

# **HC8 ResAdmin Manual**

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# INTRODUCTION

## WHAT IS HC8



HC8 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 business can enjoy the flexibility of the software as well. HC8 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, 99.999% 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 HC8 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.

### **HC8 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.

# HC8 What's New

The latest version of HC CONTROL PANEL provides variety of new features and benefits that are bundled together under the banner of HC8. It ensures comprehensive automated services for all its end users and service providers. HC8 introduces a complete new look with more user friendly interface and numerous long-awaited features to assure real success for you in your hosting business.

HC8 offers absolute flexibility in terms of integrating CLICK & INSTALL APPS, now you can integrate hundreds of your own click and install applications with the control panel as per your business needs.

Following section of this document briefly states the most recent features of HC8 and the ongoing benefits of each.

- **BlackBerry Enterprise Server Activation**

BlackBerry Enterprise Server is robust software that acts as the centralized link between wireless devices, enterprise applications and wireless networks. It is specifically designed to meet the needs of enterprise and government organizations, it provides a proven, secure, open architecture for globally extending wireless communications and corporate data to mobile users. Therefore HC introduces BLACK BERRY SUPPORT in HC8.

Mobile emailing for service providers have never been as easy as it is now with the BlackBerry support in HC8. This powerful integration allows you to meet new challenges of the new era. It breaks communication barriers and ensures an excellent support for BlackBerry from its provisioning to management. This solution mainly empowers with the followings:

1. Automatic Provisioning of BlackBerry on BES
2. Automatic Email Sent to Users on BlackBerry Service Activation
3. BlackBerry Usage Statistics
4. BlackBerry Activation Removal
5. Resetting BlackBerry PIN

- **Microsoft Dynamic CRM Support**

Microsoft Dynamics CRM delivers rich sales automation, service management and marketing automation functionality through your browser and within your everyday productivity applications.

Keeping in view the drastic need of an absolute management and monitoring of customer relationships, HC8 offers Dynamic CRM support. It is a complete and proficient customer relationship management tool that is fully integrated with the control panel. The solution assists you in keeping absolute track of your customers i.e. from first time contact to purchase and all this in an organized manner. With the support of dynamic CRM, it turns out to be the most flexible and cost effective solution for your hosting business.

- **Advanced Exchange Features**

HC8 is enriched with extended MS Exchange 2007 features to provide comprehensive support for the industry's foremost messaging and collaboration tool. It ensures greater functionality, improved performance, better stability and additional product enhancements. These significant features are:

- **Mailbox Database Management**

HC8 provides comprehensive mailbox database management by offering complete control over the addition/edition/deletion of mailboxes and databases.

- **Public Folders Management**

HC8 assures complete management for the public folders. It allows you to create/edit/delete the folders as per your needs. Also, you can maintain a separate list of accepted and rejected senders to keep an absolute track of your senders.

- **Customizable and Advanced Level Auto Signup**

HC8 gives a new and comprehensible look to auto sign up. Now, you can customize your interface as required. You can place your own header & footer in the Auto Signup area. Also, you can select the skin that goes with your choice.

- **Click and Install Apps ++**

The enhanced support of CLICK AND INSTALL APPS ++ in HC8 is intended to provide round the clock ease and comfort to its users. Now, you can integrate any third party tool as required within a click and thus facilitates your end users with all these third party applications.

- **Multiple Mail Server Support**

With so many new features that exactly satisfy your demands, HC8 also brings multiple mail server support. Now, you can simultaneously assort various mail servers with the control panel as required.

You might be using "SmarterMail" as your web server and you want to offer MS Exchange 2007 services as well. With HC8, no big deal! It allows you to add multiple mail servers in the cluster without effecting functionalities of any of these. So, you can easily add "MS Exchange 2007 Server" in the cluster.

Supposedly, you are using "IMail" as a mail server in your cluster and on the same time you also want to add "MailEnable" as another mail server. Yes, HC8 allows you to do so without disabling any of these.

- **User Friendly Interface with New Look & Feel**

A brand new skin is launched for HC8 named as AMPLELITE. It is specifically designed to assure easy and apparent use of the interface to enhance user experience with HC8. The new look offers new prospects, new designs and new junctures to all its users.

- **MS SQL 2008 Support**  
Now you don't need to worry about the security issues for your existing database. HC8 resolves all your safety concerns and thus introduces an extensive support for MS-SQL 2008.
- **Serv-U7 Support**  
HC8 brings your way an absolute support for Serv-U7 that assures faster, secure and more reliable file transfer than ever.
- **Customizable Hotlinks Added in the Panel**  
With so many long-awaited features, HC8 provides another great option to make the interface more robust and versatile. It allows you to add your favorite links on the top so that you don't need to search for them repeatedly. It gives a tidier look to the control panel as well as saves your searching time.
- **Awstats Version 6.9 Support [Linux Feature]**  
HC8 ensures improve capabilities of Awstats in this new version. It shows complete statistics against any website, calculates absolute disk and traffic usage and provides complete statistics to you as required.
- **Click and Install Apps ++ [Linux Feature]**  
Like Windows users, HC8 now also facilitates Linux users to integrate as many web applications as required in the control panel. You are not restricted to limited number of click and install applications rather you can add any kind of your own web applications/scripts with the panel.
- **Disk & Bandwidth Usage Calculation [Linux Feature]**  
HC8 offers the longed-for feature as DISK & BANDWIDTH USAGE CALCULATION for Linux users. Now, the panel gives you better control to calculate your disk and HTTP/FTP/Mail traffic usage within few clicks.
- **Development Framework**  
From the efficiency and security point of view all Development of Hosting Controller 8 is done using the latest dot NET frame work. It has mature debugging tools and thus ensures lesser bugs for the resulting product. It uses most of the industry standard protocols such as XML, SOAP and HTTP and thus facilitates distributed application communications efficient, ensuring all the security measures.
- **Centralized Database**  
HC 7 uses a single centralized database, with reduced redundancy, improved security measures and easy management reducing the chances for bugs in the product.
- **Load Balancer**  
One of the key features HC8 has is Load Balancing. In today's world we face slow trafficking on our networks. Among other reasons one big reason is over loaded servers. HC8 introduces its load balancing component which is built in, it will automatically balance the traffic load in your cluster. When there is more than one Shared Hosting server in the Cluster, resellers share the resources on these Shared Hosting servers. HC8 has a built-in mechanism to balance the user load among the servers.

In case of Reseller Hosting, load balancing operates likewise but only among the servers that are dedicated for Reseller Hosting. In other words, servers with Shared Hosting and servers with Reseller Hosting do not overlap but both groups implement load balancing among their respective group. Currently load balancing in HC8 is based on the number of users (webadmin) i.e. HC8 maintains the number of webadmin nearly at the same level on each server e.g. if server A has 5 webadmins and B has 6, the next webadmin would be created on server B.

There are provisions in the load balancing mechanism to enhance it further i.e. later the load balancing can be based on the amount of bandwidth, memory or cpu usage or some other parameter for future enhancements.

It is important to mention here that a webadmin(end user) can have resources only on one server and the resources (domain resources and user account) for a webadmin cannot be shared on multiple servers (incase of separate servers for Mail, DNS and Database, webadmin can have mail and database on different server than web server).

Only resources of the resellers can be shared across multiple servers. Load balancing is transparent to the resellers and webadmins.

- **Windows and Linux Support**

HC8 gives its users the freedom to use any operating system (Windows/Linux) on the servers, with just one limitation that the control or Master server must have Windows Servers installed on it. This provides flexibility to manage Windows (IIS) and Linux (Apache) Web Servers simultaneously through a centralized single interface.

- **Standardization**

HC8 introduces the golden principal of standardization for your cluster and reduces many management headaches. You only have to set standards for all the roles (Database server, web server, DNS server, Mail Server) of servers in your cluster once and HC8 will be functioning properly dealing with all issues involved. More interestingly you can also change this standardization for your cluster any time if required; you only have to update your respective server(s) accordingly.

- **Integrated Control within Panel**

Main control of HC8 is now integrated within the panel as Global Settings (Unlike the settings.exe in previous versions). You can easily perform any kind of setting for any of your server in the cluster with just simple clicks. For Host Administrator, HC8 has a new menu named Server Manager in the control panel.

- **Improved Installation Procedure**

The installation procedure is made lot easier. It should be made clear that servers in your cluster are of only two types:

- **Database Server:** (It can only be one and it performs cluster management, it is the first server of cluster)
- **Subsequent Server:** (Any server other than database server is subsequent server)

You only have to configure your Database server at the time of installation.

Rest of the configurations (setting paths, enabling third party software etc) and standardization can be done after software installation procedures.



- **Improved Error Handling**

HC8 comes with improved error handling techniques. It uses XML log generation at the back end which not only helps in error handling but also in error tracking. This way, errors will be tracked and fixed with lesser duration of time.

- **Customer Resource Automatic Quota Checking**

HC8 introduces mature quota checking procedures for not only System resources but also for Customer resources. You can freely add as many customer resources as required in your plans, without worrying about their quota management.

- **Cluster Management with Central Control**

Now you can manage any of your servers with just one interface. HC8 relieves the pain of logging different servers separately and performing related management tasks. More over to ensure security, this cluster distribution is not visible to your users (resellers and webadmins).

- **NAT Independent**

In HC8, a cluster can be made independent of the NAT i.e. we can have a server of the cluster outside the NAT. Previously in HC6.1, DCOM remote call was limited to the machines within the NAT IP range because of DCOM limitations. In dot NET based remoting service; there is no limitation like this. Moreover the services like IIS, Stats, and Mail etc now have got more detailed features and more attributes, which can be controlled within control panel.

- **Click & Install Apps.**

In addition to Phpbb, WordPress and HC forums, two new click & install Apps are included in HC8 which are OS Commerce and bBlog. Three new applications will be added before complete version is released which are going to be: Snitz Forums, ZenCart and PHPMyAdmin

- **Flexible Installation Options:**

HC gives you the freedom of selecting installation option best suited for you in advance. This option is purely provided to save your valuable time and money. HC8 comes with two different options of installations, one with MSDE bundled with HC8 installer and one without the MSDE. In case you do not want to go for the MSDE option, you can select the installer without the MSDE version and save your time by downloading that extra chunk you do not even need.

- **Smooth Install and Uninstall:**

HC8 is everything you need to start and setup your hosting business. With its effortless installation procedures it helps you get going just like that. You face no botheration in case you need to repair or uninstall the software even that is just a few clicks game.

1. The installation setup provides you with the following options:
  - o Install
  - o Repair
  - o Remove
2. To install HC8, you need to run the setup and select the Install option.
3. You can remove HC8 by running the setup and selecting the Remove options or you can go to Control Panel -> Add/Remove Programs and select the Remove/Change option for HC8.

**Note:** (Both procedures work the same).

4. If HC8, installed with MSDE, is removed (uninstalled), MSDE will not be removed. The user will have to remove it manually.
5. You can also Repair/Remove software without any mess, by simply running the setup and selecting the repair option.

- **Improved GUI with New Versatile Gadgets:**

Along with the competent features and efficient functionality, HC8 skys in with a cooler and friendlier UI. With its popular panel XP theme it now introduces perfectly structured Cool Tab skin and convenient Cool Tree skin, both in groovy and dandy colors.

## HC8 Features at a Glance



- BlackBerry Enterprise Server Activation
- Microsoft Dynamic CRM Support
- Advanced Exchange Features
  - Mailbox Database Management
  - Public Folders Management
- Customizable & Auto Level Signup
- Click and Install Apps ++ (Windows, Linux)
- Multi Mail Server Support
- User Friendly Interface with New Look & Feel
- MS SQL 2008 Support
- Serv-U7 Support
- Customizable Hotlinks Added in the Panel
- Disk and Bandwidth Usage Calculation (Linux)
- Awstats 6.9 Version Support (Linux)
- 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.

## HC8 Sections and 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.

HC8 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
  - Auto-Signup
- **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:

- Search a user
- Viewing all your users
- Editing the profile of a particular user
- Editing the billing profile of a user
- Editing the account of a user
- Deleting a user account
- Auto logging a user account
- Adding a new user

### Searching a User

You can search a user when ever required in your table listing.

#### To search a user:

- Click the **Hosting Plan** menu under the **Hosting Manager** section
- Click the **My User** submenu
- Above the table listing for your users type the login name of the user to be searched.
- Press the "Enter" key or press the search image icon.
- If the users exist it will be displayed to you.

User Name :  

## Viewing details of 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.

#### **Full Name:**

It is the full name of the user. This is required for the formal/official use because the login name can be a nickname or so.

#### **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.

## Adding a New User

A reseller can add as many users as required as long as the the quota allows. The user a reseller add is a webadmin. Once a webadmin user has been added, the reseller can then create a new domain for that user, as required.

### To add a new user:

- Click the **User Manager** menu under the **General** section.
- Click the **Add User** submenu.
- Provide the following information as required and press the **Add User** button at the end:

#### **General Information:**

This is the general information related to the user to be added. This includes introductory data about the user.

#### **Login Name:**

This is the login name of the webadmin. This will be used to access the panel.

#### **Login Password:**

The webadmin 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 user to make it more descriptive.

#### **Disable User:**

Tick this check box if you want to disable the account of this user. This is normally done in case the user has pending invoices or has not paid any due payments.

#### **Hosting Plan Information:**

This is information related to the hosting plan of the user to be added.

**Hosting Plan:**

Here you can select the plan for the user from the drop down menu.

Add User		General Profile	
<b>General Information</b>			
Login Name :	<input type="text" value="John"/>	*	
Login Password :	<input type="password" value="*****"/>	*	
Confirm Password :	<input type="password" value="*****"/>	*	
Description :	<input type="text"/>		
Disable User :	<input type="checkbox"/>		
<b>Hosting Plan Information</b>			
Hosting Plan :	<input type="text" value="HC"/>		
			<input type="button" value="Next &gt;&gt;"/>

**Profile Information:**

This is the profile information for the user. It has all the information related to the profile of the user and includes personal information like name address zip code etc.

**First Name:**

This is the first name of the webadmin you are currently adding.

**Last Name:**

This is the last name of the webadmin you are currently adding.

**Email Address:**

This is the email address of the webadmin to be added. This should be a valid email address as it is used for all the official email correspondence. Important announcements are sent on this address. Also the new password email is sent on this address.

**Street Address 1:**

This is the street address of the webadmin you are currently adding.

**Street Address 2:**

This is optional second street address.

**City:**

Here enter the city of the webadmin.

**Country:**

Here enter the country of the webadmin you are currently adding.

**Province/State:**

Here type the state or province of the webadmin.

**ZIP/Postal Code:**

Here provide the ZIP/ Postal code of the webadmin.

**Phone Number:**

Here type the phone number of the webadmin.

**Fax Number:**

Here type the fax number for the webadmin to be added. This entry is not mandatory.

**Social Security Number:**

Here enter the social security number for the webadmin.

**Company:**

This is the name of the company of your webadmin.



Add User		General Profile
<b>Profile Information</b>		
First Name :	<input type="text" value="John"/>	*
Last Name :	<input type="text" value="Smith"/>	*
Email Address :	<input type="text" value="john@hostingcontrol"/>	*
Street Address 1 :	<input type="text" value="California"/>	*
Street Address 2 :	<input type="text"/>	
City :	<input type="text" value="California"/>	*
Country :	<input type="text" value="United States"/>	
Province / State :	<input type="text" value="Alabama"/> Other	
Zip / Postal Code :	<input type="text" value="100000"/>	*
Phone No :	<input type="text" value="11178892390"/>	*
Fax No :	<input type="text"/>	
National Identification No :	<input type="text"/>	
Company :	<input type="text"/>	
<input type="button" value="Add Webadmin"/>		

**Billing Profile:**

This is the billing profile. If you have enabled the billing, then you will be displayed with these pages. For your ease the panel automatically picks the billing information from the profile information, and saves you from refilling the information.

**First Name:**

This is the first name of the webadmin, it is same the one you have provided in the user profile.

**Last Name:**

This is the last name of the webadmin, it is also same that you have provided in the user profile.

**Email Address:**

This is the email address of the webadmin to be added. This should be a valid email address as it is used for all the financial email correspondence with your host.

**Billing Address 1:**

This is the street address of the webadmin.

**City:**

This is the provided city of the webadmin.

**Country:**

This is the provided country of the webadmin.

**Province /State:**

This is the state or province of the webadmin.

**ZIP / Postal Code:**

This is the ZIP/ Postal code of the webadmin.

**Phone Number:**

This is the phone number of the webadmin.

**Fax Number:**

This is the fax number for the reseller.

Select **Add Webadmin** button to add the web admin as per the information specified.

## Editing the Account of a user

Editing the account of a user means to change a user's password or to enable/disable account. Remember that the user can request to change the password by using the **Forgot Password** on the login page option.

### 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 User** button.
- You will be directed to the edit user page.
- Select **Change Password**, update the information as required and press the **Update Account** button.

Following is the information you may require to edit for a user's account

#### **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.

General Profile	Change Password
Login Name :	webad1
Login Password :	*****
Confirm Password :	*****
Change Password	

## Editing the profile of a particular user

You can edit a user's profile any time. The personal profile includes all the personal information of a user. It is user's responsibility to keep the profile updated. But you can also edit the profile of any of your user any time, if required.

