

Parallels[®] Plesk Control Panel

Parallels Plesk Control Panel 9 Domain Administrator's Guide

Copyright Notice

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Preface

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Typographical Conventions

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the QoS tab.
	Titles of chapters, sections, and subsections.	Read the Basic Administration chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called <i>wildcard character</i> search.
Monospace	The names of style sheet selectors, files and directories, and CSS fragments.	The license file is called <code>license.key</code> .

Preformatted Bold	What you type, contrasted with on-screen computer output.	Unix/Linux: # cd /root/rpms/php Windows: >cd %plesk_bin%
Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	Unix/Linux: # ls -al /files total 14470 Windows: >ping localhost Reply from 127.0.0.1: bytes=32 time<1ms TTL=128

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at <http://www.parallels.com/en/support/usersdoc/>. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

Getting Started

In this chapter:

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Logging In to Plesk

➤ *To log in to your Plesk control panel:*

- 1 Open your web browser, and in the address bar type the URL where your Plesk control panel is located (for example, <https://your.domain.com:8443>).
- 2 Press ENTER.
Plesk login screen will open.
- 3 Type the login name and password your provider gave you into the **Login** and **Password** boxes, respectively.
Your login name would be your domain name.
- 4 If you log in for the first time, select the language for your control panel from the **Interface language** drop-down box.
If you had previously specified the interface language and saved it in your interface preferences, leave the **User default** value selected.
- 5 Click **Login**.

Becoming Familiar with Plesk Control Panel

When you log in to the Plesk Control Panel, it shows your Home page with shortcuts to the operations you frequently perform.

The top banner area provides access to the following functions:

- **My account.** This is where you can select a language and theme for your Control Panel and change your contact information.
- **Switch user.** This is where you can switch between user accounts. This shortcut is shown only when single sign-on technology is enabled on the server.
- **Log out.** This is where you close your session when you have finished working with Control Panel.

The navigation pane on the left provides access to the following sets of functions:

- **Home.** This is where you start working with the Control Panel. Most of the operations you might need to perform are accessible from this area.
- **Mail.** This is where you perform operations on e-mail accounts. You can accomplish the following tasks from this area of the Control Panel:
 - Set up and manage mailboxes.
 - Set up mailing lists, automatic responses, mail forwarders.
- **Applications.** This is where you can view and install applications on your Web site.
- **Settings.** This is where you specify settings for the Web site hosting service and Web statistics.
- **Global Account.** This shortcut appears in your Plesk Control Panel when the single sign-on capabilities are switched on on the hosting server. Single sign-on technology allows you to log in to different Parallels products using a single global login name and password. This shortcut is used for changing the global login settings.
- **Help Desk.** This is the help desk system integrated with your Control Panel. If you see this shortcut in the navigation pane, then it is likely that your provider uses it; so you can use it to report your problems to provider's technical support staff.
- **Help.** Provides context sensitive help.

If your hosting plan includes the Web site creation and management service using Parallels Plesk Sitebuilder, the following shortcuts are also shown in your control panel's navigation pane under the **Sitebuilder Administration** group:

- **Home page.** This provides shortcuts to the task-oriented wizards. Here you can perform any operations on your account and Web site through the Sitebuilder system. For more information, see http://download1.parallels.com/SiteBuilder/4.0.0/doc/site_owner/en_US/html/using_desktop_interface.htm.

- **Sites.** Here you can add and manage sites. For more information, see http://download1.parallels.com/SiteBuilder/4.0.0/doc/site_owner/en_US/html/managing_sites.htm.

The main working area on the right provides access to the tools available for the current section of the Control Panel selected in the navigation pane. Additional operations are accessible from drop-down menus that open when you click group titles.



To navigate through Plesk Control Panel, you can use a path bar: a chain of links that appears in the right part of the screen, below the banner area.

[Home](#) > [Domains](#) > [example.com](#) > [Mail Accounts](#) >

To return to a previous screen, use the shortcuts in the path bar, or the icon



in the upper-right corner of the screen.

When changing settings for an e-mail account, you can quickly select another e-mail account whose settings you also want to change. To do this, click a small arrow icon located to the right of the e-mail address.



This will open a list of e-mail addresses that you can select.



To sort a list by a certain parameter in ascending or descending order, click on the parameter's title in the column heading. The order of sorting will be indicated by a small triangle displayed next to the parameter's title.

Changing Your Contact Information and Password

➤ *If you need to update your contact information, or change password:*

- 1 On your Home page, click **Personal Data**.
- 2 Update your information as required, or type a new password, and click **OK**.

➤ *If you forgot your password:*

- 1 In your web browser's address bar, type the URL where your Plesk control panel is located. For example, <https://your.domain.com:8443>.
- 2 Press ENTER.
Plesk login screen will open.
- 3 Click the **Forgot your password?** link.
- 4 Type your domain name into the **Login** box, and type your e-mail address registered in the system into the **E-mail** box.
- 5 Click **OK**.

Setting Up Global Account

Your password will be sent to your e-mail address.

Global Account is a single sign-on (SSO) technology feature that allows you to log in to different Parallels products using a single global login and password. If you have several accounts in Plesk Control Panel, you can connect them all to a global account and switch between these accounts without entering a password every time. You can also connect all your accounts in other Parallels products to your global account and switch between them without providing credentials.

➤ **To switch on support for single sign-on on a Linux/Unix server, do the following:**

- 1 Find out the IP address of the SSO server that you will be using. It can be provided by your hosting company, or you can set up the SSO server on any machine that is accessible over the Internet, including your Plesk Control Panel server. For installation instructions, refer to the Plesk Control Panel Installation Guide.
- 2 Register your server with the single sign-on server: issue the command `<plesk_installation_directory>/admin/sbin/sso -server https://idp-master.example.com:11443`.
- 3 Switch on single sign-on: issue the command `<plesk_installation_directory>/admin/sbin/sso -e`.

➤ **To switch on support for single sign-on on a Windows server, do the following:**

- 1 Find out the IP address of the SSO server that you will be using. It can be provided by your hosting company, or you can set up the SSO server on any machine that is accessible over the Internet, including your Plesk Control Panel server. For installation instructions, refer to the Plesk Control Panel Installation Guide.
- 2 Register your server with the single sign-on server: issue the command `<plesk_installation_directory>\sso.exe -server https://idp-master.example.com:11443`.
- 3 Switch on single sign-on: issue the command `<plesk_installation_directory>\sso.exe -e`.

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Creating A Global Account

After you create a global account and connect local accounts to it, you will be able to choose from any account connected to your global account when logging in under your global account.

➤ ***To create a global account:***

- 1** Log in to Plesk, go to **Global Account** and click **Connect To Global Account**.
- 2** Select **Create new global account** and provide the login and password for your global account.
- 3** Click **OK**.

Your global account is active now, so you can proceed with connecting other accounts to it. Refer to [Connecting Local Accounts to Your Global Account](#) section for more information.

Connecting Local Accounts To Your Global Account

➤ *To connect a local Plesk account to your global account:*

- 1 Log in to Plesk under the local account you want to connect.
- 2 Go to **Global Account** and click **Connect To Global Account**.
- 3 Make sure that **Use existing global account** option is selected and provide the login and password for the global account you want to connect to.
- 4 Click **OK**.

Repeat steps 1-4 for other local accounts as necessary.

➤ *To connect an account in another product with SSO support to your global account:*

- 1 Log in to software product with SSO support under the account you want to connect.
- 2 Follow the instructions on connecting to a global account in respective software product documentation. Make sure that you provide the credentials for the existing global account when you are asked to.

