel access is disabled. The reseller cannot log in to the reseller control panel, but the reseller's customers can continue to access services and log in to their control panels.

↓↓. All of the reseller's services and control panels are disabled.

➢ ***To enable a reseller's customers and services:***

1. On the top navigation bar, click resellers.
2. Select the reseller whose customers and services you want to enable, then click **overview**.
3. On the reseller overview page, click **access control**.
4. On the access control page, check the box next to **Reseller Enabled**, then click **Save**.

   The reseller's customers can access their control panels and services.

➢ ***To enable the reseller's control panel:***

1. On the top navigation bar, click resellers.
2. Select the reseller whose customers and services you want to enable, then click **overview**.
3. On the reseller overview page, click **access control**.
4. On the access control page, check the boxes next to **Reseller Enabled** and **Control Panel**. Both boxes must be checked to enable the reseller's control panel.
5. Click **Save**.

Provided that the **Reseller Enabled** check box is also selected, the reseller can now log in to the reseller control panel.

Removing Resellers

You remove resellers when you want to permanently remove them and all of their sites from the system. This action is not reversible, and depending on the resources and accounts involved, it might take awhile to complete.

Alternatives to removing a reseller are disabling the reseller's control panel (on page 66), and disabling the reseller (on page 66). These actions prevent access to control panels and services without removing the reseller.

➢ ***To remove a reseller:***

1. On the top navigation bar, click **resellers**.
2. Select the reseller you want to remove, then click **remove** on the **action** bar above the list.
3. Verify the reseller you want to remove, then click **OK**.

    Depending on the resources and accounts involved, this action might take awhile to complete. The reseller and all its sites are removed from the system.

    Resources used by the reseller are returned to you. If the reseller had sites that 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 in the scope to be assigned.

Viewing Reseller Information

In this section:

Viewing a Reseller's Information

Reseller information includes the name, contact information, and status of resellers.

➢ ***To view a reseller's information:***

1 On the top navigation bar, click resellers.

2 Select the reseller whose information you want to view.

3 The reseller overview page (on page 76) is displayed.

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

Viewing a Reseller's Resources

➢ ***To view the resources assigned or sold to a reseller:***

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

2 Select the reseller whose resources you want to view, then click **overview**.

3 On the reseller's option bar, click **Resources**.

Viewing Enabled Resellers

➢ ***To view only the enabled resellers on a reseller list:***

1 On the top navigation bar, click **resellers**.
2 On the Resellers option bar, check the box next to **Enabled**.
All enabled resellers are displayed.

Viewing Disabled Resellers

➢ ***To view only the disabled resellers on a reseller list:***

1 On the top navigation bar, click **resellers**.
2 Check the box next to **Disabled**.
All disabled resellers are displayed.

Managing Reseller Templates

In this section:

Viewing Reseller Templates

To view reseller templates, click **Templates on the Resellers** navigation panel. The Reseller templates list (on page 79) is displayed. For more information about service options, click the links below to open the service-specific Help.

Viewing Reseller Template details

➢ ***To view the details of a reseller template:***

1 On the top navigation bar, click **resellers**.
2 Click the **templates** tab.
3 Select the template whose details you want to view, then click **overview**.

The Reseller template overview page (on page 80) is displayed.

Changing Reseller Templates

You can change the details of reseller templates to reflect changes in your business needs. When you change a reseller template, however, the changes do not affect resellers you previously created using the template.

➢ ***To change a reseller template:***

1 On the top navigation bar, click **resellers**.
2 Click the **templates** tab.
3 Select the template you want to change, then click **edit**. The Reseller template overview page is displayed and shows the current values of the template.
4 Complete the reseller template wizard (on page 62). For more information about service options, click the links below to open the service-specific Help.

Disabling and Enabling Reseller Templates

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

➢ ***To disable a template:***

- On the top navigation bar, click **resellers**.
- Click the **templates** tab.
- Select the template you want to disable, then click **overview**.
- On the Reseller Template Overview page, click **Disable**.

