Parallels® Pro Control Panel

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

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Parallels™

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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

Quick-start Tutorial for Site Administrators

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

Quick-start topics:

1 Add your brand to the user control panel (on page 16)

2 Manage skins (on page 20)

3 Add user accounts (on page 29)

4 Enable services for users (on page 39)

C H A P T E R 2

About Parallels Pro Control Panel for Windows 2003

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

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

CHAPTER 3

Web Hosting Concepts

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.

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 4

Control Panel Overview

In this chapter:

About the Overview Page

To get to the overview page, on the top navigation bar, click **Site**.

The site overview page shows details about your site, such as your site's name and contact information. On this page you can perform several tasks and view the following information:

- **Site Name.** The name assigned to your site.
- **Site Domain Name.** The domain name assigned to your site.
- **Site Enabled.** The current state of your site. Only your service provider can change the state of your site. States include:

  Your site is enabled. You and your users can access services and control panels.

  Your site is disabled. Service and control panel access is disabled.
- **Contact Name.** The name of the contact person for your site.
- **Email.** The email address at which the contact person can be reached.
- **Phone.** The telephone number at which the contact person can be reached.
- **Email address for alerts.** The email address to which alerts about your site's resource usage are sent. These alerts notify you when server resources reach threshold amounts so that you can take action before resources are exhausted.

On this page you can:

- Change your information by clicking **edit** on the action bar.

Note: If you need to change your site's status, name, or domain name, contact your service provider. These cannot be changed from the site control panel.

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, you can:

- Manage user accounts for a site
- Manage services
- Manage skins
- Brand or customize the user control panel
- View reports

For more information about common site administrator tasks, see the quick-start tutorial (on page 8).

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 site control panel. Service providers, resellers, and site administrators can log in to the user control panel automatically.

Automatic Login to Control Panels

Automatic login makes it possible for you to log in to 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.

Note: 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.

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 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 user control panel:***

1 Log in to the site control panel.

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.

Note: 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."

CHAPTER 5

Customizing Control Panels

In this chapter:

Branding the Control Panels

You can customize the look and feel of your users' 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 users' control panels. You can reload the default settings at any time if necessary.

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

What you can change:

- Banners and logos
- Colors and graphics

Padding, spacing, and font sizing 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

Changing 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 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. To do this, on the top navigation bar, click **preferences**. The branding page is displayed.
2. In the Banner section, click **Browse** next to the user control panel text box, then navigate to the file you want to upload.
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 user control panel (on page 13). 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.

Adding 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. To do this, on the top navigation bar, click **preferences**. The branding page is displayed.

2 In the Logo section, click **Browse** next to the user control panel text box, then navigate to the file you want to upload.

3 Click **Open**.

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

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

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

6 Click **Upload Changes**.

The graphic appears in the control panel. To view it, log in to the user control panel (on page 13). 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 a reseller or site administrator, the defaults are the settings currently used by your service provider; they change whenever your service provider rebrands control panels.

➢ ***To reload default settings:***

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

Setting Preferences

To get to the preferences page, on the top navigation bar, click **preferences**, then click the **preferences** tab.

The preferences page lets you set your preferences for:

- exporting and importing (on page 45) users
- archiving log files

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

CHAPTER 6

Managing Skins

In this chapter:

The Skins Page

To get to the skins page, click the **preferences** tab from the top navigation bar. Then select the **skins** tab.

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).

On this page you can:

- 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. To select an item on a list, click the option button to the left of the item. Many of the action bar links above lists are enabled only after you select an item on the list.

  Action bar links include:

  - Add skin (on page 21)
  - Edit (on page 22)
  - Remove (on page 22)
  - Apply skin (on page 23)
  - Set as default (on page 23)
  - Preview (on page 23)

Adding a Skin

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

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

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

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

Editing a Skin

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

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

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

Note: The selected skin will be updated only if its added by the logged in user. System generated skins cannot be updated. The skin change will get reflected for all users using this skin.

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

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

Removing Skins

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.

The selected skin will be removed from the list of skins only if:

- It is added by the logged in user.
- It is not a system generated one.
- It is not set as a default skin. If the skin is a default skin, you must set some other skin as a default skin in order to remove the selected skin from the list.

Applying a Skin

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 **apply skin** action task bar.

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

Setting a Default Skin

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.

Previewing a Skin

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**.