### To edit a user's profile:

- Click **User Manager** menu under the **General** section.
- Click the **My User** submenu
- Select the user from the table listing for whom you want to edit the profile.
- Press the **Edit User** button.
- You will be directed to the edit user page.
- Update the information as required and press the **Update General Profile** button.

## Viewing the total number of your users

**To view the total number of your users:**

- Click the **User Manager** menu under the **General** section.
- You will be displayed with the user details in a table listing.
- On the top right corner of the table you will be displayed with the total number of your users.

## How to Auto Log a user's panel

A **reseller** can any time auto-login into any of its users panel (webadmins). This feature is helpful as its saves time and prevents hostadmin from the pain to remember all its users' password and logins or to waste time by separately logging in each of them.

**To auto-login a user's control panel:**

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **My User** submenu.
- In the table listing, select the user who's panel you want to auto login.
- Press the **Auto-Login** button.

## Deleting a User Account

**To delete a user :**

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **My User** submenu
- Select the user from the table listing which you want to delete.
- Click the **Delete** button.

**Now there are two cases for a user to be deleted:**

- **CASE 1)**  
If the user has not yet consumed any of the resource. In this case user will be deleted simply.
- **CASE 2)**  
If the user has consumed some of the resources sold in the plan to her, then the user will be deleted using the **Advance Delete** option.  
In case of **Advance Delete**:
  1. When you click the **Delete** button from the panel,
  2. You are directed to the **Advanced Delete** page and you will be displayed the detail of violated resources.
  3. When you confirm the deletion by pressing **Advance Delete** button
  4. A **confirmation email** is sent to you with in **24** hours
  5. If you confirm the deletion in that email then in **next 24** hours the user and its sub-level resource(s) will be deleted.

---

# Domains

The domains section gives information of all the websites/domains under your hosting. All the current web sites, their basic information such as the hosting plan used for the site, and the site's owner can be in this section.



## Under this section you can perform the following tasks:

- 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.
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- Viewing details of Shared SSL for your website.
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- 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 Website** submenu.
- On the add website page provide the following information and click the **Next** 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.

##### 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.

**FrontPage Extensions**

Sites with front page extensions will be displayed.

**Execute Permissions:**

You can set execute permissions that apply to the virtual directory as a whole.

**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`.

**Mail Access:**

Tick this check box to enable the mail access for the website.

General Information	
Website Name :	http://www. <input type="text"/>
Website Owner :	- - Create New User - -
Website Type :	Name Based Domain
Advance Settings :	<input type="button" value="Configure"/>
Allow Anonymous :	<input type="radio"/> No <input checked="" type="radio"/> Yes
Access Permissions :	<input checked="" type="checkbox"/> Read <input type="checkbox"/> Write <input type="checkbox"/> Directory Browsing <input type="checkbox"/> FrontPage Extensions
Execute Permissions :	Scripts Only
Enable Default Document :	<input checked="" type="checkbox"/>
	default.html,default.htm,default.asp,default.aspx,index
Mail Settings	
Mail Access :	<input checked="" type="checkbox"/> Enable

On the User/Plan Information page provide the following information and click the **Next** button

**User Information:**

**Login Name:**

This is the user login name for the site being added.

**Login Password:**

This is the user login password for the site being added.

**Confirm Password:**

Specify your password for confirmation.

**First Name:**

This is the first name of the user.

**Last Name:**

This is the last name of the user.

**Email Address:**

This is the email address of the user.

**Description:**

Specify brief description in this field.

**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.

On the Virtual Directory/IP Config page provide the following information and click the *Next* button

**Virtual Directory / IP Config:**

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". Also, select your IP Less Domain IP from the list and select Add Website button.

## Viewing all your 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 all your Name Based FTP Sites

### 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 all 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](http://www.myfirstwebsite.com) by clicking its name in the Website Name column.

**Owner Name:**

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 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 Name:**

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.

#### **Consumed:**

This is the consumed/used respective resources of what you were allowed.

## Creating a subdomain

### 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 **Add 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

#### **Sub Domain 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.

#### **Sub Domain 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 Access:**

Tick this check box to enable the mail access for the website.

**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.

**Execute Permissions:**

You can set execute permissions that apply to the virtual directory as a whole.

**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"

## 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 Properties** 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.

## 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 Properties** 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.

---

## 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 Properties** 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.

##### **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:**

Select this option if you don't want to execute any permissions at 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.

## 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 Properties** 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.

## 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 Properties** section click the **Private Folders** 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

## 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 **Domain Services** 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.

Mail Domains				
Total Mail Domains : 1				
<input type="button" value="Mailboxes"/> <input type="button" value="Lists"/> <input type="button" value="Public Folders"/> <input type="button" value="Outlook Anywhere"/> <input type="button" value="Delete"/>				
Mail Domain	Mail Server Type	Owner	IP Address	Web Mail Access
feb1.com	Exchange2007	webad1	VIRTUAL	Web Mail

Page : 1 of 1

- On the mail boxes page click the **Add Mail Box** button and provide the following information for the new mail box;

Mailboxes of "feb1.com"	
Total Mailboxes : 4	
<input type="button" value="Add Mailbox"/> <input type="button" value="Edit General Properties"/> <input type="button" value="Edit Advance Properties"/> <input type="button" value="Edit Email Addresses"/> <input type="button" value="Edit Membership"/> <input type="button" value="Edit Send On Behalf"/>	
<input type="button" value="Set Forwarding"/> <input type="button" value="Set Permissions"/> <input type="button" value="Accepted Senders"/> <input type="button" value="Rejected Senders"/> <input type="button" value="User Statistics"/> <input type="button" value="Disable"/> <input type="button" value="Delete"/>	
Display Name	Email Address
webad1	webad1@feb1.com
mb1	mb1@feb1.com
mb2	mb2@feb1.com
mb3	mb3@feb1.com

**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.

**Advance Options**

**General Profile:**

Select configure button to specify settings for general profile and specify the required information as per your requirements.

**Advance Settings:**

Select configure button to specify these settings as per your requirements.

**Advance Features:**

Select configure button to specify these settings as per your requirements.

Add Mailbox in "feb1.com"	
Mailbox Name :	mailbox1 @feb1.com *
Password :	***** *
Confirm Password :	***** *
<b>Advance Options</b>	
General Profile :	<input type="button" value="Configure"/>
First Name :	John Initials : Mr
Last Name :	Smith
Display Name :	john00
Office Location :	California
Address :	<input type="text"/>
City :	California
Country :	United States
State :	California
Zip Code :	122233
Job Title :	Manager
Company :	Hosting Company
Department :	Web
Business Phone :	<input type="text"/>
Fax :	<input type="text"/>
Home Phone :	<input type="text"/>
Mobile Phone :	<input type="text"/>
Web Page :	<input type="text"/>
Notes :	<input type="text"/>
Advance Settings :	<input type="button" value="Configure"/>
Advance Features :	<input type="checkbox"/> Hide From Address Book <input type="checkbox"/> Disable Mailbox
Protocol Settings :	<input checked="" type="checkbox"/> IMAP <input checked="" type="checkbox"/> POP <input checked="" type="checkbox"/> OWA/HTTP <input checked="" type="checkbox"/> MAPI
Mailbox Size :	100 MB
Outgoing Message Size Limit :	100 MB
Incoming Message Size Limit :	100 MB
<input type="button" value="Add Mailbox"/>	

Select **Add Mailbox** to add the mail box as per the information specified.

---

## 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 **Domain Properties** 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 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 Properties** section click the **Virtual Directories** button.
- Click the **Add Virtual Directory** button, and provide the following information for the website.

#### **Virtual Directory Name:**

Here enter the name you want to give to the virtual directory being added.

#### **Folder Path:**

Here enter the physical path for the virtual directory being added.

#### **.Net Framework:**

Select this checkbox if you want to install the .Net Framework

#### **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.

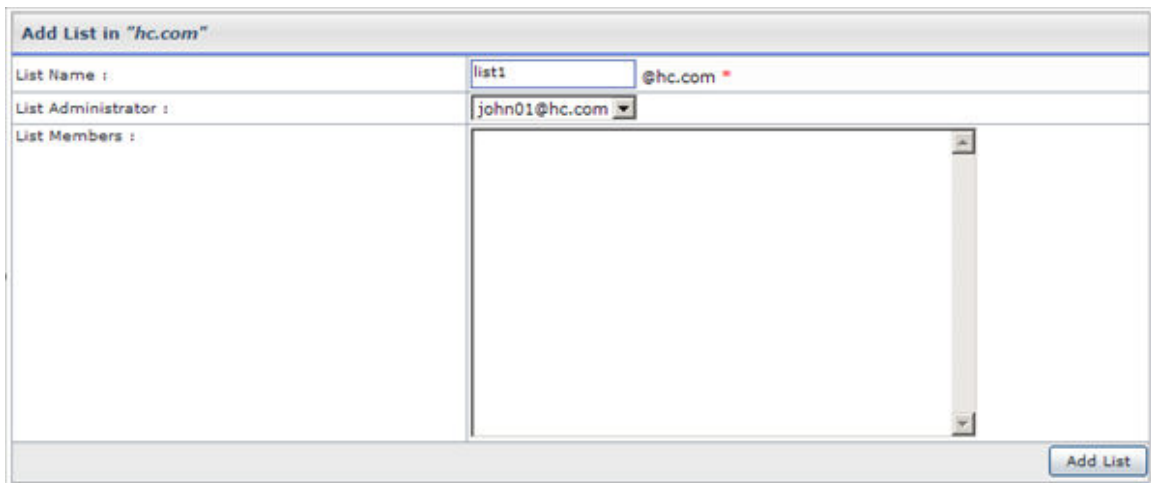
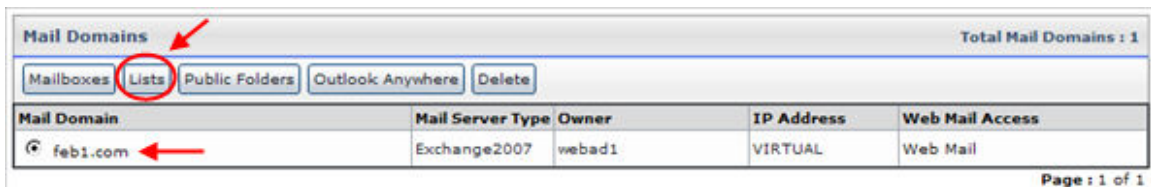
**Scripts & Executables:**

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

## Adding new Mail List

**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 **Domain Services** 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, select **Add List** button and provide the required information on the next page i.e. **List Name**, **List Administrator** and **Members**. click the **Add List** 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 **Domain Services** section click the **Mail** link.

- In the table listing click the domain for which you want to delete and press **Delete** button.

## Deleting Mail Box for your website

### To delete 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 **Domain Services** 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.
- Select the required mail box and press **Delete** button.

## Adding a new database for your website

### To add a database 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 Services** section click the **Databases** link.
- On the databases page, select **Add MSSQL Database** button and provide the required information.
- Once you have specified the following information then select **Add Database** button.

Add MSSQL Database	
<b>General Information</b>	
Database Type :	MS-SQL Server
Associated Website :	hc.com
Database Name :	db1
Database Login :	john01
Password :	*****
Confirm Password :	*****
Advance Settings :	<input type="button" value="Configure"/>
Maximum Data File (MDF) Size :	Server Default MB
Maximum Log File (LDF) Size :	Server Default MB
Select Database Instance :	Qsz
<input type="button" value="Add Database"/>	

## Viewing database details of your website

### To view the details of 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 **Domain Services** 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.

**Owner:**

This is the owner of the database.

**Associated Website:**

This is the name of the associated website with this database with this database.

## Taking backup of the database for your website

**To take the backup of 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 *Domain Services* section click the *Database* link.
- In the table listing click the required database and click the *Backup* 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 *Domain Services* section click the *Database* link.
- In the table listing click the required database and click the *Restore* button.

## 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 *Domain Services* section click the *Database* link.
- In the table listing click the required database and click the *Delete* button.

## 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 *Domain Services* 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.

## Editing the DSN

**To edit 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 **Domain Services** section click the **ODBC DSN** link.
- In the table listing, select the required DSN and press the **Edit DSN** button.
- Edit the information about the DSN as required and click the **Update DSN** button.

## 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 **Domain Services** section click the **ODBC DSN** link.
- In the table listing select the required DSN and click the **Delete** button.

## Installing FrontPage extension for your website

**To install the front page extensions 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 **Domain Services** section click the **FrontPage** link.
- On the FrontPage Extension page, select the **Website Name** and **SMTP Server** and click the **Install FrontPage** button.

Install Extensions	
Website Name :	hc.com
SMTP Server :	mail.hc.com
Install FrontPage	

## Viewing the stats of your website

**To view 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 *Domain Services* section click the *Web Stats* link.
- In the table listing, click the *View Stats* link for the required website.

## Deleting the statistics website

**To delete the statistics of the 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 *Domain Services* section click the *Web Stats* link.
- Press the *Delete* button for the selected website from the table listing.

## Enabling/disabling 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/disabling 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/disabling 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/disabling 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.

## Adding shared SSL for your website

### To add a shared SSL 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 Services** section click the **Shared SSL** link.
- On the shared SSL page, select **Add Shared SSL** button and provide the required information i.e. **Website Name, SSL Name, SSL Directory, Allow Anonymous, Access Permissions**.
- Once you have specified the information then select **Add Shared SSL** button.

Add a Shared SSL	
Website Name :	hc.com
SSL Name :	hc-com
SSL Directory :	john01/hc.com/www <input type="button" value="Browse"/>
Allow Anonymous :	<input type="radio"/> No <input checked="" type="radio"/> Yes
Access Permissions :	<input checked="" type="checkbox"/> Read
	<input checked="" type="checkbox"/> Write
<input type="button" value="Add Shared SSL"/>	

## Deleting or Disabling blog for your website

### To Disable/Delete blog 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 **Click & Install Apps** section click the **Blog** link.
- In the table listing, under the **Actions** column:
  - Click **Delete** link to delete the blog from your website.
  - Click **Disable** link to disable the blog for your website.

## Enable/Disable ASP fusion components for your website

### To Enable/Disable ASP Fusion components 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 **ASPFusion** website link.
- In the table listing:
  - Click **Enable** button to enable components
  - Click **Disable** button to disable components.

## 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 **Click & Install Apps** section click the **Forums** link.
- Provide the **General Preferences** and **Color Preferences** for the forums and click the **Install Forums** button.

## 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.

## Unregistering COM components for your website

### To unregister a COM:

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

## Viewing folder hierarchy for your website

### To view the folder hierarchy 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 **Folders & Security** 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.

## Adding new folder for your website

### To add new folder 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 **Folders & Security** 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 website folders

### To set access permission for your website:

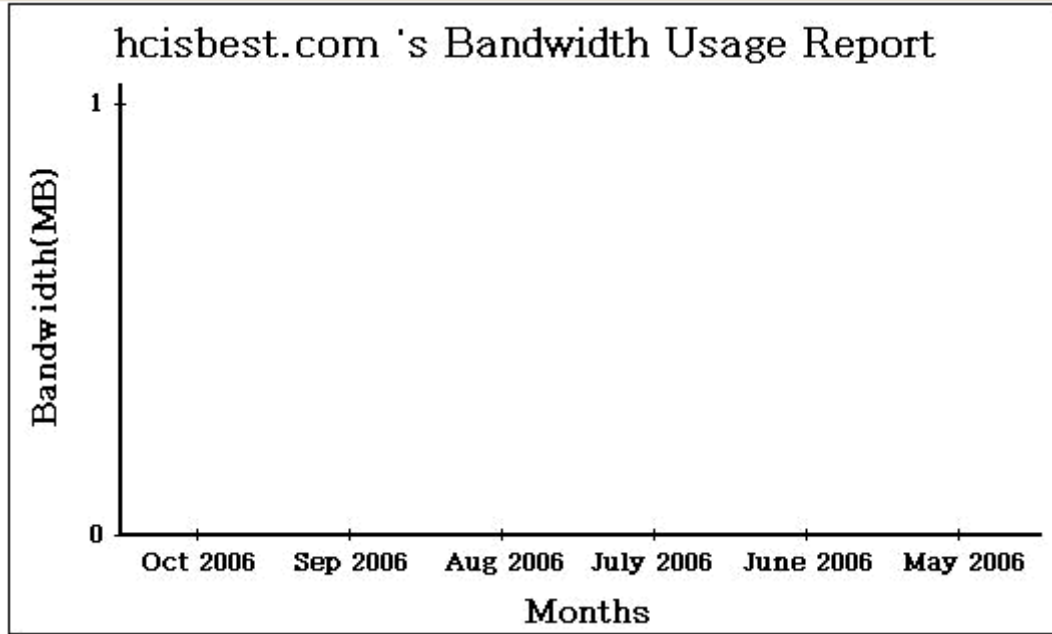
- Click the **Domain** menu under the **General** section.
- In the **My Websites** section, select the required website in the table listing and click the **Properties** button.
- Under the **Folders & Security** section click the **ACL Manager** link.
- On the permissions page you can browse your folder and set permissions by clicking the **Set/View/Remove Permissions** button.