The reseller template is disabled and its status on the **Reseller Templates** page is shown as ↓. It no longer appears on the drop-down list of available templates when you add a reseller.

➢ ***To enable a template:***

1 On the top navigation bar, click **resellers**.
2 Click the **templates** tab.
3 Select the template you want to enable, then click **overview**.
4 On the Reseller Template Overview page, click **Enable**.

   The reseller template is enabled and its status on the **Reseller Templates** page is shown as . It appears on the drop-down list of available templates when you add a reseller.

Removing Reseller Templates

You remove reseller templates when you want to permanently remove them from the system. As an alternative, you can disable a reseller template (on page 72) to prevent it from being used.

➢ ***To remove a reseller template:***

1 On the top navigation bar, click **resellers**.
2 Click the **templates** tab.
3 Select the template you want to remove, then click **overview**.
4 On the **Reseller Template Overview** page, click **Remove** on the **Action** bar above the form.
5 Verify the template you want to remove, then click **OK**.

   The reseller template is removed from the system.

Page-specific Topics

In this section:

Resellers Page

The resellers page shows all the resellers that belong to you.

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

- **Status**. The state of the reseller. States include:

  ↑↑. Services and control panels are both enabled.

  ↓↑. Services and control panels are disabled. Neither the reseller nor the reseller's customers can access their control panels or services.

  ↑↓. Reseller control panel access is disabled. The reseller cannot log in to the control panel, but the reseller's customers can continue to use their control panels and services.

  ↓↓. Services and control panels are all disabled.
- **Name**. The name of the reseller.
- **Domain**. The domain name associated with the reseller.
- **Login suffix**. A name that uniquely identifies the reseller. This name is used in the reseller's login information.

➢ ***On this page you can:***

- Sort or use page controls to find resellers listed on multipage forms. You can also search for resellers.
- View only active resellers by clicking **Enabled** under the Reseller heading.
- View only disabled resellers by clicking **Disabled** under the Reseller heading.
- 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 reseller**. Add a reseller (on page 60)
  - **overview**. View a reseller's information (on page 76)
  - **remove**. Remove a reseller (on page 68).
  - **edit**. Change a reseller's information (on page 64)
  - **autologin**. Log in to the reseller's control panel (on page 18)

How to get to the resellers page

Reseller Overview Page

The reseller overview page shows the following information about a specific reseller:

- RESELLER INFORMATION
  - **Name**. The name assigned to the reseller.
  - **Domain Name**. The domain name associated with the reseller.
  - **Login suffix**. A name that uniquely identifies the reseller. This name is used in the reseller's login information.
  - **Reseller Enabled**. Whether the reseller's customers can access control panels and services. Options include:

    ✓. The reseller's customers can access control panels and services.

    ✗. The reseller's customers cannot access control panels or services.
  - **Reseller Control Panel Enabled**. Whether the reseller can log in to the reseller control panel. Options include:

    ✓. The reseller can log in to the reseller control panel.

    ✗. The reseller cannot log in to the reseller control panel.
- CONTACT INFORMATION
  - **Name**. The name of the reseller's contact person.
  - **Phone**. A telephone number at which the contact person can be reached.
  - **Email**. An email address at which the contact person can be reached. This address is used when the system sends automated email messages (on page 120) about new accounts and resources.

➢ ***On this page you can:***

- Perform tasks by clicking links on the **Action** bar above the form. Links include:
  - Contact Information (on page 64). Change the reseller's name, phone, and email information.
  - Access Control (on page 66). Prevent the reseller from logging in to the reseller control panel.
  - Remove (on page 68). Remove the reseller and all of its customers.
  - Auto Login (on page 18). Log in to the reseller's control panel automatically.
- Perform tasks by clicking tabs. These include:
  - Resources (on page 77). View or change the reseller's resources.

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

1. On the top navigation bar, click **resellers**.
2. On the resellers list, select the reseller you want to view, then click **overview** on the **action** bar.