CHAPTER 7

Retrieving Password Information

In this chapter:

About the Forgot Password Feature

The forgot password feature retrieves the password for your account. If you have forgotten your password, you can retrieve it using this feature. To do so, you must send a request to the Parallels Pro control panel.

To send a request (on page 25), you use the **forgot your password?** link displayed at the base of the Log in window. In order to do so and get redirected to the password security information page, you must meet the following three conditions:

1 You have entered a valid user name.

2 You have already set your password security question and answer (on page 25).

3 The number of attempts to access the control panel is less than the threshold value (as set by the service provider).

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

Requesting Password Information

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

➢ ***To request password information:***

1 On the Log in page, in the **username** text box, type in your user name.

2 Click the link **forgot your password?** displayed at the base of the **Log in** window. The **forgot your password?** window opens.

3 In the **forgot your password?** window, in the **password secret answer** text box, type the answer to the secret question and click **Ok**.

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

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

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

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

Setting the Hint Question and Answer

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

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

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

1 Provide the following information:

   a **email.** Type the email address where you want to receive the password. The address should use standard email format, such as username@example.com.

   b **password secret question.** Select a hint question from the drop down list.

c **password secret answer**. Type the answer to the selected question. The answer should not exceed 255 characters.

2 Click **Save**.

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

Changing Your Hint Question and Answer

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

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

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

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

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

3 Change the following information as required:

a **alternate email address**. Type the email address at which you want to receive the password. The address should use standard email format, such as username@example.com.

b **secret question**. Select a secret hint question.

c **secret answer**. Type the answer to the selected question. The answer should not exceed 255 characters.

4 Click **Save**.

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

CHAPTER 8

Services

In this chapter:

Managing Services

Managing services involves setting up service properties for your site, managing the resources required for those services, and enabling or disabling services for users. You can enable services for users when you add the user accounts (on page 29) or afterwards (on page 39).

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

Viewing Components of Services

Services are composed of programs called service components.

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

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

2 On the services list, select the service whose components you want to view, then click **overview**.

The service components list is displayed.

CHAPTER 9

Users

In this chapter:

About User Management

Users are the individuals who use your site’s services. As site administrator, you create user accounts and enable or disable services for users as needed. In addition, you can view reports (on page 61) that show the server resources being used by your site’s users.

User management tasks include:

- Adding users (on page 29)
- Importing new users (on page 31)
- Viewing the user list (on page 37)
- Using auto login to view the user administrator control panel (on page 38)
- Enabling services for users (on page 39)
- Changing user information (on page 40)
- Changing user passwords (on page 41)
- Changing user service settings (on page 41)
- Exporting and importing current users (on page 43)
- Disabling user accounts (on page 41)
- Removing user accounts (on page 42)

Adding User Accounts

You add user accounts when you want to enable individuals to log in to the user administrator and site administrator control panel or use your site's services. To add multiple user accounts at once, you can import users (on page 31).

➢ ***To add a user account:***

1 Go to the Add user wizard. To do this, on the top navigation bar, click users, then click add user.

2 Complete the User Information form, then click **Next**. On the form, * indicates required information.

User information includes:

- **Username**. A name that identifies the user. The user types this name, followed by your domain name, which is displayed next to the text box for reference, when logging in to the user administrator control panel. The username and your domain name are also the user's email address at your site. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces or HTML tags.
- The username cannot be changed after the user is added.
- **First Name**, **Middle Name**, and **Last Name**. Optional. The name of the user in any form you want. Any input in these boxes is valid.
- **Password and Confirm Password**. The password you want the user to type when they log in to the user control panel. Password requirements
- **Site Administrator Privileges**. Optional. Whether the user is allowed to log in to the site control panel. If this box is checked, the user can log in to both the site and user administrator control panels. If not, the user can log in to the user administrator control panel only.
- **External Email**. Optional. An email address at which the individual can be contacted. This address is external to the user account you are adding. It is used for system messages, such as the welcome message and warnings about mailbox disk space limits. If no external email address is provided, users do not receive warning messages when their mailboxes exceed resource limits.
- **Phone**. Optional. A telephone number at which the user can be contacted.
- **Description**. Optional. Any additional information you want to provide about the user. Any input in this box is valid.

3 Choose the services you want to enable for the user, then click **Next**. If no services are listed, contact your service provider to enable services for your site.

4 If you chose to enable services for the user, choose the options you want to enable for each service. For more information about service options, click this link below to open the service-specific Help.

5 Verify the information about the user. To make changes, click **Previous**. To add the user, click **Finish**. The user's account is available for use as soon as it is added.

