HOSTING CONTROLLER 7C
WEB ADMINISTRATOR GUIDE.

INTRODUCTION

WHAT IS HC7

HC7 is designed to ease its customers to give them the freedom to use any operating system. So now the customers while managing routine task of hosting bossiness can enjoy the flexibility of the software as well. HC7 lets its users perform all the functions seamlessly and consistently in a confined separate environment for hosts, resellers and administrators.

They include all the administration tasks, server management, server migration, penta nine up time, built in smart back up and recovery system, DNS, mail, database connections, database backups and restoration, Website statistics and complete integrated auto billing . All the HC7 users can efficiently manage and maintain their FTP & web based sites.
The software differentiates itself from its competition by offering the most complete multilingual support of any hosting control panel system. Hosting Controller is available in 14 different languages including English, Spanish, Portuguese, Italian, Chinese, Korean, Russian, and Japanese.

HC7 is designed and developed as software system that can:

- Manage a cluster of web servers that exposes a centralized interface posing as single virtual entity.
- Capable of rebuilding any of its components (web servers) in case of any component break down, that means an assurance of 99.999% domain uptime.
- The n number of servers can have any Operating System (Windows/ Linux) installed on it.
- A Load Balancer should monitor and regulate the traffic within the cluster.

HC7 FEATURES AT A GLANCE

- Flexibility to use any operating system (Windows, Linux).
- Cluster Management with single UI.
- Built in Smart back-up.
- Built in Smart recovery.
- Built in Load Balancing Component.
- Complete Migration of Existing Accounts & Websites.
- Unlimited Reseller Hosting.
- Unlimited Hosting Plan Creation.
- Private Labeling.
- Name-based & IP-based Hosting.
- MS FTP and Serv-U FTP support.
- Support for 6 Mail Servers, 3 DNS Servers, 5 Web Statistic Servers.

- Support for EVERY Payment Processor.
- Support for 2 Domain Registrars.
- Standardized Domain Registration Management.
- Complete DNS/Mail/IIS/Stats Automation.
- Advanced Integrated Billing.
- Integrated control within panel.
- Integrated Trouble Ticket System.
- Integrated Message Center.
- Click & Install Applications.
- Customizable Sign-up Forms.
- Disk Usage Reports & Alerts.
- Bandwidth Usage Reports & Alerts.
- Hosting Quota Reports & Alerts.
- Versatile Skin Layouts and Themes.
- Database Manager, FrontPage Manager, SSL Manager, COM Manager.
- Folder Manager, Index Server Manager, Windows Services Manager.
- Easy Custom Menu addition.
- Install on Click Forum Application.
- Life Time 24x6 FREE Support & Installation.

HC7 SECTIONS SUBSECTIONS

To give you a better understanding of the product structure and its interface you must know the main areas the product is divided. Most of them are based on the functioning they provide.

HC7 is divided into following sections and subsections (each sub-section may also have it own further division):

- **General**
  - User Manager
  - Domains
- **Hosting Manager**
  - Hosting Plans
  - Billing System
  - Reports
- **Toolbox**
  - Tools
- **System**
  - My Server
- **Help**
  - Trouble Ticket
  - Message Center

GENERAL

USER MANAGER

During the process of hosting a new client, you need to add a new user (reseller) for that client. Panel enables you to list all of your users and edit or delete those users, if required. Once a new user has been added, you can sell plans to that user.

Following are the tasks you can perform under this section:

- Viewing all your users.
- Editing account of a user.
- Disable the account of a user.
- Deleting an existing user.
- Adding an FTP user.
- Granting folder access to the new FTP user.

ADDING AN FTP USER

To add a new ftp user click the user manager menu:

- Click the ***User Manager*** menu under the ***General*** section.
- Click ***Add User*** submenu.
- On add FTP user page provide the ***General Information*** and click ***Add User*** button:

Login Name:
This is the login name of the FTP User.
Login Password:
The FTP User has to provide a password to have access to the panel. The login name is visible, but the password is not visible. It is a set of secret characters. It is recommended that password should consist of a combination of letters and numbers.
Confirm Password:
Here re-type the password you have provided in the above field.
Description:
This is any extra information you like to add about your FTP User to make it more descriptive.
Disable User:
Tick this check box if you want to disable the account of this FTP User. This is normally done in case the user has not paid any due payments.

Select the Folder on which you want to Grant Access to this User:
With every website, panel creates four folders in website folder. At the time of FTP user creation, you may require to grant access to these folders. But you have to grant this access separately for each folder for every website. All the websites created under your account will be displayed.

WWW:
The websites files are uploaded to the /www folder.
DB:
The website database will be uploaded in the /db folder.
SPECIAL:
This is a spare folder and can be used for any purposes, for example the mail boxes for your website could be stored in the /special folder.
LOG:
The website logs will be stored in the /log folder. The user can download raw logs from here.

DISABLING THE ACCOUNT OF A USER

To disable the account of an FTP user:

- Click the ***User Manager*** menu under the ***General*** section.
- Click the ***My User*** submenu.
- Select the required user in the table listing and press the ***Edit Account*** button.
- Tick the ***Disable Account*** check box and click ***Save Settings*** button.

DELETING AN EXISTING USER

To delete a exiting user account:

- Click the ***User Manager*** menu under ***General*** section.
- Click the ***My User*** submenu.
- In the table listing select the required user and press the ***Delete*** button.

GRANTING FOLDER ACCESS TO THE NEW FTP USER

To grant folder access to the new user:

- Click the ***User Manager*** menu under the ***General*** section.
- Click ***Add User*** submenu.
- On add FTP user page provide the ***General Information*** about the new user, grant the access as follows:

  Select the Folder on which you want to Grant Access to this User:
  With every website, panel creates four folders in website folder. At the time of FTP user creation, you may require to grant access to these folders. But you have to grant this access separately for each folder for every website. All the websites created under your account will be displayed.

  WWW:
  The websites files are uploaded to the /www folder.
  DB:
  The website database will be uploaded in the /db folder.
  SPECIAL:
  This is a spare folder and can be used for any purposes, for example the mail boxes for your website could be stored in the /special folder.
  LOG:
  The website logs will be stored in the /log folder. The user can download raw logs from here.

VIEWING DETAILS OF ALL YOUR USERS

To view all you users:

- Click ***User Manager*** menu under ***General*** section.
- You will be displayed with the following details about all your users.
-

  User Name:
  This is the user's login name. You can sort users by using this link. This is actually the access name of the user for the panel.
  Description:
  It is actually any related information about your user, which may further help to describe the user.
  Level:
  It shows if the webadmin is at webadmins level or a FTP User.

EDITING ACCOUNT OF A USER

To edit the account of a user:

- Click the ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click the ***My User*** submenu
- Select the user from the table listing for whom you want to edit the account.
- Click the ***Edit Account*** button.

- You will be directed to the edit account page.
- Update the information as required and press the ***Update Account*** button.

Change Password
To change the password of the selected user, tick this check box. When you tick this check box, two new following fields appear on the screen.
Login Password:
Here provide the new password.
Confirm Password:
Here re-type the given password.
User Disabled:
To disable the user account, tick this check box.

DOMAINS

Domain Registration is a process of selecting a unique name on the Internet. If no other such name exists all over the internet only then you can successfully register the desired name. A domain name is always unique over the internet

These are the task you can perform related to domain name registrations:

- Searching a specific website.
- Adding a new website.
- Viewing all your FTP Sites.
- Viewing your Name Based FTP websites
- Viewing all your website.
- Viewing properties of a particular website.
- Creating a sub domain.
- How to stop/start a website.
- Redirecting a website to a new URL.
- Setting access permissions for your websites.
- Editing custom errors for your website.
- Setting host headers for your website.
- Adding a virtual directory for your website.
- Adding a private folder for your website.
- Adding mail box for your mail domain.
- Adding a list for your mail domain.
- Deleting the mail box for your website.
- Viewing database details of your website.
- Taking backup of the database for your website.
- Restoring the database for your website.
- Deleting the database for your website.
- Adding a new database for your website.
- Viewing details of ODBC DSN for your website.
- Editing the DSN.
- Deleting the existing ODBC DSN.
- Installing FrontPage extension for your website.
- Viewing that stats of your website.
- Deleting the statistics website.
- Enabling/Disabling Perl Scripting for your website.
- Enabling/Disabling ASP Scripting for your website.
- Enabling/Disabling PHP Scripting for your website.
- Enabling/Disabling Cold Fusion Scripting for your website.
- Viewing details of Shared SSL for your website.
- Installing blogs for your website.
- Delete/ Disable blog for your website.
- Enable/Disable ASPFusion components for your website.

- Installing forums for your website.
- Creating index catalogs for your website.
- Viewing DNS zones for your website.
- Unregistering a COM components for your website.
- Viewing folder hierarchy for your website.
- Adding new folder for your website.
- Setting access permissions for your website folders.
- Viewing Disk Usage summary for your website.
- Viewing Bandwidth consumption for your website.
- Deleting a website.

SEARCHING A SPECIFIC WEBSITE

To search a particular website:

- Click the Domains menu under the General section.
- Above the table listing type in the name of the domain you want to search, and click the search image icon.

ADDING A NEW WEBSITE

To add a new website:

- Click the ***Domains*** menu under the ***General*** section.
- Click the ***Add New Domain*** submenu.
- On the add website page provide the following information ad click the ***Add Website*** button.

General Information

Website Name:
Here enter the name of the website.
Website Owner:
Here select the login name of the webadmin, from the drop down menu, for whom you are adding the website. You can also add the website for a new webadmin by selecting the "Create New User" option.
Website Type:
Select the type of the website being added. It can be IP based or Name Based.