Reseller Resources Page

The reseller resources page shows the resources sold to the reseller. On this page you can perform several tasks and view the following information:

- **Service information**. Information about the services allocated to the reseller. For more information, click the links below to open the service-specific Help.

On this page you can:

- Add resources for a service. Click **Increase Resource Limits** below the service form, then complete the form to increase the amount of resources available to the service.
- Decrease resources (on page 43). Click **Decrease Resource Limits** below the service form, then complete the form to reduce the amount of resources available for the service.

➢ ***How to get to the reseller resources page***

1. On the top navigation bar, click **resellers**.
2. On the resellers list, select the reseller whose resources you want to view, then click **overview** on the action bar.
3. Click the **resources** tab.

Reseller Services Page

The reseller services page shows the services that have been sold to the reseller. The resources available for each service are shown on the reseller resources page (on page 77).

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

- **Service**. The name of the service purchased.
- **Version**. The version of the service.

➢ ***On this page you can:***

- Remove services by selecting the service, then clicking remove on the action bar. You can remove a service from a reseller only if the service has not been provisioned to any of the reseller's customers (sites). To remove such a service, you first need to remove the service from the site or reseller.
- Add services by clicking **add services** above the services list. Services are added without server resources. After you add a service, you can sell server resources or capacity (on page 43) to the reseller for that service.

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

1. On the top navigation bar, click **resellers**.
2. On the resellers list, select the reseller whose services you want to view, then click **overview** on the **action** bar.
3. Click the **services** tab.

Access Control Page

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

Sites

SITE ACCESS CONTROL PAGE

On the site access control 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**.

Resellers

RESELLER ACCESS CONTROL PAGE

On the reseller access control page you can change the following options:

- **Reseller Enabled**. This option makes it possible to enable or disable a reseller. Select this option to enable control panels for the reseller and all the reseller's customers (sites and users created under the reseller) and to enable services for these individuals. Clear the box to prevent both the reseller and its customers from logging in to control panels or using services.
- **Control panel**. This option makes it possible to turn off the reseller's control panel without affecting the reseller's customers or services. Select this option to enable the reseller to log in to the reseller control panel. Clear the box to prevent the reseller from logging in to the control panel.

To permit the reseller to use the control panel, both the **Reseller Enabled** and **Control panel** options need to be selected. If either of these options is disabled, the reseller cannot access the reseller control panel.

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

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

2 On the resellers list, select a reseller, then click **overview** on the action bar.

3 Click **access control** on the action bar above the reseller information.

Reseller Templates Page

The reseller templates page shows all the reseller templates that have been added. 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 reseller wizard to pre-fill service information.

  ↓. Disabled. The template cannot be used; it does not appear on the templates list in the add reseller wizard.
- **Name**. The name of the template.
- **Description**. The description of the template. This is for your information only; however, resellers added with this template also see this name on their account information page. Any characters, including special characters, are acceptable.

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 reseller template**. Add a reseller template (on page 62).
  - **overview**. View more information about the template.
  - **edit**. Change the template.

➢ ***How to get to the reseller templates list***

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

2 On the resellers list, click the **templates** tab.

Reseller Template Overview Page

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

GENERAL INFORMATION

- **Name**. The name of the template.
- **Description**. The description of the template. This is for your information only; Resellers added with this template see this name on their account information page. Any characters, including special characters, are acceptable.
- **Template Enabled**. Whether the template is enabled or disabled. States include:

  ✓ Enabled. You can select the template on the Add Reseller wizard to pre-fill service information.

  ✗. Disabled. The template cannot be used; it does not appear on the templates list in the Add Reseller wizard.

SERVICE INFORMATION

- Resource information for services enabled through this template. For more information about service options, click the links below to open the service- specific Help.

On this page you can:

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 reseller template overview page***

1. On the top navigation bar, click **resellers**.
2. On the resellers list, click the **templates** tab.
3. Select the reseller template you want to view, then click **overview**.