Adding User Templates

User templates are guides you can use to pre-fill information when you add users. These templates are not required to add users; however, they can make adding multiple users easier and faster by establishing the services and settings you want to assign to specific categories of users when you add them.

➢ ***To add a user template:***

1 Go to the add user template page:

On the top navigation bar, click **users**, then click **add user**.

2 Provide the following user template 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 description is for your information only; up to 512 characters, including special characters and spaces, are allowed.

3 Select the services you want to make available through the template by selecting the services' checkboxes, then clicking **Next**. If no services are listed, contact your service provider to enable services for your site.

4 Select the service options you want to make available through the template, then click **Next**. For more information about service options, click the links below to open the service-specific Help.

5 Verify the template details. To make changes, click **Previous**. To add the template, click **Finish**. The template is available for use as soon as it is added.

Importing New Users

If you need to add multiple user accounts at once, you can import the user information in CSV (comma-separated value) format. Importing users is an alternative to using the add user account wizard (on page 29), which adds user accounts at a time.

You can import up to 1,000 users at a time in CSV files that are up to 300 KB in size.

➢ ***To import users:***

1 Create a CSV file with information about the users you want to import.

When creating a CSV file (on page 33), use these guidelines:

- Place user information on a single line; a new line indicates a new user.
- Use a comma to separate each value. There are 11 values (on page 33), some of which are optional.
- If you do not want to supply an optional value, you still need to type a comma for that value unless it is the last value you are entering. This is shown in the following example. User1 is added with only two values, so only one comma is required. User2, however, has skipped values. Commas representing the skipped values are required.

```
User1,pwd
```

```
User2,pwd,,firstname,,lastname,true,,,User 2
description,true
```

- If you want to enable services for users, you need to provide the name of a valid user template in the template value of the CSV file. This template name is the third value specified. If you do not specify a template, the account is created without access to services. If you want to enable services later, you need to change each account individually.
- If the system detects an error in a user's information, that user is skipped. Information about the error is provided in the Action Log (on page 63).
- Keep your CSV file within these limits: the maximum number of users you can add at once is 1,000; the maximum size of the CSV file is 300 KB.

2 Save the CSV file as a text file with a .txt filename extension.

3 Go to the user information file page. To do this, on the left navigation bar, in the users section, click import users.

4 Click **Browse** to locate the file, then click **Add**. The user information is imported, and the accounts are created.

5 If errors are reported, check the Action Log (on page 63). It shows information about the error, including the users affected. If the system encounters an error in the CVS file, it skips the current user and attempts to add the next user in the file.

The users you successfully imported appear on the users page (on page 50). Email messages welcoming the new users are sent to the email addresses provided for the users. These email messages are based on your site's email templates (on page 57).

In this section:

Values and Definitions for Importing Users

When you create a CSV (comma-separated value) file for importing users (on page 31), place the values for each user on a single line in the following format. Values are defined in the table below.

```
<Username>,<password>[,[<plan>],[<firstname>],[<middlename>],[<l
astname>],[<true/false/1/0/yes/no>],[Info@Acme.com],[+64 21 555
2624],[<description>],[<true/false/1/0/yes/no>]]
```

Note: When you enter values, do not enter the brackets; they are for display purposes only. Angle brackets, <>, indicate the value name to be replaced; square brackets, [], indicate optional values. There are 11 possible values for each user. However, only the first two are required.

CSV File Example

The following is the text of a CSV (comma-separated value) file used to import users:

```
User1,pwd
User2,pwd,plan1
User3,pwd,,firstname,,lastname,true,,,user 3 description,true
User4,pwd,plan2,,,,,,,,false
```

If you do not want to supply an optional value, you still need to type a comma for that value unless it is the last value entered.

If the CSV file above is imported, the following four user accounts are created:

- **User1** has “User1” as the account name and “pwd” as the password. No additional information is provided for the user, and no services are enabled. The following defaults are also used: the user does not have access to the site control panel, and the account is enabled.
- **User2** has “User2” as the account name and “pwd” as the password. Services available through plan1 are enabled for the user. The following defaults are also used: the user does not have access to the site control panel, and the account is enabled.
- **User3** has “User1” as the account name and “pwd” as the password. No services are enabled for the user, since no plan or template is specified, but some additional information about the user is provided. The user has access to the site control panel, and the account is enabled.
- **User4** has “User1” as the account name and “pwd” as the password. Services available through plan2 are enabled for the user. The user does not have access to the site control panel, and the account itself, including access to services enabled under plan2, is disabled.