## 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.

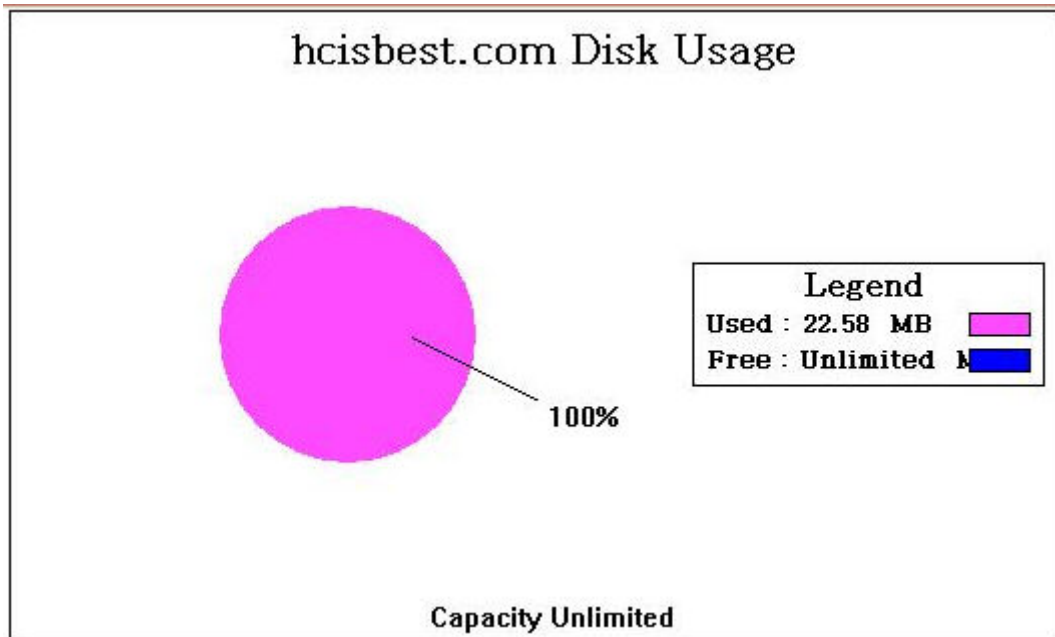




### Viewing bandwidth consumption for your website

**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 **Disk Usage** link.



# 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.

Hosting Plan is divided in the following main section:

### **Tools:**

This is your section, here you are provided all the tools which you may require to manage your hosting plans.

- My plans
- Add Plan
- Sold Plans
- Add-Ons

### **My Host Plans:**

This section is related to your hostadmin's plans. Here you can import hostplans and purchase them as required.

- Purchase a Plan
- Purchased Plan
- Import Host Plans

## Tools

### My 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.

**Following are the tasks you can perform under this section:**

- Searching a plan
- Viewing all your plans
- Editing a plan
- Selling a plan
- Comparing plans
- Deleting a plan

### Searching a plan

**To search a plan:**

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **My Plans** submenu.
- Above the table listing, enter the name of the required plan in the search text field and press the search image icon.

Plan Name :  -- All -- 

### Viewing the details of your plans

**To view all your plans:**

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click **My Plans** submenu.
- You will be displayed with the following details about your users in a table listing:

**Plan Name:**

This is name of the plan. Click this link and sort all the plans in the column in ascending order or descending order.

**Total Sold Instances:**

This is the total number of this plan's instances which are sold.

**Select for Comparison:**

For convenient hosting plan management, the panel allows you to compare different plans, to give you a clear view about your plans and their hosting. Here you tick the check box for the plans you want to compare. To compare plans at least two plans should be selected.

Manage Your Plans			Total Plans : 3+0
<input type="button" value="Edit Plan"/> <input type="button" value="Sell Plan"/> <input type="button" value="Compare"/> <input type="button" value="Disable"/> <input type="button" value="Delete"/>			
<b>Windows Plans</b>			
Plan Name	Total Sold Instances	Select for Comparison	
<input checked="" type="radio"/> Basic Plan - Windows	0	<input checked="" type="checkbox"/>	
<input type="radio"/> Mail Only	2	<input checked="" type="checkbox"/>	
<input type="radio"/> Unlimited Plan - Windows	2	<input type="checkbox"/>	
			Page : 1 of 1
<b>Linux Plans</b>			
Plan Name	Total Sold Instances	Select for Comparison	
No plan found.			
			Page : 1 of 1

## Editing a plan

You can edit all of the properties of a hosting plan at any time, including the name, description, status, visibility, cancellation policy, and pricing information. This information is used to create a list of available plans for your customers, so it is important that you keep this information up to date.

### To edit a plan's properties:

- Click the **Hosting plan** menu under the **Hosting Manager** section.
- Click the **My Plans** submenu
- In the table listing select the required plan and press the **Edit Plan** button.
- Editing a plan includes editing its **General Information** and **Plan Resources**.

#### General Information:

##### Plan Name:

You can edit the plan name if required.

##### Plan Description:

You can also edit a plan's description.

##### Cancellation Policy:

Edit the cancellation policy for the selected plan.

##### Plan Mode:

It is the mode of the plan.

##### Plan Type:

It is the type of the plan.

##### Visible to All Webadmins:

Edit the plan visibility for the webadmins if required.

##### Visible to Selected Webadmins:

You can make the plan visible to all users or you can make it visible for selected webadmins only. In case you want to make it available for selective the webadmins, select the required webadmins) from the following. Tick the check box in front of the desired webadmin(s). The plan will only be visible to those webadmin(s) to purchase.

##### Plan Status:

Update the plan status for the new plan. It can be either available or unavailable. If you select available the plan will be available for the users to purchase. If you select it to be Unavailable will not be visible for the users to purchase, also the Sell Button for you will be disabled.

**Financial Details:**

These are the financial details for the new plan to be added. In case you are using the built-in billing of the panel you must provide this information correctly and carefully.

**Setup Price:**

This is the price that you want to charge only for the first time when the plan is sold.

**Promotional Duration:**

Select the promotional Duration from the drop down menu. The promotional period is used to set a discount for a specific period of time on the plan. For example, if you want to offer a 50% discount on a \$20/month plan for one month then set 1 here. Panel will charge \$10 for 1 month and \$20 from the 2nd month onwards.

**Promotional Price:**

Enter the price that you wish to set for the Promotional Duration which you have selected above.

Check the Radio Button to set the default recurring duration for this plan: The panel allows flexible recurring duration. It allows Monthly, Quarterly, Bi-Annual, Yearly or any duration of your own choice. The users will be charged the recurring price after the selected duration.

**Recurring Duration:**

Here enter the recurring duration for the plan. The Recurring Duration is the interval after which the user (webadmin in this case) should be charged a set price. For example, if you select Quarterly, then the user will be charged after every quarter year (4 months).

Note: The Recurring Duration starts when the Promotional Duration ends. If there was no promotional period then the recurring duration starts with the plan setup.

**Recurring Price:**

Here enter the recurring price. For example if you enter 10 then the user will be charged \$10 after the interval set in the **Promotional Duration** select box above, in case no promotional duration was offered then the recurring price will be charged with the plan setup.

**Default Recurring Duration:**

It is the default recurring duration.

**Default Setup Discount:**

It is the default setup discount.

**Default Recurring Duration:**

It is the default recurring discount.

**Plan Resources:**

Select quantity to be sold of the quantities as required and select **Update Plan Resources**.

## Comparing Plans

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 two or more plans:**

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **My Plans** submenu.
- Select the plans ( at least two plans should be selected) you want to compare under the **Select Plan** column.
- Click the **Compare** button.
- You will be displayed with the plan comparison report. This comparison is composed of two sections, **Plan Information** and the **Plan Resources**.
- After you have compared the plans you can directly sell any of the plan (if required), by clicking the **Sell** button.

Manage Your Plans			Total Plans : 3+0
<input type="button" value="Edit Plan"/> <input type="button" value="Sell Plan"/> <input type="button" value="Compare"/> <input type="button" value="Disable"/> <input type="button" value="Delete"/>			
<b>Windows Plans</b>			
Plan Name	Total Sold Instances	Select for Comparison	
<input checked="" type="radio"/> Basic Plan - Windows	0	<input checked="" type="checkbox"/>	
<input type="radio"/> Mail Only	2	<input checked="" type="checkbox"/>	
<input type="radio"/> Unlimited Plan - Windows	2	<input type="checkbox"/>	
			Page : 1 of 1
<b>Linux Plans</b>			
Plan Name	Total Sold Instances	Select for Comparison	
No plan found.			
			Page : 1 of 1

**Selling a Plan**

**To sell a plan instance:**

- Click **Hosting Plan** menu under the **Hosting Manager** section
- Click **My Plan** submenu.
- Select a plan from the table view.
- Click the **Sell** button
- On the **Sell Plan** page, provide the following information and click the **Sell Plan** button.

**Plan Name:**

Select the plan you want to sell, from the drop down menu.

**Sell To:**

Select the user you want to sell the plan, from the drop down menu.

**Quantity (NO. of Plan Instances):**

Here enter the number of this plan’s instances you want to sell to the selected user

Sell a Hosting Plan	
Plan Name :	Basic Plan - Windows
Sell To :	webad1
Quantity (No. of Plan Instances) :	1
<input type="button" value="Sell Plan"/>	

## Deleting a Plan

### To delete a hosting plan:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click **My Plans** submenu.
- Select the plan which you want to delete, from the table view list.
- Click on the **Delete** button.
- A confirmation message dialog box will open.
- Select **OK** and your plan will be deleted.

## Add Plan

The **Add Plan** submenu is used to add new web hosting plan. You can set the name, description and other details for your new plan.

### To add a plan:

- Click on the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Add Plan** submenu.
- You will be displayed with the **Add plan** page
- Provide the following information for the new plan as required and click the **Add Plan** button:

#### **General INFORMATION:**

Following is the basic information for the plan to be added.

#### **PLAN NAME:**

This is the name you want to set for the new plan to be added.

#### **Plan Description:**

This is any relevant information for the new plan to make it more descriptive. Your users will see this description in the plan details option in their panel.

#### **Cancelation Policy:**

Here you have to provide the cancellation policy for the new plan. You may apply the same cancellation policy for all the plans or you any individual policies on each plans. It totally depends on your hosting business rules.

#### **Plan Mode:**

It is the mode of the plan.

#### **Plan Type:**

It is the type sof the plan. s

#### **Visible to all Webadmins:**

Tick this check box to make this plan visible to all users. In this case all the webadmins will be able to see this plan in the Purchase A Plan section of their panels.

#### **Visible To Selected List Of Webadmins:**

You can make the plan visible to all users or you can make it visible for selected webadmins only. In case you want to make it available for selective the webadmins, select the required webadmin(s) from the following. Tick the check box in front of the desired webadmin(s). The plan will only be visible to those webadmin(s) to purchase.

#### **Plan Status:**

Select the plan status for the new plan. It can be either available or unavailable. If you select available the plan will be available for the users

to purchase. If you select it to be Unavailable will not be available for the users to purchase.

General Information		Billing Information	Plan Resources
<b>Basic Information</b>			
Plan Name :	plan1 *		
Plan Description :	<input type="text"/>		
Cancellation Policy :	<input type="text"/>		
Plan Mode :	Generic Hosting ▾		
Plan Type :	Windows ▾		
Visible to all Webadmins :	<input type="checkbox"/> Yes		
Visible to selected list of Webadmins :	<input type="checkbox"/> webad1 <input type="checkbox"/> webad2		
Plan Status :	Available ▾		
<a href="#">Next &gt;&gt;</a>			

**Financial Details:**

These are the financial details for the new plan to be added. In case you are using the built-in billing of the panel you must provide this information correctly and carefully.

**Setup Price:**

This is the price that you want to charge only for the first time when the plan is sold.

**Promotional Duration:**

Select the promotional Duration from the drop down menu. The promotional period is used to set a discount for a specific period of time on the plan. For example, if you want to offer a 50% discount on a \$20/month plan for one month then set 1 here. Panel will charge \$10 for 1 month and \$20 from the 2nd month onwards.

**Promotional Price:**

Enter the price that you wish to set for the Promotional Duration which you have selected above.

Check the Radio Button to set the default recurring duration for this plan: The panel allows flexible recurring duration. It allows Monthly, Quarterly, Bi-Annual, Yearly or any duration of your own choice. The users will be charged the recurring price after the selected duration.

**Recurring Duration:**

Here enter the recurring duration for the plan. The Recurring Duration is the interval after which the user (webadmin in this case) should be charged a set price. For example, if you select Quarterly, then the user will be charged after every quarter year (4 months).

Note: The Recurring Duration starts when the Promotional Duration ends. If there was no promotional period then the recurring duration starts with the plan setup.



**Recurring Price:**

Here enter the recurring price. For example if you enter 10 then the user will be charged \$10 after the interval set in the *Promotional Duration* select box above, in case no promotional duration was offered then the recurring price will be charged with the plan setup.

**Default Recurring Duration:**

It is the default recurring duration.

**Default Setup Discount:**

It is the default setup discount.

**Default Recurring Discount:**

It is the default recurring discount.

General Information	Billing Information	Plan Resources
<b>Financial Details</b>		
Setup Price :	<input type="text" value="0"/>	
Promotional Duration :	0 Month(s) ▼	
Promotional Price :	<input type="text" value="0"/>	
Recurring Duration :	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Annual <input type="radio"/> Yearly <input type="radio"/> Other ▼	
Recurring Price :	<input type="text" value="0"/>	<input type="text" value="0"/>
Default Recurring Duration :	Monthly ▼	
Default Setup Discount :	<input type="text" value="0"/> %	
Default Recurring Discount :	<input type="text" value="0"/> %	
<input type="button" value="Next &gt;&gt;"/>		

**Plan Resources:**

These are the resources of a plan. They can be edited according to the plan needs. You can set a desired quantity, make it unlimited for the user or even exclude it from the plan. Here only those resources are displayed that were enabled, by your host for you.

**Quantity:**

Here enter the quantity of the respective resource you want to add for the new plan.

**Unlimited:**

If you tick the check box at the top of this column, all the quantities will be added unlimited to this plan. If you want to add selective unlimited resource(s), tick the respective check box for that resource(s).

**Excluded:**

You may wish to exclude any resource from the plan to be added. To exclude any desired resource(s) tick the respective check box for that resource(s).

General Information		Billing Information		Plan Resources	
Plan Resources		Quantity	<input type="checkbox"/> Unlimited	<input type="checkbox"/> Excluded	
User Accounts :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Domains :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Sub-Domains :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
IP Based Domains :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Domain Registration :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
ODBC DSN :	<input type="text" value="5"/>		<input type="checkbox"/>	<input type="checkbox"/>	
COM Registration :	<input type="text" value="5"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Index Server Catalogs :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
ASPFusion Components :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
FrontPage Extension :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Shared SSL :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Ruby On Rails :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Cron Jobs :	<input type="text" value="1"/>		<input type="checkbox"/>	<input type="checkbox"/>	
<b>Disk Space &amp; Bandwidth</b>					
Disk Space (MB) :	<input type="text" value="250"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Bandwidth (MB) :	<input type="text" value="500"/>		<input type="checkbox"/>	<input type="checkbox"/>	

## Sold Plans

Hosting controller not only gives you a free hand management on creating new plans but you can also perform many task related to sold plan management as well. this may include switching the existing plans, view a plan details and so much more.

### To view all your sold plans:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Sold Plans** submenu.
- You will be displayed all your sold plans here in a table view listing.

**Note:** If you have not sold any plan yet, you will not be displayed any plans here.

### Under the Sold Plan section you can perform the following tasks:

- Searching a sold plan.
- Viewing detail of a sold plan.
- Setting the discount for the sold plan.
- Changing the next billing day for the plan.
- Disabling a sold plan.
- Switching a sold plan.

## Searching a Sold Plan

### To search a sold plan:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Sold Plan** submenu.
- Above the table listing, enter the name of the required sold plan in the search text field and press the search image icon.
- In Advance Search option, the plans can be searched depending on the **Sold 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 all the plans having date lesser than the provided date

**Greater Than:**

Search all the plans having date greater than the provided date.

Sold Date     Next Billing Date

Equal to    1    Jan    1998    

## Viewing the details of your sold plans

### To view the details of all your sold plans:


- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Sold Plan** submenu.
- You will be displayed with the following details about your sold plans in a table listing:

**Plan Instances [Date Created]:**

You can sort the sold plans. For your ease this sorting can be on the basis of the date created or on the ascending or descending order of the name of the plans.


**Total Wbsites:**


This is the total number of websites created under this plan.


Plan Name : -- All --  [ Basic Search ]


Filter By : -- All --


Sold Date     Next Billing Date

Equal to    1    Jan    1998    

  
My Plans

  
Add Plan

  
Sold Plans

  
Add-Ons

Sold Plans		Total Sold Plans : 4
<span style="border: 1px solid #ccc; padding: 2px;">Switch Plan</span> <span style="border: 1px solid #ccc; padding: 2px;">Delete</span>		
User Name	Plan Instance [Date Created]	Total Websites
<input checked="" type="radio"/> webad2	Mail Only [Apr 06, 2009]	0
<input type="radio"/> webad2	Unlimited Plan - Windows [Apr 01, 2009]	1
<input type="radio"/> webad1	Mail Only [Mar 14, 2009]	0
<input type="radio"/> webad1	Unlimited Plan - Windows [Mar 11, 2009]	5

Page : 1 of 1

## Setting Discount for the Sold Plan

You can change the Recurring Discount of a sold plan using this button. When a discount is set, next billing cycle will automatically apply the specified discount.