- To create a website that has its own separate public IP address and the respective HTTP GET requests are resolved by using the IP address instead of the name, then choose the IP based Domain option.
- To create a website that shares a single public IP address with other website, then choose the name based domain option. Such websites can not be accessed through IP address directly.

Mail Enable:
Tick this check box to enable the mail access for the website.
Mail Password:
Here enter the password required for the mail access.

Advanced Settings:
To make the advanced settings for the website, click this button this includes settings like anonymous access, permissions etc.

Allow Anonymous:
Anonymous access, when enabled, allows anyone access without asking for a user name or password. By default anonymous access is ON.
Access Permissions:
You can set a variety of access permissions that apply to the virtual directory as a whole. This can range from only allowing browsers to read the virtual directory right through to allowing browsers to view your directory structure. The following permissions are available. And you can have multiple types of permissions available at a time.

Read
Sites with read access will be displayed to browsers.

Write
Sites with write access can be modified by browsers.
Directory Browsing
Sites with directory browsing access will display the directory structure to browsers.
Enable Default Document:
Tick this check box to enable default document for the selected website. A default document tells the web server how to behave when it receives a request for your site that does not specify a specific page. For example, when a web server receives a request for http://yourdomain.com, you can set it to automatically display any document titled default.htm, followed by default.asp, default.html etc., or any other name or type of file you want.
Default Document:
In Default Document box, enter the names of the documents that you want processed first in order, each followed by a comma and no space. e.g. default.htm, default.asp, index.htm, index.asp.

Hosting Plan Information:

Hosting Plan:
This is the hosting plan information for the site being added.
Sell This Plan:
You also have to sell a plan to the new user you have added for the website being added. Select the required plan from the drop down menu to sell to the new user.

IP Address / Name Based:
In case you have selected the IP based option for the website, then you have to select the IP from the drop down menu.
If you have selected the name based option you need to select a virtual directory here. And your default selected option selected here would be “Create Temporary Virtual Directory”

CREATING A SUB-DOMAIN

To add a sub domain for a website:

- Click the ***Domains*** menu under the ***General*** section.
- Click the ***My Website*** submenu.
- In the table listing select the required domain and click the ***Sub Domain*** button
- On the add sub domain page provide the following information and click the ***Add Sub Domain*** button.

General Information

Sub Domain Name:
Here enter the required name for the sub-domain. For example sale.yourdomain.com or support.yourdomain.com
Website Owner:
Here select the login name of the webadmin, from the drop down menu, for whom you are adding the website. You can also add the website for a new webadmin by selecting the “Create New User” option.
Website Type:
Select the type of the website being added. It can be IP based or Name Based.

- To create a website that has its own separate public IP address and the respective HTTP GET requests are resolved by using the IP address instead of the name, then choose the IP based Domain option.
- To create a website that shares a single public IP address with other website, then choose the name based domain option. Such websites can not be accessed through IP address directly.

Mail Enable:
Tick this check box to enable the mail access for the website.
Mail Password:
Here enter the password required for the mail access.

Advanced Settings:
To make the advanced settings for the website, click this button this includes settings like anonymous access, permissions etc.

Allow Anonymous:
Anonymous access, when enabled, allows anyone access without asking for a user name or password. By default anonymous access is ON.
Access Permissions:
You can set a variety of access permissions that apply to the virtual directory as a whole. This can range from only allowing browsers to read the virtual directory right through to allowing browsers to view your directory structure. The following permissions are available. And you can have multiple types of permissions available at a time.

Read
Sites with read access will be displayed to browsers.
Write
Sites with write access can be modified by browsers.
Directory Browsing
Sites with directory browsing access will display the directory structure to browsers.

Enable Default Document:
Tick this check box to enable default document for the selected website. A default document tells the web server how to behave when it receives a request for your site that does not specify a specific page. For example, when a web server receives a request for http://yourdomain.com, you can set it to automatically display any document titled default.htm, followed by default.asp, default.html etc., or any other name or type of file you want.
Default Document:
In Default Document box, enter the names of the documents that you want processed first in order, each followed by a comma and no space. e.g. default.htm, default.asp, index.htm, index.asp.

Hosting Plan Information:

Hosting Plan:
This is the hosting plan information for the site being added.
Sell This Plan:
You also have to sell a plan to the new user you have added for the website being added. Select the required plan from the drop down menu to sell to the new user.

IP Address / Name Based:
In case you have selected the IP based option for the website, then you have to select the IP from the drop down menu.
If you have selected the name based option you need to select a virtual directory here. And your default selected option selected here would be "Create Temporary Virtual Directory"

ADDING A MAIL LIST FOR YOUR MAIL DOMAIN

To add a mail list for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Mail*** link.
- In the table listing click the required domain for which you want to add the mail list, and press the ***Lists*** button.
- On the list page, provide the ***List Name***, ***List Administrator*** and ***Members*** and click the ***Add List*** button.

VIEWING DETAILS OF YOUR WEBSITES

To view the details of all your domain:

- Click the ***Domains*** menu under the ***General*** section.
- Click the ***My Websites*** submenu.

- You will be displayed with the following details about your domain in a table listing

  Website Name:
  This is the name of website. The name of the site is also a hyperlink to access it. So you can directly browse the site by just clicking Website Name link of that specific site. For example you can browse the site www.myfirstwebsite.com by clicking its name in the Website Name column.
  Owner:
  This is the login name of the webadmin who owns the website. The table listing can be sorted on the basis of the owners.
  IP Based:
  This shows if the website is IP based. If IP Based is NO then the website is sharing a single IP with multiple sites. If IP Based is YES then the site is created on a dedicated IP address.
  Plan Name:
  This is the name of the plan under which the respective website is created.

VIEWING THE DETAILS OF THE NAME BASED FTP WEBSITES

To view the details of all your name based websites:

- Click the ***Domains*** menu under the ***General*** section.
- Click the ***Name Based Sites*** submenu.
- You will be displayed with the ***NameBased FTP Site Name*** column, where you can select the website and set its properties.

VIEWING THE DETAILS OF THE FTP SITES

To view the details of your FTP sites:

- Click the ***Domain*** menu under the ***General*** section.
- Click the ***FTP Site*** submenu.
- You will be displayed with the following information about the FTP sites:

  FTP Site Name:
  This is the name of the FTP Site.
  Owner:
  This is the login name of the user who own the website.
  Plan:
  This is the plan name under the FTP site is created.

VIEWING PROPERTIES OF A PARTICULAR WEBSITE

To view the properties of a particular website:

- Click the ***Domains*** menu under the ***General*** section.
- Click the ***My Website*** submenu.
- In the table listing select the required website and click the ***Properties*** button.
- You will be displayed with the following properties about the website.

  General Information:
  This is the general information related to the selected website. And it consists of the following information.
  Owner:
  This is the login name of the user who owns the website.
  Hosting plan:
  This is the plan name under which the selected website is created.

Domain Status:
It is the current status of website. It can be either Running or Stopped.
IP Address:
This is the IP Address of the website.
Resources:
These are the details of all the hosting means assigned in the respective plan.
Allowed:
This is the quantity/limit of the respective resource you can use according to your plan.
Used:
This is the consumed/used respective resources of what you were allowed.

DELETING A WEBSITE

To delete a website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click ***Delete*** button.
- Your website will be deleted.
- After website deletion you will be displayed with the deletion summary.

Note:
Panel will only provide a confirmation message, before deleting the website. And once that message is confirmed the website will be deleted. With the website deletion all the website resources (POP Boxes, sub domains, mail domains etc), services (mail boxes, mail lists, database etc) and settings (scripting settings) will be deleted as well.

VIEWING DISK USAGE SUMMARY FOR YOUR WEBSITE

To view the disk usage summary for your website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Reports*** section click the ***Bandwidth Usage*** link.

ADDING A VIRTUAL DIRECTORY FOR YOUR WEBSITE

To add a virtual directory for you website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Domain*** section click the ***Virtual Directory*** button.
- Click the ***Add Virtual Directory*** button, and provide the following information for the website.

Directory Name:
Here enter the name you want to give to the virtual directory being added.
Physical Path:
Here enter the physical path for the virtual directory being added.
Allow Anonymous:
Anonymous access, when enabled, allows anyone access without asking for a user name or password. By default anonymous access is ON.
Access Permissions:
You can set a variety of access permissions that apply to the virtual directory as a whole. This can range from only allowing browsers to read the virtual directory right

through to allowing browsers to view your directory structure. The following permissions are available. And you can have multiple types of permissions available at a time.

Read
Sites with read access will be displayed to browsers.
Write
Sites with write access can be modified by browsers.
Directory Browsing
Sites with directory browsing access will display the directory structure to browsers.

Execute Permissions:
Sites with execute access will allow applications to run.

None:
This option implies that you don't allow any kind of script or executables to run at the selected website.
Scripts:
This option implies that you only allow scripts to run at selected website.
Scripts & Executables:
This option implies that you only allow both scripts and executables to run at selected website.

ADDING MAIL BOX FOR YOUR MAIL DOMAIN

To add a mail box for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Mail*** link.
- In the table listing click the domain for which you want to add mail box, and press the ***Mailboxes*** button.
- On the mail boxes page click the ***Add Mail Box*** button and provide the following information for the new mail box:

Mailbox Name:
Here enter the name you want to give to the new mail box. For example comments, FAQ etc.
Password:
Here enter the password you want to set for the new mail box.
Confirm Password:
Here re-type the password you have just entered in the above field.
Forward Address:
Here enter the forward address for the new mail box.
Account Type:
Here select the account type. It can be user or admin. Both have different access privileges, so it is recommended that it should be properly chosen.