Values

There are 11 possible values, each of which is described below.

Explanation of Values

Value Name	Required/ Optional	Description	Valid Input
1. Username	Required	A name that identifies the user. The user types this name, followed by your domain name when logging in to the control panel. The username and your domain name are also the user's email address at your site.	Up to 15 alphanumeric characters; no spaces allowed
2. Password	Depends upon the system password policy set on the server. Please contact your service provider for details.	A password the user types to access the control panel.	Password requirements
3. Plan name	Required	The user template you want to use to enable services for the user.	The name of a valid enabled user template (on page 48)
4. Firstname	Optional	The user's first name.	Any input is valid
5. Middlename	Optional	The user's middle name.	Any input is valid
6. Lastname	Optional	The user's last name.	Any input is valid
7. Admin?	Optional	Whether the user is allowed to log in to the site control panel.	**TRUE, 1, FALSE, 0,** empty **TRUE:** the user can log in to the site control panel in addition to the User Administrator control panel. **1:** Same as True

			FALSE: the user can log in only to the User Administrator control panel. **0:** Same as False. **Empty** (no input): Same as False. The user can log in only to the User Administrator control panel.
8. Email	Optional	An email address at which the user can be contacted. This address is external to the user account you are adding.	A valid email address
9. Phone	Optional	A telephone number at which the user can be contacted.	Any phone number format is valid
10. Description	Optional	Any additional information you want to provide about the user.	Any input is valid
11. Enabled?	Optional	Whether control panel access is enabled or disabled.	**TRUE, 1, FALSE, 0** empty **TRUE**: the user can log in to the control panel and use any services enabled through the template. **1**: Same as True **FALSE**: the user cannot log in to the control panel or use services. **0**: Same as False. **Empty** (no input): Same as True. The account is enabled by default.

Managing Users

In this section:

Enabling Site Administrator Privileges

You can provide any user with the ability to log in to the site control panel (on page 13) as well as the user control panel (on page 13).

To add a user with both site and user control panel access, make sure the **site administrator privileges** check box is selected on the user information form in the add user wizard (on page 29).

➢ ***To give a current user site control panel privileges:***

1. On the top navigation bar, click **users**.
2. On the users list, select the user you want to give privileges to. To do this, click the option button to the left of the item. Many of the action bar links above lists are enabled only after you select an item on the list. Then click **overview**.
3. On the user account Information form, select the check box next to **site administrator privileges**.
4. Click **Save**.
5. The user is granted site administrator privileges and can log in to the site control panel.

Sending Mass E-mail Notifications

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

➢ ***To send a mass e-mail:***

1 Go to the mass e-mail notification page:

1. On the top navigation bar, click **Users**.
2. Click the **Notify Users** tab.

This page shows the e-mail contact addresses of all of the sites in your system.

2 In the From Address text box, type your return e-mail address.

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

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

5 Click **Send**.

The message is e-mailed to all users.

Viewing the Users' List

➢ ***To view the users list:***

1 On the top navigation bar, click **users**. The users list (on page 50) is displayed.

Automatic Login to the User Control Panel

As site administrator, you can log in to the user control panel automatically, without entering a username or password, from the site control panel. This is useful when you want to perform tasks for the user in the user's control panel.

➢ ***To auto login to the user control panel:***

1 On the top navigation bar, click **users**.
2 On the users list, click the option button to the left of a user's name.
3 On the action bar above the list, click **auto login**. This option is enabled only after you select a user. The auto login dialog box is displayed.
4 In the dialog box, click **OK**.
5 Perform tasks in the user control panel as needed.

To return to the site control panel when you are done, click **Log Out** in the user control panel.

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.

Enabling Services for Users

You can enable services for users either when you add the user accounts (on page 29) or afterward. You cannot enable services for the default administrator account, however.

➢ ***To enable services for users after you have added the account:***

1. On the top navigation bar, click **users**.
2. On the users list, select the user you want to enable services for. To select an item on a list, click the option button to the left of the item. Many of the action bar links above lists are enabled only after you select an item on the list. Then click **overview**.
3. Click **Services** on the action bar at the top of the user information page. The services page shows all services currently enabled for the user.
4. On the services page, click **Add Service**.
5. On the add service page, select the service or services you want to enable for the user, then click **Next**. If no services are listed, either all available services have already been enabled for the user or there are no services available to your site. You can verify your site's services on the service components page.
6. On the service options page, choose the options you want to enable for each service. For more information about service options, click the links below to open the service-specific Help.
7. Review the summary information about the services being added. To make changes, click **Previous**. To enable the service for the user, click **Finish**.
8. When the task is completed successfully, the service is enabled and the user can begin using the service immediately. Notify the user that the service is now available.

