

# **HC8 Installation Guide**

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# Welcome

## HC8 Installation Guide

<b>Software Version</b>	<b>8.0</b>
<b>Document Version</b>	<b>1.0</b>

## Proprietary Notice

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## Target Audience

The sole purpose of this document is to provide complete information to install HC8 on your systems.

Target audience includes Host Administrators. This guide supplies detailed information of step by step installation of HC8.

Please, read this document to have absolute information and to avoid any type of ambiguity related to the installation process.

## Document Conventions

Terms/Symbols	Meanings
<b>BOLD</b>	The <b>Bold</b> text is used to highlight command operations in the document.
	This symbol is used for <b>TIP</b> . It provides additional information regarding the term being explained. For differentiation, tips are <i>Italic and Green</i> .
	This symbol is used for <b>Note</b> . It highlights some steps that cannot be skipped or should be followed as stated to avoid errors and confusion. For differentiation, notes are <i>Italic and Navy Blue</i> .

## Introduction

### About Hosting Controller



HC8 is specifically designed to provide ease and comfort for all its customers by giving them free hand to use any *operating system*. It is a complete web hosting automation control panel which is designed for web hosts to experience infinite hosting possibilities in cluster environment. It enables web hosting companies to manage all their servers both Windows & Linux through centralized interface. Diversify web hosting business with HC Enterprise Modules (HEMs) by adding multiple mail servers within a cluster. Moreover, offer MS-Exchange & SharePoint hosting to your customers and take your hosting business to the heights of success.

## Before Installation



*You may need to know the followings in order to install and flawless working of HC8 on your systems.*

The pre-requisites of HC8 are MS-SQL (MSDE or Express Edition), IIS and FTP server. These must be installed prior to HC8 installation. However rest of the applications like DNS, Mail etc. can be installed and configured easily after HC8 is installed.



*MSDE is not supported on Windows Server 2008. To install HC8 on Windows 2008 machine, you should install SQL Server 2005 or 2008. Also, SQL Server Express Edition is supported on Windows 2008 machines.*

### System Specifications:

Following are the recommended system requirements in order to get HC8 working flawlessly.

- The software requires only 60 MB on hard disk (without MSDE installation).
- .NET Framework 2.0 is installed on your server and allowed in Web Service Extension.
- Windows Server 2000 (or above) and FC4 (Fedora Core 4).
- ISAPI Filter is allowed in the Web Service Extension.
- **Password must be complex** option should be disabled in case of domain controller since sometime HC8 could not create its **HC Administrator Anonymous User**. Please disable this option in domain controller prior to HC8 installation.

However you must also understand that hosting business involves making websites, uploading lots of files, creating mail boxes each day, so you must also have enough disk space, sufficient bandwidth and compatible server speed to cater your business demands, size and model.

### Type of Installers:

Following types of installers are offered by HC8:

- **HC8 Windows x86 (Without MSDE)**  
It installs HC8 for Web, Mail, DNS or Database on Windows (x86) machine. This installer does not have MSDE. Use this installer if you want to update existing HC installation on your machine or SQL is already installed on your server.
- **HC8 Windows x64 (Without MSDE)**  
It installs HC8 for Web, Mail, DNS or Database on Windows (x64) machine. This installer does not have MSDE. Use this installer if you want to update existing HC installation on your machine or SQL is already installed on your server.

- **HC Pre-Requisite Utility for Windows**  
It enables users of all skill levels with the ability to determine their server's compatibility to install HC8. This utility detects any missing pre-requisites on the server and provides appropriate articles to help you. Avoid any wasted time by downloading and running this utility on your server before HC installation.
- **HC8 Linux**  
It installs HC8 for Web, Mail, DNS or Database on Linux machine.

## HC8 Installation

### Steps to Follow



*Installation can be cancelled any time. To abort the installation process, please select **Cancel**.*

*Also, at any step, to navigate to the previous screens, please select **Back**.*

To install HC8:

1. Double click the **HC8.exe** (or HC8-x64.exe on x64 machine).  
A Welcome screen is displayed.
2. Click **Next**.  
A License Agreement is displayed.



*Read the license agreement carefully. If however, you do not agree with any of the conditions stated in the license agreement, click **I do not accept the terms of the license agreement**. It cancels the setup.*



*You can also print this agreement, if required. To print the license agreement click **Print**.*

3. Click **I accept the terms of the license agreement**.
4. Click **Next**.  
The Customer Information screen is displayed.
5. Specify the following information:
  - **User Name:** Type name of the user.
  - **Company Name:** Type name of the company.
6. Click **Next**.  
The Destination Location screen is displayed.



*Click **Change**, to enter location where you want to install HC8.*

7. Click **Next**.  
The Installation Type screen is displayed.
8. Click the required type of installation.

*Specify whether this server is going to be your first server in the cluster or it is a part of an existing cluster. The available options are:*

- **Setup New Cluster:** Select to make this server a first server in the cluster. First server in the cluster must be a database server where installer will create HC8 database.



*In case of this option, go to step 10.*

- **Connect to Existing Cluster:** Select to make this server a part of an existing cluster. If you select this option then installer asks for database server in the cluster.

*In case of this option, go to step 12.*

9. Click **Next**.  
The Database Creation Type or Database Configuration screen is displayed (depending on the selection).
10. Click the type of database creation.

*Specify whether you want to create a new empty database or want to use a blank database that you have already created. The available options are:*



- **Create a New Database:** Select to create an empty database to setup a new cluster..
- **Use Blank Database Already Created:** Select, if you have already created a blank database to setup a new cluster. The installer restores blank database on it.

11. Click **Next**.  
The Database Configuration screen is displayed.
12. Specify the following information:
  - **Server:** Type name of the server.
  - **IP:** Type IP address of the server.
  - **Database:** Type name of the database.



*Most of the values are pre populated and it is recommended not to change any of these values.*

13. Click **Next**.  
The Database Configuration screen is displayed.



*If you have selected **Create a New Database** option in step 8 then the **Database Configuration** screen asks for details that are required to configure HC8 database. Otherwise, it asks for details that are required for authentication to access HC8 database.*

14. Specify the following information:
  - **Login:** Type login name.
  - **Password:** Type password.
15. Click **Next**.  
The Host Admin Information screen is displayed.
16. Specify for **Host Administrator** account as:
  - **User Name:** Type user name of the host administrator.
  - **Password:** Type password of the host administrator.
17. Click **Next**.  
The Select Program Folder screen is displayed.
18. In the **Program Folder** field, type name of folder.



*This folder name is used by HC8 to create startup links in the **Start** menu.*

19. Click **Next**.  
The Start Copying Files screen is displayed.
20. Review the specified settings and click **Next**.  
HC8 is installed.



HC8 installs seven important services. Make sure these services are running. For more information, please refer to Knowledgebase.