DELETING THE EXISTING ODBC DSN

To delete a DSN for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***DSN*** link.
- In the table listing select the required DSN and click the ***Delete*** button.

INSTALLING FORUMS FOR YOUR WEBSITE

To install the forums for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Services*** section click the ***Forums*** link.
- Provide the ***General Preferences*** and ***Color Preferences*** for the forums and click the ***Install Forums*** button.

VIEWING FOLDER HIERARCHY FOR YOUR WEBSITE

To view the folder hierarchy for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Folder Manager*** link.
- On the Folder Manager page you can view the folder hierarchy and listing. You can also browse your website folders from here as well.

HOW TO STOP/START A WEBSITE

To stop/start a website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Domain*** section click the ***Start/Stop*** website link.

The website will be stopped if it was running
The website will be started if it was stopped.

CREATING INDEX CATALOGS FOR YOUR WEBSITE

To create index catalogs for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Services*** section click the ***Index Server*** link.
- Click the ***Create Catalog*** button for your website.

INSTALLING FRONTPAGE EXTENSION FOR YOUR WEBSITE

To install the front page extensions for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***FrontPage*** link.
- On the FrontPage Extension page, select the ***Website Name*** and ***SMTP Server*** and click the ***Install FrontPage*** button.

DELETE/DISABLE BLOGS FORM YOUR WEBSITE

To delete blog for your website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Blog*** link.
- In the table listing click the required website and click the ***Delete/Disable*** link.

Note:
You can only disable/delete blog if they are installed for your website.

DELETE/DISABLE YOUR SITE STATS

To delete the stats for your website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Web Stats*** link.
- In the table listing click the required stats site and click the ***Delete/Disable*** link.

EDITING CUSTOM ERRORS FOR YOUR WEBSITE

To edit the custom errors for a website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Domain*** section click the ***Custom Error*** link.
- Select the respective error from the ***HTTP Error*** column and click the ***Edit Message*** button.
- Provide the following information as required and click the ***Save Settings*** button.

  Error Code:
  This is the error code you are editing. It is prepopulated by the panel for your ease.

  Default Text:
  This is the default text for this code. This is also repopulated by the panel for your ease.

  Message Type:
  Select File to customize an error message by mapping to a file, or select URL to customize an error message by mapping to a URL.

  File / URL:
  Enter the File or URL path of the new error page in this box.

UNREGISTERING A COM COMPONENTS FOR YOUR WEBSITE

To unregister a COM:

- Click the ***Domains*** menu under the ***General*** section.
- Click the ***COM*** submenu.
- In the table listing, select the required COM and press the ***UnRegister*** button.

DELETING THE MAIL DOMAIN FOR YOUR WEBSITE

To delete a mail domain for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Mail*** link.
- In the table listing click the domain for which you want to delete and press ***Delete*** button.

ADDING NEW FOLDER FOR YOUR WEBSITE

To add new folder for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Folder Manager*** link.

To add a new folder click the add folder button
To add a new file click the add new file button

SETTING ACCESS PERMISSIONS FOR YOUR WEBSITES

To set the access permission for a website

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Domain*** section click the ***Permissions*** link.
- Provide the following information as required and click the ***Save Settings*** button.

Allow Anonymous:
Anonymous access, when enabled, allows anyone access without asking for a user name or password. By default anonymous access is ON.

Access Permissions:
You can set a variety of access permissions that apply to the virtual directory as a whole. This can range from only allowing browsers to read the virtual directory right through to allowing browsers to view your directory structure. The following permissions are available. And you can have multiple types of permissions available at a time.

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Sites with read access will be displayed to browsers.

Write
Sites with write access can be modified by browsers.

Directory Browsing
Sites with directory browsing access will display the directory structure to browsers.

Execute Permissions:
Sites with execute access will allow applications to run.

Scripts:
This option implies that you only allow scripts to run at selected website.

Scripts & Executables:
This option implies that you only allow both scripts and executables to run at selected website.

Enable Logging:

Logging keeps a track of unique visit reports, referral reports, error reports, and a variety of other useful information. It is recommended that you enable logging, in case you have any unusual problems with your web site. All the logs are generated in '\log' folder of your website.

DELETING THE WEB SATISTICS OF YOUR WEBSITE

To delete the statistics of the website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Web Stats*** link.
- In the table listing click the domain for which you want to delete and press ***Delete*** button.

ENABLING/DISBALING ASP NET SCRIPTING FOR YOUR WEBSITE

To enable/disable ASP Net scripting for a website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Click the ***Scripting*** link.
- Click the ***ASP Net*** link.

  - To enable scripting select the website and click ***Enable*** button.
    (Scripting can only be enabled if it was disabled)
  - To disable scripting select the required website and click ***Disable*** button.

ENABLING/DISBALING COLD FUSION SCRIPTING FOR YOUR WEBSITE

To enable/disable Cold Fusion scripting for a website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Click the ***Scripting*** link.
- Click the ***Cold Fusion*** link.

  - To enable scripting select the website and click ***Enable*** button.
    (Scripting can only be enabled if it was disabled)
  - To disable scripting select the required website and click ***Disable*** button.

ENABLING/DISBALING PERL SCRIPTING FOR YOUR WEBSITE

To enable/disable Perl scripting for a website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.

- Click the ***Scripting*** link.
- Click the ***Perl*** link.

    - To enable scripting select the website and click ***Enable*** button. (Scripting can only be enabled if it was disabled)
    - To disable scripting select the required website and click ***Disable*** button.

ENABLING/DISBALING PHP SCRIPTING FOR YOUR WEBSITE

To enable/disable PHP scripting for a website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Click the ***Scripting*** link.
- Click the ***PHP*** link.

    - To enable scripting select the website and click ***Enable*** button. (Scripting can only be enabled if it was disabled)
    - To disable scripting select the required website and click ***Disable*** button.

VIEWING BANDWIDTH CONSUMPTION FOR YOUR WEBSITE

To view the disk usage summary for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Reports*** section click the ***Disk Usage*** link.

VIEWING THE STATISTICS OF YOUR WEBSITE

To view the stats for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Web Stats*** link.
- In the table listing, click the ***View Stats*** link for the required website.

VIEWING THE ASPFUSION COMPONENTS DETAILS ON YOUR WEBSITES

To view the ASPFusion details on your websites:

- Click the ***Tools*** menu, under the ***Toolbox*** section.
- Click the ***ASPFusion*** link.
- You will be displayed with the following details about the aspFusion components on your websites:

Website Name:

This is the name of the website for which you are given ASPFusion information.
Owner:
This is the login name of the user who created the website.
Status:
This is the status ASPFusion components on the website. It can be ***ON*** or ***OFF***.

VIEWING DATABASE DETAILS OF YOUR WEBSITE

To view the details of the database of your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Database*** link.
- You will be displayed with the following details about the databases:

Database Name:
This is the name of the database. You can sort the database on the basis of their names.
Database Type:
This is the type of the database. It can be MS SQL or MySql.
Associated Website:
This is the name of the associated website with this database with this database.

DELETING THE DATABASE FOR YOUR WEBSITE

To delete the database of your website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Database*** link.
- In the table listing click the required database and click the ***Delete*** button.

RESTORING THE DATABASE FOR YOUR WEBSITE

To restore the database of your website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***Database*** link.
- In the table listing click the required database and click the ***Restore*** button.

TAKING BACKUP OF THE DATABASE FOR YOUR WEBSITE

To take the backup of the database of your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.

- Under the ***Tools*** section click the ***Database*** link.
- In the table listing click the required database and click the ***Backup*** button.

SETTING HOST HEADERS FOR YOUR WEBSITE

To set the host header for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***General*** section click the ***Host Header*** link.
- On Host Headers page, Click ***Add Host Header*** button.

Following order should be used while adding new host headers:
- domain.com
- www.domain.com

ADDING A PRIVATE FOLDER FOR YOUR WEBSITE

To add a private folder for your website:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Domain*** section click the ***Private Folder*** link.
- On the add private folder page provide the following information and click ***Add Private Folder*** button.

Website Name:
Select the website form the drop down menu for which you want to add the private folder.
Folder Path:
Here enter the correct path for the new folder
User Name:
Here enter the user name for the folder being added
User Password:
Here enter the user password to access this folder
Confirm password:
Here re-type the password.

REDIRECTING A WEBSITE TO A NEW URL

To redirect a website to a new URL:

- Click the ***Domains*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Domain*** section click the URL Redirection button and provide the following information and click the ***Save Settings*** button.

Enable Redirect URL:
You can set your web site domain to automatically redirect any browser traffic to another site. This is generally used if you have moved your web site to another domain name.
Tick this check box to enable redirection for the selected website.
Redirect URL:
Here enter the redirection address in the Redirect URL field. e.g. http://Domain.com.

Enable Default Document:
Tick this check box to enable default document for the selected website. A default document tells the web server how to behave when it receives a request for your site that does not specify a specific page. For example, when a web server receives a request for http://yourdomain.com, you can set it to automatically display any document titled default.htm, followed by default.asp, default.html etc., or any other name or type of file you want.
Default Document:
In Default Document box, enter the names of the documents that you want processed first in order, each followed by a comma and no space. e.g. default.htm, default.asp, index.htm, index.asp.

HOSTING MANAGER

HOSTING PLANS

The My Plan section lists all the available hosting plans at any time in a table view format shown as under. Normally When you click on the Hosting Plan menu, the plans are listed by default there and the My Plan submenu is disabled. Still in case you have visited other submenus of the hosting plan section you can view the My Plan listing by simply clicking the My Plan submenu. By selecting any plan you can quickly edit the properties or resources of any of the listed plans from this window.