Repeat steps 1-2 for other accounts or products as necessary.

Note. Different software products may use different names for the Global Account feature, such as Federated Identity or Global Login. Refer to respective software product documentation for more information.

After you have connected all required accounts to your global account, you can log in under your global account all the time in any product where you have a local account connected to your global account. You will be shown the list of local accounts connected to your global account every time you log in under it, so you can choose which account you would like to use now. You can switch to another account any time you want. Refer to Switching Between Accounts section for more information.

Switching Between Accounts

➤ *To switch to another account:*

- 1 Click **Switch User** in the upper right corner.
- 2 Select the account you want to switch to:
 - Choose the required local account from the list of accounts connected to your global account
 - or
 - Select **Specify credentials for another account** and provide login and password for a local account not connected to your global account or to another global account. You can also specify the language for your control panel from the **Interface language** menu. If you had previously specified the interface language for that account and saved it in its interface preferences, leave the **Default** value selected.
- 3 Click **OK**.

Changing Global Account Password

➤ *To change password of your global account:*

- 1 Log in to Plesk under your global account or any local account connected to it.
- 2 Go to **Global Account** and click **Change Password**.
- 3 Enter your old and new passwords, and click **OK**.

Disconnecting Local Accounts From Global Account

➤ *To disconnect a local account from your global account:*

- 1 Log in to Plesk under the local account you want to disconnect.
- 2 Go to **Global Account** and click **Disconnect From Global Account**.
- 3 Confirm the disconnection and click **OK**.

Repeat steps 1-3 for other local accounts as necessary.


Customizing Your Control Panel

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Customizing Your Home Page

➤ *To add or remove items from the Home page:*

- 1 Go to **Home** >  **Customize Home page**.
- 2 Specify what items should be shown on the Home page. The **Selected tasks** list shows the tasks for which shortcuts are already placed on the Home page. The **Available tasks** list shows the tasks for which you do not yet have shortcuts on your Home page.
 - To add a shortcut to the Home page, select the required tasks in the **Available tasks** list and click **Add >>**.
 - To remove a shortcut from the Home page, select the task that you do not need in the **Selected tasks** list and click **<< Remove**.
- 3 Click **OK**.

➤ *To add shortcuts to Control Panel screens to the Favorites group of the Home page:*

- 1 Navigate to the control panel screen you need.
- 2 Click the  **Add to favorites** icon at the upper right corner of the screen.
- 3 Specify the shortcut label and the description.
- 4 Click **OK**.

➤ *To remove items from the Favorites group of the Home page:*

- 1 On the Home page, open the **Favorites** menu.
- 2 Click the **Remove** icon next to the shortcut you want to remove.

Setting Interface Language and Skin for Your Control Panel

➤ *To select an interface language and theme (skin) for your control panel:*

- 1 On your Home page, click **Interface Preferences**.
- 2 Select the desired interface language and skin from the respective menus.

Plesk's interface has been translated to a number of languages, so if you do not see your own language in the list, ask your provider to install the respective language pack.

- 3 Click **OK**.

Adding and Removing Hyperlink Buttons

➤ *To add a custom hyperlink button to your Plesk control panel:*

- 1 Go to **Home > Custom Buttons**, and click **Create Custom Button**.
- 2 Specify properties of the button:
 - Type the text that will show on your button in the **Button label** field.
 - Choose the location for your button. To place it in the right frame of your Home page, select the **Domain Administration page** value as the location. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.
 - Specify the priority of the button. Plesk will arrange your custom buttons on the control panel in accordance with the priority you define: the lower the number – the higher is priority. Buttons are placed in the left-to-right order.
 - To use an image for a button background, type the path to its location or click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixels GIF or JPEG image for a button to be placed in the navigation pane, and 32x32 pixels GIF or JPEG image for buttons placed in the main frame.
 - Type the hyperlink of your choice to be attached to the button into the **URL** field.
 - Using the check boxes, specify whether to include the data, such as domain id and domain name to be transferred within the URL. These data can be used for processing by external web applications.
 - In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.
 - Select the **Open URL in the Control Panel** check box if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this check box unchecked to open the URL in a separate browser window.
 - If you wish to make this button visible to the mailbox users with access to control panel, select the **Visible to all sub-logins** check box.
- 3 Click **OK** to complete creation.

➤ *To remove a hyperlink button from your Plesk Control Panel:*

- 1 Go to **Home > Custom Buttons**.
- 2 Select a check box corresponding to the button that you want to remove and click **✗ Remove Selected**.

Reviewing Your Hosting Package

- *To review or select the hosting features available for your account (if your provider delegated the permission to manage the hosting options for your account):*
 - 1 On your Home page, click **Web Hosting Settings**.
 - 2 View or change your hosting options:
 - **IP Address.** Your domain can be hosted on either exclusive IP address or shared IP address. Choose an address from your service provider's IP addresses pool.
 - **Certificate.** Shows the information about an SSL certificate used by your site.
 - **SSL support.** Secure Sockets Layer encryption is generally used for protecting transfer of sensitive data during online transactions on e-commerce Web sites that run on dedicated IP addresses. SSL certificates that participate in the encryption process are usually applied to a single domain name on a single IP address, therefore, each site that needs SSL protection must be hosted on a dedicated IP address. An exception to this is subdomains, which you can protect with a wildcard certificate. Installing an SSL certificate on a Web server that hosts several web sites with different domain names on a single IP address (shared or name-based hosting) is technically possible, however, it is not recommended: the encryption will be provided, but users will get warning messages on attempt to connect to the secure site. To allow SSL encryption for Web sites, select the **SSL support** check box.
 - **Use a single directory for housing SSL and non-SSL content** (available only for Linux hosting). By default, when users publish their sites through their FTP accounts, they need to upload the web content that should be accessible via secure connections to the `httpsdocs` directory, and the content that should be accessible via plain HTTP, to the `httpdocs` directory. For the convenience of publishing all content through a single location – `httpdocs` directory, select the **Use a single directory for housing SSL and non-SSL content** check box.
 - **FTP login and FTP password.** Specify the user name and password that will be used for publishing the site to the server through FTP. Retype the password into the **Confirm Password** box.
 - **Hard disk quota.** Specify the amount of disk space in megabytes allocated to the web space for this site. This is the so-called hard quota that will not allow writing more files to the web space when the limit is reached. At attempt to write files, users will get the "Out of disk space" error. Hard quotas should be enabled in the server's operating system, so if you see the "Hard disk quota is not supported" notice to the right of the **Hard disk quota** field, but would like to use the hard quotas, contact your provider or the server administrator and ask to enable the hard quotas.

- **Shell access to server with FTP user's credentials** (available only for Linux hosting) or **Access to system** (available only for Windows hosting). This allows you to upload securely web content to the server through a Secure Socket Shell connection, however, allowing shell access also poses a potential threat to the server security, so we recommend that you do not allow shell access. Leave the **Forbidden** option selected.
- **Microsoft FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable users to publish and modify their sites through Microsoft FrontPage, select the **Microsoft FrontPage support** and **Microsoft FrontPage over SSL support** check boxes, set the **Microsoft FrontPage authoring** option to **allowed**, and specify the **FrontPage Administrator's login** and **password**.
- **Services**, or support for programming and scripting languages supported by your hosting environment. Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the web server: Active Server Pages (ASP), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Fast Common Gateway Interface (FastCGI), Perl, Python, ColdFusion and Miva scripting required for running Miva e-commerce solutions.
- **Web statistics.** To allow you to view the information on the number of people visited your site and the pages of the site they viewed, select the required program from **Web statistics** menu (AWStats is recommended) and select the **accessible via password protected directory /plesk-stat/** check box. This will install the statistics program, which will generate reports and place them into the password protected directory. You will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/webstat> using your FTP account login and password.