Viewing User Information

➢ ***To view a user's information:***

1. On the top navigation bar, click **users**.
2. On the users list, select the user whose information you want to view. To select an item on a list, click the option button to the left of the item. Many of the action bar links above lists are enabled only after you select an item on the list. Then click **overview**.
3. The user account information page (on page 53) is displayed.

Viewing Disk-space Usage

To get to the user disk usage page, on the Home page, in a service shortcuts area, click User Disk Usages. The Disk Usage feature might not be available for some services.

The user disk usage list page shows how much disk space site users are currently using for a service. Information on this page includes:

- **name**. The name of the user.
- **disk space usage**. The amount of disk space in use by the user, in megabytes.
- **disk quota**. The amount of disk space available to the user, in megabytes. If **-1** appears in this box, the user's disk quota is unlimited.

On this page you can:

- Change the amount of disk space available to users by typing a new amount in the disk quota column, then clicking **Update Disk Quota**.
- Search, sort or use page controls to find users listed on multipage forms.

If your site has been allocated an unlimited amount of disk space, you can assign a user an unlimited amount of disk space by typing -1 in the disk quota text box. If your site has been allocated a finite or set amount of disk space, you cannot make an unlimited amount of disk space available to a user.

Changing User Information

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

1. On the top navigation bar, click **users**.
2. On the users list, select the user whose information you want to change, then click **edit**.
3. Change information on the User Account Information form (on page 29) as needed. The username cannot be changed.
4. Click **Save**.

Changing User Password

➢ ***To change a site user's password:***

1 While logged in to the site control panel, go to the change password form for the user.

You cannot change the user's password when you are logged in automatically to the user control panel.

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

3 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.

Changing User Service Settings

➢ ***To get to the edit user service page:***

1 On the top navigation bar, click users.

2 Select the user whose service settings you want to change.

3 Click edit service.

The edit user service page enables you to change a user's service settings from the site control panel.

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

Disabling User Accounts

You can disable or suspend user accounts when you want to temporarily prevent users from accessing the user and site control panels.

➢ ***To disable a user's account:***

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

2 On the users list, select the user you want to disable, then click **edit**.

3 Click **Disable** above the user information form.

4 Verify the user you want to disable, then click **OK** in the dialog box.

If the user is currently logged in, that user is logged out when they attempt any action, and control panel access is denied.

Enabling User Accounts

You can enable user accounts that have been disabled when you want to grant users access to the user and site control panels and services.

➢ ***To enable a user's account:***

1 On the top navigation bar, click **users**.
2 On the users list, select the user you want to enable, then click **edit**.
3 Click **Enable** above the user information form.
4 Verify the user you are enabling, then click **OK** in the dialog box.

Removing User Accounts

To permanently prevent users from accessing accounts, you can remove them from your system.

➢ ***To remove a user account:***

1 On the top navigation bar, click **users**.
2 On the users list, select the user you want to remove, then click **remove**.

Exporting and Importing Current Users

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

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

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

- Configuration settings of the user
- Configuration settings and service-specific data of the user

Location of exported files

The location where the exported files are stored is constructed as:

<ExportLocation>\ISP\<Machine Name>\User\<User Name>\<Time Stamp>

where:

- *<ExportLocation>* is the export location specified by your service provider.
- *<Machine Name>* is the name of the server.
- *<User Name>* is the name of the exported user.
- *<Time Stamp>* is the time stamp of the export operation, specified in the `mm-dd-yy hh-mm-ss ms` format.

In this section:

Exporting current users

The Export page displays the list of provisioned users and lets you export the information for a user.

➢ ***To export users:***

1. Specify the export options (on page 45) on the Preferences page.
2. Go to the Export page. To do this, on the left navigation panel, in the **Users** section, click **Export**.
3. Select the check boxes corresponding to the users that you want to export.
4. Click **Export**. The users are exported to the export location specified by your service provider.
5. To verify the export process:
   a. Go to the Import page. To do this, on the left navigation panel, in the **Users** section, click **Import**.
   b. Verify that there is an entry with the correct time stamp for each user that you have exported. Each user 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 43).