You can perform following tasks under this section:

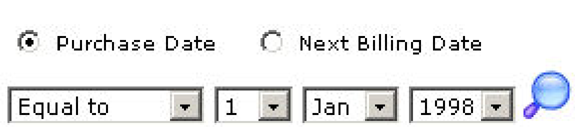
- Viewing all your purchased plans.
- Search a purchased plan.
- Viewing details of a particular purchased plan.
- Purchasing a plan.
- Comparing plans before purchasing.
- Viewing plan details before purchasing.

SEARCHING A PURCHASED PLAN

To search a purchased plan:

- Click the ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click the ***Purchased Plan*** submenu.
- Above the table listing, enter the name of the required plan in the search text field and press the search image icon.
- The plans can be searched depending on the ***Purchased Date*** and ***Next Billing Date***.
- Select the option best suited from the drop down menu:

Equal To:
Search all the plans having date equal to the provided date.
Less Than:
Search al the plans having date lesser than the provided date
Greater Than:
Search all the plans having date greater than the provided date.



VIEWING DETAILS OF A PARTICULAR PURCHASED PLAN

To view the details of a plan:

- Click ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click ***Purchased Plan*** submenu under the ***My host Plans*** section
- In the table listing select the required plan and click the ***Details*** button.
- You will be displayed with the ***General Information*** & ***Financial Details*** of the selected plan.

COMPARING PLANS BEFORE PURCHASING

Hosting Controller allows you to compare two or more plans any time. This feature is very useful to give you a clear idea about your plans. This comparison is done on the basis of plan availability, resources and number of resources. After comparing you can sell any of the plan required. Note that at least two plans should be selected for comparison.

To compare plans (two or more) before purchasing:

- Click the ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click the ***Purchase a Plan*** submenu under the ***My host Plans*** section.
- In the table listing select the plans you want to compare and press the ***Compare*** button.
- You will be displayed with the plan comparison report. This comparison is composed of three sections, ***Plan Information , Financial Details*** and the ***Plan Resources*.**
- After you have compared the plans you can directly buy any of the plan (if required), by clicking the ***Purchase*** button.

PURCHASING A PLAN

To purchase a plan:

- Click ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click the ***Purchase a Plan*** submenu under the ***My Host Plans*** section.
- In the table listing, select the required plan (Windows / Linux) and clisk ***Purchase*** button.
- You will be displayed with the ***General Details***, ***Financial Details***, and ***Purchase Details*** on the purchase plan page.
- Click the ***Purchase Now*** button if you want to purchase this plan.

VIEWING PLAN DETAILS BEFORE PURCHASING

To view the details of a plan:

- Click ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click ***Purchase a Plan*** submenu.
- In the table listing select the required plan and click the ***Details*** button.
- You will be displayed with the ***Plan Information***, ***Financial Details*** and ***Plan Resources*** for the selected plan.

VIEWING ALL YOUR PURCHASED PLANS

To view your purchased plans:

- Click the ***Hosting Plan*** menu under the ***Hosting Manager*** section.
- Click the ***Purchased Plans*** submenu.
- You will be displayed with the details about your purchased plan, in a table listing.

Plan Name:
This is the name of the plan.
Purchased On:
This is the date when the plan was purchased.
Due Since:
This is the date since the plan payment is currently due. You can also sort the plans on the basis of their Due Date.
Next Billing Date:
This is the next coming billing date for the respective plan.

BILLING SYSTEM

Hosting Controller 7 has its own powerful ***built-in*** billing system and provides all the modern facilities which any other billing software can. As soon as you install the HC7 it is ready to use and you only need to configure it, which is also a very easy. It not only gives the basic billing features but also has mature reporting to give you the clear view for your financial transactions.

Following are the tasks you can perform under this section:

- How to fill your payment form and pay your bill.
- How to view your Transaction Statement.
- How to view the details of an invoice.
- How to view the details of a payment.

HOW TO FILL THE PAYMENT FORM AND PAY YOUR BILL

Payment form is required to pay your bills. Normally the information you require is pre-populated form your Billing Profile and thus saves your time. You must provide correct information in the payment form to avoid any kind of mistake.

To make the payment through the Payment Form:

- Click **Billing System** menu under the **Hosting Manager** section.
- Click the **Payment Form** submenu.
- Provide the following information and click the **Pay Now** button.

First Name :
Here update your first name
Last Name :
here update your second name
Street Address:
Here update your address.
City :
Here update the city if required.
Country :
Here update the country if required.
Province / State :
Here update the province/state if required.
Email Address :
Here update you email address. in case you have changes your email address, updating your account should be the first thing you should be doing. As all your correspondence is done through this email address.
Phone No:
Here update your phone number as required.
Fax No :
Here update your fax number if required.
Zip / Postal Code :
update the zip/postal code if required.
Payment Mode:
Here select the gateway you want to set for the payment.

Credit Card Number:
Here enter your credit card number.
Expiration Date:
Here enter the expiration date of your credit card.
CVV2 Number:
Here enter the CV 2 number of your credit card.
Your Arrears:
These are your previous arrears.
Amount to be Paid:
Here enter the amount you intend to pay for this transaction.

VIEWING YOUR TRANSACTION STATEMENT

To view your transaction statement:

- Click the ***Billing System*** menu under the ***General*** section.
- Click the ***Transaction Statement*** submenu.
- You will be displayed with the following details about your transaction statement:

User Details:
These are the pre-populated details about you.
Account:
It is your login name. Your login name logically represents your account.
Closing Balance:
It is your current balance.
Currency:
This is the currency your reseller has selected for auto billing in panel.
Transaction Statement:
Following are the further details for the transaction statement.
From:
Select the date from when you want to view the transaction statement, from the drop down menu.
To:
Select the date till when you want to view the transaction statement, form the drop down menu.

Transaction ID:
This is the unique ID of payment or invoice. 'Pmt' stands for Payment where as 'Inv' stands for Invoice.
Plan Name:
This is your relevant plan for the invoice.
Date:
This is the invoice/payment creation date.
Amount:
This is the amount to be paid for invoice or payment. An amount in Green color always stands for payment. And amount in red stand for invoice.
Running Balance:
Running balance is the total credit or debit amount for the respective invoice or payment.
To view report you can select the required option from the drop down:

To view transaction statement for:

- All invoices select: All Invs
- All paid Invoices: Paid Invs
- All the partially paid invoices: Part Paid Invs
- All the due invoices: Due Invs
- All valid payments: Valid Pmts
- All pending payments: Pending Pmts

Note:
Payments can be Consumed, Partially Consumed, or Not Consumed.
Invoices can be Paid, Partially Paid or Due.

You can double click any invoice or payment, to view it further details.

VIEWING THE DETAILS OF A PAYMENT

To view the details of a payment:

- Click the ***Billing System*** under the ***Hosting Manager.***
- Click the ***Transaction Statement*** submenu.
- Double click the required payment or invoice.
- You will be displayed with the following details of the payment.

Amount:
It stands for the payment amount.
Date:
This is the payment date.
Description:
It can be either Paid through Panel interface or Offline Payment.
Cheque No:
This is the number of that Cheque which was used to make payment.
Bank:
This is the name of the bank which was used to make the payment.
Account No:
This is the account number which was used to make the payment.
Routing No:
This is the routing number for the above bank.

VIEWING THE DETAILS OF AN INVOICE

To view the details of an invoice :

- Click the ***Billing System*** under the ***Hosting Manager.***
- Click the ***Transaction Statement*** submenu.
- Double click the required payment or invoice.
- You will be displayed with the following details of the invoice.

General Details:
Following are the general details related to this invoice.
Account:
This is the login name of the user.
Email:
This is the email account that is provided in the Billing Profile of the user.
Phone:
This is the phone that is provided in the Billing Profile number of the user.
Address:
This is the address that is provided in the Billing Profile of the user.
Due Date:
This is the due date for the invoice payment.

Note: All the due dates are in red color

Plan Name:
This is the pre-populated plan name for the invoice.
Price:
This is the price that was set for this plan. Both SetUp Price and Promotional Price are displayed separately here.
Setup Price:
This the setup price set for this plan.
Promotional Price:
This is the Promotional Price set for this plan. It can be zero if there was no Promotional Price offered to the user.
Discount:

This is the discount set for this plan
Duration:
This is duration of the invoice.
Total:
This is the total price that is to be paid.
Tax:
This is the percent tax applied to this invoice.
Net Price:
This is the total price for the invoice.
Advanced Payment:
It is said to be Advanced Payment if the promotional price was set zero for this plan and at the time of plan selling recurring price was charged.

REPORTS

Hosting Quota:
The hosting quota submenu is used to view the quota related to the hosting resources. It provides you with all the details about your hosting resources.

Disk Usage:
The disk Quota submenu is used to view the details about the disk space consumption. As a webadmin you might be concerned with details like how much of the disk space is still left, or how the sold is being consumed etc. To view such details this submenu is used.

Bandwidth Usage:
The bandwidth usage submenu is used to view the details about the bandwidth consumption.

VIEWING YOUR HOSTING QUOTA

To view your hosting quota details:

- Click the ***Reports*** menu under the ***Hosting Manager*** section
- Click the ***Hosting Quota*** submenu.
- You will be displayed with the following details about the hosting quota:

Resource Name:
This is the resource name. Double click a resource name to view it further details.
Allocated:
This is the allocated quantity of the resource.
Consumed:
This is the consumed amount of the resource from the sold quantity.
Left to Consume:
This is the amount that is left to be consumed, from the sold amount.
Statistics:
These are all the statistic of the selected resources. If you have bought more then one plans then the statistics are displayed plan wise.