Note: When you switch from one statistics program to another, all reports created by the previously used statistics program are deleted and new reports are created in accordance with the information read from log files kept on the server. This means that if you configured the system (at **Log Manager > Log Rotation**) so as to keep log files only for the last month, then Web statistics will be available only for the last month.

- **Custom error documents.** When visitors coming to your site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. If you wish to create your own error pages and use them on your web server, select the **Custom error documents** check box.
- **Additional write/modify permissions** (available only for Windows hosting). This option is required if site applications under a domain will be using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the Web site security.
- **Use dedicated IIS application pool** (available only for Windows hosting). This option enables the use of dedicated IIS application pool for Web applications on a domain. Using dedicated IIS application pool dramatically improves the stability of domain Web applications due to worker process isolation mode. This mode gives each Web site hosted on the server the possibility to allocate a separate process pool for execution of its Web applications. This way, malfunction in one application will not cause stopping of all the others. This is especially useful when you are using shared hosting package.

3 Click **OK**.

In this chapter:

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➤ **To view the amounts of resources your Web site and e-mail accounts can consume:**

1 Go to **Home > Resource Usage**.

2 The resource allotments are listed as follows:

- **Disk space.** The total amount of disk space allocated to your hosting account. This amount is measured in megabytes. It includes disk space occupied by all files related to this domain/Web site: Web site contents, databases, applications, mailboxes, log files and backup files.
- **Maximum amount of traffic.** Displays the amount of data in megabytes that can be transferred from your Web site during a month.
- **Maximum number of subdomains.** The number of subdomains that can be hosted under your domain.
- **Maximum number of domain aliases.** The number of additional alternative domain names that you can use for your site.
- **Maximum number of Web users.** Shows the number of personal web pages that you can host for other users under your domain. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have web addresses like <http://your-domain.com/~username>. If the **Allow the Web users scripting** check box is selected, execution of scripts embedded in personal web pages is allowed. See the **Hosting Personal Web Pages on Your Web Server** section for details.
- **Maximum number of additional Microsoft FrontPage accounts** (available only for Windows hosting). Displays the maximum number of additional Microsoft FrontPage accounts you can create on your domain.
- **Maximum number of additional FTP accounts** (available only for Windows hosting). Displays the maximum number of additional FTP accounts you can create on your domain.
- **Maximum number of mailboxes.** Shows the number of mailboxes that can be hosted in your domain.
- **Maximum number of mail redirects.** Shows the number of mail forwarders that can be used in your domain.
- **Maximum number of mail groups.** Shows the maximum number of mail groups that can be used in your domain.
- **Maximum number of mail autoresponders.** Displays the number of automatic responses that can be set up in your domain.

- **Maximum number of mailing lists.** Shows the number of mailing lists that you can run in a domain. The mailing lists are served by the GNU Mailman software, which may or may not be installed on the server. If it is not installed and you would like to use it, ask your service provider to install it.
- **Mailbox quota.** Displays the amount of disk space in kilobytes that is allocated for storing e-mail messages and autoresponder attachment files to each mailbox in your domain.
- **Maximum number of databases** (available only for Linux hosting). Displays the number of databases that can be hosted in your domain.
- **Maximum number of MySQL databases** and **Maximum number of Microsoft SQL server databases** (available only for Windows hosting). Displays the maximum number of MySQL and Microsoft SQL Server databases that can be used by your domain.
- **MySQL databases quota** and **Microsoft SQL databases quota** (available only for Windows hosting). Displays the maximum disk space amount in megabytes that MySQL and Microsoft SQL Server databases used by your domain can occupy.
- **Maximum number of ODBC connections** (available only for Windows hosting). Displays the total number of ODBC connections that can be used by your domain.
- **Maximum number of ColdFusion DSN connections** (available only for Windows hosting). Displays the total number of ColdFusion DSN connections that can be used by your domain.
- **Maximum number of Java applications.** Displays the maximum number of Java applications or applets that you can install in a domain.
- **Maximum number of shared SSL links** (available only for Windows hosting). Displays the total number of shared SSL links that can be used on your domain.
- **Validity period.** Shows the term for a hosting account. At the end of the term, your domain/web site will be suspended, its Web, FTP and mail services will no longer be accessible to the Internet users, and you will not be able to log in to the control panel.

3 Click OK.

Viewing the Permissions for Operations You Can Perform through the Control Panel

- *To view the permissions for operations you can perform through your control panel:*
 - 1 Go to Home > Domain Administrator Access.
 - 2 The permissions are listed in the **Permissions** group:
 - **Physical hosting management.** Shows whether you can fully control hosting account for your Web site. If it says **No**, then you can only change FTP password for accessing your Web space.
 - **Hosting performance management.** Shows whether you can limit bandwidth usage and number of connections to your Web site.
 - **FTP password management.** Shows whether you are allowed to change your credentials for access to Web space through FTP.
 - **Management of access to server over SSH or Remote Desktop connection.** Shows whether you can access the server through Secure Shell (for Linux hosting) or Remote Desktop (for Windows hosting) protocols.
 - **Hard disk quota assignment.** Shows whether you can set up the hard quota on disk space allocated to your site.
 - **Subdomains management.** Shows whether you can set up, modify and remove subdomains in your domain.
 - **Domain aliases management.** Shows whether you can set up additional alternative domain names for your Web site.
 - **Log rotation management.** Shows whether you can adjust the cleanup and recycling of processed log files for your site.
 - **Anonymous FTP management.** Shows whether you can have an FTP directory where all users could download and upload files without the need to enter login and password. A Web site should reside on a dedicated IP address in order to use anonymous FTP service.
 - **FTP accounts management** (available only for Windows hosting). Shows whether you can create and manage additional FTP accounts.
 - **Scheduler management.** Shows whether you can schedule tasks in the system. Scheduled tasks can be used for running scripts or utilities on schedule.
 - **DNS zone management.** Shows whether you can manage the DNS zone of your domain.
 - **Java applications management.** Shows whether you can install Java applications and applets on your Web site through the control panel.
 - **Web statistics management.** Shows whether you can manage Web statistics for this site.

- **Mailing lists management.** Shows whether you can use mailing lists provided by the GNU Mailman software.
- **Spam filter management.** Shows whether you can use spam filter provided by the SpamAssassin software.
- **Antivirus management.** Shows whether you can use server-side antivirus protection for filtering incoming and outgoing mail.
- **Backup and restore functions.** Shows whether you can use the control panel's facilities to backup and restore your site. Scheduled and on-demand backups are supported.
- **Sitebuilder.** Shows whether you can use Sitebuilder for creating and editing your site.
- **IIS application pool management** (available only for Windows hosting). Shows whether you can manage your IIS application pool.
- **Additional write/modify permissions management** (available only for Windows hosting). Shows whether you can manage additional write/modify permissions for your site. These permissions are required if your site applications are using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders.
- **Home page management.** Shows whether you can customize and manage your Home page.
- **Ability to select a database server.** Shows whether you can select a database server of each type for creating your databases, not only use the default database server.