### To set discount for a sold plan:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click **Sold Plan** submenu.
- In the table listing select the required plan and click the **Set Discount** button.
- On the Set Discount page, provide the following information and click the **Update Discount** button.
  - Plan Name:**  
This is the name of the plan.
  - Sold To:**  
This is name of the reseller it was sold to.
  - Sold On:**  
This is the date on which the selected plan was sold.
  - Recurring Discount:**  
Here enter the new Recurring Discount for the selected sold plan.

Edit Recurring Discount	
Plan Name :	Mail Only
Sold To :	webad2
Sold On :	Apr 06, 2009
Recurring Discount :	0.00 %
<input type="button" value="Update Discount"/>	

## Changing the Next Billing Day for a particular Sold Plan

### To change the next billing date of a Sold Plan:

- Click the **Hosting Plan** menu under the **Hosting Manager** section
- Click **Sold Plan** submenu
- In the table listing select the required sold plan and click the **Set Next Billing Date**
- A dialogue will open asking the new date. To set the new date, enter date and press OK. If you do not want to set new date press Cancel.
- The **Billing Date** will be set to the new one

**Explorer User Prompt** ✕

Script Prompt:

Please provide new Next Billing date that you want to set for this Plan  
mm/dd/yy

## Disable/Enable a Sold Plan

### To disable a sold plan:

- Click the *Hosting Plan* menu under the *Hosting Manager* section
- Click *Sold Plan* submenu
- In the table listing select the required sold plan and click the *Disable Plan* button

Note:

When you disable a sold plan, all the websites running under that plan are stopped.

### To enable a sold plan:

- Click the *Hosting Plan* menu under the *Hosting Manager* section
- Click *Sold Plan* submenu
- In the table listing select the required sold plan and click the *Enable Plan* button

Note: Only a disabled plan can be enabled

## Viewing the details of a particular Sold Plan

### To view the details of all your sold plans

- Click *Hosting Plan* menu under the *Hosting Manager* section.
- Click *Sold Plan* submenu.
- In the table listing select the required plan and click the *Details* button.
- You will be displayed with the *General Details*, *Financial Details* and *Plan Resources* details of the selected plan.

Details of "Mail Only"			
<b>General Information</b>			
Description :	Mail Only		
Status :	Available		
Plan Mode :	Mail Only Hosting		
Plan Type :	Windows		
<b>Financial Details</b>			
	<b>Price</b>	<b>Discount</b>	<b>Your Price</b>
Setup :	0.00	0.00%	0.00
Promotional :	0.00	--	0.00 for 0 month(s)
Recurring :	0.00	0.00%	0.00 for 1 month(s)
<b>Websites in this plan</b>	<b>Total Websites : 0</b>		
No website found.			
<b>Plan Resources</b>			
	<b>Quantity</b>		
User Accounts :	1		
<b>Mail Domains</b>			
Mail Server Type :	Exchange2007		
Mail Domains :	10		
POP Boxes per Mail Domain :	100		
	<b>POP Boxes per Mail Domain Properties</b>		
	Mailbox Size (MB)	50	
	Incoming Message Size (MB)	10	
	Outgoing Message Size (MB)	10	
	IMAP	Enabled	
	POP	Enabled	
	OWA/HTTP	Enabled	
	MAPI	Enabled	
Distribution Lists :	50		
	<b>Distribution Lists Properties</b>		
	Incoming Message Size (MB)	10	
Public Folders :	50		
BlackBerry :	50		

## Switching a Sold Plan

This is a feature which provides hosting controller's sold plan section a flexibility. You can any time switch your sold plan to another plan. This may be very helpful in case one of your customer wants to upgrade its plan from say a lower resource plan to a higher resource plan.

### To switch a sold plan:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Sold Plan** submenu.
- Select the plan which need to be switched.
- Click the **Switch Plan** button.
- You will be displayed with the switch plan page.
- Select the required plan from the **Switch to Plan**.
- Provide the **Financial Details** as required.
- Click the **Switch Plan** button to switch the selected plan (the plan under the **Current Plan** section) to the plan selected in the **Switch to Plan**.

<b>Switch Plan</b>			
<b>Current Plan</b>			
Mail Only			
<b>Switch to Plan</b>			
<input checked="" type="radio"/> Basic Plan - Windows			
	<b>Financial Details</b>		
		<b>Setup Price</b>	<b>Recurring Price</b>
	<input checked="" type="radio"/> Monthly	0.00	0.00
	<input type="radio"/> Quarterly	0.00	0.00
	<input type="radio"/> BI-Annual	0.00	0.00
	<input type="radio"/> Yearly	0.00	0.00
	Regular Amount		0.00
<input type="radio"/> Unlimited Plan - Windows			
		<input type="button" value="Switch Plan"/>	<input type="button" value="Details"/>

## Add-ons

Hosting controller enables you to set up and customize any number of hosting plans for your customers (webadmins). You can set up the name, description, status, visibility, cancellation policy, and pricing information. Once you have added a new plan, you can edit the properties of the plan.

### Following are the tasks you can perform under the Add-on section:

- Adding a new resource.
- Editing the price of existing resource.
- Viewing resource list.
- Selling an add-on.
- Viewing sold Add-Ons.
- Deleting a sold add-on.
- Updating billing method for a sold add-on.
- Editing discount for a Sold Add-on.

## Viewing the Sold Add-Ons

### To view the details of your sold add-ons:

- Click the **Hosting Manager** menu under the **Hosting Manger** section
- Click **Add-on** submenu
- Tick the **Sold Add-ons** check box and click the **Next** button
- You will be displayed with the following details about the sold add-ons

#### Select Plan:

Select the plan for which you want to view the sold add-on detail.

#### Name:

This is the name of the plan to which the add-on was sold.

#### Type:

This is the type of the add-on. The type of the add-on can be system or custom.

#### Quantity:

This is the quantity of the add-on in which it was sold to this plan.

#### Billing Method:

Select the required billing method for this add-on from the drop down menu. It can be either Monthly bill or bill with plan.

**Resource Name:**

This is the name of the add-on sold to this plan.

**Note :**

Along with sold add-on details you are also given the respective plan details.

## Editing the Price of an existing resource

To edit an existing resource:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click **Add-ons** submenu.
- On the Add-ons page tick **List Add-ons** check box and click the **Next** button.
- Under the **Action** column, press the **Edit Price** button and on the edit price page update the following information:

**Resource Name:**

This is the name of the resource you are editing. You can also edit the name of a resource if required.

**Resource Description:**

This is the resources description. You can also edit it.

**Resource Type:**

The resource type can not be changed here. So it is displayed as disabled.

**Default Unit Size:**

Here set the default unit size of the resource.

**Default Setup Price:**

Here set the default setup price for the resource.

**Default Recurring Price:**

Here enter the recurring price you want to set for this resource as default.

**Billing Method:**

Update the billing method for the selected resource if required.

**Update Resource:**

Press this button to update the resource price.

## Selling an Add-On

To sell an add-on:

- Click the **Hosting Manager** menu under the **Hosting Manger** section.
- Click **Add-on** submenu.
- Tick the **Sell Add-on** check box and click the **Next** button.
- On the sell add-on page, provide the following information and click the **Sell Add-On** button.

**Sell Add-on to Plan:**

Select the plan from the drop down menu to which you want to sell the add-on.

**Select Add-On:**

Select an add-on which you wish to sell, from the drop down menu. The letter S indicates the Setup Price and the letter R indicates the Recurring



Price set for this add-on. When you sell and add-on, this price will be charged.

**Quantity to Sell:**

Here enter the quantity in which you want to sell this add-on.

**Recurring Discount:**

Here enter the values if you want to give a discount on the charged recurring price.

**Billing Method:**

Select the required billing method for this ad-on from the drop down menu. It can be either Monthly bill or bill with plan.

Sell Add-On	
Sell Add-On to Plan :	webad1 [Unlimited Plan - Windows] [Mar 11, 2009] ▾
Select Add-On :	User Accounts [U = 1, S = 111.00, R = 111.00 ] ▾
	U = Default Unit
	S = Setup Price
	R = Recurring Price
Quantity to Sell :	1 *
Recurring Discount :	0 % *
Billing Method :	Monthly Billing ▾
<input type="button" value="Sell Add-On"/>	

## Updating Billing Method for a Sold Add-on

To Updating Billing Method for a Sold Add-on:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Add-Ons** submenu.
- On the add-on page, tick the **Sold Add-Ons** check box and press the **Next** button.
- Select the required sold add-on and select the required new billing method from the drop down menu and press the **Update Billing Method** button.

## Viewing the Resource List

**To list all the hosting resources:**

- Click the **Hosting Manager** menu under the **Hosting Manger** section
- Click **Add-on** submenu
- Tick the **List Add-Ons** check box and click the **Next** button
- On the resource page, you can view the following information.
- You can also Edit a listed hosting resource.

**Hosting Resources:**

These are all the default resources.

**Note:**

You can only edit the default setup and recurring price of the system add-ons.

**Type:**

There are mainly two types of resources SYSTEM and CUSTOM. The default resources and the resources added by you. The system add-ons are managed by the panel. The custom add-ons are not managed by the panel. This means that when such and add-on is sold panel does not do

any backend setup for them. If the billing is enabled, then it is done for both types of resources.

**Action:**

This is the action you can take for the respective resource.

**Adding a new Resource**

**To add a new hosting resource:**

- Click the *Hosting Manager* menu under the *Hosting Manger* section
- Click *Add-on* submenu
- Tick the *Add resource* check box and click the *Next* button
- On add resource page provide the following information and click the *Add Resource* button

**Resource Name:**

Here enter the name that you want to assign to the new resource.

**Resource Description:**

Here enter any descriptive information relevant to the new resource.

**Resource Type:**

At a time you can add a resource for:

- Windows Enabled
- Linux Enabled

Select the required option.

**Default Unit Size:**

Here set the default unit size of the resource.

**Default Setup Price:**

Here enter the price that is charged only once when the resource is added to a sold hosting plan.

**Default Recurring Price:**

Here enter the price that is charged on each billing cycle of the sold plan, it is being added.

**Billing Method:**

Select the required billing method for this resource from the drop down menu. It can be either Monthly Bill or Bill With Plan. When you select the monthly bill option the billing of the ad-on will be done on monthly basis. And when you select the bill with plan option the add-on billing will be done with the plan. In both cases the payment will be made with the plan.

Add a new Hosting Resource	
Resource Name :	<input type="text" value="Resource1"/>
Resource Description :	<input type="text"/>
Resource Type :	<input checked="" type="checkbox"/> Windows Enabled <input type="checkbox"/> Linux Enabled
Default Unit Size :	<input type="text" value="1"/>
Default Setup Price :	<input type="text" value="0"/>
Default Recurring Price :	<input type="text" value="0"/>
Billing Method :	<input type="text" value="Monthly Billing"/>
<input type="button" value="Add Resource"/>	

## Deleting a Sold Add-On

To delete an add-on:

- Click the **Hosting Plan** menu under the **Hosting Manager** section.
- Click the **Add-ons** submenu.
- On the Add-ons page, tick the sold add-on check box and press the **Next** button.
- On the sold add-on page, select the required sold add-on and click the **Delete** button.

### **Note:**

You can only delete custom resources.

## My Host Plans

### Purchase a Plan

#### **Following are the tasks you can perform under this section:**

- Comparing plans before purchasing.
- Viewing the details of a plan before purchasing.
- Purchasing a 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.

Plans Comparison Report		
<b>Plan Information</b>		
Plan Name :	Basic Plan - Windows	Mail Only
Status :	Available	Available
<b>Financial Details (USD)</b>		
Setup Price :	N/A	N/A
Promotional Price :	N/A	N/A
Monthly Recurring Price :	N/A	N/A
Quarterly Recurring Price :	N/A	N/A
Bi-Annual Recurring Price :	N/A	N/A
Yearly Recurring Price :	N/A	N/A
Other Package :	N/A	N/A
<b>Plan Resources</b>		
User Accounts :	Unlimited	1
Domains :	Unlimited	Excluded
Sub-Domains :	Unlimited	Excluded
IP Based Domains :	Unlimited	Excluded
ODBC DSN :	Unlimited	Excluded
COM Registration :	Unlimited	Excluded
Index Server Catalogs :	Unlimited	Excluded
ASPFusion Components :	Unlimited	Excluded
FrontPage Extension :	Unlimited	Excluded
Shared SSL :	Unlimited	Excluded
<b>Disk Space &amp; Bandwidth</b>		
Disk Space (MB) :	Unlimited	Excluded
Bandwidth (MB) :	Unlimited	Excluded
<b>Mail Domains</b>		
Mail Domains :	Unlimited	10
POP Boxes per Mail Domain :	Unlimited	100
Distribution Lists :	Unlimited	50
Public Folders :	Unlimited	50
BlackBerry :	Unlimited	50
<b>Stats Server</b>		
Statistic Sites :	Unlimited	Excluded
<b>Scripting</b>		
PHP :	Unlimited	Excluded
Perl :	Unlimited	Excluded
.NET Framework :	Unlimited	Excluded
ColdFusion MX :	Unlimited	Excluded
<b>Databases</b>		
SQL Server Databases :	Unlimited	Excluded
MySQL Databases :	Unlimited	Excluded
<b>SharePoint Sites</b>		
SharePoint Sites :	Unlimited	Excluded
<b>Dynamic CRM Sites</b>		
CRM Sites :	Unlimited	Excluded
<b>Action</b>	<input type="button" value="Sell"/>	<input type="button" value="Sell"/>

## Viewing the details of a plan before purchasing

### To view the details of a plan:

- Click **Hosting Plan** menu under the **Hosting Manager** section.
- Click **Purchase a 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 **Plan Information, Financial Details** and **Plan Resources** for the selected plan.

## 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 click **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.

Buy a Plan			
<b>General Information :</b>			
Plan Name :			
Credit Limit assigned :	0 USD		
Your Closing Balance :	0.00 USD		
Available Credit Limit :	0.00 USD		
<b>Financial Details :</b>			
	Price[USD]	Discount	Your Price
Setup :		%	
Promotional :		--	
<b>Purchase Details :</b>			
Quantity :	<input type="text" value="1"/>		
Recurring Duration :	<input type="text" value="Monthly"/>		
			<input type="button" value="Purchase Now"/>

## Purchased Plans

### Following are the task you can perform under this section:

- Viewing all your purchased plans.
- Viewing the details of a purchased plan.

## Viewing your Purchased Plans

### To view your purchased plans:

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

Purchased Plans		Total Purchased Plans : 2	
Details			
Plan Name	Purchased On	Due Since	Next Billing Day
<input checked="" type="radio"/> Unlimited Plan - Windows	Mar 11, 2009	N/A	N/A
<input type="radio"/> Basic Plan - Windows	Apr 10, 2009	N/A	N/A

## Viewing the details of a 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.
- You will be displayed with the **General Information**, **Financial Details** and **Plan Resources** details of the selected plan.

Details of "Unlimited Plan - Windows"	
<b>General Information</b>	
Description :	Default Unlimited Plan , assigned to default reseller , so that he can create all entries without any checks. This plan can be used to disable the plan manager as a whole , as the reseller having an instance of this plan will not be checked at any level due to infinite resources assigned to him.
Status :	Available
Plan Mode :	Generic Hosting
Plan Type :	Windows
<b>Websites in this plan</b>	<b>Total Websites : 0</b>
No website found.	
<b>Plan Resources</b>	
User Accounts :	Unlimited
Domains :	Unlimited
Sub-Domains :	Unlimited
IP Based Domains :	Unlimited
ODBC DSN :	Unlimited
COM Registration :	Unlimited
Index Server Catalogs :	Unlimited
ASPFusion Components :	Unlimited
FrontPage Extension :	Unlimited
Shared SSL :	Unlimited
<b>Disk Space &amp; Bandwidth</b>	
Disk Space (MB) :	Unlimited
Bandwidth (MB) :	Unlimited
<b>Mail Domains</b>	
Mail Server Type :	Exchange2007
Mail Domains :	Unlimited
POP Boxes per Mail Domain :	Unlimited
	POP Boxes per Mail Domain Properties
	Mailbox Size (MB) 50
	Incoming Message Size (MB) 10
	Outgoing Message Size (MB) 10
	IMAP Enabled
	POP Enabled
	OWA/HTTP Enabled
	MAPI Enabled
Distribution Lists :	Excluded
	Distribution Lists Properties
	Incoming Message Size (MB) Excluded
Public Folders :	Excluded
BlackBerry :	Excluded
<b>Stats Server</b>	
Statistic Sites :	Unlimited
<b>Scripting</b>	
PHP :	Unlimited
Perl :	Unlimited
.NET Framework :	Unlimited
ColdFusion MX :	Unlimited
<b>Databases</b>	
SQL Server Databases :	Unlimited
MySQL Databases :	Unlimited
<b>SharePoint Sites</b>	
SharePoint Sites :	Unlimited
<b>Dynamics CRM Sites</b>	
CRM Sites :	Unlimited

## Import Host Plans

This submenu is used to Import your hostadmin's plans. This is a very flexible feature and saves you from providing some repeated pieces of information and you can directly import your hostadmin's plans.