VIEWING YOUR DISK USAGE SUMMARY

To view your disk usage summary:

- Click the ***Reports*** menu under the ***Hosting Manager*** section.
- Click the ***Bandwidth Usage*** submenu.
- You will be displayed with the following details your bandwidth usage:

Plan Name:
This is the name of the plan(s) you have bought.
Allocated:
This is the allocated disk space (measured in MB) to the respective plan(s).
Consumed:

This is the disk space the respective plan has consumed.
Remaining:
This is the disk space left for each plan to be consumed.
Total:
In case you have bought more than one plans, the total of each quantity for all plans is also displayed for your convenience.

VIEWING YOUR BANDWIDTH USAGE SUMMARY

To view your bandwidth usage summary:

- Click the ***Reports*** menu under the ***Hosting Manager*** section.
- Click the ***Bandwidth Usage*** submenu.
- You will be displayed with the following details your bandwidth usage:

Plan Name:
This is the plan(s) name you have purchased.
Allocated:
This is the respective allocated bandwidth to the plan(s).
Consumed:
This is the consumed amount from the allocated bandwidth by the respective plan.
Remaining:
This is the remaining bandwidth of the allocated amount, excluding the consumed amount.
Total:
In case you have bought more than one plans, the total of each quantity for all plans is also displayed for your convenience.
Domain Name:
This is the domain(s) created under the plan(s).
Consumed:
This is the bandwidth consumed by the above domain(s).
Six Month Usage:
To view last six month's summary use this hyper link.

TOOLBOX

TOOLS

This is one of the key areas from the configurations and settings point of view. Here you can see all the tools which might be required by a website for proper functioning. It also consists of all the third party integrations.

The tools section consists of the following sub-sections:

FOLDER MANAGER

This submenu is used to manage your site folders/files through HTML, rather than an FTP tool or other third-party application. You can upload, create or delete files, organize files in folders, and edit files.

In this section you can:

- Viewing the details of website folders.
- Performing folder management tasks.
- Adding new folder/file.
- Zipping a folder/file.
- Uploading folder/file.

ADD A NEW FOLDER/FILE

To add a new folder:

- Click the **Tools** menu under the **Toolbox** submenu
- Click the ***Folder Manager*** submenu
- Under the ***Folders*** section locate the right path/location for the new file.
- To add a new file click the ***Add New File*** button
- A ***File Open Dialogue*** will open, locate the required file and click the ***Open*** button
- The new file will be added

To add a new folder:

- Click the **Tools** menu under the **Toolbox** submenu
- Click the ***Folder Manager*** submenu
- Under the ***Folders*** section locate the right path/location for the new folder.
- Click the ***Add New Folder*** button***.***
- A file open dialogue will open, locate the required folder and click the ***Open*** button the new folder will be added

ZIPPING A FOLDER/FILE

To Zip a file or folder:

- Click the ***Tools*** menu under the ***Toolbox*** submenu
- Click the ***Folder Manager*** submenu
- Provide the following information related to the zip file/folder and press the **Zip selected file/folder** button:

  Path:
  This is the path for the file/folder required to be zipped.
  Archive Name:
  Here enter the required archive name.
  Also ZIP Sub Folders:
  If you also want to zip the sub folder, tick this check box.

VIEWING THE DETAILS OF WEBSITE FOLDERS

To view the details of the folders:

- Click the ***Tool*** menu under the ***Toolbox*** section
- Click the ***Folder Manager*** submenu
- You will be displayed with the following details for your folders:

  Folders:
  Here you will be displayed with all the folders and their hierarchy with respect to users. Each user has a folder. All the users are created in the www root folder so at the top of the folder hierarchy is root folder. The root folder has all the resellers' folders. Each reseller then has its respective webadmins' folders and each webadmin has website(s) folder(s). Further each website has its own hierarchy of files/folders.
  Listing of Files/Folders:
  This is the detail listing of the file or folder of the folder selected at the left side.
  Name:
  This is the name of the file/folder.
  Type:
  This is the type of the file/folder.
  Size:

This is the size of the file/folder.
Last Modified:
This is the date when the file/folder was last modified.

PERFORMING THE FOLDER MANAGEMENT TASKS

The folders which are already uploaded may require some management task to be performed, they many include:

- Deleting an existing file or folder.
- Renaming an existing file or folder

To rename a file or folder

- Click the ***Tool*** menu under the ***Toolbox*** section.
- Click the ***Folder Manager*** submenu.
- Locate the required file/folder in the listing.
- In the ***Actions*** section.
- Click the Delete icon to delete the selected file or folder.

To rename a file or folder

- Click the ***Tool*** menu under the ***Toolbox*** section.
- Click the ***Folder Manager*** submenu.
- Locate the required file/folder in the listing.
- In the ***Actions*** section.
- Click the Rename icon to rename the selected file or folder.

UPLOADING A FOLDER/FILE

To upload a file or folder:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Folder Manager*** submenu
- Under the ***Upload File*** section, perform the uploading as follows:

Path:
To provide the path for the uploading files press this button. Using the panel you can upload four files at a time. If you want to upload many files you can also use any FTP tool to upload your files.
Browse:
Click the browse button to provide the exact path for the file(s) to be uploaded.
Upload:
Click the upload file button to upload the selected file(s).

MAIL MANAGER

The websites require mail domains, which gives them the ability to send and receive e mails. The mail manager submenu is used to manage the configurations related to mail manager.

Following are the tasks you can perform under Mail Manager:

- View the details of the mail domain.
- Adding a new mail domain.

ADDING A NEW MAIL DOMAIN

To add a mail domain:

- Click the **Tools** menu under the **Toolbox** section.
- Click **Mail Manager** submenu.
- Click the **Add Mail** submenu.
- On the add mail domain page provide the following information and click the ***Add Mail Domain*** button:

General Information:
Following is the general information required for mail addition.
Domain Name:
Here enter the name of the domain for which you want to create mail domain. The domain name and its mail domain name by convention, is same. So you will be displayed the name of the selected domain twice. One is the suggested name of the mail domain to be created (you can also change it from the drop down menu) and the other is the name of the selected domain for which you want to create the mail domain.
Default Member:
Every mail domain has a default member. This should also be the selected domain.
Password:
Here enter the password you want to set for the mail domain.
Confirm Password:
Here re-type the password you have entered in the above field.

DELETING AN EXISTING MAIL DOMAIN

To delete an existing mail domain:

- Click the ***Tool*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** submenu
- In the table listing select the required domain and click the ***Delete*** button

Note:
- When you select to delete a domain, it is only deleted from the panel.
- Only the test domain is deleted.

DATABASE MANAGER

Each website has a related database which is required for the proper functioning of the website. To manage database for your website, the panel provides you with the Database Manager to perform and view details for your websites databases. Thus Database Manager submenu is used to manage and configure the database related to each website.

Following are the tasks you can perform under this section:

- Viewing database details.
- Add new database.

VIEWING DATABASE DETAILS

To view the details of all your databases:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Database Manager***
- You will be displayed with the following details about the database:

Database Name:
This is the name of the database.
Database Type:
This is the type of the database. For example SQL or MySql.
Owner:
This is the login name of the user who created this database.
Associated Website:
Each database has associated website with it. This is name of the respective website for the database. You can sort the database on the basis of their associated website as well.

ADDING A NEW DATABASE

To add a new database:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Database Manager*** link.
- Click the ***Add Database*** submenu.
- Provide the following information on the add database page and click the ***Add Database*** button:

General Information:
Following is the general information required for adding the database.
Database Type:
Select the database type from the drop down menu. It can be MS-SQL or MySql.
Associated Website:
Select the website, from the drop down menu that will be associated to the database being added.
Database Name:
Here enter the name of the database.
Database Login:
Here enter the login name for the new database. It will be used to connect to the database.
Password:
Here enter the password for the database. It is normally used with the login name while connecting the database.
Confirm Password:
Here re-type the password you have entered in the above field.

DOMAIN REGISTRATION

Domain Registration is a process of selecting a unique name on the Internet. If no other such name exists all over the internet only then you can successfully register the desired name. A domain name is always unique over the internet.

These are the task you can perform related to domain name registrations:

- Viewing all existing registered domains.
- Check if a particular domain exists.
- Register a domain.
- Extend the registration duration of an already registered domain.
- Change password of an existing registered mail domain.
- Change contact of existing mail domain.
- Change the Name Server of an existing mail domain.
- Viewing details of an existing mail domain.
- Deleting an existing mail domain.

VIEWING ALL EXISTING REGISTERED DOMAINS

To view the details of an existing domain

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** menu.
- In the table listing you will be displayed with the following details about the registered domains.

Domain Name:
This is the name of the website. The entire registered domains are shown in this table listing.
Registration Date:
This is the date when the respective website was registered.
Owner:
This is the login name of the webadmin who owns the website.

VIEWING DETAILS OF AN EXISTING MAIL DOMAIN

To view the details of an existing domain:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** menu
- In the table listing click the required domain and press the ***Details*** button. You will be displayed it the following details about the domain.

Domain Name:
This is the name of the selected website.
Hosting Plan:
This is the plan name under which the domain is made.
Registrar:
This is the domain registrar which is used to register the domain.
Registration Date:
This is the registration date of the domain.
Expiration Date:
This is the expiration date of the selected domain.
Primary Name Server:
This is the primary name server for the selected domain.
Secondary Name Server:
This is the secondary name server for the selected domain.

Note:
The details that are displayed here are the details saved by the panel and not by the domain registrant.

CHANGING NAME SERVER OF AN EXISTING MAIL DOMAIN

To change the name server of an existing domain:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Domain Registration*** menu.
- In the table listing click the required domain and click ***Change NS*** button.
- On the change name server page, provide the following information as required and press the ***Change NS*** button.