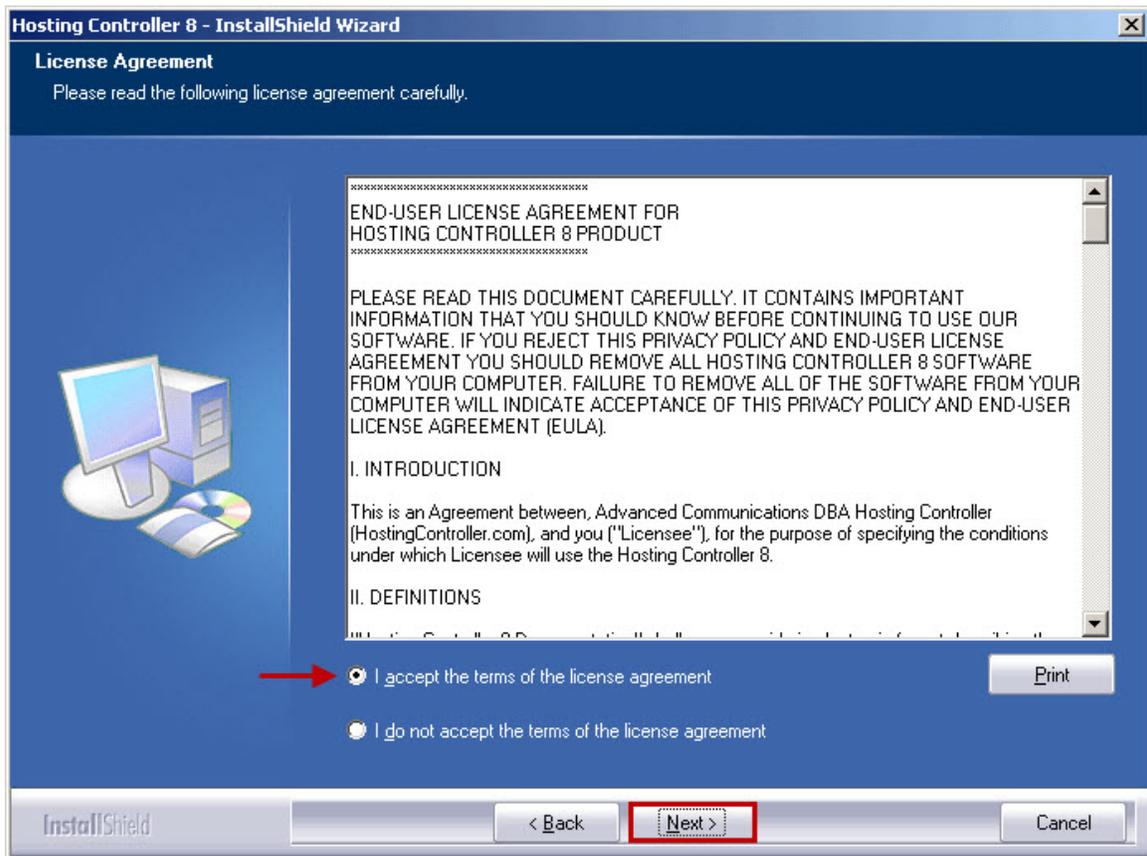


Make sure that Microsoft .NET Framework is installed. The minimum .NET Framework version required for HC8 is 2.0.



Make sure that you have Internet Explorer 6 with Service Pack 1 on the server otherwise unexpected HC8 behavior may occur. You may download this from:  
<http://microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp>

## **Installing HC8**



Hosting Controller 8 - InstallShield Wizard

**Customer Information**  
Please enter your information.

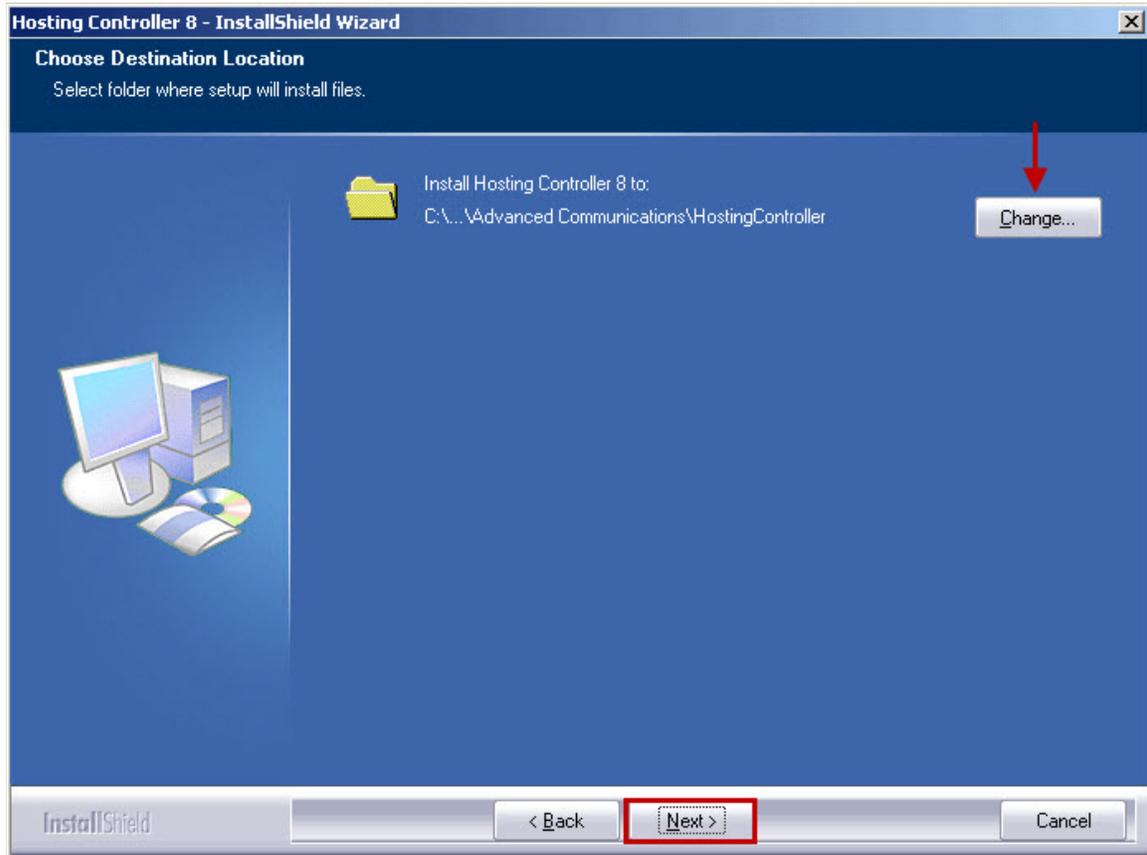
Please enter your name and the name of the company for which you work.