3 Click **OK**.

Setting Up And Maintaining Your Web Site

Once you have registered your domain name, constructed your web site, and purchased a hosting package from your hosting service provider, you can:

- Publish your site to your web space on the provider's server,
- Deploy databases and applications that your web server will be using,
- Secure data transfer with Secure Sockets Layer encryption and restrict access to web server resources with password protection.

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Creating and Publishing Your Site

If your hosting plan includes the Web site creation and management service using Sitebuilder, you can create and publish Web sites using Sitebuilder. Or you can create your site content (Web pages, scripts and graphic files that compose your site) on your home or office computer and then publish it to the server in any of the following ways:

- Through FTP connection (most common and easiest way)
- Through Plesk File Manager
- Through Secure Shell connection (only for users of Linux and FreeBSD operating systems)
- Through Adobe Dreamweaver or Microsoft FrontPage software (only for users of Microsoft Windows operating systems)

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Creating and Publishing Web Sites Using Sitebuilder

➤ *To start creating a Web site using Sitebuilder:*

- 1 On your Home page, click **Edit in Sitebuilder**. The Sitebuilder wizard opens.
- 2 Select the **Create your site** option and click **Next** at the bottom of the screen.

For further instructions on creating or editing your site, refer to the online Sitebuilder Wizard user's guide at

http://download1.parallels.com/SiteBuilder/4.0.0/doc/user/en_US/html/index.htm.

Publishing a Site Through FTP

➤ *To upload your site through FTP:*

- 1 Connect to the server with an FTP client program, using FTP account credentials your provider gave you.
Enable the passive mode if you are behind a firewall.
- 2 Upload files and directories that should be accessible through HTTP protocol to the `httpdocs` directory, and files/directories that should be transferred securely over SSL protocol to the `httpsdocs` directory.
- 3 Place your CGI scripts into the `cgi-bin` directory.
- 4 Close your FTP session.

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Changing Your FTP Account Credentials

➤ *To change the user name and password for accessing your FTP account:*











- 1 On your Home page, click **Web Hosting Settings**.
- 2 Specify the new FTP login name and password.
- 3 Click **OK**.

Publishing a Site Through Plesk File Manager

➤ *To upload files through Plesk File Manager:*

- 1 On your Home page, click **File Manager**.
- 2 Create and upload files and directories.

Place the files and directories that should be accessible via HTTP protocol to the `httpdocs` directory, and files/directories that should be transferred securely over SSL protocol to the `httpsdocs` directory. Place your CGI scripts into the `cgi-bin` directory.

- To create a new directory within your current location, click the  **Add New Directory** button.
- To create new files in the required directory, click  **Add New File**, in the **File creation** section specify the file name, select the **Use html template** check box, if you want file manager to insert some basic html tags to the new file, and click **OK**. A page will open allowing you to enter the content or html-formatted source of a new file. After you are done, click **OK**.
- To upload a file from the local machine, click  **Add New File**, specify the path to its location in the **File source** box (or use the **Browse** button to locate the file), and click **OK**.
- To edit a Web page in the built-in visual editor (available only to users of Microsoft Internet Explorer), click . When editing an HTML file, Plesk opens internal WYSIWYG editor by default. If you want to edit the source code of the HTML file, click **HTML**. To return back to WYSIWYG mode, click **Design**.
- To edit the source code of a file, click .
- To view the file, click .
- To rename a file or directory, click . Type in a new name and click **OK**.
- To copy or move a file or directory to another location, select the required file or directory using the appropriate check box, and click  **Copy/Move**. Specify the destination for the file or directory to be copied or renamed to, then click **Copy** to copy, or **Move** to move it.
- To update the file or directory creation date, click  **Change timestamp**. The time stamp will be updated with the current local time.
- To remove a file or directory, select the corresponding check box, and click  **Remove Selected**. Confirm removal and click **OK**.

When you upload Web content through File Manager or FTP, your control panel automatically sets the appropriate access permissions for files and directories. If you need to change the permissions for files and directories, refer to the sections:

Setting File and Directory Access Permissions (Linux hosting).

Setting File and Directory Access Permissions (Windows hosting).

Publishing a Site Through SSH Connection

If you are using a Linux or FreeBSD operating system on your local computer and have access to server shell, use the 'scp' command to copy files and directories to the server: `scp your_file_name login@remoteserver.com:path` to copy files, and `scp -r your_directory_name login@remoteserver.com:path` to copy entire directories.

After publishing, you will be able to work with files and directories on your account using SSH terminal web application integrated in your Plesk Control Panel (**Home > SSH Terminal**).

Publishing a Site From Microsoft FrontPage (Windows Hosting)

Microsoft FrontPage deals with two kinds of Web sites: disk-based and server-based. In short, a disk-based site is a FrontPage Web site you create on your local hard disk and then later publish to a Web server. A server-based site is one you create and work with directly on a Web server, without the extra step of publishing. This section provides you with instructions on publishing only disk-based web sites.

You can publish disk-based web sites either through FTP or HTTP. If your server is running FrontPage Server Extensions, you would publish your site to an HTTP location. For example: <http://your-domain.com/MyWebSite>. If your server supports FTP, you would publish to an FTP location. For example: <ftp://ftp.your-domain.com/myFolder>.

To find out which publishing method your server supports, contact your hosting company, or your IT department.

After publishing, you can manage your site through FrontPage Server Extensions.

➤ **To access FrontPage Server Extensions management interface:**

- 1 Log in to Plesk Control Panel.
- 2 To manage a site, which is not protected by SSL, click **Frontpage Webadmin**. To manage an SSL-enabled site, click **Frontpage SSL Webadmin**.
- 3 Type your FrontPage administrator's login name and password, and click **OK**.

For instructions on using FrontPage server extensions, see online help (**Frontpage Webadmin > Help**) or visit Microsoft Web site.

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Publishing Sites From Microsoft FrontPage Through FTP

If you are publishing from a computer at work, ask your IT department, help desk, or network administrator if you are allowed to publish with FTP beyond a firewall. Also ask if you need to install special software that allows you to publish beyond the firewall.

➤ **To publish files through FTP:**

- 1 Open Microsoft FrontPage.
- 2 Open a Microsoft FrontPage Web site: open **File** menu and select the **Open Site** item.
- 3 Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.
- 4 Set up your Remote Web Site Properties:
 - Click the **Remote Web Site Properties** button in the upper-right corner of the window.
 - Select **FTP** as the remote Web server.
 - In the **Remote Web site location** box, type your host name (e.g., <ftp://ftp.your-domain.com>)
 - In the **FTP directory** box, type your FTP directory if your hosting company provided one. Leave it blank if they did not specify one.
 - Select the **Use Passive FTP** check box if your computer or network is protected by a firewall.
- 5 Click **OK** to connect to the remote site.

The Remote Web site view will show files that you have in your local and remote sites.
- 6 Click the **Publish Web site** button in the lower-right corner of the window.