Domain Name:
This is the pre-populated name of the selected website.
DNS Servers:
These are all the DNS servers in the cluster. Select the radio button adjacent to the required DNS server and it will be selected as the new name server.
Primary Name Server:
This is the respective Primary Name Server.

Secondary Name Server:
This is the respective Secondary Name Server.

REGISTERING A DOMAIN

To register a domain:

- Click the ***Tool*** menu under the ***Toolbox*** submenu
- Click the ***Domain Registration*** link
- Click the ***Register Domain*** submenu
- Provide the following information and click the ***Register Domain*** button.

Domain Information:
Following is the domain information required for domain registration
Domain Name:
Here enter the name of the domain you want to register.
Domain Password:
Here enter a password for your domain.
Organization:
Here enter your organization name.
Registration Period:
Select the suitable period for the domain registration from the drop down menu.
DNS Servers:
Following is the information related to the DNS servers, it is required for the domain registration.
Primary Name Server:
Here enter your primary name server.
Secondary Name Server:
Here enter your secondary name server.
Administrative Contact:
Following is the administrative contact.
Handle:
Here enter the handle (username).
First Name:
Here enter your first name.
Last Name:
Here enter your last name.
Organization:
Here enter your organization name.
Street Address:
Here enter your street address.
Country:
Here enter your country name.
Province / State:
Here enter your province or state.
City:
Here enter he name of your city.
Phone No:
Here enter your phone number.
ZIP / Postal Code:
Here enter the zip/ postal code of your area.
Fax NO:
Here enter the fax number if any.
Email Address:
Here enter the email address. This may be used for the correspondence.

CHANGING PASSWORD OF AN EXISTING REGISTERED MAIL DOMAIN

To change the password of an existing registered domain:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** submenu
- In the table listing select the required domain and click the ***Change Password*** button

- Provide the following information on the ***Change Password*** page for the selected domain:

  Domain Name:
  This is the pre-populated name of the selected website.
  New Password:
  Here enter the new password.
  Change Password:
  Click this button to set the new password

EXTENDING THE REGISTRATION DURATION OF AN ALREADY REGISTERED DOMAIN

To extend the registration duration of an already registered domain:

- Click the ***Tool*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** submenu
- In the table listing select the required domain and click the ***Extend Duration*** button
- On the domain registration page, provide the following information:
  Domain Name:
  This is the name of the selected domain. This is a pre-populated value for your convenience.
  Expiration Date:
  This the current expiration date of the selected domain.
  Registration Period:
  Select the required registration period from the drop down menu.
  Extend Duration:
  Click this button to extend the date you have set for the selected domain.

> **Note:**
> If your domain's registration period is passed your domain will expire, and some other domain can be registered with the same name.

CHANGING CONTACT OF EXISTING MAIL DOMAIN

To change the contact information of an existing registered domain:

- Click the ***Tool*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** submenu
- In the table listing select the required domain and click the ***Change Contact*** button.
- Update the information on the change contact page as follows and press the ***Update Contact*** information button:

  Domain Name:
  This is the pre-populated name of the selected website.
  Administrative Contact:
  Following is the administrative contact; you can update any information if required.
  Handle:
  Here update the handle (username).
  First Name:
  Here update your first name.
  Last Name:
  Here update your last name.
  Organization:
  Here update your organization name.
  Street Address:

Here update your street address.
Country:
Here update your country name.
Province / State:
Here update your province or state.
City:
Here update he name of your city.
Phone NO:
Here update your phone number.
ZIP / Postal Code:
Here update the zip/ postal code of your area.
Fax No:
Here update the fax number if any.
Email Address:
Here update the email address. This may be used for the correspondence.

CHECKING IF A PARTICULAR DOMAIN EXISTS

To check if a particular domain already exists or not:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Domain Registration*** submenu
- Click the ***Check Domain*** submenu
- Enter the desired name for the domain you want to register in the ***Domain Name*** text box and click the ***Check Domain*** button. You will be displayed with respective outcome
  Note:
  Your selected domain registrar is shown at top right corner

FRONTPAGE MANAGER

The FrontPage Manager is used to publish your web site using Microsoft FrontPage™. These extensions can occasionally become corrupt, so you can uninstall and then reinstall FrontPage™ Extensions whenever required.

INSTALLING FRONTPAGE EXTENSIONS

To Install FrontPage Extensions:

- Click ***Tools*** menu under ***Toolbox*** section.
- Click ***FrontPage Manager*** link.
- Select the ***Website Name*** form the drop down menu.
- Enter your ***SMTP Server*** correctly and click ***Install FrontPage*** button.

UNINSTALL FORNTPAGE EXTENSIONS

To Uninstall FrontPage Extensions:

- Click ***Tools*** menu under ***Toolbox*** section.
- Click ***FrontPage Manager*** link.
- Click ***Uninstall Extensions*** submenu.
- Select the ***Website Name*** form the drop down menu.
- Select the ***Full Uninstall*** option (Yes or No) and click ***Uninstall FrontPage*** button.

STATS MANAGER

Each of the website produces some online statistics. This statistic includes visitor information, page views, clicks and much more. The Stats Manager submenu is used to view and manage these statistics.

VIEWING WEB STATS FOR A WEBSITE

To view the statistics of a site:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Stats Manager*** submenu
- In the table listing, click the ***View Stats*** link under the ***Actions*** column for the required site.

Note:
To view the details of the stats for your website, stats server should be enabled.

VIEWING DETAILS OF STATS SITE

To view details of all the stats site:

- Click the ***Tool*** menu under the ***Toolbox*** section
- Click the ***Stats Manager*** submenu
- You will be displayed with the following details about the stats site:

Website Name:
This is the name of the website. You can sort this column on the basis of the website name.
Owner:
This is the reseller/ webadmin who created this website. You can sort this table listing on the basis of creator.
Action:
This is the action you can take for the respective website. To view statistics of the selected website click the ***View Stats*** hyperlink.

SCRIPTING MANAGER

Many websites require a scripting language to display their contents correctly. At the same time enabling every type of scripting for all the websites is not safe as well. So the panel allows you to enable or disable scripting for the required websites only thus ensuring security. The scripting manager allows you to enable or disable the scripting languages for the selected website.

Following are the tasks you can perfomr under this section:

- Viewing details of the PHP enabled websites.
- How to Enable/Disbale PHP for a website.
- Viewing details of the Cold Fusion enabled websites.
- How to Enable/Disbale Cold Fusion for a website.
- Viewing details of the ASP Net enabled websites.
- How to Enable/Disbale ASP Net for a website.
- Viewing details of the Perl enabled websites.
- How to Enable/Disbale Perl for a website.

VIEWING DETAILS OF THE PERL ENABLED WEBSITES

To view the details of the Perl enabled websites:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu

- Click the ***Perl*** link
- You will be displayed with the following Perl details in a table listing:

  Website Name:
  This is the name of the selected website.
  Owner:
  This is the login name of the user who owns the website.
  Status:
  This is the status of the Perl scripting on the website. It can be ***ON*** or ***OFF***.

HOW TO ENABLE/DISABLE PERL FOR A WEBSITE

To enable/disable Perl Scripting for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu
- Click the ***Perl*** link.
  - To enable scripting select the website and click ***Enable*** button.
    (Scripting can only be enabled if it was disabled)
  - To disable scripting select the required website and click ***Disable*** button.

VIEWING DETAILS OF THE ASP NET ENABLED WEBSITES

To view the details of the ASP enabled websites:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu
- Click the ***ASP*** link
- You will be displayed with the following ASP details in a table listing:

  Website Name:
  This is the name of the selected website.
  Owner:
  This is the login name of the user who owns website.
  Status:
  This is the status of the ASP.Net scripting on the website. It can be ON or OFF.
  Version:
  This is the version of the ASP.NET.

HOW TO ENABLE/DISABLE ASP NET FOR A WEBSITE

To enable/disable ASP Net scripting for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu
- Click the ***ASP Net*** link.

  - To enable scripting select the website and click ***Enable*** button.
    (Scripting can only be enabled if it was disabled)
  - To disable scripting select the required website and click ***Disable*** button.

VIEWING DETAILS OF THE PHP ENABLED WEBSITES

To view the details of the PHP enabled websites:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu
- Click the ***PHP*** link
- You will be displayed with the following details in a table listing:

Website Name:
This is the name of the selected website.
Owner:
This is the login name of the user who owns the website.
Status:
This is the status of the PHP scripting on the website. It can be ***ON*** or ***OFF***.

HOW TO ENABLE/DISABLE PHP FOR A WEBSITE

To enable/disable PHP scripting for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu
- Click the ***PHP*** link.
  - To enable PHP scripting select the website and click ***Enable*** button. (Scripting can only be enabled if it was disabled)
  - To disable scripting select the required website and click ***Disable*** button.

VIEWING DETAILS OF THE COLD FUSION ENABLED WEBSITES

To view the details of the Cold Fusion MX enabled websites:

- Click the **Tools** menu under the **Toolbox** section
- Click the **Scripting Manager** submenu
- Click the **Cold Fusion MX** link
- You will be displayed with the following Cold Fusion MX details in a table listing:

Website Name:
This is the name of the selected website.
Owner:
This is the login name of the user who owns the website.
Status:
This is the status of the Cold Fusion MX scripting on the website. It can be ***ON*** or ***OFF***.

HOW TO ENABLE/DISABLE COLD FUSION FOR A WEBSITE

To enable/disable Cold Fusion scripting for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***Scripting Manager*** submenu
- Click the ***Cold Fusion*** link.

- To enable scripting select the website and click ***Enable*** button.
  (Scripting can only be enabled if it was disabled)
- To disable scripting select the required website and click ***Disable*** button.