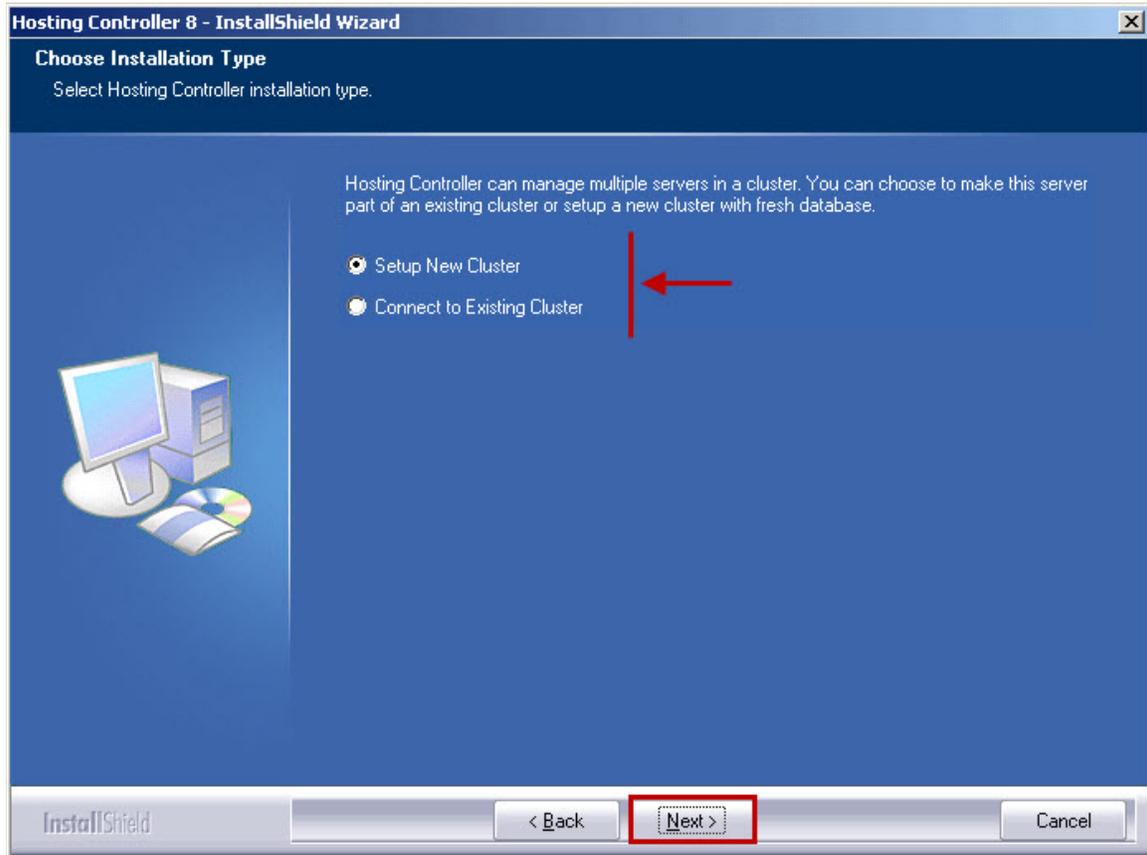
User Name:  
Steven Carles

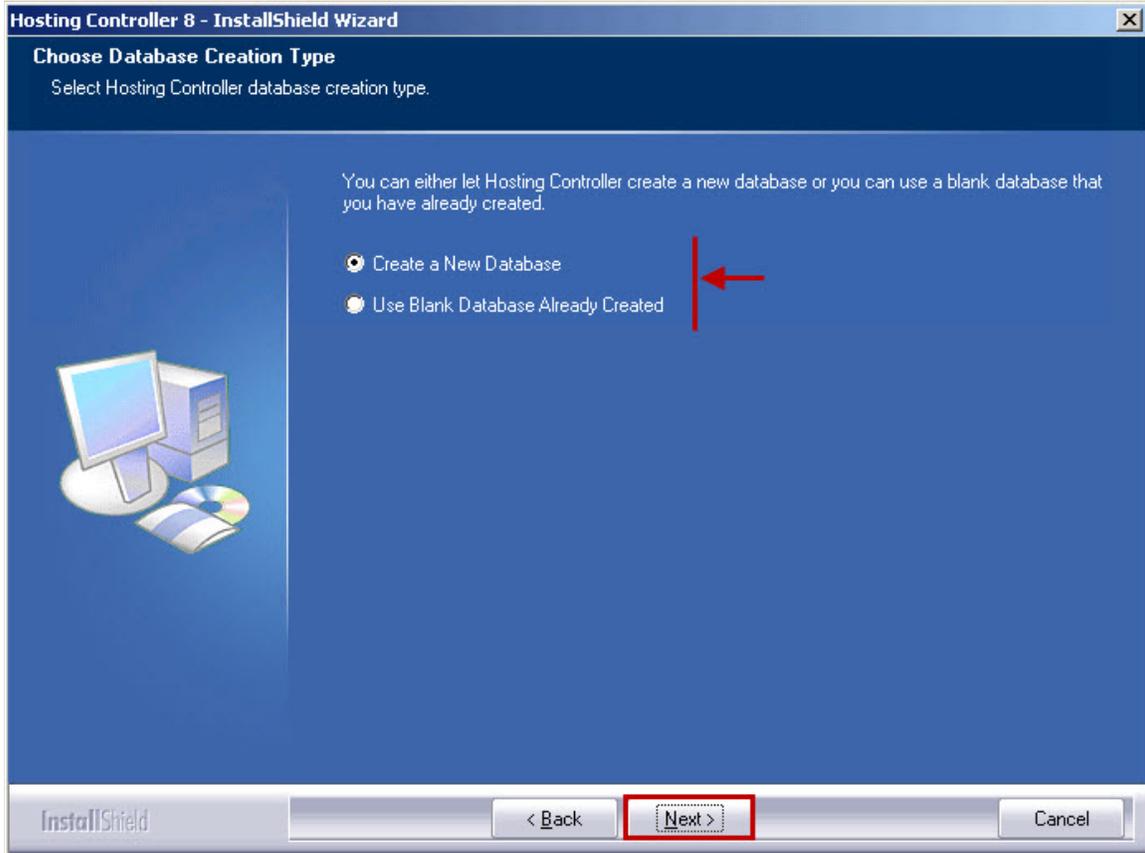
Company Name:  
Hosting Solutions, Inc.



InstallShield







**Hosting Controller 8 - InstallShield Wizard** [X]

**Database Configuration**  
Please enter database server information carefully.

Please enter your database server information. This information is required to connect to Hosting Controller database.

 Server

IP

Database

InstallShield

Hosting Controller 8 - InstallShield Wizard

**Database Configuration**  
Please enter database login information carefully.

Please enter your 'sa' login and password. This is required to configure Hosting Controller database.

→ Login

→ Password

InstallShield

Hosting Controller 8 - InstallShield Wizard

**Database Configuration**  
Please enter database login information carefully.

Please enter new login and password for Hosting Controller database. This will be used for authentication to access Hosting Controller database.