CHAPTER 13

Sites

In this chapter:

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 82)
- Changing site information (on page 87)
- Changing site services (on page 87)
- Disabling sites (on page 90)
- Enabling sites (on page 90)
- Removing sites (on page 91)

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:

On the top navigation bar, click **sites**. Then, on the action bar under the **sites** tab, click **add site.**

2 SITE INFORMATION

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 83), 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 120) 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.

3 CREATE CONTROL PANEL ACCOUNT

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.

4 CHOOSE SERVICE OPTIONS

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.

5 VERIFY SITE INFORMATION

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 18) 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 120) 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:

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

b. Click the **templates** tab.

c. On the site templates page, click **Add Site Template**.

2. General information

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.

3. Select Services

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.

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4. Review template

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

The site template is now available and you can use it when you add a site. (on page 82)

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 86)
- Viewing a site's services (on page 86)
- Changing a site's service properties (on page 87)
- Disabling or removing a site's services (on page 88)

Selling Services to Sites

You can sell services to sites when you add the site (on page 82) 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**.

5 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.

6 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 Data Path

The site data path is the path on the Parallels Pro Control Panel server where site-related data is stored. By default, this 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.

When you change the default path, data for new sites is stored in a `Domains` folder in the path you specify. Data for existing sites, however, is not moved.

➤ ***To change the site data path:***

1 Go to the edit site data path page.

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

   b Click the **site data path** tab.

   c Click **edit site data path**.

2 Type the path on the Parallels Pro Control Panel server in which you want new site information to be stored.

   The new site data path has to be on an NTFS partition.

3 Click **save**.

   When you provision a new site, data for the site is stored in a folder called `Domains` in the path you specified.

   Data for existing sites is not automatically moved to the new directory, however. You cannot use the service provider control panel to move site data already stored in the `C:\Program Files\Ensim\WEBppliance\SiteData\` directory.

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 88).

➤ ***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 120) 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 Go to the site's services page:

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

   b Select the site whose service properties you want to view, then click **edit service**.

2 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 18) to do this.

2 Go to the change password form for users:

   a On the top navigation bar, click **users**.

   b On the users list, select a user by clicking the option button to the left of the user whose password you want to change.

   c On the action bar above the users list, click **overview**. This option is enabled only after you select a user.

   d On the action bar above the user information form, click **change password**.

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 (on page 90).

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

1 Go to the **site services** page:

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

   b On the sites list, select the site whose service you want to disable, then click **overview**. Click the **services** tab.

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:

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

   b On the sites list, select the site whose service you want to disable, then click **overview**. Click the **services** tab.

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.

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

   b On the sites list, select the site whose service you want to remove, then click **edit services**.

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 88) 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 102), 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 102), 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 90), 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 126).

   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 95) on the **Preferences** page.

2 Go to the **Export** page:

On the left navigation panel, in the **Sites** section, click **Export Sites**.

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 in the export import options on the **Preferences** page.

Do not move the exported files. The exported files have to be imported from the same location as that they were created in.

---

5 To verify the export process:

a Go to the **Import** page:

On the left navigation panel, in the **Sites** section, click **Import Sites**.

b 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 92).

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 92).

➢ ***To import sites:***

1 Specify the import options (on page 95) in the **Preferences** page.

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

  a On the left navigation panel, in the **Sites** section, click **List Sites.**

  b On the **Sites** page, click the option button corresponding to that site, and click the **Remove** tab.

  c Click **OK**.

  d 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:

On the left navigation panel, in the **Sites** section, click **Import Sites**.

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:

  a On the left navigation panel, in the **Sites** section, click **List Sites.**

  b 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:

- **Location**. The path of the directory on the Parallels Pro Control Panel server where the site and user data is exported to. For example: `C:\export`.
- **Description**. The description of the directory that contains the exported data.
- **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 102) 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 Site Templates

➢ ***To view site templates:***

1 On the top navigation bar, click **sites**, then click the templates tab. The site templates page (on page 106) 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 (on page 106) 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 (on page 107) is displayed.