Following are the task you can perform under this section:

- Importing Host Plans.
- Viewing the details of a particular Host Plan.

### Viewing the details of a particular host plan

**To view details of a plan:**

- Click the *Hosting Plan* menu under the *Hosting Manager* section.
- Click the *Import Host Plans* submenu under the *My host Plans* section.
- Select the required plan and click the *Details* button you will be displayed with the *General Information*, *Financial Details* and *Plan Resources* about the plan:



Details of "servertest"																	
<b>General Information</b>																	
Description :																	
Status :	Available																
Plan Mode :	Generic Hosting																
Plan Type :	Windows																
<b>Financial Details</b>																	
	<b>Price</b>																
Setup :	0.00																
Promotional :	0.00 for 0 month(s)																
<b>Plan Resources</b>																	
	<b>Quantity</b>																
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FrontPage Extension :	1																
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<b>Disk Space &amp; Bandwidth</b>																	
Disk Space (MB) :	250																
Bandwidth (MB) :	500																
<b>Mail Domains</b>																	
Mail Server Type :	MailEnable																
Mail Domains :	1																
POP Boxes per Mail Domain :	10																
	<table border="1"> <thead> <tr> <th colspan="2">POP Boxes per Mail Domain Properties</th> </tr> </thead> <tbody> <tr> <td>Mailbox Size (MB)</td> <td>50</td> </tr> <tr> <td>Incoming Message Size (MB)</td> <td>10</td> </tr> <tr> <td>Outgoing Message Size (MB)</td> <td>10</td> </tr> <tr> <td>IMAP</td> <td>Enabled</td> </tr> <tr> <td>POP</td> <td>Enabled</td> </tr> <tr> <td>OWA/HTTP</td> <td>Enabled</td> </tr> <tr> <td>MAPI</td> <td>Enabled</td> </tr> </tbody> </table>	POP Boxes per Mail Domain Properties		Mailbox Size (MB)	50	Incoming Message Size (MB)	10	Outgoing Message Size (MB)	10	IMAP	Enabled	POP	Enabled	OWA/HTTP	Enabled	MAPI	Enabled
POP Boxes per Mail Domain Properties																	
Mailbox Size (MB)	50																
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MAPI	Enabled																
Distribution Lists :	5																
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Distribution Lists Properties																	
Incoming Message Size (MB)	10																
<b>Stats Server</b>																	
Statistic Sites :	1																
<b>Scripting</b>																	
PHP :	1																
Perl :	1																
.NET Framework :	1																
ColdFusion MX :	1																
<b>Databases</b>																	
SQL Server Databases :	5																
MySQL Databases :	5																
<b>SharePoint Sites</b>																	
SharePoint Sites :	1																
<b>Dynamics CRM Sites</b>																	
CRM Sites :	1																

## Importing Host Plans

### To import all your host plan:

- Click **Hosting Plan** menu under the **Hosting Manager** section.
- Click **Import Host Plans** submenu under the **My Host Plans** section.
- Tick the **Select to Import** check box for the plans you want to import and click the **Import** button.

Import a Copy of Your Web Host's Plans
Total Host Plans : 3+2

Import
Details

Windows Plans	
Plan Name	Select to Import
<input checked="" type="radio"/> Basic Plan - Windows	<input checked="" type="checkbox"/> <span style="color: red; font-size: 1.2em;">←</span>
<input type="radio"/> servertest	<input type="checkbox"/>
<input type="radio"/> Unlimited Plan - Windows	<input type="checkbox"/>
Page : 1 of 1	
Linux Plans	
Plan Name	Select to Import
<input type="radio"/> Basic Plan - Linux	<input type="checkbox"/>
<input type="radio"/> Unlimited Plan - Linux	<input type="checkbox"/>
Page : 1 of 1	

## 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 HC8 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.

### The Billing System at reseller level is divided as follows:

#### Billing:

- Offline Payments
- Customer Reports

#### Bills Form My Host:

- Payment Form
- Transaction Statement

#### Advanced Options:

- Configure Billing
- Generate Invoice

## Billing

### Offline Payments

Off-line payments are payments that are made to you in any form, other than credit card. When an off-line payment is made, the amount is charged to customer account and a payment is generated.

The offline payments menu enables you to select any required user or client, who made the payment and enter all pertinent details about the payment.

**Following are the tasks you can perform related to the payments:**

- Viewing details of offline payments.
- Registering offline payment for a particular user.

### Viewing details of offline payments

**To view the details of the off-line payments of all your users:**

- Click the **Billing System** menu
- Click the **Offline Payments** submenu under the **Billing** section
- You will be displayed with the following details related to Offline Payments of all your users:

**Customer Name:**

This is the login name of the customer which is used to access the panel.

**Total Credits:**

It is the total credit of the customer.

**Total Debits:**

It is the total debt of the customer.

**Balance:**

The Balance is calculated by using formula (Total Debits - Total Credits = Balance). Balance in red indicates Debit amount whereas Balance in green indicates Credit amount.

### Registering offline payment for a particular user

**To register the offline payment(s) of a particular user (webadmin):**

- Click the **Billing System** menu under the **Hosting Manager** section.
- Click the **Offline Payment** submenu under the **Billing** section.
- In the table view listing, select the required user and press the **Register Payment** button.
- You will be directed to register payment page.
- Fill in the following information and click the **Register Payment** button.

**Amount:**

Enter the payment amount in this field.

**Payment Type:**

Select the type of payment from the drop-down list. It can either be Cheque or any other mode (The other mode can be bank draft, by hand payments etc)

**Cheque No:**

Enter the cheque number in this field.

**Bank:**

Enter the bank from where the cheque was drawn on.

**Account No:**

Enter the account number here.

**Routing No:**

The Routing No is a nine digit number (eight digits and one cheque digit) that uniquely identifies a financial institution. It is printed on cheques, deposit slips, etc. and is used to perform the financial transactions.

The screenshot shows a web form titled "Make Offline Payment for 'webad1'". The form has several input fields: "Amount" with a value of "1000" and a currency selector set to "USD"; "Payment Type" with a dropdown menu showing "Cheque"; "Cheque No"; "Bank"; "Account No"; and "Routing No". A "Register Payment" button is positioned at the bottom right of the form.

## Customer Reports

The panel can generate various financial reports for you based on all the invoices that are stored in the system. You can click on any user view the details of the invoice. This includes information like the name of the client, when it was paid, for how much etc.

**Following are the tasks you can perform under this section:**

- Viewing the financial details of all your users
- Viewing the transaction statement
- Changing the Current Balance of your user
- Viewing transaction statement for a selected period of time
- Viewing the detail of a payment
- Viewing the detail of an invoice
- Canceling an invoice
- Charging back a payment
- Viewing your Own Cash Statistics

### Viewing your own Cash Statistics

**To view your own cash statistics:**

- Click the **Billing System** menu
- Click the **Customer Reports** submenu
- Click the **My Cash Statistics** button
- You will be displayed with the following statistics information:

**Currency:**

This is the selected currency for the panel, all the figures are in this currency.

**Total Invoices Issued to Customers:**

This is the total number of invoices sent to your customers.

**Total Invoice Amount:**

This is the total amount due as result of the invoices generated above.

**Total Amount Received:**

This is the total amount that you have received as a result of all the above invoices.

**Total Surplus Amount:**

This is the surplus amount.

## Changing the current balance of your user

The Change Balance option is used to adjust closing balance. When you change balance, the amount is adjusted against current balance.

**For example:**

Consider current balance of user is \$50 Debit and you are changing balance to \$100 Credit. The billing system will generate a payment invoice of amount \$150 and will close the running balance at \$100 Credit.

**To change the current balance of a user:**

- Click the **Billing System** menu under the **Hosting Manager** section
- Click the **Customer Reports** submenu under the **Billing** section
- In the table listing select the login name of the required user and click the **Transaction Statement** button.
- Under **Change Balance** section, update the information as required.

**New Balance:**

This is the new balance you want to set for the selected user. You can select the balance type from the drop down menu as Credit or Debit. If you select Credit option, the amount will be updated in the credit amount. Similarly with the Debit option, it will be updated in the Debit amount.

**Description [Optional]:**

Here you can add any related descriptive information for this balance change.

**Change Balance:**

Press this button to update the balance change you have made above.

## Charging back a payment

### To charge back a payment:

- Click the **Billing System** menu
- Click the **Customer Reports** submenu under the **Billing** section
- Click the **Transaction Statement** button
- In the **Transaction Statement** area, you will be displayed with the details of transactions in a listing.
- Double click the required payment form the listing.
- On the details page of that payment, click the **Charge Back** button.

Payment #100003			
<b>General Details</b>			
Account :	webad1		
Email :			
Phone :			
Address :			
Company :			
Description :	Balancing Entry: Previous Balance: 0.00 credit reseller1 Changed Balance: 100 Host Comments: Not Specified		
<b>Payment Details</b>			
Currency :	USD		
Amount :	100.00		
Date :	Apr 10, 2009		
<b>Payment Adjustment Details</b>			
InvoiceId	Invoice Amount	Payment Status	Remaining Payment Amount
No adjustment details found			
			<a href="#">Charge Back</a>

## Viewing financial details of all your users

### To view the financial reports of all your customers:

- Click the **Billing System** menu under the **Hosting manager** section.
- Click the **Customer Reports** submenu under the **Billing** section
- You will be displayed with the customers' reports having the following details

#### **Customer Name:**

It is the login name of the user which is sued to access the panel.

#### **Plans:**

This is the total number of plan(s) purchased by the customer.

#### **Balance:**

Balance is calculated using formula (Total Debits - Total Credits = Balance). Balance in red indicates Debit amount whereas Balance in green indicates Credit amount.

#### **Total Invoices [Total Amount]:**

Invoices are the total number of invoices issued to the customer and [Total Amount] is the total debit amount.

## Viewing the detail of an Invoice

### To view the details of an invoice :

- Click the **Billing System** under the **Hosting Manager** section
- Click the **Customer Reports** submenu under the **Billing** section
- Click the **Transaction Statement** button
- In the transaction statement area, you will be displayed with the details of transactions in a listing,
- Double click the required invoice
- You will be displayed with the following details of the selected invoice. the information set depends of the type of invoice you are viewing so some details may not be mentioned.

#### **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.

## Viewing the detail of a Payment

### To view the details of a payment:

- Click the **Billing System** under the **Hosting Manager**.
- Click the **Customer Reports** submenu under the **Billing** section.
- Click the **Transaction Statement** button.
- In the transaction statement area, you will be displayed with the details of transactions in a listing,
- 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.

## Canceling an Invoice

You can cancel invoice but you can not completely delete an invoice from the panel. When you cancel an invoice all the calculations done related to that invoice in your transaction statement they are all undone and all the changes that are made with the balance are undone.

### To cancel an invoice:

- Click **Billing System** menu under the **Hosting Manager** section.
- Click the **Customer Reports** submenu under the **Billing** section
- Click the **Transaction Statement** button
- In the **Transaction Statement** area, you will be displayed with the details of transactions in a table listing.
- Double click the required invoice or click the **Invoice/Payment details** button.
- On the details page of that invoice, press the **Cancel Invoice** button



## Viewing Transaction Statement

### To view the transaction statement of a particular user (reseller):

- Click the **Billing System** menu under the **Hosting Manager** section
- Click the **Customer Reports** submenu under the **Billing** section
- In the table listing select the login name of the required user and click the **Transaction Statement** button.
- You will be displayed with the **User Details**, **Change balance**, and **Transaction Statement** sections for the transaction statement.

## Viewing Transaction Statement for a selected period of time

### To generate the transaction statement for a specific period of time:

- Click the **Billing System** menu
- Click the **Customer Reports** submenu under the **Billing** section
- In the table listing select the login name of the required user and click the **Transaction Statement** button.
- You will be displayed with the transaction statement of the selected user
- Under the **Transaction Statement** section, provide the following information and click the **Show Report** button.

**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.

**Note:**

At anytime you can double click any row of the transaction statement table, to view its details.

## Bills From My Host

## Payment Form

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 under the **Bills from My Host** section.
- 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 Method:**

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:**

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.

## Transaction Statement

**To view your transaction statement:**

- Click the **Billing System** menu under the **Hosting Manager** section.
- Click the **Transaction Statement** submenu under the **Bills From My Host** section.
- You will be displayed with the details about your transaction statement having **User Details** and **Transaction Statement** sections.

## Advanced Options

### Configure Billing

To get the proper functioning of the built in billing system you must configure billing properly. Each entry you add here should be correct.

#### **Following are the configuration settings you need to perform for the Billing System.**

- How to enable billing.
- How to enable payment gateways.
- Configuring gateways.
- Setting auto billing Configurations.
- Setting invoice configuration.
- Setting tax feature.
- Setting currency.
- Setting invoice options.

### How to Enable Billing

#### **To enable auto billing:**

- Click **Billing System** menu.
- Click the **Configure Billing** submenu under the **Advanced Options** section.
- Tick the **Enable Billing** radio button.
- The billing will be enabled.
- The billing system will operate according to the settings set in the following steps:
  - Enabling Payment gateways
  - Configuring Payment gateways
  - Setting auto billing configurations
  - Invoice Configuration
  - Using TAX feature
  - Currency Settings
  - Invoicing Options

Enabling/Disabling the billing system affects only the sub-level of user. When **Hostadmin** enables/disables billing system, then only **Reseller to Hostadmin** billing will be enabled/disabled. And when **Reseller** enables/disables billing, then only **Webadmin to Reseller** billing will be enabled/disabled.

This means as a reseller you can have your own billing configuration independent of your hostadmin's.

#### **Note:**

- Turning the billing system off will totally disable billing and hide specific billing options from customer panels.
- It will also disable the credit card option from auto sign-up.

## How to enable payment gateways

### To enable gateways:

- Click the **Billing System** menu under the **Hosting Manager** section
- Click the **Configure Billing** submenu under the **Advanced Options**
- Tick the enable gateways check box
- On the **Activate Gateways** page, tick the check box(es) for the gateway(s) you want to enable.
- This page also provides the following information about the gateways.
  - Gateway:**  
This is the name of the gateway. When making payment, customer sees this name on interface.
  - Activated:**  
It indicates the current status of gateway. It can be YES if the gateway is activated and NO if not yet activated. To activate a gateway, tick the check box in this column and proceed for further settings.
  - Configured:**  
This value is YES if the gateway is configured, NO if the gateway is not configured. If Activated is 'YES' but Configured is 'NO' then payment pages will throw error.
  - Default:**  
You can set any gateway as default for the panel. There can only be one default gateway at a time. This default gateway is used to automatically bill your customers when payment is due.
  - Note:**  
The automatic recurring billing is possible with API gateways only. For Non API gateways it displays N/A value.
  - Action:**  
This column is used to configure the respective gateways. A gateway can only be configured if it is enabled. Press the Configure Gateway button to configure gateway.

### Note:

After you have enabled gateways you must also configure the payment gateways.

## Configuring Payment gateways

Make sure the gateway is enabled before you configure it. For efficient working of **Billing System** it is recommended that if the billing is enabled gateways should also be enabled. You can only perform automatic credit card charging and some other payment related functions, when both billing and gateways are enabled and configured.

### To configure a payment gateway:

- Click **Billing System** menu
- Click **Configure Billing** submenu under the **Advanced Options**
- On the **Configure Billing / Gateway** page click the **Next** button

- On the **Activate Gateways** page click the **Configure Gateway** button for the required gateway.
  - **Configure Worldpay**
  - **Configure Authorize.net**
  - **Configure Link Point**
  - **Configure PayPal**
  - **Configure 2CheckOut**
  - **Configure Chronopay**
  - **Configure Bluepay**

### Configuring Payment gateways

Make sure the gateway is enabled before you configure it. For efficient working of **Billing System** it is recommended that if the billing is enabled gateways should also be enabled. You can only perform automatic credit card charging and some other payment related functions, when both billing and gateways are enabled and configured.

#### To configure a payment gateway:

- Click **Billing System** menu
- Click **Configure Billing** submenu under the **Advanced Options**
- On the **Configure Billing / Gateway** page click the **Next** button
- On the **Activate Gateways** page click the **Configure Gateway** button for the required gateway.
  - **Configure Worldpay**
  - **Configure Authorize.net**
  - **Configure Link Point**
  - **Configure PayPal**
  - **Configure 2CheckOut**
  - **Configure Chronopay**
  - **Configure Bluepay**

### Configure 2CheckOut

2 Check Out (shortly known as 2CO) is a payment gateway which is supported by the **Hosting Controller7 built-in billing system**. 2CO provides a customizable transaction processing system that integrates the most up-to-date security features available with a profitable commission payment and you establish a competitive business.

#### To configure 2Check Out provide the following information:

##### **Account Number:**

Here provide the account number that is given by the 2CO.

##### **Test Transaction (Enter Y for test and leave empty for live):**

If you are testing the gateway then enter Y, for live leave it empty.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

## Configure Link Point

LinkPoint is a leading commerce transaction company, serving both the online and traditional brick-and-mortar business worlds. Through its comprehensive, end-to-end transaction processing technology, LinkPoint meets the full range of merchants' needs, affording them the utmost in convenience, usability and dependability

### To configure Link Point provide the following information:

#### **Store Name:**

The LinkPoint store name (often a number), is given to you when you registered for a LinkPoint account.