→ Login

→ Password

InstallShield

Hosting Controller 8 - InstallShield Wizard

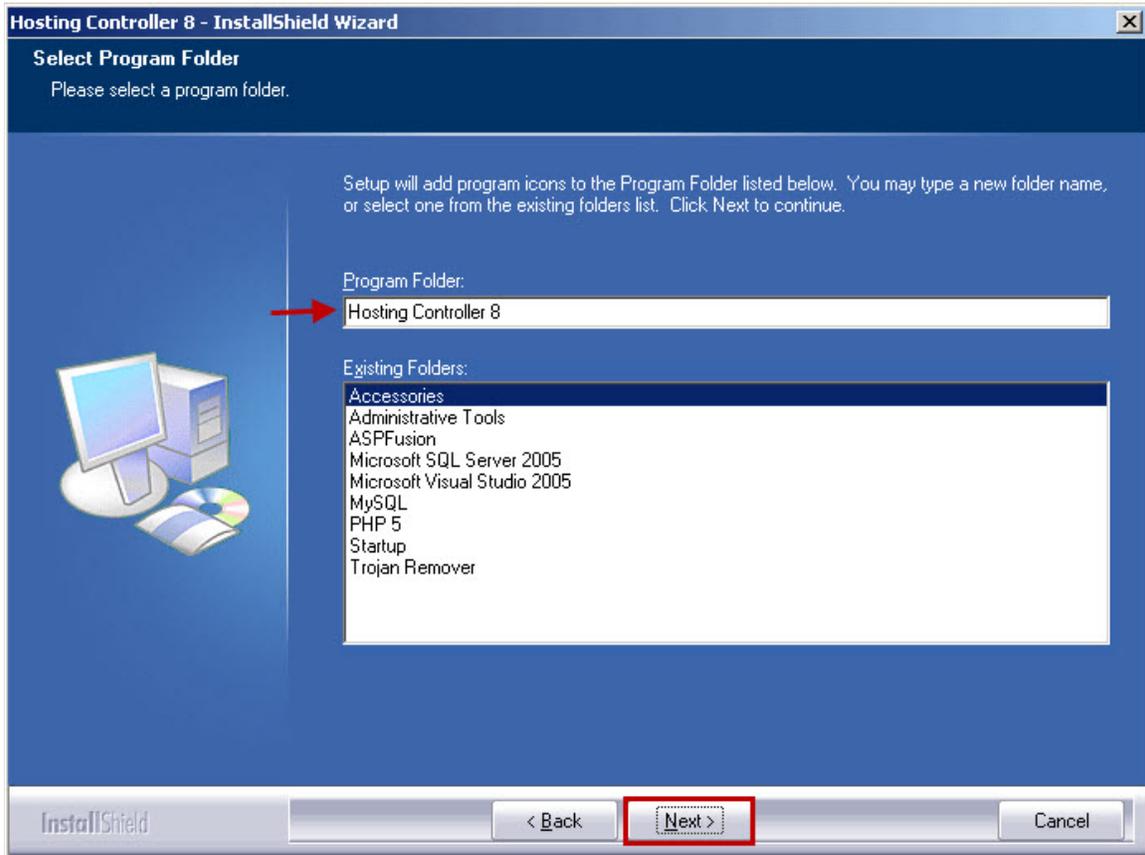
**Host Admin Information**  
Please enter your Host Admin information.

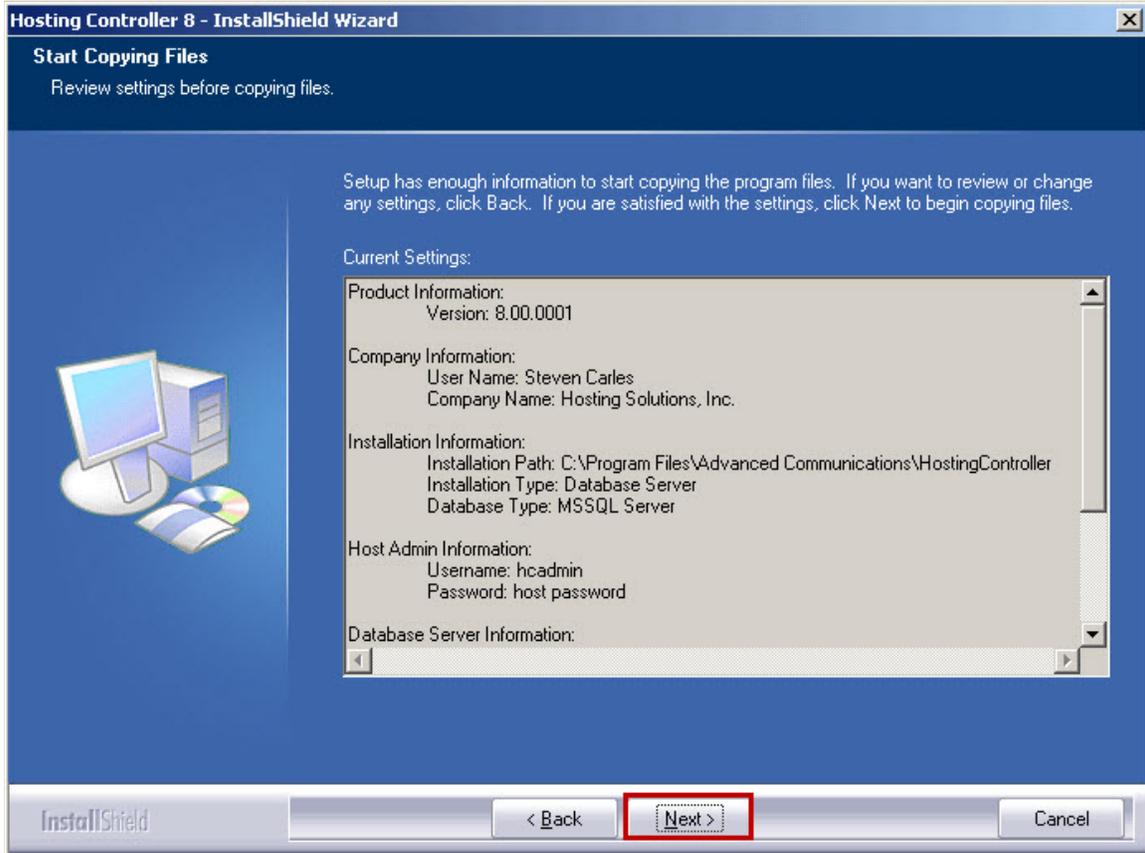
Please enter new username and password for Host Admin account. This will be used to access control panel after installation.

Username

Password

InstallShield





## After Installation

### Steps to Follow



*It is assumed that you have successfully installed HC8 and all its pre-requisites.*

Once installation is completed, you need to configure certain settings prior to use HC services. All these configurations are mandatory and cannot be skipped. You have to:

#### 1. *Configure Global Settings*

To configure global settings page:

1. Login to **HC** panel.
2. From the left menu click **General**, and then **Server Manager**.  
Server Manager page is displayed.
3. Click **Global Settings**.  
The Global Settings page is displayed.