Changing 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 106) 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 of 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 106) is displayed.

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

4 On the site templates overview page (on page 107), 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 106) is displayed.

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

4 On the site templates overview page (on page 107), 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 of 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 99) 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 106) 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 or to other resellers.

To view sites provisioned by a reseller, you can automatically log in as the reseller (on page 18), then view the reseller's sites page.

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 82).
  - **overview**. View site information.
  - **remove**. Remove the site.
  - **edit**. Change site information (on page 87).
  - **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 Control Panel 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 (on page 36) 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 87). Change the name, phone, and email information associated with the site.
  - access control (on page 90). Enable or disable the site's services or control panels.
  - Remove (on page 91). Permanently remove the site.
  - Auto Login (on page 18). Log in to the site administrator's control panel automatically.
- Click the services tab (on page 86). 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

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

1. On the top navigation bar, click **sites**.
2. 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**.

Access Control Page

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

Sites

SITE ACCESS CONTROL PAGE

On the **site access control** 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**.

Resellers

RESELLER ACCESS CONTROL PAGE

On the **reseller access control** page you can change the following options:

- **Reseller Enabled**. This option makes it possible to enable or disable a reseller. Select this option to enable control panels for the reseller and all the reseller's customers (sites and users created under the reseller) and to enable services for these individuals. Clear the box to prevent both the reseller and its customers from logging in to control panels or using services.
- **Control panel**. This option makes it possible to turn off the reseller's control panel without affecting the reseller's customers or services. Select this option to enable the reseller to log in to the reseller control panel. Clear the box to prevent the reseller from logging in to the control panel.

To permit the reseller to use the control panel, both the **Reseller Enabled** and **Control panel** options need to be selected. If either of these options is disabled, the reseller cannot access the reseller control panel.

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

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

2 On the resellers list, select a reseller, then click **overview** on the action bar.

3 Click **access control** on the action bar above the reseller information.

Site Data Path

The site data path page shows the path on the Parallels Pro Control Panel server where site-related data is stored. By default, this 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 as needed. When the site data path is changed, data for new sites is placed in a folder called `Domains` folder at the specified path.

When you change the site data path, data for existing sites is not automatically moved to the new directory. You cannot use the service provider control panel to move site data already stored in the `C:\Program Files\Ensim\WEBppliance\SiteData\` directory.

➢ ***How to get to the site data path page***

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

2 Click the **site data path** tab.

3 Click **edit site data path**.

CHAPTER 14

Administrators

In this chapter:

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 115). 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 115) 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 112).

The account with the username ***cronjob*** is created by default when Parallels Pro Control Panel 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:

   a On the top navigation bar, click **users**.

   b On the users list, select a user by clicking the option button to the left of the user whose password you want to change.

   c On the action bar above the users list, click **overview**. This option is enabled only after you select a user.

   d On the action bar above the user information form, click **change password**.

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:

  a On the top navigation bar, click **users**.

  b On the users list, select a user by clicking the option button to the left of the user whose password you want to change.

  c On the action bar above the users list, click **overview**. This option is enabled only after you select a user.

  d On the action bar above the user information form, click **change password**.

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.

You cannot disable the following accounts: your current login, the default administrator account, and the account with the username ***cronjob***. The cronjob account is created by default when Parallels Pro Control Panel is installed. This account is used for processes that run periodically.

➢ ***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 112) which prevents access to the account.

You cannot remove the following accounts: your current login, the default administrator account, and the account with the username ***cronjob***. The cronjob account is created by default when Parallels Pro Control Panel is installed. This account is used for processes that run periodically.

➢ ***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:

- SYSTEM AND DEFAULT ACCOUNTS

  The following accounts are created when Parallels Pro Control Panel is installed:

  - **Cronjob**. An account used for processes that run periodically. You cannot remove this account.
  - **Default Administrator**. The administrative account created during installation.
- **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 Control Panel 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 Control Panel 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 110).
  - **overview**. View the administrator's information.
  - **edit**. Change the administrator's information.