Publishing Sites From Microsoft FrontPage Through HTTP

- *To publish files through HTTP on a server that supports FrontPage Server Extensions:*
- 1 Open your FrontPage program.
 - 2 Open a FrontPage Web site: open **File** menu and select the **Open Site** item.
 - 3 Go to **Remote Web site** view: click the **Web Site** tab, and then the **Remote Web Site** button at the bottom of the window.
 - 4 Click the **Remote Web Site Properties** button in the upper-right corner of the window.
 - 5 On the **Remote Web Site** tab, under **Remote Web server type**, click **FrontPage or SharePoint Services**.
 - 6 In the **Remote Web site location** box, type the Internet address, including the protocol, of the remote Web site that you want to publish folders and files to — for example, <http://www.your-domain.com> — or click **Browse** to locate the site.
 - 7 Do any of the following:
 - To use Secure Sockets Layer (SSL) for establishing a secure communications channel to prevent the interception of critical information, click **Encryption connection required (SSL)**. To use SSL connections on your Web server, the server must be configured with a security certificate from a recognized certificate authority. If the server does not support SSL, clear this check box. Otherwise, you will not be able to publish folders and files to the remote Web site.
 - To remove specific types of code from Web pages as they are being published, on the **Optimize HTML** tab, select the options you want.
 - To change the default options for publishing, on the **Publishing** tab, select the options you want.
 - 8 Click **OK** to connect to the remote site.
The **Remote Web site** view will show files that you have in your local and remote sites.
 - 9 Click the **Publish Web site** button in the lower-right corner of the window.

Using Additional Microsoft FrontPage Accounts (Windows Hosting)

If you are working on your web site together with someone else or host subdomains for other users, you might want to create additional Microsoft FrontPage accounts.

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Creating Additional Microsoft FrontPage Accounts

➤ *To create an additional Microsoft FrontPage account:*

- 1 Click **FrontPage Management** on your Home page.
- 2 Click **Add New FrontPage Account**.
- 3 Specify the login and password for this account.
- 4 If you wish to limit the amount of disk space that can be used by this account, clear the **Unlimited** check box and type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, the account owner will not be able to add files to his or her Web space.

- 5 Click **OK** to finish the creation of an additional Microsoft FrontPage account.

Changing Settings of Additional Microsoft FrontPage Accounts

➤ *To change settings for an additional Microsoft FrontPage account:*

- 1 Click **FrontPage Management** on your Home page.
- 2 Click the required account in the list.
- 3 Specify new login and password for this account.
- 4 Adjust the limit on the amount of disk space that can be used by this account by specifying the new limit in the **Hard disk quota** box.

When the specified limit is exceeded, the account owner will not be able to add files to his or her Web space.

- 5 Click **OK** to save changes.

Removing Additional Microsoft FrontPage Accounts

- *To remove an additional Microsoft FrontPage account:*
 - 1 Click **FrontPage Management** on your Home page.
 - 2 Select the check box corresponding to the account you want to remove.
 - 3 Click **✗ Remove Selected**.
 - 4 Confirm the removal and click **OK**.

Changing Microsoft FrontPage Settings (Windows Hosting)

If you want Microsoft FrontPage to use its own IIS Index Server to build the full-text index of your Web site.

- *To make Microsoft FrontPage use its own IIS Index Server:*
 - 1 From your Home page go to **FrontPage Management > Preferences**.
 - 2 Select **Use the IIS Index Server** check box and click **OK**.

If you use FrontPage forms that submit information by e-mail on your site, you may want to specify the following preferences:

- **SMTP mail server that will be used for sending mail.** By default, SMTP server specified in the domain's DNS zone is used for sending mail. If no SMTP server is specified in the zone, then FrontPage uses the mail service running on the server where the domain (site) is hosted.
 - **Sender's e-mail address.** By default, domain owner's e-mail address is used. If the domain owner's e-mail address is not specified in domain owner's profile, then FrontPage uses the e-mail address of the client, to whom the domain belongs. If the client's e-mail address is not specified in the client's profile, then the server administrator's e-mail address is used.
- *To change the preferences:*
 - 1 From your Home page go to **FrontPage Management > Preferences**.
 - 2 Under **Mail Settings** specify the SMTP server and the e-mail address you want to use, and then click **OK**.

Publishing a Site From Adobe Dreamweaver

Before publishing a site from Dreamweaver, you need to define the site properties, that is, you need to tell Dreamweaver where your site files are located on your computer, and to specify the server to which you want to publish the site.

➤ **To define a site in Dreamweaver:**

- 1 From the **Site** menu, choose **New Site**. The Site Definition screen opens.
- 2 Click the **Advanced** tab.
- 3 In the **Local Info** category, specify the following:
 - **Site name**. This will show in Web browser's title bar.
 - **Local root folder**. This is the folder on your computer where all of your site files are stored. For example `c:\My Site`
 - **Default images folder**. Specify the folder where your site's graphic files are stored. For example `c:\My Site\images`
 - **HTTP address**. Specify your domain name. For example, <http://your-domain.com>
- 4 From the **Category** menu, select the **Remote Info** item.
- 5 From the **Access** menu, select the **FTP** option. Most likely, your server supports publishing through FTP (File Transfer Protocol, commonly used for transferring files over the Internet).
- 6 Specify the following settings:
 - **FTP host**. Type your FTP host name without the `ftp://` prefix. For example, `your-domain.com`.
 - **Host directory**. Specify the directory on the server where your site will reside. In most cases, this is `htdocs`.
 - **Login and password**. Specify the login name and password that your provider gave you.
 - **Use passive FTP**. Select this option only if your computer is behind a firewall.
- 7 To ensure that you specified the correct login and password, and that Dreamweaver can connect to the server, click the **Test** button.
- 8 To save the settings, click **OK**.

➤ **To publish your site:**

- 1 Open your site in Dreamweaver.
- 2 From the **Site** menu, select the **Put** option (or press **Ctrl+Shift+U** simultaneously).

Previewing Your Site

Once you published your site to your web space, you may want to make sure that it functions properly in the actual hosting environment. You can preview your site through your favorite Web browser, even if the information on your domain name has not yet propagated in the Domain Name System. Note that Adobe Flash and CGI scripts will not work during preview. Also, site preview does not work for Web sites and Web pages that include absolute paths to other files (like ``).

To preview your site, on your Home page, click **Site Preview**.

Deploying Databases

If your web server incorporates data processing applications or is designed to generate web pages dynamically, you will likely need a database for storing and retrieving data. You can either create a new database for your site or import the data from your previously backed up MySQL, PostgreSQL, or Microsoft SQL database.

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Creating or Importing a Database

➤ *To create a new database on your hosting account:*

- 1 On your Home page, click **Databases**.
- 2 Click **Add New Database**.
- 3 Enter a name for the database.
We recommend that you choose a name that starts with a Latin alphabet symbol and comprises only alphanumeric and underscore symbols (up to 64 symbols).
- 4 Select the database type that you are going to use: MySQL, PostgreSQL or Microsoft SQL Server.
- 5 Select the database server of the selected type from the list. Click **OK**.
- 6 To set up database administrator's credentials, click **Add New Database User**.
- 7 Type a user name and a password that will be used for accessing the contents of the database.
- 8 Click **OK**.

➤ *To import an existing database:*

- 1 On your Home page, click **Databases**.
- 2 Click **Add New Database**.
- 3 Enter a name for the database.
We recommend that you choose a name that starts with a Latin alphabet symbol and comprises only alphanumeric and underscore symbols (up to 64 symbols).
- 4 Select the database type that you are going to use: MySQL, PostgreSQL or Microsoft SQL Server. Click **OK**.
- 5 To set up database administrator's credentials, click **Add New Database User**.
- 6 Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.
- 7 Click the **DB WebAdmin** icon in the Tools group.

An interface to phpMyAdmin, phpPgAdmin, or ASPEnterpriseManager database management tool will open in a separate browser window.

If you have a MySQL database:

1. Click **Query window** in the left frame, click the **Import files** tab,
2. Select the text file that contains the data and click **Go**.
3. Click the **Insert data from a text file** link.