*The **Global Settings** page allows you to perform certain configurations in a cluster as per your requirements.*

Available servers to be configured in a cluster are:

### Windows Family

- Web Server
- DNS Server
- Mail Server
- Database Server
- SharePoint Server
- Dynamics CRM Server
- Virtualization Server
- OCS Server

### Linux Family

- Web Server
- DNS Server
- Mail Server
- Database Server

**Configuring Global Settings**



Windows Family Linux Family

Web Server DNS Server Mail Server Database Server SharePoint Server Dynamics CRM Server

**Web Server :**

Services	Options
User Accounts	MS FTP
ODBC DSN	<input checked="" type="checkbox"/> Enable
COM Registration	<input checked="" type="checkbox"/> Enable
Index Server Catalogs	<input checked="" type="checkbox"/> Enable
ASPFusion Components	<input type="checkbox"/> Enable
Sub-Domains	<input checked="" type="checkbox"/> Enable
Domain Registration	<input checked="" type="checkbox"/> Enable
IP Based Domains	<input checked="" type="checkbox"/> Enable
FrontPage Extension	<input type="checkbox"/> Enable
Dedicated SSL	<input type="checkbox"/> Enable
Shared SSL	<input type="checkbox"/> Enable
ACL Adjustments	<input type="checkbox"/> Enable
Disk Quota Management	<input checked="" type="checkbox"/> Enable
Private Folders	<input type="checkbox"/> Enable
<b>Stats Server</b>	
Statistic Sites	<input checked="" type="checkbox"/> Enable
	AWStats
<b>Scripting</b>	
PHP	<input checked="" type="checkbox"/> Enable
Perl	<input type="checkbox"/> Enable
.NET Framework	<input checked="" type="checkbox"/> Enable
ColdFusion MX	<input type="checkbox"/> Enable
<b>Click &amp; Install Applications</b>	
<a href="#">Click here</a> to manage your Click & Install Applications.	

Save Settings

## 2. Update Your Personal Profile

To update personal profile:

1. Login to **HC** panel.
2. From the right corner of the **Home** page, click **Profile**.  
The Update Personal Profile page is displayed.
3. Specify your accurate personal information and click **Update General Profile**.  
The Personal Profile is updated.

### Updating Personal Profile



General Profile

Profile Information	
First Name :	<input type="text" value="John"/> *
Last Name :	<input type="text" value="Smith"/> *
Description :	<input type="text" value="Host Admin"/>
Email Address :	<input type="text" value="john@example.com"/> *
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="1111"/> *
Phone No :	<input type="text" value="111653889"/> *
Fax No :	<input type="text"/>
National Identification No :	<input type="text"/>
Company :	<input type="text" value="Hosting Controller"/> *

**3**

### 3. Add Server



Prior to **Add Server**, you should perform certain configurations. To do so, go to **Global Settings**.

To **Add Server**, you should know the followings:



- You can only add a server after configuring the **Global Settings** for your cluster.
- There should be at least one server role selected for every server in the cluster.
- For adding a new server in your cluster, you do not need to place the servers physically in a cluster. You can add a server any where in the world having any physical location. You only have to make that server a part of registered server cluster.
- The required information for adding any server, totally depends on the selected role.
- The family of the server is auto detected.
- To add a new server in your cluster, the server should be part of the registered servers of your cluster.
- It is highly recommended that those values which are pre-populated should not be changed especially in case of Linux Server.

To add a server:

1. Log on to **HC** panel.
2. From the left menu click **General**, and then **Server Manager**.  
Server Manager page is displayed.
3. Click **Add Server**.  
The Add Server page is displayed.



The **Add Server** page allows you to add multiple servers in a cluster as per your requirements.

Available servers to be added in a cluster are:

## Windows Family

- Web Server
- DNS Server
- Mail Server
- BlackBerry Server
- Database Server
- SharePoint Server
- Dynamics CRM Server
- OCS Server
- Virtualization Server

## Linux Family

- Web Server
- DNS Server
- Mail Server
- Database Server

### Adding a Server



**Add a Server**

Friendly Name :

Primary IP Address :

Operating System :

**What is the Role of this Server in the Cluster?**

Server Role	Role Capacity	Purposing
<input type="checkbox"/> Web Server	<input type="text" value="700"/> Websites	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> DNS Server	<input type="text" value="500"/> DNS Zones	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> Mail Server	<input type="text" value="500"/> Mail Domains	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> BlackBerry Server	<input type="text" value="30"/> Activations	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> Database Server	<input type="text" value="300"/> Databases	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> SharePoint Server	<input type="text" value="300"/> SharePoint Sites	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> Dynamics CRM Server	<input type="text" value="300"/> CRM Sites	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> OCS Server	<input type="text" value="300"/> OCS Sites	<input type="text" value="Everyone(Reseller, End User)"/>
<input type="checkbox"/> Virtualization Server	<input type="text" value="30"/> Virtual Machines	<input type="text" value="Everyone(Reseller, End User)"/>

## 5. Activate Your License



*Hosting Controller initially installs in trial mode. The trial period expires after 30 days. If you want to use the product after that, you need to buy a license and activate the product. The license can be purchased from Hosting Controller online store. To purchase a license, select Buy Now.*



*Once you have the license key, you must activate it.*



*License can be activated in two different ways.*

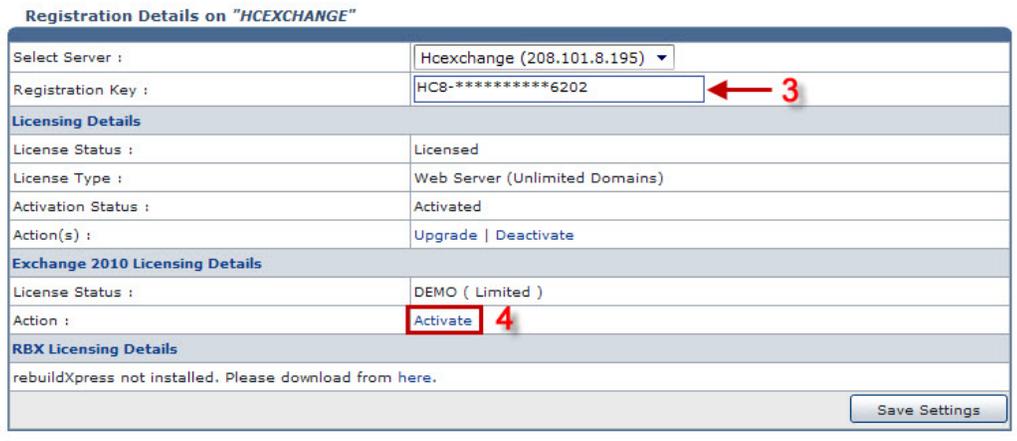
To activate license (option 1):

1. Log on to **HC** panel.
2. From the left menu click **System**, and then **My Server**.  
The My Server page is displayed.
3. Under **System Settings** section, click **Activate License**.  
The Activate License page is displayed.
4. In **Registration Key** field, type key for registration.
5. Under **Licensing Details**, against **Action** field, click **Activate**.  
The License is activated.

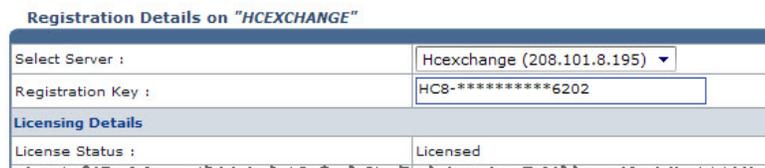


*Once **Activate** is clicked, **Hosting Controller** contacts its **License Management Server**. If the activation is successful the **Activation Status** is updated as **Activated** and a success message is shown otherwise an appropriate message is displayed in red.*

### Activating License (Option 1)



Success : License information updated successfully. ←



To activate license (option 2):

1. Log on to **HC** panel.
2. From the left menu click **General**, and then **My Server**.  
The My Server page is displayed.
3. Under **Server Name** column, click required server.  
A sub menu is displayed.