DNS MANAGER

This submenu is used to manage DNS. The DNS is a type of name server, which is required to convert domain names into IP addresses on the Internet.

Following tasks can be performed related to DNS managements:

- Viewing the details of DNS Zones.
- Editing a DNS Zone.

VIEWING DETAIL OF DNS ZONES

To view the details of the all the DNS zones:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***DNS Manager*** submenu
- You will be displayed with the following details about the DNS zones

Zone Name:
Following are all the DNS zones.
Owner:
This is the login name of the user who created the website.

EDITING A DNS ZONE

To edit a DNS zone:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***DNS Manager*** button
- In the table listing, select the required zone and click the ***Edit DNS Zone*** button

Note:
You must always be very careful editing a DNS zone and if even a minor mistake is done then the site is not reachable any more.

COM MANAGER

COM components allow the same block of library code to be shared between several tasks rather than each task containing separate copies of the routines it uses.

You can manage your website COMs from the panel. And the ***COM Manager*** submenu is used to view and manage the COM components.

Following are the task you can perform for the panel:

- View all the details of all the registered COM
- Register a new COM
- Unregister an already registered COM

VIEWING DETAILS OF ALL THE REGISTERED COMS

To view the details of COM in your cluster:

- Click the ***Tool*** menu under ***Toolbox*** section
- Click ***COM*** link
- In the registered COM's table listing you will be displayed with the following details about all the COMs:

  COM Name:
  This is the COM name.
  Associated Website:
  This is the associated website to the respective COM.

REGISTERING A COM

To register a new COM:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***COM*** link
- Provide the ***Associated Website*** and ***COM Path*** and click the ***Register COM*** button.

UNREGISTERING A COM

To unregister a COM:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***COM Manager*** submenu.
- In the registered COM table listing, select the required COM and press the ***UnRegister*** button.

ACL MANAGER

ACL, refers to Access Control List, is a method for limiting the use of a specific resource to authorised users only. Most network security systems operate by allowing selective use of services.

The panel provides **ACL Manager** to control and limit access to data for authorised users only. The **ACL Manager** link is used to set permissions on the file and folders for a particular user(s).

Following are the tasks you can perform under this section:

- Viewing the access details on the website folders
- Set/Remove/Change permissions for a file/folder

VIEWING THE ACCESS DETAILS ON THE WEBSITE FOLDERS

To view the access details of all the website folders:

- Click the ***Tool*** menu under the ***Toolbox*** section.
- Click the ***ACL*** link.
- You will be displayed with the following details about the folder permissions:

  Folders:
  Here you will be displayed with all the folders and their hierarchy with respect to users. Each user has a folder.
  Listing of files / folders:

This is the detail listing of the file or folder of the folder selected at the left side.
Root:
All the users are created in the www root folder so at the top of the folder hierarchy is root folder. The root folder has all the resellers' folders.
List of Resellers (with respective webadmins):
Following is the list of all your resellers. Each reseller then has its respective webadmins' folders and each webadmin has website(s) folder(s). Further each website has its own hierarchy of files/folders
Name:
This is the name of the file/folder.
Type:
This is the type of the file/folder.

SET / REMOVE / CHANGE PERMISSIONS FOR A FILE / FOLDER

To View / Set / Remove access permissions for a particular folder(s) / file(s) of a website:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***ACL*** link.
- You will be displayed with the folder(s)/file(s) details.
- Select the required folder(s)/file(s) and click the ***View / Set / Remove Permissions.***
- You will see the following information on the permissions page. Preform the access permission tasks as required:

Select user to whom you wish to assign permissions for this object:
Path:
This is the path of the selected folder. For your ease it is pre-populated.
Users:
These are all the users on your server.
Permissions:
These are all the possible permissions you can set for the respective users.
Inheritance:
This is the inheritance options that can be applied to the selected folder

DSN MANAGER

This submenu is used to manage DNS. The DNS is a type of name server, which is required to convert domain names into IP addresses on the Internet.

Following tasks can be performed related to DNS managements:

- Viewing details of DSN for the websites.
- Adding a new DSN.
- Editing an existing DSN.
- Deleting a DSN.

VIEWING DETAILS OF DSN FOR THE WEBSITES

To view the details of all the DSN on your website:

- Click the ***Tools*** menu under the ***Toolbox*** section
- Click the ***DSN Manager***
- You will be displayed with the following details about the DSN:

DSN Name:
This is the name of the DSN.
Driver Type:

This is the driver type.
Owner:
This is the creator who created this DSN.
Associated Website:
This is the associated website with this DSN.
Cold Fusion MX:
This is the version of Cold Fusion MX.

VIEWING DETAILS OF ODBC DSN FOR YOUR WEBSITE

To view the details of the ODBC DSN of your website:

- Click the ***Domain*** menu under the ***General*** section.
- In the ***My Websites*** section, select the required website in the table listing and click the ***Properties*** button.
- Under the ***Tools*** section click the ***DNS*** link.
- You will be displayed with the following details about the DSN of your website:

DNS Name:
This is the name of ODBC Data Source. This name is used in your code to call databases.
Driver Type:
Driver identifies the type of ODBC Data Source. It is "YES", if it is Cold Fusion MX DSN, "NO" if it is not Cold Fusion MX DSN.
Associated Website:
This is the name of the associated website with this DSN.
Cold Fusion Mx:
This is the version of the Cold Fusion MX.

ADDING A NEW DSN

To add a new DSN record:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***DSN Manager*** link.
- Click the ***Add DSN*** submenu.
- Provide the following information and press the ***Add DSN*** button:

Associated website Name:
Select the required website from the drop down menu.
DSN Name:
Here enter the DNS name.
Description:
Here enter any description related to the DSN.
Cold Fusion MX DSN:
Tick the check box if the DSN is created using Cold Fusion MX.
DSN driver:
Select the correct DSN driver from the drop down menu.

EDITING AN EXISTING DSN

To edit an existing DSN:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***DSN Manager*** link.
- Select the required DSN from the table listing and click the ***Edit DSN*** button.
- Update the ***User name***, ***Password*** and ***Physical Path*** as required and click the ***Update DSN*** button.

SSL MANAGER

The shared SSL certificate enables Internet Service Providers (ISPs) to provide SSL (Secure Sockets Layer) encryption and business authentication to Web business customers, but without the need to issue unique digital certificates to each hosted customer. This submenu is used to manage SSL.

VIEWING DETAILS OF SSL DETAILS ON YOUR WEBSITE

To view the details of SSL Manager:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***SSL Manager*** link.
- You will be displayed with the following details about the SSL:

SSL Name:
This is the name with which the shared SSL is created.
Website Name:
This is the name of the website.
Owner:
This is the login name of the user who created the SSL.
Path:
This is the path on which SSL share is mapped. Customer uploads his files to this path and then accesses his files as https://secure.provider.com/ShareName.

INDEX SERVER CATALOG

The index server builds an index (catalog) of the selected website that can be easily searched from any Web browser with the sample query forms.

Following are the tasks you can perform:

- Viewing details of index server catalog
- Creating index server catalog for a website
- Performing incremental scan for a website
- Removing catalog for an indexed website
- Performing full scan for a website

VIEWING DETAILS OF INDEX SERVER CATALOG

To view the index server catalog:

- Click the ***Tool*** menu under the ***Toolbox*** section
- Click the ***Index Server*** link
- You will be displayed with the following information about the indexed websites:

Website Name:
This is the name of the website. The table can be sorted on the basis of the website name.
Owner:
This is the user who created the website.
Status:
The status can be ***Indexed*** or ***Not Indexed***.

PERFORMING INCREMENTAL SCAN FOR A WEBSITE

To perform the incremental can for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Index Server*** link.
- In the table listing click the required website and click the ***Incremental Scan*** button.

PERFORMING FULL SCAN FOR A WEBSITE

To perform full scan for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Index Server Catalog*** link.
- In the table listing select the required website.
- Click the ***Full Scan*** button.

REMOVING CATALOG FOR AN INDEXED WEBSITE

To remove the index catalog for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Index Server*** link.
- In the table listing select the required website and click the ***Remove Catalog*** button.

Note:
You can only remove the catalog for a website if they have been created for that website. If you have not created the index you can not remove them.

CREATING INDEX SERVER CATALOG FOR A WEBSITE

To create index server catalog for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Index Server*** link.
- In the table listing select the website you want to create Index Catalog.
- Click the ***Create Catalog*** button.

ASPFUSION

ASPFusion components accelerate the development of complete solutions for high-volume Shared Web and Application Hosting. Above all it makes the components secured for shared hosting and make it easy for the administrator to turn access on/off for a particular website.

Following are the tasks you can perform under the ASPFusion section:

DISABLING ASPFUSION COMPONENTS

To disable ASPFusion components on a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.

- Click the ***ASPFusion*** link.
- In the table listing click select the required website and click the ***Disable*** button.

Note:
The enable button is enabled only if the ASPFusion components are already disable for a respective website.

ENABLING ASPFUSION COMPONENTS

To enable ASPFusion components on a website:

- Click the ***Tools*** menu, under the ***Toolbox*** section.
- Click the ***ASPFusion*** link.
- In the table listing, select the required website and click the ***Enable*** button.

FORUMS MANAGER

Forums are one the most popular ways for individual discussions these days. Forums can have different topic listings and individuals can send and receive responses to the topics of their interests. For giving a broader perspective to the product, panel provides fully features forums for its users.

Following are the tasks you can perform under forums section:

- How to view details of the forums on the website
- How to install forums for a website
- How to delete the forums for a website
- How to disable forums for a website

HOW TO DISABLE FORUMS FOR A WEBSITE

To disable forums for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Forums*** submenu.
- In the table listing locate the required website and click ***Disable*** button for that website.