Importing Current Users

The **Import** page displays the list of exported files for users. You can import user data from a previously exported file. Each user 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 43).

➢ ***To import users:***

1 Specify the import options (on page 45) in the **Preferences** page.

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

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

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

   c Click **OK**.

   d To confirm the removal of the user, go to the **Users** page, and verify that the name of the user is not displayed in the list of the users.

3 Go to the **Import** page. To do this, on the left navigation panel, in the **Users** section, click **Import**.

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

5 Click **Import**. The users are imported into the control panel.

6 To verify the import process:

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

   b On the **Users** page, check whether the users you have imported are displayed in the list of users.

Configuring the Export/Import Settings

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

- **Config Only**. This option allows you to export or import only the configuration settings (and not the associated data) of the user.
- **Config And Data**. This option allows you to export or import the configuration settings and all the service-specific data of the user.

Managing User Templates

In this section:

Changing User Templates

You can change a user template whenever you want to.

➢ ***To change user templates:***

1 Go to the edit user template page.

2 Select service options and save the changes as described in adding templates (on page 30).

Disabling User Templates

➢ ***To disable a user template:***

1 Go to the user template overview page of the template you want to disable.

2 On the template overview page, click **disable**.

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

Enabling the Disabled Templates

➢ ***To enable a disabled template:***

1 Go to the template overview page of the template you want to disable.

2 On the template overview page, click **enable**.

The template is activated and its status on the Templates page is shown as ↑. It appears on the drop-down list of available templates when you add a user.

Removing User Templates

➢ ***To remove a user template:***

1 Go to the template overview page of the template you want to remove.

2 On the action bar above the template information page, click **Remove**.

Page-Specific Topics

In this section:

User Templates Page

The user templates page lists all of your site's templates. If they are enabled, these templates can be selected from the add user wizard, or specified when you import users and used to pre-fill service information.

How to get to the user templates page

On this page you can view the following information:

- **Status**. The status of the template. States include:
  - ↑ **Enabled**. If the template is active, it is available through the Add User wizard.
  - ↓ **Disabled**. If the template is disabled, it is not available through the Add User wizard; it cannot be used to pre-fill service information for users.
- **Name**. The name of the template

Description. A brief description of 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:
  - **overview**. View details about the template
  - **edit**. Change the template

Template Overview Page

The template overview page provides information about a specific template. On this page you can perform several tasks and view the following information:

- **Name**. The name of the template.
- **Description**. A brief description of the template
- **Enabled**. The state of the template. States include:
  - The template is enabled. It can be selected in the Add User wizard, or specified when you import users, and used to pre-fill service information for a user.
  - The template is disabled. It cannot be selected in the Add User wizard or used to pre-fill service information for a user.

How to get to the template overview page

Tasks you can perform

On this page you can:

- Change the template information by clicking Edit on the Action bar above the form.
- Disable templates that are enabled by clicking Disable on the Action bar above the form.
- Enable templates that are disabled by clicking Enable on the Action bar above the form.
- Remove the template by clicking Remove on the Action bar above the form.

Page-Specific Topics

In this section:

Users Page

To get to the users page, on the top navigation bar, click users.

The users page shows the users who have accounts with your site. On the users page, you can perform several tasks and view the following information:

- **Status**. The current state of the user account. States include:
  - Enabled. The user can log in to the control panel and use services.
  - Disabled. The user cannot log in to the control panel or use services.
- **Admin**. Whether the user has been granted access to the site control panel. in this column indicates the user can log in to the site control panel if the account is enabled. If the column is blank, the user has not been granted access.
- **Name**. The name of the account holder.
- **Username**. The username the account holder types to log in to the control panel.

On this page you can:

- Sort, or use page controls to find services listed on multipage forms.
- 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 user** (on page 29). Add individual accounts for users.
  - **import users** (on page 31). Add multiple user accounts using a csv file (on page 33).
  - **overview**. View user details.
  - **edit**. Change user information.
  - **remove**. Remove the user's account. This link is not available if you have only one administrative account.
  - **user actions**. Change the user's service settings. This is available only if at least one service is enabled for the user and if that service has settings you can change.
  - **auto login**. Log in to the user administrator control panel.

User Actions Page

➢ ***To get to the user actions page:***

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

2 Select a user, then click **user actions**.

The user actions page enables you to change a user's service settings from the site control panel. Click the links on this page to perform service-related tasks for each of the services enabled for the user.