#### **Path to LinkPoint .PEM file:**

This is the path to the filename that your LinkPoint digital certificate is saved as. Your LinkPoint digital certificate must be saved as a text file, and should be named after your store name with the extension ".pem". It is recommended that .PEM file should be placed in the HC8 directory.

For example, if your LinkPoint store name is "123456", your digital certificate name will be "123456.pem".

#### **Test Transaction (Enter GOOD for test and LIVE for live):**

If you are testing the gateway then enter GOOD and enter LIVE for live mode.

#### **Order Type (e.g. SALE or VOID):**

The transaction type you use depends on whether you want to confirm that the customer has available funds, or want to capture funds on a customer's card.

- **SALE:**  
Immediately charges a customer's credit card. A Sale transaction can be made Recurring.
- **VOID:**  
Voids the transaction. VOID transactions must be run manually in LinkPoint Central Reports.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

## Configure Authorize.net

Authorize.Net provides Internet Protocol (IP) payment gateway services that enable merchants to authorize settle and manage credit card or electronic check transactions anytime, anywhere.

### To configure Authorize.net provide the following information:

#### **Authorize.Net Login Name:**

Enter the login name for the Authorize.Net account.

#### **Transaction key obtained from the Merchant Interface:**

The Transaction Key is similar to a password and is used by the Payment Gateway to authenticate transactions. You may obtain a new, unique transaction key as often as you wish from your Authorize.Net control panel.

#### **Test Transaction (Enter TRUE for test and FALSE for live):**

If you are testing the gateway then enter TRUE other wise enter FALSE.

**Payment Mode (e.g. AUTH\_CAPTURE, AUTH\_ONLY):**

Payment mode can be AUTH\_CAPTURE, AUTH\_ONLY, CAPTURE\_ONLY, CREDIT, VOID, PRIOR\_AUTH\_CAPTURE.

**1. AUTH\_CAPTURE:**

Transactions of this type will be sent for authorization. The transaction will be automatically picked up for settlement if approved.

**2. AUTH\_ONLY:**

Transactions of this type are submitted if the merchant wishes to validate the credit card for the amount of the goods sold.

**3. CAPTURE\_ONLY:**

This is a request to settle a transaction that was not submitted for authorization through the payment gateway.

**4. CREDIT:**

This transaction is also referred to as a "Refund" and indicates to the gateway that money should flow from the merchant to the customer.

**5. VOID:**

This transaction is an action on a previous transaction and is used to cancel the previous transaction and ensure it does not get sent for settlement.

**6. PRIOR\_AUTH\_CAPTURE:**

This transaction is used to request settlement for a transaction that was previously submitted as an AUTH\_ONLY.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

**Configure Worldpay**

World Pay is one of the supported gateways by the Hosting Controller. WorldPay enables you to accept payments on the internet, by phone, fax or mail, Credit and debit cards. In any language and in most currencies. All through one merchant account.

**To configure worldpay provide the following information:**

**WorldPay Installation ID:**

This is given by WorldPay.com when you sign-up. Contact WorldPay support if you are not sure about it.

**Test Transaction (Enter 100 for test and 0 for live):**

If you are testing the gateway then enter 100 other wise enter 0.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

**Note:**

- WorldPay is integrated using Select Junior method. The most important part of configuration is to enter a Callback URL to use with the installation ID provided above.
- In WorldPay settings, click on Configuration Options and you must tick the check-box: "Callback enabled" You should enter a Callback URL of: <http://www.YourDomain.com:8787/BillingManger/PaymentResponse.aspx>

- If you do not set-up a callback URL your payments will not be registered in HC8 Panel.

## Configure PayPal

PayPal is an Internet business which allows the transfer of money between email users, avoiding traditional paper methods such as checks/cheques and money orders. PayPal also performs payment processing for e-commerce vendors, auction sites, and other corporate users, for which they charge a fee.

Web based service that enables Internet users to send and receive payments electronically. To open a Pay Pal account, users register and provide their credit card details. When they decide to make a transaction via Pay Pal, their card is charged for the transfer.

### Provide the following information to configure PayPal:

#### PayPal Email Address:

Enter the PayPal e-mail address where remittance will be made.

#### Command Type:

Here enter the command type. For example `_xclick`

#### Send IPN:

- Enter **YES** if you want to receive an Instant Payment Notification from Paypal on a required page.
- **No** if you don't want to receive the IPN on a page and want to login to the Paypal site to see the IPN response. In this case you have to login to the site and will have to enter the following URL for the IPN checking.

*`http://www.YourDomain.com:8787/BillingManger/PaymentResponse.aspx`*

#### IPN URL:

Here enter the URL of the page where you want to receive the IPN response. If you will leave this field empty the current URL of your panel will be concatenated, and will be sent to the Paypal for the response IPN.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

## Configure Chronopay

Chronopay is one of the supported gateways by the Hosting Controller.

### To configure chronopay provide the following information:

#### ProductId received from merchant interface:

This is given by chronopay when you sign-up. Contact chronopay support if you are not sure about it.



**Call Back URL:**

Specify call back URL in this field.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

**Configure Bluepay**

Bluepay is one of the supported gateways by the Hosting Controller.

**To configure Bluepay provide the following information:**

**BluePay Merchant ID:**

This is given by bluepay when you sign-up. Contact bluepay support if you are not sure about it.

**Test Transaction:**

Specify 'TEST' if you want to make a test transaction otherwise 'LIVE' for real time transactions.

**Test Typt:**

Specify test type in this field.

**Secret Key:**

Specify secret key in this field.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

**Setting Auto Billing Configurations**

**To set the auto billing configurations:**

- Click the **Billing System** menu
- Click the **Configure Billing** submenu under the **Advanced Options**
- Tick the enable billing check box, and click the **Next** button
- Under the **General Setting**, configure the following auto billing options as required:

**Billing Type:**

Select the auto billing type for the panel. The billing can be prorated or non-prorated.

**Non Prorated Billing:**

When Non Prorated Billing is set, recurring billing is done on the date of signup. This means that if a customer has signed-up a \$5/month plan on May 14th then the next billing will be on June 14th.

**Prorated billing:**

Prorated Billing is a common billing method in hosting industry. When enabled, billing system will charge a complete month and then first recurring will be prorated.

Example: (check if required to put here in quick help or not)

**Consider following example:**

Hosting Plan: \$10/month

Billing Day: 2nd of month

Signup Date: 15 May

New account will be charged \$10 for 15May-15June. On 15 June user will be charged \$5 for 15June-2July (prorated) and onward billing will be from 2nd to 2nd each month.

**Billing Precision:**

Here select the billing precision for the billing. This billing precision will be used throughout the billing transactions.

**NOTE:**

In economics, the amount coming before the decimal point is called precision (unlike normal mathematics' conventions, where precision is the term coming after the decimal points), and the amount coming after the digit is called scale. Here by precision it means the normal mathematics convention, which is the amount that will come after the decimal point.

**Activation Time:**

The billing system is activated once in a day to generate invoices, perform credit card charging, send reminder/alerts, suspend unpaid accounts, etc. You can set here the time for billing activation.

**Maximum Attempts:**

Some gateways charge extra for each declined transaction, so you can set here the maximum number of attempts that should be made to charge the credit card. If you set '3' here then billing system will attempt to charge three times in three days. That is one try in each 24 hours. After three unsuccessful attempts it will turn off Auto Billing for this specific user.

**Auto Bill to all Clients:**

To auto bill all the clients tick the **YES** check box.

**Auto Bill to selected list of Clients:**

To auto bill selected user(s), tick the check box against the login name of that user(s).

## Setting Invoice Configuration

**To set the Invoice configurations:**

- Click the **Billing System** menu
- Click the **Configure Billing** submenu under the **Advanced Options**
- Tick the enable billing check box, and click the **Next** button
- Under the **General Setting**, configure the following Invoice options as required:

**Email reminder this many day(s) after the invoice becomes due:**

You may send an impending payment alert email to customers before the invoice becomes due. This is very helpful in on time payments because customers are notified well in time.

**Email alert this many day(s) before invoice becomes due:**

You may configure the billing system to send a reminder email if client has failed to pay. Set here the number of days billing system should send email after invoice becomes due.

**Suspend plan on non-payment after this many day(s):**

Billing system will stop all the websites in unpaid plan after number of days set here. The day count will start from the day of invoice generation.

## Setting tax feature

### To set the Tax Feature:

- Click the **Billing System** menu
- Click the **Configure Billing** submenu under the **Advanced Options**
- Tick the enable billing check box, and click the **Next** button
- Under the **General Setting**, set the following **Tax Feature** options as required:

#### **Tax Name:**

This is the tax name you want to apply for the billing.

#### **Tax Rate:**

Enter the rate for the tax here.

Apply tax only when

#### **Select the option most suited from the following:**

- Customer's country is same as yours
- Customer's state is same as yours
- Customer is anywhere

## Setting Currency

Default currency of system is US dollar (USD). You may set your own default currency here. Both, the Host and Reseller may set their own currencies. Currency can only be set until no invoice has been generated (either credit or debit). Once invoices are generated, the currency is considered fixed. If you don't see a currency selection drop-down box then this means that one or more invoices have been generated so you can not change the currency now.

### To set currency:

- Click the **Billing System** menu
- Click the **Configure Billing** submenu under the **Advanced Options**
- Tick the enable billing check box, and click the **Next** button
- Click the **Next** button on the **General Settings** page
- On the **Currency Settings** page, provide the following information as required:

#### **My Gateway Support:**

- **My gateway supports Euro [EUR]:**

If you are using a gateway that supports Euro [EUR] then you are all set. But if you are using a gateway that doesn't support your selected currency then you can select it from the next option.

- **My gateway supports US Dollar [USD]:**

If you are using a gateway that doesn't support Euro then it is supposed that the gateway supports US Dollar. In this case, select this option and provide exchange rate of Euro against US Dollar on next screen.

#### **Advance Options:**

##### **Currency Exchange Rate:**

Here enter the currency exchange rate from your currency to USD.

---

## Setting invoice options

### To set the Invoice Options:

- Click the **Billing System** menu
- Click the **Configure Billing** submenu under the **Advanced Options**
- Tick the enable billing check box, and click the **Next** button
- Click the **Next** button on the **General Settings** page
- Click the **Next** button on the **Currency settings** page
- On the invoicing option page, provide the following information and click the **Finish** button.

#### **Do invoicing for all Customers:**

If you want to do the invoicing for all the customers, simply tick the Yes check box.

#### **Do invoicing for selected list of Customers:**

If you want to do the invoicing for the selected user(s), simply tick the check box adjacent to the required user(s) login name.

### **Note:**

It is assumed that you have configured the prior steps for billing properly.

## Generate Invoices

Billing system automatically generates and emails invoices if the payment service is running. But if the service is stopped, then billing system enables you to generate due invoices for a particular user manually. You can have billing system automatically email invoices to your clients or print them from the panel. This depends on how you have configured billing system.

### **You can perform following tasks under this section:**

- Searching a specific user for the invoice generation
- Viewing the details of invoices for all you users
- Generating invoice for a particular user
- Generating invoice for all your users

## Searching a specific user for the invoice generation

### **To search a specific user for the invoice generation:**

- Click the **Billing System** menu under **Hosting Manager** section.
- Click the **Generate invoices** submenu under the **Advanced Option** section
- Above the table listing, in the search field, type the login name of the user you want to search for invoice generation
- Click the search icon.
- You will be displayed with the details if the user exists.

## Generating invoice for a particular user

### To generate invoice for a specific user:

- Click the **Billing System** menu under **Hosting Manager** section.
- Click the **Generate Invoice** submenu under the **Advanced Option** submenu.
- In the table listing click the required user and press the **Generate Invoices** button.

## Generating invoice for all your users

### To generate invoice for all your users:

- Click the **Billing System** menu under **Hosting Manager** section.
- Click the **Generate Invoice** submenu under the **Advanced Option** submenu.
- Press the **Generate Invoices** for all users button.

## Viewing the details of invoices for all your users

### To view the details of invoice for all your users:

- Click the **Billing System** menu under the **Hosting Manager** section
- Click the **Generate Invoice** submenu under the **Advanced Option** section
- You will be displayed with the following invoice details about your users.

#### **User Name:**

This is the user login name. This title "User Name" can also be used as hyperlink and you can sort all the login names in ascending or descending order.

#### **Purchased Plans:**

This is the total number of plan the respective user has purchased.

#### **Invoices in Queue:**

This is the number of invoices, for the respective user, in queue to be generated.

# Reports

The reports section provides you the details about all your resources being consumed including disk space, band width and hosting quota thus giving you a clear overview of your users and better understanding for your business.

HC8 comes with improved reports section each section comes with improved report layout and easy and readable reports designs.

### **This section consists of following sub section:**

#### **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. How much are sold how many left etc.

**Following are the tasks you can perform related to the Hosting Quota:**

- Viewing your own personal hosting quota.
- Viewing plan wise hosting quota of a particular user.
- Viewing all your users in a table listing with plan details.

**Disk usage:**

The disk usage is a very useful feature that shows you a summary of how much disk space your clients are currently using. This shows the domains under each plan and summary of disk space used by individual folders following sum of total space allocated and used. The **Disk Quota** submenu is used to view the details about the disk space consumption.

**Following are the tasks you can perform related to Disk Usage:**

- Viewing your personal disk usage summary.
- Viewing general disk usage summary for all your users.
- Viewing detailed summary for a particular user.
- Sending disk usage email report to a particular user.

**Bandwidth usage:**

Different websites use different bandwidth sizes depending on the type of data or business a website has and the number of users visiting that website.

**Following are the tasks you can perform related to Bandwidth Usage:**

- Viewing personal band width usage summary
- Viewing graphical comparison of bandwidth usage for your users
- Sending band width usage email report for a particular user
- Viewing the detailed band width usage summary for a particular user
- Viewing the graphical representation for a particular user

## Hosting Quota

### Viewing your own Hosting Quota

**To view your own personal quota reports details:**

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

**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.

**Sold:**

This is the total sold amount of this resource.

**Consumed:**

This is the consumed amount of the resource from the sold quantity.

**Left to Sell:**

This is the amount of the resource which is still left to be sold.

**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 than one plan then the statistics are displayed plan wise.

## Viewing all your users with plan details

**To view the details of all your users and their respective plan details:**

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

**User Name:**

This is the login name of the user. Here all the users under your hosting are displayed. You can select any of the required user and view the hosting quota details of that user.

**Purchased Plan:**

This is the number of plan(s) the respective user has purchased.

## Viewing plan wise hosting quota of a particular user

**To view the hosting quota details of a particular user:**

- Click the **Reports** menu under the **Hosting Manager** section
- Click the **Hosting Quota** submenu
- In the table listing, select the required user for whom you want to view the detailed statistics of a particular resource and press the **View Report** button
- You will be displayed with the resource details
- Now double click the required resource name, you will be displayed with the following plan wise statistics details of that resource.

**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 the selected user has bought more than one plans then the statistics are displayed plan wise.

## Bandwidth Usage

### Viewing personal band width usage summary

**To view the personal bandwidth usage report:**

- Click **Reports** menu under the **Hosting Manager** section.
- Click the **Bandwidth Usage** submenu.
- Above your users tale listing you will be displayed the following details about your personal bandwidth usage:

**Allocated:**

This is the total bandwidth, allocated to you.

**Sold:**

This is the bandwidth you have sold from the allocated quantity.

**Consumed:**

This is the consumed bandwidth from the sold quantity.

## Viewing graphical comparison of bandwidth usage for your users

### To view the graphical comparison of bandwidth usage for your customers

- Click the **Reports** menu under the **Hosting Manager** section
- Click the **Bandwidth Usage** submenu
- In the table listing click select the required user and press the **View Graph** button.
- You can select the users who have Highest Usage of the bandwidth or You can select the users who have Lowest Usage of the bandwidth.

From the following select the number of users' whose bandwidth usage summary you want to view.

Top 6 webadmins

Top 10 webadmins

Top 15 webadmins

## Sending band width usage report email to a user

### To send the bandwidth usage email report to a particular user:

- Click the **Reports** menu under the **Hosting Manager** section.
- Click the **Bandwidth Usage** submenu.
- In the table listing click select the required user and press the **Send Email** button.
- The user will automatically be sent an email alert.

## Viewing the detailed bandwidth usage summary for a particular user

### To view the detailed bandwidth usage report of a particular user:

- Click the **Reports** menu under the **Hosting Manager** section
- Click the **Bandwidth Usage** submenu
- In the table listing click select the required user and press the **View Report** button
- You will be displayed with the following details:

**Plan Name:**

This is the plan(s) name the selected user has 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 the selected user has 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) of the selected user.

**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.

## Viewing general details of bandwidth consumption for all your users

### To view general details for bandwidth usage

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

**User Name:**

This is the login name of the user.

**Allocated:**

This is the total band width allocated to the respective user.

**Consumed:**

This is the total consumed bandwidth from the allocated amount.

**Left:**

This is the left amount of the bandwidth of the total allocated amount excluding he consumed amount.

## Disk Usage

### Sending disk usage email alert to a particular user

#### To send the disk usage email alert email:

- Click the **Reports** menu under the **Hosting Manager** section
- Click the **Disk Usage** submenu
- In the table listing, select the required reseller's login name.
- Click the **Send Email** button
- The user will automatically be sent a report email.