If you have a MS SQL database:

1. Click the name of your database in the left frame

2. Click **Query** (the magnifying glass button)
3. Copy the text of your script into the text area and click **Run Query**.

To manage your databases and their contents, use your favorite MySQL, PostgreSQL, or Microsoft SQL Server client or the Web based database management tool accessible from Plesk Control Panel (**Home > Databases > *database name* > DB WebAdmin**).

Creating a Database User Account

If you collaborate with other people on managing a Web site and wish to give them access to the database, you should create separate user accounts for them.

➤ *To create a database user account:*

- 1 Go to **Home > Databases > *database name***, and click **Add New Database User**.
- 2 Type a user name and a password that will be used for accessing the contents of the database. Click **OK**.

Changing Password of a Database User

➤ *To change password for a database user:*

- 1 Go to **Home > Databases > *database name* > *database user's name***.
- 2 Type a new password and click **OK**.

Removing a Database User Account

➤ *To remove a database user account:*

- 1 Go to **Home > Databases > *database name***.
- 2 Select a check box corresponding to the user account that you want to remove.
- 3 Click **✗ Remove Selected**. Next, confirm removing and click **OK**.

Removing a Database

➤ *To remove a database with its contents:*

- 1 On your Home page, click **Databases**.
- 2 Select a check box corresponding to the database that you wish to remove.

If the required check box appears grayed out, this means that this database is used by a site application and you can remove it only by uninstalling the respective application.

- 3 Click **X Remove Selected**. Confirm removal and click **OK**.

New Topic (3)

If you want to access the data from an external database management system, you should use Open Database Connectivity (ODBC) drivers. For example, you can install a Microsoft Access ODBC driver, creating a connection to external Microsoft Access database, and let your web applications use this database for storing their data.

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Creating Connections to External Databases by Installing New ODBC Drivers

To let your web applications use external databases for storing the data, you need to create connections to these external databases by installing appropriate ODBC drivers.

- *To install a new ODBC driver, creating a connection to an external database:*
 - 1 On your Home page, click **ODBC Data Sources**.
 - 2 Click **Add New ODBC DSN**.
 - 3 Specify the ODBC connection name and description in the corresponding fields.
 - 4 Select the required driver in the **Driver** field.
 - 5 Click **OK**.
 - 6 Choose the appropriate options on the driver configuration screen. Typically, you should specify the path to the database, user credentials and other connection options, depending on the selected driver.
 - 7 Click **Test** to check whether the connection will function properly with provided settings. Click **Finish** to complete the creation.

Changing Settings Of Existing ODBC Connections

- *To change settings of an existing ODBC connection:*
 - 1 On your Home page, click **ODBC Data Sources**.
 - 2 Click the required connection name in the list.
 - 3 Change the settings as needed.
 - 4 Click **Test** to check whether the connection will function properly with new settings. Click **Finish** to save changes.

Removing Connections to External Databases

- *To remove a redundant ODBC connection:*
 - 1 On your Home page, click **ODBC Data Sources**.
 - 2 Select the check box corresponding to a connection you want to remove.
 - 3 Click **X Remove Selected**, confirm the removal and click **OK**.

Configuring Data Source Names for Adobe ColdFusion (Windows Hosting)

If you are using Adobe ColdFusion, you can configure data source names (DSNs) for ColdFusion through Plesk. Data name sources allow your ColdFusion web applications to use local and remote databases for processing and storing application data.

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Creating a New Data Source Name

- *To create a new Data Source Name for Adobe ColdFusion on your domain:*
 - 1 On your Home page, go to **ColdFusion DSN** and click **Add New ColdFusion DSN**.
 - 2 Specify the data source name and select the required driver for this data source in the **Driver** menu. **Click Next >>**.
 - 3 Choose the appropriate options on the driver configuration screen. Typically, you should specify the path to the database, user credentials and other connection options, depending on the selected driver. Refer to Adobe ColdFusion documentation for more information on the driver configuration options.
 - 4 Click **OK** to finish.

Changing Settings of a Data Source Name

- *To change the settings Data Source Name for Adobe ColdFusion on your domain:*
 - 1 On your Home page, go to **ColdFusion DSN** and click the required data source name in the list.
 - 2 Specify the data source name and select the required driver for this data source in the Driver menu. Click **Next >>**.
 - 3 Choose the appropriate options on the driver configuration screen. Typically, you should specify the path to the database, user credentials and other connection options, depending on the selected driver. Refer to Adobe ColdFusion documentation for more information on the driver configuration options.
 - 4 Click **OK**.


Removing a Data Source Name

- *To remove a redundant ColdFusion DSN connection:*
 - 1 On your Home page, click **ColdFusion DSN**.
 - 2 Select the check box corresponding to a DSN connection you want to remove.
 - 3 Click **✗ Remove Selected**, confirm the removal and click **OK**.

Installing Applications



To enhance your Web site with valuable features, such as guest books, forums, hit counters, photo galleries, and e-commerce solutions, you can install the respective applications from Plesk Application Vault (**Home > Site Applications**). The number and variety of available applications depend on your provider's policy and your hosting plan.

➤ **To install an application on your site:**

- 1 On your Home page, click **Site Applications**.
A list of applications installed on your site will be displayed.
- 2 Click **Add New Application** icon in the **Tools** group.
- 3 In the left menu, select a category to which the application you need belongs.
- 4 Select the required application in the list, and then click  **Install**.
- 5 Some applications will display a license agreement. Read the license agreement carefully, and if you agree with it, select the **I agree** check box and click **Next >>**.
- 6 Specify whether you wish to create a hyperlink to the application and place it in the control panel.
- 7 Specify the installation preferences and other information that may be required by the application (the requirements may vary among applications). Click **Install**.
- 8 If you have chosen to create a hyperlink button inside your Plesk control panel, specify its properties:
 - Type the text that will show on your button in the **Button label** box.
 - Choose the location for your button. To place it in the right frame of your Home page, select the **Domain Administration page** value as the location. To place it in the left frame (navigation pane) of your control panel, select the **Navigation pane** value.
 - Specify the priority of the button. Plesk will arrange your custom buttons on the control panel in accordance with the priority you define: the lower the number – the higher is priority. Buttons are placed in the left-to-right order.
 - To use an image for a button background, type the path to its location or click **Browse** to browse for the desired file. It is recommended that you use a 16x16 pixels GIF or JPEG image for a button to be placed in the navigation pane, and 32x32 pixels GIF or JPEG image for buttons placed in the main frame.
 - Type the hyperlink to be attached to the button into the **URL box**.
 - Using the check boxes, specify whether to include the data, such as domain id and domain name to be transferred within the URL. These data can be used for processing by external web applications.
 - In the **Context help tip contents** input field, type in the help tip that will be displayed when you hover the mouse pointer over the button.

- Select the **Open URL in the Control Panel** check box if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this check box unchecked to open the URL in a separate browser window.
- If you wish to make this button visible to the e-mail users whom you granted access to control panel, select the **Visible to all sub-logins** check box.
- Click **OK** to complete creation.

Now the application is installed and you can insert a link to this application into the web pages of your site, for example, on your Home page. Otherwise, you and your users will have to access this application by typing its URL, which can be long enough to remember.