This page is available only if a service is enabled for the user and if that service has settings you can change.

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

Services Page (for Users)

➢ ***To get to the services page:***

1. On the top navigation bar click **users**.
2. Select a user, then click **overview**.
3. Click the **services** tab.

   The services page shows the services that have been enabled for a user.

This page is not available for the default administrator’s account; you cannot enable services for the default administrator.

On this page, you can view the following information:

- **Service**. The name of the service available to the user.
- **Version**. The version of the service available to the user.

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.

  For service action bar links, make sure to use the action bar directly above the service form. The user action bar, which shows links for editing the user’s account information, is also displayed on this page.

  Action bar links on the services page include:

  - **add services**. Click this to enable services for the user.
  - **overview**. View information about the service, such as the components provisioned and the service settings.
  - **edit**. Change information about the service, such as the components provisioned to the user.
  - **remove**. Remove the service from the user. This prevents the user from accessing the service.

User Account Information Page

➢ ***To get to the user account information page:***

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

2 Select the user whose information you want to view, then click **overview**.

The user account information page shows contact and other information related to a user. On this page you can access several tasks and view the following information:

- **Username**. The username the account holder types to log in to the control panels.
- **Full Name**. The first, last, and middle names of the user as provided on the Add User wizard.
- **Account Enabled**. The current state of the user's account. States include:
  - The account is enabled and the user can log in to the control panel and use services.
  - The account is disabled. The user cannot log in to the control panel or use services.

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

On this page you can:

Access the following tasks by clicking links on the action bar above the form:

- **Edit**. Change the user's information.
- **Edit service**. Change the user's service settings.
- **Change Password**. Change the user's password.
- **Disable**. Suspend the user's account.
- **Enable**. Activate the user's account if it is suspended.
- **Remove**. Remove the user's account from the site.
- **Auto Login**. Log in to the user control panel automatically without entering a username or password.

C H A P T E R 1 0

Email Notifications and Alerts

In this chapter:

About Automated E-mail Messages

Automated email alerts are email messages the system sends to provide account information to users. Automated messages are generated when user accounts are added or removed.

To generate these messages, the system uses email templates. The following templates are available:

- **New User**. A message sent to the email address provided for the user when a user account is created.
- **Delete User**. A message sent to the email address provided for the user when the user account is removed.

You can modify these templates (on page 58) as needed.

Viewing the E-mail Alert Addresses

The email alert address is the email address to which alerts about your site's resource usage are sent. These alerts notify you when your site's resource usage is approaching your resource limit so that you can take action before resources are exhausted.

➢ ***To view the email alert address:***

- On the top navigation bar, click **site**. The email alert address is displayed on the site overview page in the **email address for alerts** text box.

Changing the E-mail Alert Addresses

The email alert address is address to which alerts about your site's resource usage are sent. These alerts notify you when your site's resource usage is approaching your resource limit so that you can take action before resources are exhausted.

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

1. On the top navigation bar, click **site**, then click **edit**.
2. On the edit contact information page, change the email address in the **email address for alerts** text box as needed.
3. Click **Save**.

Sending Mass E-mail Notifications

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

➢ ***To send a mass e-mail:***

1 Go to the mass e-mail notification page:

1. On the top navigation bar, click **Users**.
2. Click the **Notify Users** tab.

This page shows the e-mail contact addresses of all of the sites in your system.

2 In the From Address text box, type your return e-mail address.

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

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

5 Click **Send**.

The message is e-mailed to all users.

Managing E-mail Templates

In this section:

E-mail Templates Page

➢ ***To get to the email templates page:***

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

2 Click the **notify users** tab.

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

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

The default templates include variables (on page 59), 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 58).

Viewing E-mail 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 user. The default templates include variables (on page 59), which are replaced with the proper information whenever a message is sent.

➢ ***To view email templates:***

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

2 Click the **notify users** 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 E-mail 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 user. The default templates include variables (on page 59), 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 **users**.

   b Click the **notify users** 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**.

E-mail Templates 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 user. The default templates include variables, which are replaced with the proper information whenever a message is sent.