## Viewing your personal disk usage summary

### To view your own disk usage summary:

- Click the **Reports** menu under the **Hosting Manager** section.
- Click the **Disk Usage** submenu.
- Above the users' table listing you will be displayed with the following **Disk Usage Summary** under the **Personal Usage** section:

**Allocated:**

This is the total allocated disk space to you.

**Sold:**

This is the disk space you have sold from the allocated.

**Consumed:**

This is the consumed disk space from the sold space.

## Viewing detailed disk usage summary for a particular user

**To view the disk consumption details for a particular user:**

- Click the **Reports** menu under the **Hosting Manager** section
- Click the **Disk Usage** submenu
- In the table listing, select the required reseller's login name and click the **View Report** button
- You will be displayed with the following disk usage details for the selected user.

**Plan Name:**

This is the name of the plan(s) the selected user has bought. If the user has bought more than one plans, all of the purchased plans' details will be displayed here.

**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 the selected user has bought more than one plans, the total of each quantity for all plans is also displayed for your convenience.

## Viewing general disk usage summary for all your users

**To view the General Disk Usage summary for all your users**

- Click the **Reports** menu under the **Hosting Manager** section
- Click the **Disk Usage** submenu
- You will be displayed with the following disk usage details for all your resellers in a table view listing.

**User Name:**

This is the login name of the user.

**Allocated:**

This is the total disk space (measured in MB) allocated to the user.

**Consumed:**

This is the amount the user has consumed from the allocated amount.

**Left:**

This is the left amount of the disk space of the allocated amount excluding the consumed amount.



# TOOLBOX

## Tools

This is one of the key area 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
- Mail Manager
- Database Manager
- Domain Registration
- Front Page Manager
- Stats Manager
- Scripting Manager
- DNS Manager
- COM Manager
- ACL Manager
- DSN Manager
- SSL Manager
- Index Server Manager
- ASPFusion
- Forums Manager

## 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 your folders.
- Perform folder management tasks.
- Add new folder or file.
- Zip a folder or file.
- Upload folder or file.

## Zipping a folder or 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.

The screenshot shows a dialog box titled "Zip File/Folder". It has three main input areas: a "Path:" label followed by a text field, an "Archive Name:" label followed by a text field containing "nov31.com", and a checkbox labeled "Also Zip Sub Folders" which is checked. At the bottom right, there is a button labeled "Zip Selected File/Folder".

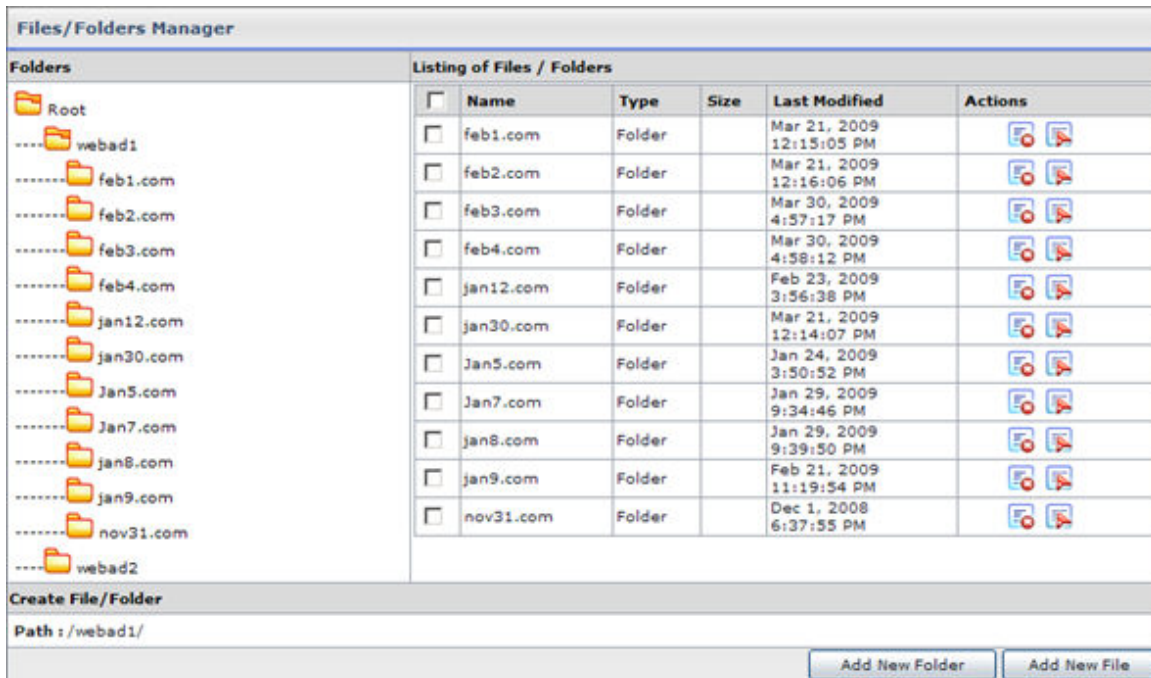
## Adding a new folder or file

### 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



## 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 or 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 File:**

Click the upload file button to upload the selected file(s).

## Viewing the details of your 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.

## 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:**

- Viewing all your mail domain
- Adding a new mail domain.

## Viewing details of mail domains

**To view the details of all the ail domain under your hosting:**

- Click the **Tools** menu under the **Toolbox** section.
- Click the **Mail Manager** submenu.
- You will be displayed with the following details about all mail domains.

**Mail Domain:**

This is the name of the entire main domains created under your hosting.

**Mail Server Type:**

This is the type of mail server.

**Owner:**

This the login name of the reseller/webadmin that created the respective mail domain.

**IP Address:**

This is the IP address of the respective main domain.

**Web Mail Access:**

This is the mail access for the web.

## 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 Mailbox:**

Every mail domain has a default mailbox.

**Select Mailbox Database:**

Select mailbox database for your mail domain.

Add Mail Domain	
<b>General Information</b>	
Domain Name :	feb1.com [ Add Mail Only Mail Domain ]
Default Mailbox :	webad1@feb1.com
Select Mailbox Database :	ENTERPRISEEX02\First Storage Group\Mailbox Database
<input type="button" value="Add Mail Domain"/>	

## 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 the details of all the database
- Add new database

## Adding a new database (MSSQL/MySql)

**To add a new database:**

- Click the **Tools** menu under the **Toolbox** section.
- Click the **Database Manager** link.
- Click the **Add Database (MSSQL/MySQL)** 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.

**Advance Settings:**

Select configure button to specify advance level settings.

**Maximum Data File (MDF) Size:**

Here specify the maximum size of the data file.

**Maximum Log File (LDF) Size:**

Here specify the maximum size of the log file.

**Select Database Instance:**

Select instance of the database from the list.

Add MSSQL Database	
<b>General Information</b>	
Database Type :	MS-SQL Server
Associated Website :	feb1.com ▼
Database Name :	<input type="text"/>
Database Login :	<input type="text"/>
Password :	<input type="text"/>
Confirm Password :	<input type="text"/>
Advance Settings :	<input type="button" value="Configure"/>
Maximum Data File (MDF) Size :	Server Default MB
Maximum Log File (LDF) Size :	Server Default MB
Select Database Instance :	No Server Found ▼
<input type="button" value="Add Database"/>	

Add MySQL Database	
<b>General Information</b>	
Database Type :	MySQL
Associated Website :	feb1.com ▼
Database Name :	<input type="text"/>
Database Login :	<input type="text"/>
Password :	<input type="text"/>
Confirm Password :	<input type="text"/>
Select Database Instance :	hina ▼
<input type="button" value="Add Database"/>	

## Viewing details of your entire database

### 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.

## Viewing the details of all the database

### To view the details of all your database

- 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. You can sort the database on the basis of their creators.

**Associated Website:**

Each database has associated website with it. This is name of the respective website for the database.

## 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** submenu.
- 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.

**Owner:**

This is the login name of the webadmin who owns the website.

**Registration Date:**

This is the date when the respective website was registered.

**Expiration Date:**

This is the expiry date when the respective 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.

## Extend 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.

## 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 the 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.

---

## Check 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

## 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.

## 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.

## 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 the 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.

## Change 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

## FrontPage Manager

This submenu 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.

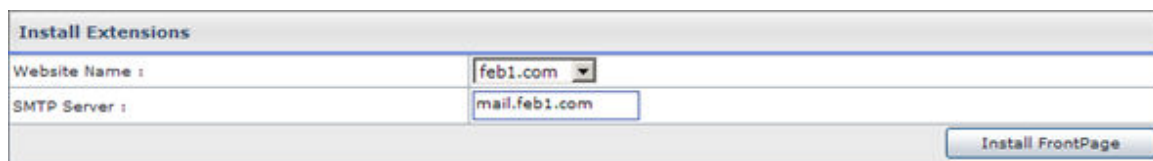
**Following are the tasks you can perform under this section:**

- Installing Forntpage Extensions
- Uninstalling ForntPage Extensions

## Installing ForntPage 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.



Install Extensions	
Website Name :	feb1.com
SMTP Server :	mail.feb1.com
<input type="button" value="Install FrontPage"/>	

## Uninstalling 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.

### Following are the tasks you can perform under the Stats Manager:

- Viewing all your stats site
- Viewing web stats for a website

## Viewing all your 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.

## 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.

## View 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 perform under this section:**

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

## 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 created the website. It can be a reseller or a webadmin.

**Status:**

This is the status of the Cold Fusion MX scripting on the website. It can be **ON** or **OFF**.

**Version:**

This is the version of the Cold Fusion MX.

## 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 website.
  - Owner:**  
This is the login name of the user who created the website.
  - Status:**  
This is the status of the PHP scripting on the website. It can be **ON** or **OFF**.

## 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. You can sort the table listing on the basis of the website name.
  - Owner:**  
This is the login name of the user who created the 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.

## 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. You can sort the table listing on the basis of the website name.

**OWNER:**

This is the login name of the user who created the website. It can be a reseller or a webadmin. The table can also be sorted on the basis of the OWNER.

**STATUS:**

This is the status of the Perl scripting on the website. It can be ON or OFF.

---

## 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 all the DNS Zones
- Editing a DNS zone

### 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.

### Viewing the details 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.

## 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:**

- Viewing all the registered COMs
- Register a new COM
- Unregister an already registered COM

## Register a new COM

### To register a new COM

- Click the **Tools** menu under the **Toolbox** section
- Click the **COM Manager** link
- Provide the following information, and click the **Register COM** button:
  - Associated Website:**  
Here update the name of the website associated with the COM you want to register.
  - COM Path:**  
Here update the path for the COM being registered.
  - Browse Button:**  
To locate the accurate path for the COM, click the browse button.

## View 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.

## 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 as a **reseller** related to **ACL Manger**:

- 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 Manager** 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.

#### **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 Manager** 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. Perform 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.

## 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.

The screenshot shows the 'Add an ODBC DSN' dialog box at Step 1 of 2. It contains the following fields and values:

- Associated Website : feb1.com
- DSN Name : dsn1
- Description : (empty)
- ColdFusion MX DSN :
- DSN Driver : Microsoft Access Driver

A 'Next >>' button is located at the bottom right of the dialog.

- on next page specify:

### User Name, Password & Physical Path

The screenshot shows the 'Add an ODBC DSN' dialog box at Step 2 of 2. It contains the following fields and values:

- User Name : dsn
- Password : \*\*\*\*\*
- Physical Path : reseller1/webad1/feb1.com/log/w3svc

A 'Browse' button is located next to the Physical Path field, and an 'Add DSN' button is at the bottom right.

## 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.

## Deleting a DSN

To delete a 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 **Delete** button.

## Viewing details of DSN for 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.

## 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.

### Following are the tasks you can perform under this section:

- Viewing all Shared SSL on your websites
- Adding a shared SSL
- Edit a shared SSL
- Deleting a SSL

## Viewing details of SSL on your websites

### 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.

## Editing a shared SSL

**To edit a SSL:**

- Click the **Tools** menu under the **Toolbox** section
- Click the **SSL Manager** link
- In the table listing select the required SSL and click the **Edit Shared SSL** button
- Update following information as required:

**Allow anonymous:**

If you want to edit the access for the shared SSL, update from here.

**Access permission:**

If you want to edit the access permission, update here.

## Deleting a Shared SSL

To delete a shared SSL:

- Click the **Tools** menu under the **Toolbox** section.
- Click the **SSL Manager** link.
- In the table listing select the required SSL and click the **Delete** button.

## Adding a Shared SSL

**To add a Shared SSL:**

- Click the **Tools** menu under the **Toolbox** section
- Click the **SSL Manager** link
- Click the **Add Shared SSL** submenu and provide the following information:
  - Website name:**  
Select the required website name form the drop down menu.
  - SSL Name:**  
Here give the SSL name.
  - SSL Directory:**  
Here give the correct path for the SSL directory.
  - Allow anonymous:**  
To allow anonymous access to the shared SSL click **Yes** and to allows authenticated access to the shared SSL click **No**. in this case the user will not be able to login without providing proper login information.
  - Access permission:**  
Specify if the access will be read only or write access as well.

Add a Shared SSL	
Website Name :	feb1.com
SSL Name :	feb1-com
SSL Directory :	reseller1/webad1/feb1.com/www <input type="button" value="Browse"/>
Allow Anonymous :	<input type="radio"/> No <input checked="" type="radio"/> Yes
Access Permissions :	<input checked="" type="checkbox"/> Read
	<input checked="" type="checkbox"/> Write
<input type="button" value="Add Shared SSL"/>	

## Index Server Manager

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 Manager** 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 full scan for a website

### To perform full scan for a website:

- Click the **Tools** menu under the **Toolbox** section.
- Click the **Index Server Manager** 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 Manager** 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.

## Performing incremental scan for a website

### To perform the incremental scan for a website:

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

## 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 Manager** 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:

- Viewing the ASPFusion details on your websites
- Enabling ASPFusion components
- Disabling ASPFusion components

## Viewing the ASPFusion 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**.

## 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.

# Auto Signup

## General Configurations

### GENERAL SETTINGS

It enables you to enable Auto Signup and configure few settings:

- Click **Auto Signup** menu under the **Toolbox** section.
- Tick the "**General Settings**", under **General Configurations** section.
- Select **Enable Auto Signup** to allow auto signup feature.
- In **General Settings** section, select your required information:
  - **Auto Signup Mode** allows you to intimate your payment gateway to either capture/authorize the Auto Signup form as soon as it is submitted.
  - **Auto Signup Result Page** allows you to select the result page for the Auto Signup. You can set it as "**Default**" or "**Custom URL**". It display the default HC page for results or allow you to upload your own page respectively.
- Select **Allow existing users signup** if you want to allow your existing users to access the Auto Signup by specifying their login credentials.
- Selecting **Take advance user information during signup** prompts for the advance level information from the user during signup process.
- Select **Show my customized themes to resellers** if you want your customized themes to be viewed by the resellers.
- Press the **Save Settings** button

### ENABLING TERMS OF SERVICE FOR AUTO SIGNUP

To show the terms of service on auto signup:

- Click the **Auto Signup** menu under the **Toolbox** section
- Click the **Terms of Services** menu under the **General Configurations** section
- Select **Show Terms of Services** checkbox
- In **General Settings** section, select your required template on which these terms and services should be shown.
- Press the **Save Settings** button

## SETTING AUTO SIGNUP THEMES

### To set the auto signup themes

- Click the **Auto Signup** menu under the **Toolbox** section
- Click the **Auto Signup Themes** under the **General Configurations** section.
- Select **Import Theme** to apply your required theme to the Auto Signup page.
  - Select **Header and Footer** to customize the header & footer of your selected theme as required.

Select **Restore Default** to configure the default settings of the panel and **Customize** to specify your required settings for header/footer:

Select **Save Settings** to apply the specified information/changes.

- Select **Styles and Formatting** to apply different styles to your selected theme as required.

Select **Restore Default** to configure the default settings of the panel and **Customize** to specify your required settings for styles:

Select **Save Settings** to apply the specified information/changes.

- Select **Contents and Languages** to choose required contents and languages for your selected theme.

Select **Add Language** to add your required language or **Customize** to specify your required settings for contents and languages:

Select **Save Contents** or **Restore Defaults** to apply the specified information/changes or to reset settings respectively.

- Select **Dynamic Controls** to add certain dynamic control options to your selected theme as required.

Select **Manage Dynamic Controls** to specify your required settings for controls:

Select **Add Control** to add a new control as required:

Specify required information and select **Preview Control** to view how your control looks like. Once you are satisfy with the outlook then select **Add Control** to add the control as per the specified information.

- Select **Delete Theme** to remove the current theme from the Auto Signup page

## MANAGE SIGNUPS

### To manage the Auto Signups:

- Click the **Auto Signup** menu under the **Toolbox** section.
- Click the **Manage Signups** menu under the **General Configurations** section.
- Specify signup ID to search your required signup.
- Double click the ID to view its details.

## LAUNCHING AUTO SIGNUP

### To launch auto signup:

- Click the **Auto Signup** menu under the **Toolbox** section
- Click the **Launch Auto Sign-up** menu under the **General Configurations** section.