- To access the Web interface of an application, do any of the following:
 - Type the URL in your browser. For example: <http://your-domain.com/forum/>.
 - Go to **Home > Site Applications**, and click an icon , corresponding to the application.
 - If you chose to add a hyperlink button to your Plesk Control Panel during installation of an application, then on your Home page, click the respective button in the Custom buttons group or navigation pane.
- To reconfigure an application, change the application administrator's password, or to install a license key for a commercial application, go to **Home > Site Applications**, and click an icon , corresponding to the application.
- To upgrade an application to a newer version (if it is available on the server), go to **Home > Site Applications**, and click a corresponding shortcut in the **U** column.
- To remove an application, go to **Home > Site Applications**, and select a check box corresponding to the application that you no longer need. Then click **✗ Remove Selected**. The application and its databases will be removed from the server.

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Installing Java Web Applications

You can install Java Web application packages in the Web archive format (WAR). These Java applications are not distributed with Plesk, therefore you should obtain them separately.

➤ **To install a Java Web application:**

- 1 From your Home page, go to **Home > Site Applications > Java Applications** and click **Switch On**.

This will start the Tomcat service, which provides an environment for Java code to run in cooperation with a web server.




- 2 Click **Install New Application**.
- 3 Specify the path to an application package you wish to install (this can be an application package in WAR format saved on your computer's hard drive), or click **Browse** to navigate to it, then click **OK**.

Now the application is installed and the respective entry is added to the list of installed Java applications (**Home > Site Applications > Java Applications**).

➤ **To access the web interface of a Java Web application, do any of the following:**

- From your Home page, go to **Home > Site Applications > Java Applications**, and click a respective hyperlink in the **Path** column.
- Type the URL in your browser. For example: <http://your-domain.com:9080/storefront/>.

➤ **To stop, start or restart a Java Web application:**

- 1 From your Home page, go to **Home > Site Applications > Java Applications** tab. A list of installed applications will open.
- 2 Locate an application on the list, and use the icons in the right part of the list to perform the required operations:
 - To start an application, click the icon .
 - To stop an application, click the icon .
 - To restart an application, click the icon .

➤ **To uninstall a Java Web application:**

- 1 From your Home page, go to **Home > Site Applications > Java Applications**.
- 2 Select a check box corresponding to the application that you no longer need. Click **✗ Remove Selected**, confirm the removal and click **OK**.

The application will be uninstalled and its databases removed from the server.

Installing Ruby Web Applications (Linux Hosting)

You can install on your site custom Web applications developed in the Ruby programming language.

➤ *To install on your site an application written in Ruby:*

- 1 Go to **Home > Web Hosting Settings**.
- 2 Select the **CGI** and **FastCGI** check boxes, and click **OK**.
- 3 Connect to your FTP account, change to the `/httpdocs` directory, and create a subdirectory where the application files will reside. Let's call this directory `your_application`, for illustration purposes.
- 4 Upload the application files to the `httpdocs/your_application` directory.
- 5 Create a file with name `.htaccess` in this directory, open it with a text editor of your choice and add the following lines into the file:

```
RewriteEngine On RewriteRule ^$ /public/index.html [L]
RewriteCond %{REQUEST_URI} !^/your_application/public
RewriteRule ^(.*)$ /public/$1 [L] RewriteCond
%{REQUEST_FILENAME} !-f RewriteRule ^(.*)$
public/dispatch.fcgi/$1 [QSA,L]
```
- 6 Save the file.
- 7 Remove the file `your_application/public/.htaccess`
- 8 Open the file `your_application/public/dispatch.fcgi` with a text editor and put the following lines there: `#!/usr/bin/ruby`
- 9 Save the file.

Now the Web application will be accessible at the following URL: http://your-domain.com/your_application.

Using IIS Application Pool (Windows Hosting)

IIS Application Pool contains all your web applications. If your service provider has given you a dedicated IIS application pool, it allows you to have a level of isolation between your web applications and web applications used by other domain owners that host their web sites on the same server. Because each application pool runs independently, errors in one application pool will not affect the applications running in other application pools.

By default, the application pool is enabled.

To stop all applications running in the application pool, click **IIS Application Pool** on your Home page and click **Stop**.

To start all applications in the application pool, click **IIS Application Pool** on your Home page and click **Start**.

To restart all applications running in the application pool, click **IIS Application Pool** on your Home page and click **Recycle**. This can be handy if some applications are known to have memory leaks or become unstable after working for a long time.

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Setting Up IIS Application Pool

➤ *To enable IIS application pool for a domain:*

- 1 Click **IIS Application Pool** on your Home page.
- 2 Click **Switch On**.
- 3 To limit the amount of CPU resources that your application pool can use, select the **Switch on CPU monitoring** check box and provide a number (in percents) in the **Maximum CPU use (%)** field.
- 4 Click **OK**.

Once you enable the application pool, all your web applications will be using it.

Disabling IIS Application Pool

- *To disable IIS application pool for a domain:*
 - 1 Click IIS Application Pool on your Home page.
 - 2 Click **Switch Off**.
 - 3 Click **OK**.

Securing Online Transactions on Your Site With SSL Encryption

If you are running an e-commerce business, you need to secure transactions between your customers and your site. To prevent the valuable data, such as credit card numbers and other personally identifiable information from stealing, you should use the Secure Sockets Layer protocol, which encrypts all data and transfers them securely over the SSL connection. And even if someone intercepts the data for malicious intent, they will not be able to decrypt and use them.

To implement the Secure Sockets Layer protocol on your web server, you should purchase an SSL certificate from a reputable certificate vendor (these vendors are called Certificate Authorities), and then install this certificate on your site. To enable SSL protection, you must host your site on a dedicated IP address, which is not shared among other web sites.

There are numerous certificate authorities to choose from. When considering one, pay attention to reputation and credibility of the CA. Knowing how long they have been in business and how many customers they have will help you make the right choice.

Your Plesk control panel provides facilities for purchasing SSL certificates from Comodo, GeoTrust, Inc and GoDaddy.

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Obtaining and Installing SSL Certificates from Comodo, GeoTrust, Inc. or GoDaddy

➤ *To purchase an SSL certificate through MyPleskCom online store and secure your site:*

- 1 Go to **Home > SSL Certificates** and click **Add New Certificate**.
- 2 Specify the certificate properties:
 - Certificate name. This will help you identify this certificate in the repository.
 - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
 - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
 - Specify the domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: www.your-domain.com
 - Enter the domain administrator's e-mail address.
- 3 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key. Click **Buy Certificate**.

Your private key and certificate signing request will be generated — do not delete them. MyPlesk.com login page will open in a new browser window.
- 4 Register or login to an existing MyPlesk.com account and you will be taken step by step through the certificate purchase procedure.
- 5 Choose the type of certificate that you wish to purchase.
- 6 Click **Proceed to Buy** and order the certificate.
- 7 In the Approver E-Mail drop-down box, please select the correct Approver e-mail.

The approver e-mail is an e-mail address that can confirm that certificate for specific domain name was requested by an authorized person.

Once your certificate request is processed, you will be sent a confirmation e-mail. After you confirm, the SSL certificate will be sent to your e-mail.
- 8 When you receive your SSL certificate, save it on your local machine or network.
- 9 Return to the SSL Certificates repository (**Home > SSL Certificates**).
- 10 Click **Browse** and navigate to the location of the saved certificate.
- 11 Select the saved certificate, and then click **Send File**.

This will upload and install the certificate against the corresponding private key.
- 12 Return to your Home page and click **Web Hosting Settings**.
- 13 Select the SSL certificate that you wish to install from the **Certificate** drop-down box.

If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your hosting provider.