➢ ***How 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.

  The account with the username ***cronjob*** is created by default when the system Parallels Pro Control Panel is installed. This account is used for processes, such as maintenance procedures, that run periodically. You cannot change or remove this account, but you can change its password.

- **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 111)
  - **change password**. Change the administrator's password. (on page 112)
  - **disable account**. Disable an administrator's account (on page 112). 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 112) that is currently disabled.
  - **remove**. Remove an administrator's account (on page 113). Not available for the following accounts: your current login, the default administrator account, and the account with the username ***cronjob***.

➢ ***How to get to the administrator information page***

1. On the top navigation bar, click **administration**.
2. Select an administrator, then click **overview**.

C H A P T E R 1 5

Email Notifications and Alerts

In this chapter:

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 Notifications

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:
   a. On the top navigation bar, click **Administration**.
   b. Click the **Notify Users** tab.
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 121), 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 121)

➢ ***How to get to the email templates page***

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

Viewing 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 (on page 121), 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

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 (on page 121), which are replaced with the proper information whenever a message is sent.

➢ ***To change email templates:***

1 Go to the **edit email template** page:

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

   b Click the **email templates** tab.

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

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 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.

➢ ***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

➢ ***How to view the template variables***

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

2 Click the **email templates** tab.

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

CHAPTER 16

Reports

In this chapter:

Usage Reports

In this section:

About Usage Reports

Usage reports provide information about the services installed on your system and about the resellers and 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 (on page 124). 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 130). A summary of your services the services installed on your system and the number of resellers and sites using those services.
- Resellers report (on page 132). Detailed information about the resellers selling your services.
- Sites report (on page 134). Detailed information about the sites using your services.
- Export reports (on page 136). 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.

Updating Usage Information

Service providers can manually update the usage information available for the system at any time. Resellers and site administrators, however, cannot update usage information.

Before updating usage information, keep in mind that this is a long-running task. It might adversely impact system performance if you have many resellers, sites and services deployed through your system.

➢ ***To update usage information:***

1 On the reports navigation panel, click **Usage**. The Usage Summary (on page 130) page is displayed.

2 On the **Action** bar at the top of the **Usage Summary** page, click **Update**.

3 Depending on the number of resellers, sites, and services on your system, running an update might adversely impact system performance. Make sure you want to perform the update, then click **OK** in the dialog box.

4 A progress page is displayed. Click **OK** to continue using the control panel for other tasks.

5 You can view the Action Log page (on page 126) to check the status of the update. If the system detects any problems with system elements, the Action Log shows the status of the update as Failed. For information about which system element failed, view the action log detail (on page 127).

Viewing Summary Usage Reports

Summary usage reports show the resellers and sites using the resources and services available through your system. Usage information is updated when service providers generate reports (on page 124).

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

- On the top navigation bar, click **reports**, then click the **Usage tab**. The Usage Summary (on page 130) page is displayed.

Viewing Reseller Usage Reports

Reseller usage reports provide information about all of the resellers below you in your system. This includes your immediate resellers. Usage information is updated when service providers generate reports (on page 124).

➢ ***To view a reseller usage report:***

1 On the top navigation bar, click **Reports**, then click the **Usage tab**.

2 On the action bar above the summary information, click **Resellers**.

The current reseller usage information (on page 132) is displayed.

Viewing Site Usage Reports

Site usage reports provide information about all of the sites below you in your system. This includes sites you add, as well as all the sites added by all the resellers below you in your system. Usage information is updated when service providers generate reports (on page 124).

➢ ***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 (on page 132) 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 129) 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. Go to the Search by Date page:

   Click **Action Log** on the **Reports** navigation panel, then click **Search by Date** on the action bar at the top of the **Action Log** page.
2. Choose the starting date of your search in the **From** boxes. Month appears first, then day, then year.
3. 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.
4. Click **Search**. The Action Log page 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 129) 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:

- **Status**. The current state of the action. States include:

  ↑. Successful. The action completed successfully.