HOW TO INSTALL FORUMS FOR A WEBSITE

To install forums for a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Forum*** link.
- Click the ***Install Forum*** submenu.
- Provide the ***General Preferences*** and ***Color Preferences*** for the website and click the ***Install*** button.

HOW TO VIEW DETAILS OF THE FORUMS ON THE WEBSITE

To view the forums details:

- Click the ***Tools*** menu, under the ***Toolbox*** section
- Click the ***Forums*** submenu

- You will be displayed with the following information:

Website Name:
This is the name of website, for which the forums are enabled.
Owner:
This is the login name of the user who created the website.
Status:
It is the current status of the forums for the respective website. It can be ***Enabled*** or ***Disabled***.
Actions:
This is the action you can take against the respective website. It can be:
Delete:
It will delete the forums on the respective website.
Disable:
It will disable the forums on the respective website.
Note:
The difference between disable and delete is that if you have disabled the forums they can be enabled any time later but in case you have deleted them they require to be reinstalled.

HOW TO DELETE THE FORUMS FOR A WEBSITE

To delete forums form a website:

- Click the ***Tools*** menu under the ***Toolbox*** section.
- Click the ***Forums*** submenu.
- In the table listing locate the required website and click ***Delete*** link for that website.

SYSTEM

MY SERVER

My Server has all the sections related to the server configurations. In this section you can set the default settings for the panel, update your profile and so on. Since this section is has important informations it is important that you provide each setting correctly and keep it updated.

It has following sections and sub sections:

- Viewing the referral details.
- Changing the control panel language.
- Changing the control panel theme/skin.
- Changing the number of record per page.
- Changing your personal profile
- Enable password complexity.

CHANGING THE CONTROL PANEL LANGUAGE

To set the control panel language:

- Click ***My Server*** menu under the ***System*** section
- Click the ***Display Settings*** submenu under the ***Configure Panel*** section
- On the next page under the ***Control Panel Language*** section, select the required language from the drop down menu and click the ***Save Settings*** button.

CHANGING THE CONTROL PANEL THEME / SKIN

To change the Control Panel theme:

- Click the ***My Server*** menu
- Click the ***Display Settings*** submenu under the ***Configure Panel*** section
- On the next page under ***Control Panel Language Theme***
- Select the required theme from the drop down menu and click the ***Save Settings*** button.

ENABLING PASSWORD COMPLEXITY

To enable password complexity:

- Click ***My Server*** menu under the ***System*** section.
- Click the ***General Settings*** submenu under the ***User Settings*** section.
- Select the required server from ***Select Reseller*** drop down menu.
- Tick the ***Enable Password Complexity*** check box.
- Also provide the ***Minimum Length***. When you enable the password complexity you also have to set the minimum length.
- Click the ***Save Settings*** button.

Note:
Minimum field required for password complexity is at least 12 characters. Character limit without password complexity is 6 characters.

CHANGING YOUR PERSONAL PROFILE

To edit your personal profile:

- Click the ***My Server*** menu under ***System*** section.
- Click the ***Personal Profile*** submenu under the ***Administrators*** section.
- Update the ***Profile Information*** as required.
- Click the ***Update Profile*** button.

CHANGING THE NUMBER OF RECORDS PER PAGE

To set the required record display per page:

- Click the ***My Server*** menu under ***General*** section.
- Click the ***Display Settings*** submenu under the ***Configure Panel*** section.
- On the display settings page under ***Record Display*** per page, type the desired number for record per page and click the ***Save Settings*** button.

VIEWING THE REFERRAL DETAILS

To view the referral details:

- Click ***My Server*** menu under the ***System*** section.
- Click the ***Referral Settings*** details under the ?? section
- You will be displayed with the following details:

Customer Name:

This table displays all your users. Select the radio button against the name of the customer for whom you wish to enable referral program.
Discount Percentage:
Enter the percentage of the total signup amount which you wish to pay to referrer as referral bonus. This amount is registered in your panel as an offline payment only. For example, if you get a new signup worth $100/month referred through 'Tony' and you have set 10% Discount Percentage then $10 will be registered in Tony's control panel as an offline payment.
Referral URL:
This is the URL which should be used for signup.

HELP

TROUBLE TICKET

Trouble ticketing is a built-in feature of reporting a specific problem or issues or requesting help from your reseller. Thus it is an easy way of sending a support request to your hosting administrator or Hosting Controller whenever you have a problem.

Following are the tasks you can perform under this section:

- Viewing all your trouble tickets
- Viewing details of a trouble ticket
- Creating a new trouble ticket.
- Submitting response to a trouble ticket
- Closing a trouble ticket.

VIEWING ALL YOUR TROUBLE TICKETS

To view all your client tickets:

- Click the ***Trouble Ticket*** menu under the ***Help*** section.
- Click ***My Tickets*** submenu.
- You will be displayed with all the tickets in your panel with the following details.

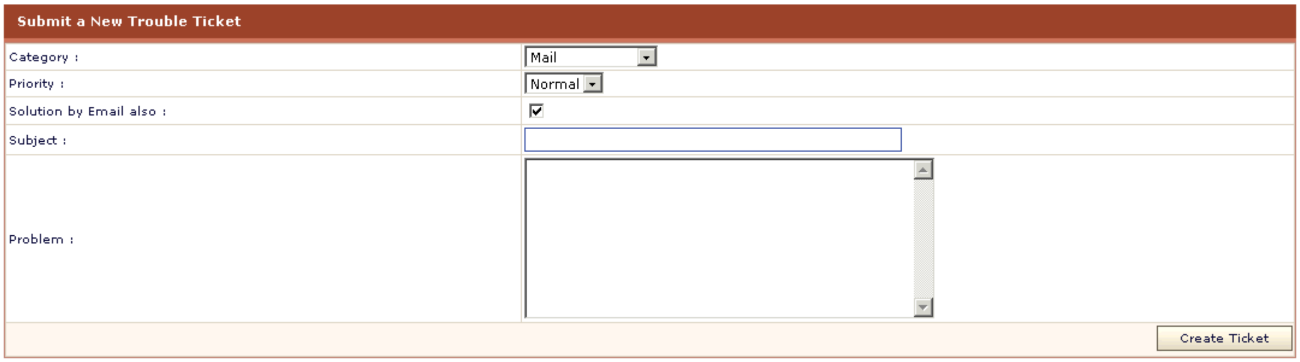
Ticket Number:
Every ticket is given a number. This number is just like the serial number. Within your panel this number is unique.
Subject:
This is the subject of the ticket sent by the client. This is set by user who has escalated the ticket.
Responses:
This is the total number of responses given to this ticket.
Issue Date:
This is the issue date of the ticket.
Last Updated By:
This is the user name who lastly updated it. It help you find out quickly if there was any response to your ticket.
Status:
This is the current status of the ticket. It can be ***New, Closed***, or ***Updated***.
Category:
This is the category from where the ticket belongs.

CREATING A NEW TROUBLE TICKET

To create a new trouble ticket:

- Click ***Trouble Ticket*** menu under the ***Help*** section.
- Click ***New Ticket*** submenu.
- Select the ***Category*** and ***Priority*** for the new ticket.

- Tick the ***Solution by Email also*** tick box if the response is also required through an email.
- Provide the ***Subject*** and ***Problem*** for the new ticket.
- Click the ***Create Ticket*** button.



SUBMITTING RESPONSE TO A TROUBLE TICKET

To submit a response to a ticket:

- Click the ***Trouble Ticket*** menu under the ***Help*** section
- Click the ***My Tickets*** submenu
- In the table listing select the ticket for which you want to submit response.
- Click the ***View*** button, you will be displayed with the ticket details.
- Under ***Enter the Response*** section, provide the ***Subject*** and ***Reply***, and click ***Submit Response*** button.

VIEWING DETAILS OF A TROUBLE TICKET

To view the details of a ticket:

- Click the ***Trouble Ticket*** menu under the ***Help*** section.
- Click the ***My Tickets*** submenu.
- In the table listing select the ticket for which you want to view the details.
- Click the ***View*** button, you will be displayed with the following information, along with the details of ***Problem*** and ***Responses***:

Ticket Number:
This is the ticket number, assigned to the ticket when it was escalated.
Client:
This is the login name of the user who escalated this ticket. It can be a reseller or a webadmin.
Issue Date:
This is the issue date of the ticket.
Priority:
This is the priority set for this ticket at the time of its creation.
Category:
This is the category from which the ticket belongs. It is also set at the time of creation.
Status:
This is the current status of the ticket.

CLOSING A TROUBLE TICKET

To close an existing ticket:

- Click the ***Trouble Ticket*** menu under the ***Help*** section.
- Click the ***My Tickets*** submenu.
- In the table listing select the ticket for which you want to close.
- click the ***View*** button, you will be displayed with the ticket details.
- Among these details you can find the ***Close Ticket*** button against the ***Action*** column.
- Click this button to close the selected ticket.

MESSAGES CENTER

The built-in Message Center is not only a feature of the user friendly interface but also a convenient way to receive instant messages. You can use this message center to receive important announcements quickly and easily. Thus the message center keeps you updated regarding your reseller.

VIEWING DETAILS OF A MESSAGE

To view all your sent messages:

- Click ***Message Center*** menu under the ***Help*** section.
- Select the required message from the table listing and click the ***Detail*** button.
- You will be displayed with the message details.

VIEWING ALL YOUR RECEIVED MESSAGES

To view all your sent messages:

- Click ***Message Center*** menu under the ***Help*** section.
- You will be displayed all your sent messages in a table listing.