## Hosting Configurations

### PLAN CONFIGURATIONS

#### It enables you to configure plans:

- Click **Auto Signup** menu under the **Toolbox** section.
- Tick the **Plan Configurations** under **Hosting Configurations** section.
- Specify **Display Index**, it is the sequence of the plans to be displayed in the Auto Signup form.
- Select **Show on Auto Signup** to make the plans visible on the Auto Signup form.
- Press the **Save Settings** button to apply the changes if any.

### RESOURCE CONFIGURATIONS

#### It enables you to configure resources:

- Click **Auto Signup** menu under the **Toolbox** section.
- Tick the **Resource Configurations** under **Hosting Configurations** section.
- Specify **Offer in Plan**, to offer the selected resource as a part of plan.
- Specify **Offer as Add-On**, to offer the selected resource as an add-on.
- Specify **Add-On Offered Quantity** for each resource. Specify the **Minimum** and **Maximum** quantity of the resource.
- Press the **Save Settings** button to apply the changes if any.

## Billing Configurations

### ENABLING FREE AUTO SIGNUP

#### To allow Free Auto Signup:

- Click **Auto Signup** menu under the **Toolbox** section.
- Tick the "**General Settings**", under **Billing Configurations** section.
- Press the **Save Settings** button

# SYSTEM

## My Server

My Server has all the sections related to the server configurations. In this section you can configure services for your server, set the default settings for the panel, perform some user specific settings, update your profile and so on. The important thing is that all the configurations which are performed under this section decide the behavior of your server(s) so its is important that you provide each setting values correctly and keep it updated.

**It has following sections and sub sections:**

- **Configure Services**
  - Performing DNS settings
  - Performing web server settings
  - How to configure payment gateways
  - How to configure domain registrants
  - Performing disk usage settings
  - Performing bandwidth usage settings
  - Performing referral settings
  - Performing log rotation settings
- **Configure Panel**
  - Setting Control Panel Language
  - Changing Control Panel Theme
  - Setting a Private Label
  - Setting the Record Display per page
  - How to customize email templets
  - How to customize auto sign-up templates
- **Administrators**
  - Edit your Personal Profile
  - Edit your Billing Profile
  - Change your Panel Password
- **User Settings**
  - How to disable a menu item of a particular user
  - How to enable password complexity

## Configure Services

### How to configure domain registrants

#### To configure domain registrants:

- Click the **My Server** menu under **System** section.
- Click the **Domain Registrant Settings** submenu under the **Configure Services** section.
- Tick the **Enable Domain Registrant** check box.
- The supported registrants will be displayed along with respective details.
- To configure the required registrant, select it and click the **Configure Registrar** button.
  - Configuring **enom**
  - Configuring **names4ever**

### Configuring enom

#### To configure enom, provide the following information:

**Reseller Account ID:**

Here enter the reseller Id you have been assigned from the enom.

**Account Password:**

Here enter your enom account password.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

**Note:**

If you want to shift the enom to test mode, then you need to make changes in the registry file. Open registry, and in software/enom/URL Interface folder, set the value of ServerIP to resellertest.enom.com

### Configuring names4ever

#### To configure Names4ever provide the following information:

**Partner account number:**

Here enter the account number you are assigned by the names4ever.

**Account Password:**

Here enter your names4ever account password.

**Test Transaction:**

If you want to make a test transaction tick this check box, the registrant will be switched to test mode.

After you have provide the above informations correctly, press the **Save Settings** button to save the configurations you have made for the gateway.

## Performing referral settings

The panel also encourages the referral from one of its existing satisfied clients to other users. The host can also decide to offer a discount for the referring user.

### To perform the referral settings:

- Click the **My Server** menu
- Click the **Referral settings** submenu under the **Configure Settings** section

#### Customer Name:

This is 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 user's 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 panel as an offline payment.

#### Referral URL:

This is the URL which should be used for signup.

Referral Settings		
Customer Name	Discount Percentage	Referral URL
<input checked="" type="radio"/> webad1	<input type="text" value="0.00"/> %	http://waqas:8787/SignupManager/signup.aspx?ActionIdentifier=Fr8YUoJYup2xfK0vQnkJftQdIQ23m%2bsUbjUL6%2f0ONUw%3d&referral=webad1&Language=English
<input type="radio"/> webad2	<input type="text" value="0.00"/> %	http://waqas:8787/SignupManager/signup.aspx?ActionIdentifier=Fr8YUoJYup2xfK0vQnkJftQdIQ23m%2bsUbjUL6%2f0ONUw%3d&referral=webad2&Language=English

## Performing log rotation settings

### To configure scheduler settings:

- Click the **My Server** menu under **System** section.
- Click the **Log Rotation Settings** submenu under the **Configure Services** section.
- Tick the **Enable Log Rotation** check box.
- Perform any of the following settings as required:

#### Log rotation Condition:

The panel performs log rotation on the basis of any of the following condition:

- **Size:** Select the Size option, if you wish to rotate logs when log file reaches a specific size limit.
- **Days:** Select Days option, if you wish to rotate logs after a specific number of days.
- **File Count:** Select File Count option, if you wish to rotate log leaving some number of latest log files.

#### Rotate Logs when Log size reaches:

Here enter the log size (in Mega Bytes), when reached, the panel performs the log rotation.

#### Action To perform:

Select the option from the drop down menu which the panel should perform for the log files on reaching the above log size. It can be:

- **Zip Only:** This option zips log files and places the zip archive in /logs folder. The actual log files are deleted.
- **Zip and Email:** This option zips log files and emails to website owner on the email address stored in personal profile. The actual log files are deleted.
- **Delete:** This option simply removes log files.

## Performing Web Server settings

### To set your web server:

- Click the **My Server** menu under the **System** section.
- Click **Web Server Settings** submenu under the **Configure Services** section.
- On the Configure page provide the **Control Panel Access** (example webpanel, admin etc) and **Default Document List** correctly.
- Click the **Save Settings** button.

Reseller Specific Web Server Settings	
Control Panel Access :	<input type="text" value="admin"/> (e.g. WebPanel)
Default Documents List :	<input type="text" value="default.html,default.htm,default.asp,default.as"/>
<input type="button" value="Save Settings"/>	

## Performing DNS Settings

### To configure your DNS server:

- Click the **My Server** menu under the **System** section.
- Click **DNS Settings** submenu under the **Configure Services** section.
- On the DNS settings page tick the **Enable Reseller's Name Servers** check box.
- Provide your **Primary Name Server**, **Secondary Name Server**, **Third Name Server**, **Fourth Name Server** and **Admin Email Address** as required and click the **Save Settings** button.

### Note:

If you do not want to set your name servers them your default name server(s) will be the one set by the hostadmin.

Reseller Specific DNS Settings	
Enable Reseller's Name Servers :	<input checked="" type="checkbox"/>
Primary Name Server :	<input type="text"/> (e.g. ns1.domain.com)
Secondary Name Server :	<input type="text"/> (e.g. ns2.domain.com)
Third Name Server :	<input type="text"/> (e.g. ns3.domain.com)
Fourth Name Server :	<input type="text"/> (e.g. ns4.domain.com)
Admin Email Address :	<input type="text"/> (e.g. admin.domain.com)
<input type="button" value="Save Settings"/>	

---

## Performing disk usage settings

### To perform the disk usage settings:

- Click the **My Server** menu under **System** section.
- Click the **Disk Usage Settings** submenu under the **Configure Services** section.
- Provide the following information and click the **Save Settings** button.

### Note:

- The disk usage monitoring is dependent on 'HCQuota Service' and mailing is dependent on 'HC Mail Service', therefore make sure these two services are running.
- The HCQuota service performs Disk Usage and Bandwidth Usage calculations and is responsible for taking any related action.
- The HCMail service performs Mail delivery and every of its related task.

### Disk Usage Reports:

Following are settings related to disk usage reports. These reports simply show the usage statistics.

#### Send Disk Usage Report:

Tick this check box to send disk usage reports emails.

#### Frequency of Disk Usage Reports:

Select the required option from the drop down menu for sending reports. The email can be send daily or on weekly basis.

### Disk Usage Warnings:

Following are the settings related to disk usage warnings. They warn the user about the disk usage when it is consumed to a set percentage.

#### Send Warning Email:

Tick this check box to send the disk usage email warnings to the users.

#### Send Warning Email When:

Fill in the percentage after which the email warning should be sent to the user.

#### CC Email to Owner:

Tick this check box if it is required to CC the email to the owner as well.

### Disk Usage Threshold:

Following are the threshold settings which, when reached the panel performs some selected task accordingly.

#### Threshold Limit:

This is the consumption limit of the disk.

#### Action to perform:

Select the action to perform reaching the threshold from the drop down menu. It can be:

- **Suspend website:**

The website that has reached the threshold from the allocated quota will be suspended.

- **Alert message:**  
An alert message will be popped up every time the respective website is browsed.
- **Sell add-on:**  
This will automatically sell the respective add-on to the user.

## Performing bandwidth usage settings

### To perform the bandwidth usage settings:

- Click the **My Server** menu
- Click the **Bandwidth Usage** settings submenu under the **Configure Services** section
- Provide the following information and click the **Save Setting** button

#### **Bandwidth Usage Reports:**

Following are settings related to bandwidth usage reports. These reports simply show the usage statistics.

##### **Send Bandwidth Usage Reports:**

Tick this check box to send bandwidth usage reports emails.

##### **Frequency of Bandwidth Usage Reports:**

Select the required option from the drop down menu for sending reports. The email can be send daily or on weekly basis.

#### **Bandwidth Usage Warnings:**

Following are the settings related to bandwidth usage warnings. They warn the user about the bandwidth usage when it is consumed to a set percentage.

##### **Send Warning Email:**

Tick this check box to send the bandwidth usage email warnings to the users.

##### **Send Warning Email When:**

Fill in the percentage after which the email warning should be sent to the user.

##### **CC Email to Owner:**

Tick this check box if it is required to CC the email to the owner as well.

#### **Bandwidth Usage Threshold:**

Following are the threshold settings which, when reached the panel performs some selected task accordingly.

##### **Threshold Limit:**

This is the consumption limit of the bandwidth.

##### **Action to Perform:**

Select the action to perform reaching the threshold from the drop down menu. It can be:

- **Suspend website:**  
The website that has reached the threshold from the allocated quota will be suspended.

- **Alert message:**  
An alert message will be popped up every time the respective website is browsed.
- **Sell add-on:**  
This will automatically sell the respective add-on to the user.

## Configure Panel

### How to customize email templates

#### To customize the email templates:

- Click **My Server** menu under the **System** section
- Click the **Customize Templates** submenu under the **Configure Panel** sections
- To edit any template select the radio button adjacent to the required template name.
- Click the **Edit Template** Button.
- On the Edit plan page edit the template as required and click the **Save Settings** button.

### How to customize auto sign-up templates

#### To Customize the Auto Signup Templates:

- Click **My Server** menu under the **System** section
- Click the **Customize Templates** submenu under the **Configure Panel** sections
- To edit any template select the radio button adjacent to the required template name.
- Click the **Edit Template** Button.
- On the Edit plan page edit the template as required and click the **Save Settings** button.

## Setting a Private Label

#### To set your own private label:

- Click the **My Server** menu under **General** section.
- Click the **Display Settings** submenu under the **Configure Panel** section.
- On the display settings page under **Private Label** section, type your desired private label and click the **Save Settings** button.

## Setting the Record Display 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.



## Changing Control Panel Theme

### 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 Theme**.
- Select the required theme from the drop down menu and click the **Save Settings** button.

## Setting 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.

## Administrators

## Change your Panel Password

### To change your password:

- Click on the **Change Password** link on the **Home** page **or** you can click **My Server** menu under **System** section and click Change Password submenu under the **My Profile** section.
- Enter your current password in the **Old Password** field.
- Enter your new password in both the **New Password** and **Confirm Password** fields.
- Click the **Change Password** button.

## Edit your Personal Profile

### To edit your personal profile:

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

## Edit your Billing Profile

### To edit your billing profile:

- Click the **My Server** menu
- Click the **Edit Billing Profile** submenu under the **My Profile** section.
- And update the following information and click **Update Billing Profile** button.

**First Name :**

Here update your first name

**Last Name :**

here update your second name

**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.

**Billing Address:**

Here update your billing address.

**City :**

Here update the city if required.

**Country :**

Here update the country if required.

**Province / State :**

Here update the province/state if required.

**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.

## User Settings

### How to disable a particular menu item of a particular user

**To disable a particular menu item for a user:**

- Click **My Server** menu under the **System** section.
- Click the **Menu Access** submenu under the **User Settings** section.
- In step one, select the required user.
- Click the **Next** button.
- Select the required **Menu Item** and tick the **Disable** check box under the **Action** column.
- Click the **Save Setting** button.

### How to enable password complexity

**To enable password complexity:**

- Click **My Server** menu under the **System** section.
- Click the **General Settings** submenu under the **User Settings** section.
- 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.



# HELP

## Trouble Ticket

Trouble ticketing is a built-in feature of reporting a specific problem or issues or requesting help from one level above ( in case of *webadmin* this above level is *reseller* and in case of *reseller* it is *hostadmin*). The trouble ticketing is an efficient way to track requests and provide response in time and ensure systemised record keeping of these responses and requests.

Thus Trouble tickets are an easy way of sending a support request to your hosting administrator whenever you have a problem.

**It has following sub sections:**



**Following are the tasks you can perform under this section:**

- Viewing all your clients tickets.
- Viewing all your tickets.
- Viewing details of a client ticket.
- Viewing detail of your ticket.
- Sending response to a ticket.
- Deleting a client ticket.
- Closing your ticket.

### Closing a 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.

### Creating a New 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.

The screenshot shows a web form titled "Submit a New Trouble Ticket". It contains the following fields and controls:

- Category :** A dropdown menu with "User Manager" selected.
- Priority :** A dropdown menu with "Normal" selected.
- Solution by Email also :** A checkbox that is checked.
- Subject :** A text input field containing "Information Required".
- Problem :** A large, empty text area for describing the issue.
- Create Ticket :** A button located at the bottom right of the form.

## Viewing all your 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.

#### **Category:**

This is the category from where the ticket belongs.

#### **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**.

## Viewing all your clients tickets.

### To view all your client tickets:

- Click the **Trouble Ticket** menu under the **Help** section.
- Click **Clients Ticket** 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.

#### **Client:**

This is the login name of the user who has escalated the ticket.

#### **Responses:**

This is the total number of responses given to this ticket.

#### **Category:**

This is the category from where the ticket belongs.

#### **Issue Date:**

This is the issue date of the ticket.

#### **Status:**

This is the current status of the ticket. It can be **New**, **Closed**, or **Updated**.

## Viewing detail of your ticket

### To view the details of a client 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.

## Viewing details of a client ticket.

### To view the details of a client ticket:

- Click the **Trouble Ticket** menu under the **Help** section.
- Click the **Client 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.

## Submitting response to a ticket

### To submit a response to a client ticket:

- Click the **Trouble Ticket** menu under the **Help** section
- Click the **Clients 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.
- If you want to escalate to ticket to your hostadmin, tick the **Escalate ticket** check box.

### To submit a response to your 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.

## Deleting a client ticket

### To Delete a ticket:

- Click the **Trouble Ticket** menu under the **Help** section.
- Click the **Clients Ticket** submenu.
- Select the required ticket from the table listing.
- Now press the **Delete** button.

# Message Center

The built-in Message Center is not only a feature of the user friendly interface but also a convenient way to send instant messages among your customer send clients. It helps you send priority based instant messages, replying them and delete any previous messages which are not required any more. You can use this message center to send important announcements quickly and easily. Thus the message center keeps you updated regarding your clients.



## Following are the tasks you can perform under message center:

- Send new message to your user(s)
- Viewing all your sent messages
- Viewing details of a sent message
- Viewing all received messages.
- Viewing details of a receive message.

## Viewing all your sent messages

### To view all your sent messages:

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

Manage Your Sent Messages			Total Messages : 1
<input type="button" value="View Message"/> <input type="button" value="Delete"/>			
Message Subject	Status	Priority	Date Sent
<input type="checkbox"/> information required ....	New	<input type="checkbox"/> Normal	Apr 11, 2009

## Viewing details of a sent message

### To view all your sent messages:

- Click **Message Center** menu under the **Help** section.
- Click **Sent Messages** submenu.
- Select the required message from the drop down menu and click the **View Message** button.
- You will be displayed with the message details.



Message Details	
Sent by :	reseller1
Date Sent :	Apr 11, 2009
Priority :	Normal
Action :	<input type="button" value="Mark as Read"/>
Message Details	
information required	
<a href="#">Show/Hide Responses</a>	

## Viewing details of a receive message

### To view all your sent messages:

- Click **Message Center** menu under the **Help** section.
- Click **Recieved Messages** submenu.
- Select the required message from the drop down menu and click the **View Message** button.
- You will be displayed with the message details.

## Send new message to your users

### To send a new message to your user(s):

- Click the **Message Center** menu under the **Help** section.
- Click **New Message** submenu.
- Select message recipient by **Send to All** or **Select User(s)** option.
- Set the priority for your message and provide the **Subject** and **Details** for the new message.
- Tick the **Allow Reply** and **Email Message** option if required.
- Click the **Send Message** button.

## Viewing all received messages

### To view all your sent messages:

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

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