4. On the sub menu, point to **Server Options**, and then click **License Details**.  
The Activate License page is displayed.
5. In **Registration Key** field, type key for registration.
6. Under **Licensing Details**, against **Action** field, click **Activate**.  
The License is activated.



Once **Activate** is clicked, **Hosting Controller** contacts its **License Management Server**. If the activation is successful the **Activation Status** is updated as **Activated** and a success message is shown otherwise an appropriate message is displayed in red.

### Activating License (Option 2)

Manage Your Servers

Server Name	Pr	Family	Licensi
<input type="radio"/> Bes	75	ys	License
<input type="radio"/> Crm	10	ys	License
<input checked="" type="radio"/> Hcexchange	20	ys	License

→

- Edit Server
- Server Roles
- Server Options
  - NAT Manager
  - Manage Services
  - Debug Settings
  - View Debug Logs
  - System Statistics
  - License Details
- Delete

- Reboot Server

## FAQs

### Q: Why 'Page not found' error comes?

It can be due to any/all of the following reasons:

- ASP.NET 2.\*\* Extensions are not enabled: To resolve this issue go to **IIS >> Web Service Extensions ASP.NET v2.xx** and allow this extension.



*To access IIS interface go to **Start** menu, click **Run**, and then type **inetmgr**.*

- ASP.NET 2.\*\* Properties are not enabled: To resolve this issue go to **IIS >> Hosting Controller 8 >> Properties >> ASP.NET >> ASP.NET 2.xx** and allow the ASP.NET 2.xx framework.
- Scripts and Executables are not configured: To resolve this issue go to **IIS >> Hosting Controller 8 >> Properties >> Home Directory >> Application Settings >> Execute permissions** and select **Scripts and Executables**.
- ISAPI Extensions are prohibited: To resolve this issue go to **IIS >> Web Service Extensions >> ISAPI Extensions** and allow this extension.
- 'default.aspx' is not given as default document: To resolve this issue go to **IIS >> Hosting Controller 8 >> Properties >> Documents**, here add **default.aspx** as default content page.
- ASP.NET installation on your machine might be corrupted: To resolve this issue, please re-install ASP.NET framework on your machine.

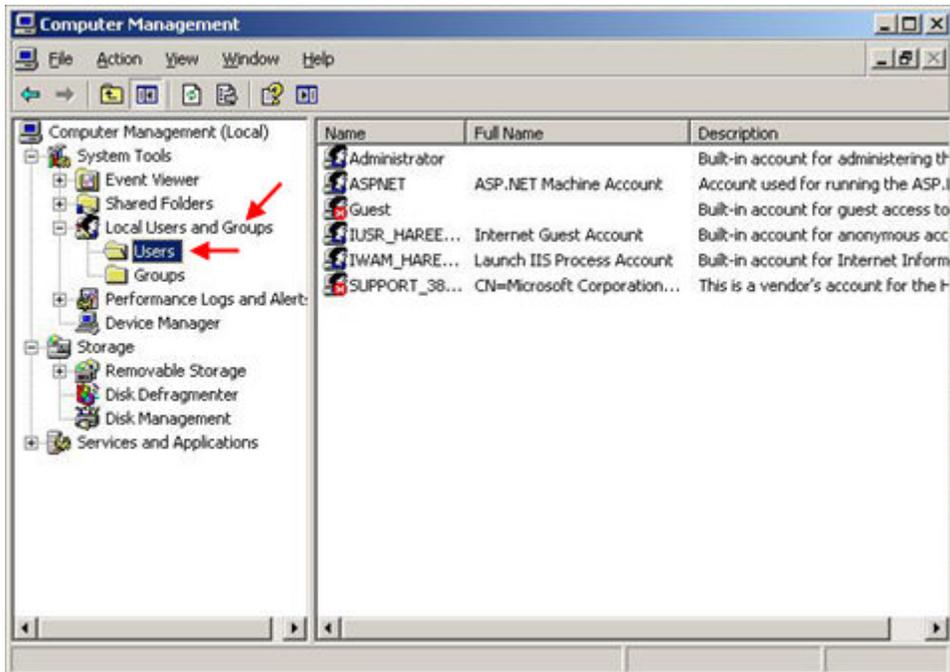
**Q: I am having trouble accessing the HC panel, it gives Access Denied Error. How to resolve this?**

This error may come as anonymous user **HCAdministrator** for the panel is not created during installation. Create it manually and then add it in the group of Administrators.

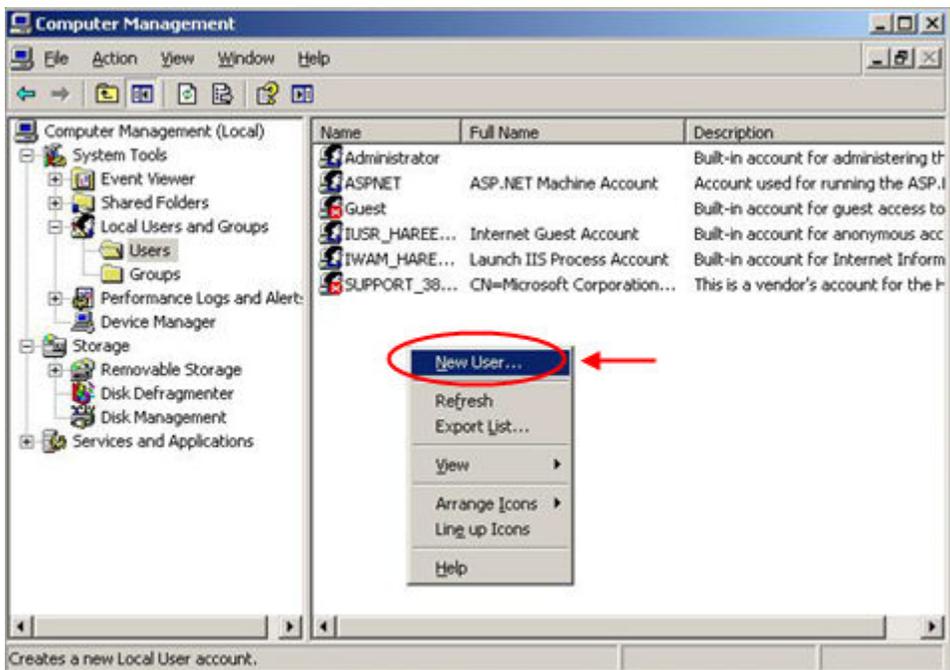
To add anonymous users go to **Start >> Administrative Tools >> Computer Management** as shown:



It opens following screen:



The right pane shows the existing users. Right click to add **HCAAdministrator** as shown:



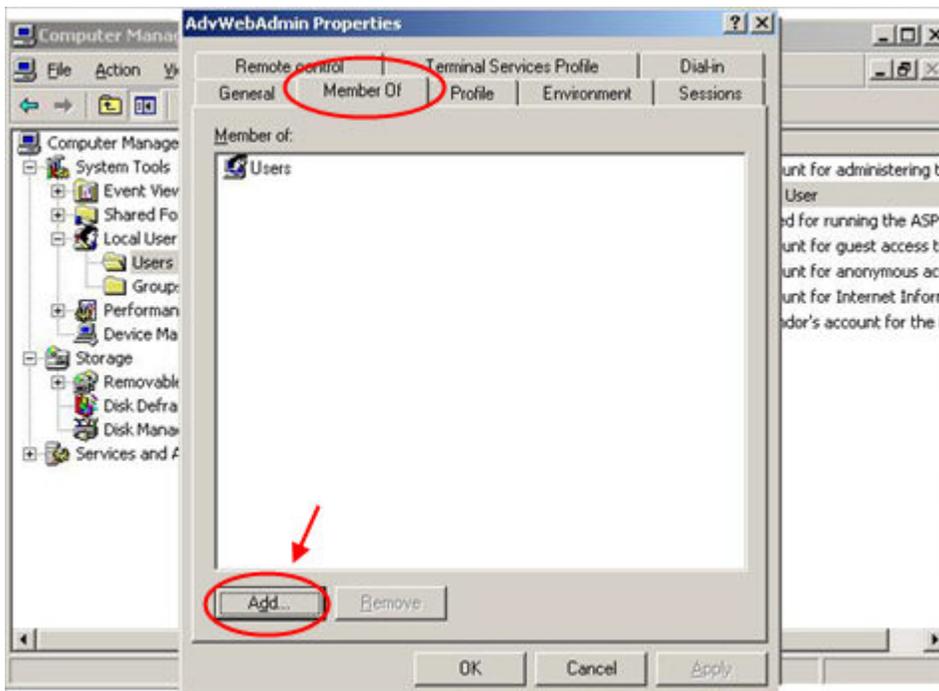
It opens following screen:

User name: HCAdministrator  
Full name: HCAdministrator  
Description: Anonymous User  
Password: .....  
Confirm password: .....  
 User must change password at next login  
 User cannot change password  
 Password never expires  
 Account is disabled  
Create Close

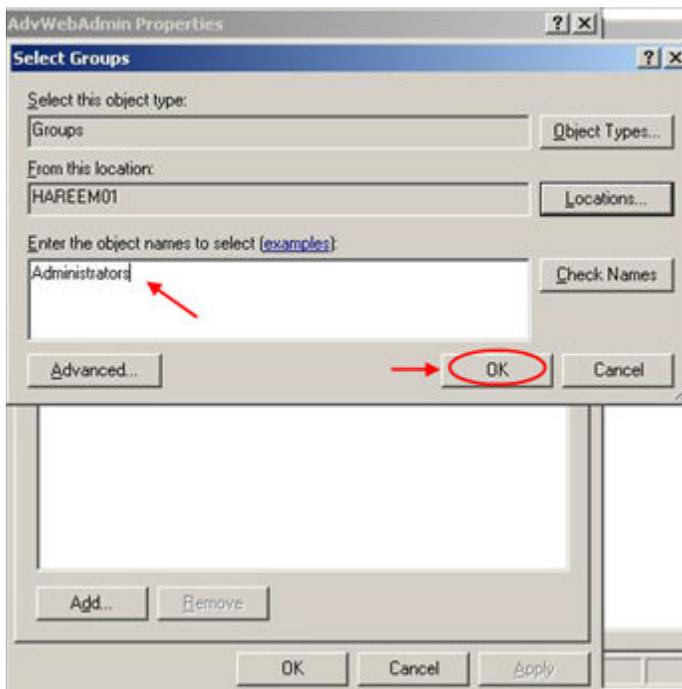
Specify the required information and select **Password never expires** option. Select "Create" to add the **HCAdministrator** and updates the list of existing users, accordingly as shown below:

Name	Full Name	Description
_web	_web	HC7 Web Anonymous Use
Administrator		Built-in account for admini
advcomm	advcomm	
ASPNET	ASP.NET Machine Account	Account used for running
BeyondServer.com_web	BeyondServer.com_web	HC7 Web Anonymous Use
Domain1.com_web	Domain1.com_web	HC7 Web Anonymous Use
Domain2.com_web	Domain2.com_web	HC7 Web Anonymous Use
Guest		Built-in account for guest .
HCAdministrator	HCAdministrator	Anonymous User
IUSR_SHAMA	Internet Guest Account	Built-in account for anony
IWAM_SHAMA	Launch IIS Process Account	Built-in account for Intern
ShamaWebadmin	Xakia ShamaWebadmin	
SUPPORT_388945a0	CN=Microsoft Corporation...	This is a vendor's account

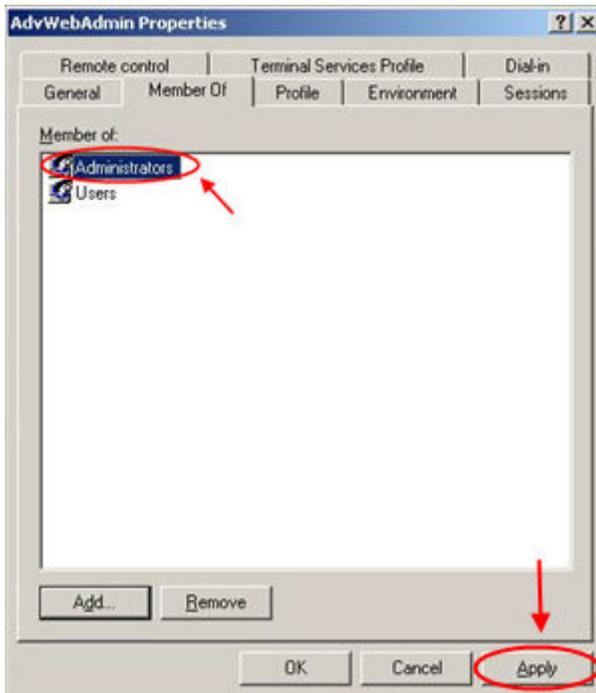
Now assign **Administrator** group to this user. Double click the created user, it opens following screen:



Select **Member** >> **Add**. It opens following screen:

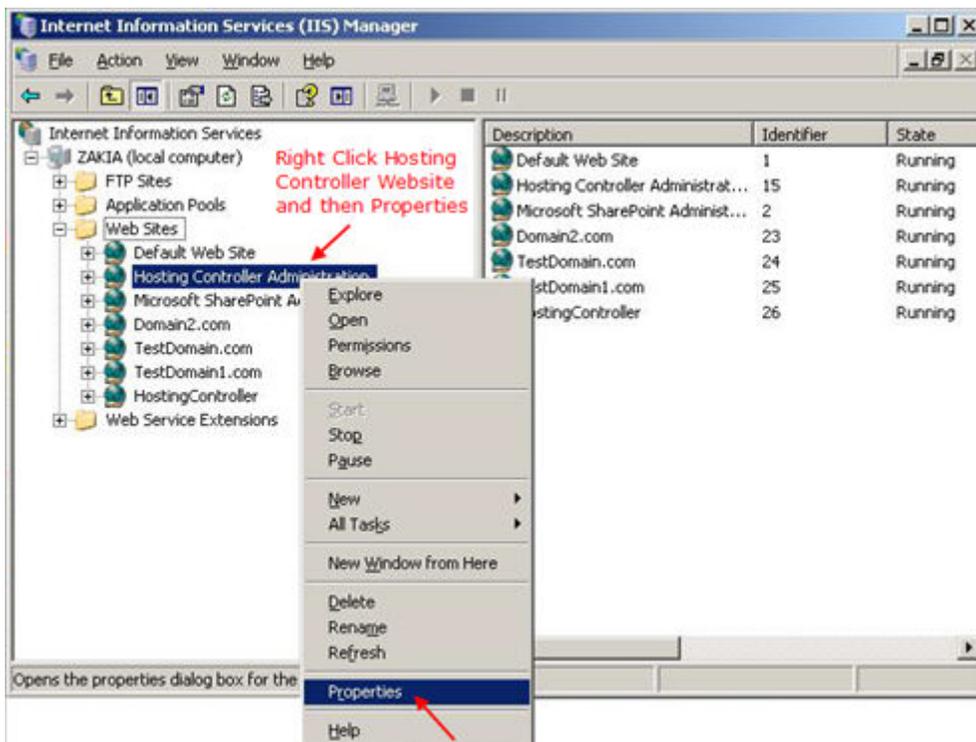


Specify the group name as **Administrator** and then select **OK** to continue. It adds the **Administrator** group and displays it in the list as shown below:

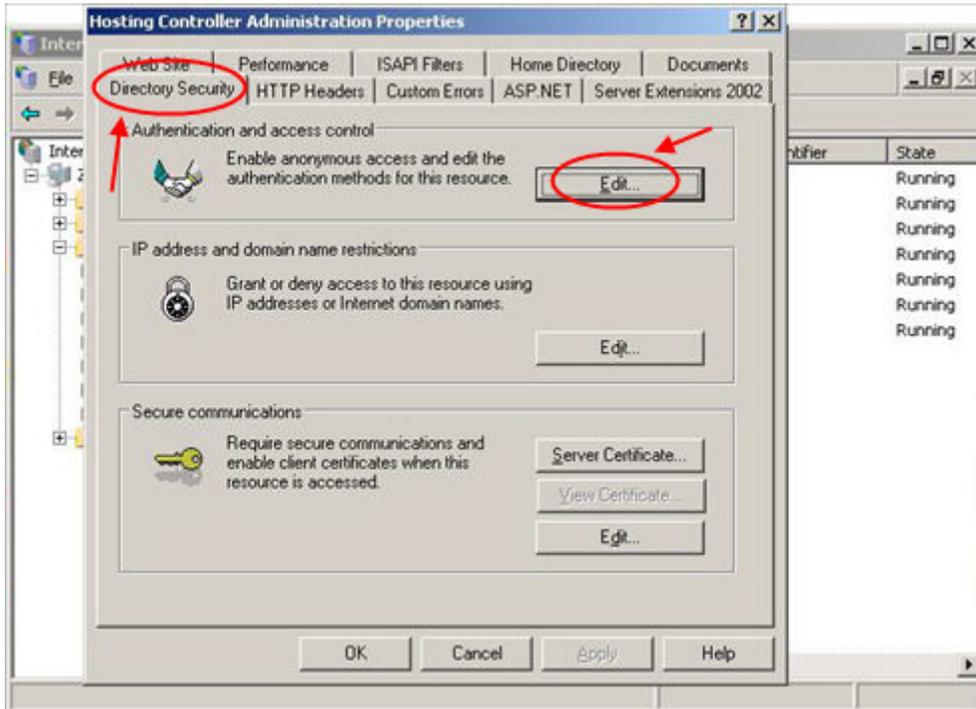


Select "Apply" to assign administrator's rights to **HCAAdministrator**. That's it! you have created the anonymous user as **HCAAdministrator**.

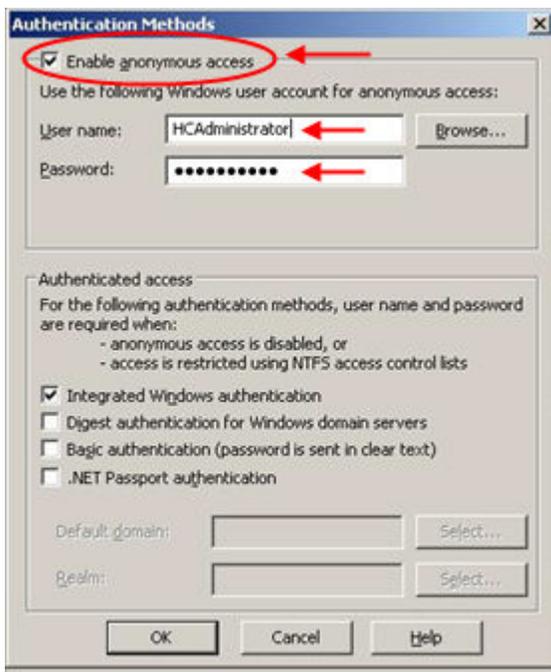
Once it is done then go to **Start >> Run >> inetmgr**. It opens following screen:



Selecting **Properties**, opens following screen:



Select **Directory Security** >> **Edit**. It opens following screen:



Here set new password for **HCAdministrator** that you have set while its creation in computer management. Please don't forget to restart IIS after all this.

**Q: My HC Admin Password is not working, what to do?**

To resolve this error do as stated below:

- Go to Command prompt
- Select path C:\Program Files\Advanced Communications\Hosting Controller 8\Web\bin
- Specify Command > ResetHostPassword.exe "newpassword"

**Q: What if my server activation is not successful?**

In case of activation failure, Hosting Controller has a 15-days grace period, after that it is not functional until it is re-activated. To activate a license, specify the serial/license key. It can be obtained from HC Online Store.

There are few other possibilities for license activation failure stated below. Make sure you have not encountered any of the followings:

1. **The server is not connected to Internet:** Before entering your license key, make sure that your server is connected to the internet and you can browse any site on it.
2. **HC Remoting Service is halted:** Restart HC remoting service from **Start >> Run >> Services.msc** ( Hosting Controller Remoting )
3. **The license key is not registered:** If the license key you entered is not in **Central Authentication Server's Database** then you will be notified accordingly. In this case, please contact at [sales@hostingcontroller.com](mailto:sales@hostingcontroller.com).
4. **The license key is already activated:** If your license key is already activated then you will be notified accordingly. In this case, please contact at [sales@hostingcontroller.com](mailto:sales@hostingcontroller.com).
5. **The license key is blocked:** If the license key is known to be pirated or cracked then you will be notified accordingly. In this case, please contact at [sales@hostingcontroller.com](mailto:sales@hostingcontroller.com).
6. **The website limit is exceeded:** The existing number of websites created through HC on that server should not exceed the total websites allowed in the serial key. e.g You have purchased 100 domains license. The existing number of DNS, Mail Domains, Databases (MySQL + MSSQL) on that server (created through HC) should not exceed 100. If it happens the license cannot be activated.

## Contact Us

In case of any ambiguity/query regarding the installation process of HC, please feel free to contact us at [support@hostingcontroller.com](mailto:support@hostingcontroller.com)