➢ ***To view the template variables:***

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

2 Click the **notify users** 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.

For the new user email template, variables include:

- **$CPServers**. The URL of the control panel server.
- **$CPIPs**. The alternate URL(s) the control panel server.
- **$MyOrg**. Your site name
- **$NewUserName**. The name of new user
- **$UserName**. The name of the user
- **$Password**. The Password for the user
- **$Login**. The Login ID for the new user
- **$IPAddress**. IP address of the requesting machine
- **$Threshold**. The threshold value for retrieving the password

CHAPTER 11

Reports

You can view the following types of reports:

- Action Log (on page 62). A record of the commands that have been submitted to the system by account holders in your site.
- Usage statistics (on page 61). Summary information about your site's use of available service components.
- CSV format (on page 61). CSV (comma-separated value) reports that contain usage statistics with the information in the report separated by commas. You can download CSV reports to your local system and import the information into spreadsheets and other programs.

In this chapter:

Usage Reports

In this section:

Viewing Usage Statistics

To view statistics showing your site's service usage, click **reports** on the top navigation bar, then click the **usage** tab.

Downloading CSV Reports

CSV (comma separated value) reports contain statistical information about your site's service usage 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 download CSV reports to your local system, then import them into spreadsheets and other data collection programs.

➢ ***To download a CSV report:***

1. Go to the Usage Overview page. To do this, on the top navigation bar, click reports, then click the usage tab.
2. Click **Download as CSV Report**.
3. In the File Download dialog box, click **Save**.
4. In the Save As box, choose where you want to save the file, then click **Save**.
5. When the download is complete, import the CSV report into spreadsheets and other programs as needed. For information about importing CSV information, see the documentation for your specific program.

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:***

1 On the Reports navigation panel, click **Action Log**.

2 The Action Log page (on page 63) is displayed.

Searching by Date

➢ ***To get to the Search by Date page:***

1 Click **Action Log** on the **Reports** navigation panel.

2 Click Search by Date on the action bar at the top of the Action Log page.

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

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

1 On the Search by Date page, choose the starting date of your search in the **From** boxes. Month appears first, then day, then year.

2 In the **To** boxes, choose the ending date of your search. Month appears first, then day, then year. To search for actions performed on a single date, enter the same date in both the From and To boxes.

3 Click **Search**. The Action Log page (on page 63) 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 64) is displayed.

Page-Specific Topics

In this section:

Action Log Page

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

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 62). Search for actions that were performed on a certain date or during a specific time period.
  - **overview**. View details of the action.

Action Log Details Page

➢ ***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.

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.

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 64).

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 63).

User Actions Page

➢ ***To get to the user actions page:***

1. On the top navigation panel, click **users**.
2. Select a user, then click **user actions**.

   The user actions page enables you to change a user's service settings from the site control panel. Click the links on this page to perform service-related tasks for each of the services enabled for the user.

   This page is available only if a service is enabled for the user and if that service has settings you can change.

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

Usage Overview Page

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

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

2 Click the **usage** tab.

The usage overview page shows the resource usage of each service component available to your site. Usage information is updated when service providers generate reports; site administrators cannot update the usage information.

For each component, information on this page includes:

Resource Limit	Description
Resource Type	A specific type of resource required by the service component. Some resource types include Number of Users, Bandwidth, Disk Space, Number of SQL DSNs, Number of Access DSNs, Number of DNS Zones, and Number of Sub-Domains.
Limit	The amount of the server resources available to the resource type.
Usage	The percentage of the resource type in use by users in your site.

The information on this page is also available in CSV (comma-separated value) format (on page 60). To download a CSV version of the report, click Download as CSV Report above the service information form.

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

CHAPTER 12

Your Account

In this chapter:

Changing Your Contact Information

The contact information page shows your site's contact information and enables you to change it. Service providers use this information when they need to contact you about your site.

➢ ***To change contact information:***

1 Go to the edit contact information page:

1. On the top navigation bar, click **site**.
2. Then click the **edit** tab.

2 Change your current contact information (on page 68) as needed.

3 Click **Save**.

Contact Information Page

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

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

2 Click **edit** on the site information form.

The contact information page shows your site's contact information and enables you to change it. Service providers use this information when they need to contact your site.

Information on this page includes:

- **Contact Name**. The name of your site's contact person. This information is optional, and you can enter up to 128 characters.
- **Email**. An email address for your site's contact person. If you want to use the same address for both of these email contacts, you need to edit them separately.
- **Email address for alerts**. The email address to which alerts about your site's resource usage are sent. These alerts notify you when your site's resource usage is approaching your resource limit so that you can take action before resources are exhausted.

➢ ***To change contact information:***

1 Click **edit** at the bottom of the form.

2 Type the new information in the text boxes.

3 Click **Save**.