  ↓. Failed. The action failed.

  ↔. Running. The action is in progress.
- **ID**. A number that identifies the action.
- **Description**. A description of the action.
- **User**. The username of the account used to log in and perform the action.
- **Start Time**. The time the action was started.
- **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 126). Search for actions that were performed on a certain date or during a specific time period.
  - **overview**. View details of the action.

➢ ***How 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.

➢ ***How 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 (on page 129).

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 (on page 129).

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 page 124). Service providers can update this information any time, but resellers and site administrators cannot.

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.
  - **Resellers**. The number of resellers below you in your system.
  - **Sites**. **(including sites of resellers)**. The number of sites below you in your system. This includes sites added by resellers below you in the 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 117) 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:
  - **reseller usage**. View system and service usage by your resellers.
  - **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.
  - **update**. Manually collect and update the system’s usage information. Reports are generated by service providers with Systems logins (either manually or according to a schedule they set). However, before updating usage data, keep in mind that this is a long-running task, and it might adversely impact system performance. Resellers cannot manually update usage reports.

➢ ***How to get to the Usage Summary page***

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

2 Click the **usage** tab.

Reseller Usage Information Page

The reseller 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 (on page 124). Resellers 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:
  - **overview**. View the reseller's usage details, including: summary information about the sites they have added, service usage, and resource usage.
  - **export csv report**. Generate a CSV report (on page 136) of the reseller'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.
  - **reseller usage**. Refresh this page. This does not update the information on the page, however.
  - **site usage.** View system and service usage by your sites.
  - **export reports**. Download comma-separated value (CSV) reports of summary, reseller, and site usage data. After you download a report, you can import the information into spreadsheets and other programs.

➢ ***How to get to the reseller usage information page***

On the top navigation bar click **reports**, then click the **usage** tab.

1 Click the **reseller usage** tab.

Reseller Usage Detail Page

The reseller usage detail page provides information about a selected reseller. Usage information is updated when service providers generate reports (on page 124) .

On this page you can view the following information:

- Summary information
  - **Subscribed Services**. The total number of services allocated to the reseller.
  - **Subscribed Service Components**. The total number of service components included in the reseller’s subscribed services.
  - **Sites**. The number of sites the reseller has.
- 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.
    - **Available**. The total amount of the resource type available to the reseller as listed in the **Limit** column, minus the amount that has been allocated by the reseller to sites, as listed in the **Sold** column.
    - **Sold**. The amount of the resource that has been sold by the reseller.
    - **Usage**. The percentage of the resource type in use. The usage percentage differs from the **Sold** percentage if sites and users have not used all the resources sold to them. System alerts (on page 117) are generated when the usage reaches the threshold percentage designated for the resource.

➢ ***How to get to the reseller usage detail page***

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

Site Usage Information Page

The site usage information page provides a list of the sites you have added. It also provides access to each site's usage information. Usage information is updated when service providers generate reports (on page 124). Resellers and site administrators cannot update usage information.

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

- **Name**. The name of the site.
- **Domain**. The domain name associated with the site.
- **Services**. Icons that represent the services sold to the site.

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 136) 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.
  - **reseller usage**. View system and service usage by your resellers.
  - **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, reseller, and site usage data. After you download a report, you can import the information into spreadsheets and other programs.

➢ ***How 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 page 124). Resellers and site administrators cannot update usage information.

➢ ***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 site'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 site.
    - **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 117) are generated when the usage reaches the threshold percentage designated for the resource.

➢ ***How to get to the site 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:

- Choose the type of report you want, then click **Download** to obtain the report. Download the report of the following type:
  - **All Resellers and Sites.** Usage information for all the sites and resellers in your system.
  - **All Resellers**. Usage information for all the resellers in your system.
  - **All Sites**. Usage information for all the sites in your system.

➢ ***How 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.