14 Select the **SSL support** check box and click **OK**.

Obtaining and Installing SSL Certificates from Other Certification Authorities

- *To secure your site with an SSL certificate from other certificate authorities:*
- 1 Go to **Home > SSL Certificates** and click **Add New Certificate**.
 - 2 Specify the certificate properties:
 - Certificate name. This will help you identify this certificate in the repository.
 - Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
 - Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
 - Specify the domain name for which you wish to purchase an SSL certificate. This should be a fully qualified domain name. Example: www.your-domain.com
 - Enter the domain administrator's e-mail address.
 - 3 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key. Click **Request**.

Your private key and certificate signing request will be generated and stored in the repository.
 - 4 In the list of certificates, click the name of the certificate you need. A page showing the certificate properties opens.
 - 5 Locate the **CSR section** on the page, and copy the text that starts with the line **-----BEGIN CERTIFICATE REQUEST-----** and ends with the line **-----END CERTIFICATE REQUEST-----** to the clipboard.
 - 6 Visit the Web site of the certification authority from which you want to purchase an SSL certificate, and follow the links on their site to start a certificate ordering procedure. When you are prompted to specify CSR text, paste the data from the clipboard into the online form and click **Continue**. The certification authority will create an SSL certificate in accordance with the information you supplied.
 - 7 When you receive your SSL certificate, save it on your local machine or network.
 - 8 Return to the SSL Certificates repository (**Home > SSL Certificates**).
 - 9 Click **Browse** in the middle of the page and navigate to the location of the saved certificate.
 - 10 Select it, and then click **Send File**.

This will upload and install the certificate against the corresponding private key.
 - 11 Return to your Home page and click **Web Hosting Settings**.
 - 12 Select the SSL certificate that you wish to install from the **Certificate** drop-down box.

If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your hosting provider.

13 Select the **SSL support** check box and click **OK**.

Creating and Installing Free Self-signed SSL Certificate

If you do not want to purchase SSL certificates, but still need to secure your site, you can create a self-signed certificate and install it on your web server. This will provide data encryption; however, your customers' browsers will show warning messages telling that your certificate is not issued by a recognized authority. Thus, using self-signed certificates is not recommended as it will not instill confidence in customers, and is likely to adversely affect your online sales.

➤ *To secure your site with a self-signed SSL certificate:*

1 Go to **Home > SSL Certificates** and click **Add New Certificate**.

2 Specify the certificate properties:

- Certificate name. This will help you identify this certificate in the repository.
- Encryption level. Choose the encryption level of your SSL certificate. We recommend that you choose a value more than 1024 bit.
- Specify your location and organization name. The values you enter should not exceed the length of 64 symbols.
- Specify the domain name for which you wish to generate an SSL certificate. This should be a fully qualified domain name. Example: www.your-domain.com.
- Enter the domain administrator's e-mail address.

3 Click **Self-Signed**.

Your certificate will be generated and stored in the repository.

4 Return to your Home page and click **Web Hosting Settings**.

5 Select the self-signed SSL certificate from the **Certificate** drop-down box.

If there is no **Certificate** drop-down box on the screen, this means that you are on a shared hosting account; therefore, you need to upgrade your hosting package and purchase a dedicated IP address from your hosting provider.

6 Select the **SSL support** check box and click **OK**.

Uninstalling a Certificate from Your Site

- *To uninstall a certificate from your site and disable SSL protection:*
- 1 Make sure that the certificate you want to remove is not used at the moment.
 1. On your Home page, click **Web Hosting Settings**.
 2. The **Certificate** drop-down box indicates which SSL certificate is currently used.
 3. If the certificate that you want to remove is currently in use, you should first release it by selecting another certificate in the **Certificate** drop-down box, and clicking **OK**.
 - 2 Remove the certificate from repository.
 1. To permanently remove the certificate from repository, on your Home page, click **SSL Certificates**.
 2. Select a check box corresponding to the certificate that you no longer need and click **✗ Remove Selected**. Confirm removal and click **OK**.
 - 3 Disable SSL support if you no longer need it.
 1. On your Home page, click **Web Hosting Settings**.
 2. Clear the **SSL support** check box and click **OK**.

Using SSL Certificate Shared By Another Domain (Windows Hosting Only)

Shared SSL is a means of securing the access to your site with SSL (Secure Sockets Layer) without purchasing your own SSL certificate. Web sites that employ shared SSL are, in fact, using the certificate shared by another domain. The domain that shares its SSL certificate with others is called Master SSL Domain.

Note. In order to use shared SSL, the Master SSL Domain should be set by your server administrator.

➤ ***To use SSL certificate of the Master SSL Domain, enabling shared SSL use:***

- 1 Click **Shared SSL** on your Home page.
- 2 Select the **Switch on shared SSL** check box.
- 3 Specify the virtual directory name in the corresponding input field. The virtual directory with the supplied name will be created on the Master SSL Domain. This directory will be used for accessing your site through SSL.

For example, let us suppose that you have a domain named mydomain.com, Master SSL Domain is defined as master_ssl_domain.com, and the virtual directory name you supplied is my_virtual_dir. In this case, to access your site through SSL, you need to use the following address:

https://master_ssl_domain.com/my_virtual_dir.

Note. You cannot use your domain name (e.g., mydomain.com) to access your site via SSL if you are using shared SSL.

- 4 Select the directory where protected content is located on your domain. The documents within specified directory will be accessible only through SSL. You can only choose either `httpdocs` or `httpsdocs` as a target directory.
- 5 To make your domain accessible via SSL only, select the **Require SSL** check box.
- 6 Click **OK**.

➤ ***To stop using SSL certificate of the Master SSL Domain, disabling shared SSL use:***

- 1 Click **Shared SSL** on your Home page.
- 2 Clear the **Switch on shared SSL** check box.
- 3 Click **OK**.

Restricting Bandwidth Usage for Sites

To avoid excessive usage of bandwidth, which can lead to resources overage, you can limit bandwidth usage for a site.

➤ *To limit the bandwidth for a site:*

- 1 Go to **Home > Bandwidth Limiting**.
- 2 Select the **Switch on bandwidth limiting** check box.
- 3 Specify the maximum speed (measured in KB per second) that a domain can share between all its connections in the **Maximum network use (KB/S)** field.
- 4 Click **OK**.

Restricting the Amount of Simultaneous Connections to Sites

To avoid Denial Of Service attacks and to prevent excessive usage of bandwidth, you can set a limit of maximum number of simultaneous Web connections your domain can have.

➤ *To limit the maximum number of simultaneous connections to a Web site:*

- 1 Go to **Home > Bandwidth Limiting**.
- 2 Select the **Switch on connections limiting** check box.
- 3 Specify the maximum number of simultaneous connections in the **Connections limited to** field.
- 4 Click **OK**.

Protecting Sites From Bandwidth Stealing (Windows Hosting)

Hotlinking (also called file leeching, remote linking, direct linking, bandwidth stealing or bandwidth banditism) is a term used for describing a situation when a Web page of one domain owner is directly linking to images (or other multimedia files) on the Web pages of another domain owner, usually using an tag. If your domains are hotlinked, you may face the problem of excessive bandwidth usage.

➤ *To protect a domain from hotlinking:*

- 1 Go to **Home > Hotlink Protection**.
- 2 Click **Switch On** to enable the protection from hotlinking.
- 3 Specify the extensions of files you wish to be protected from hotlinking (for example, jpg, bmp, and so on) in the **Protected files extensions** field. When listing several file extensions, separate them with spaces.
- 4 Click **OK**.

Restricting Access to Web Server's Resources With Password Protection

If you have directories in your site that only authorized users should see, restrict access to these directories with password protection.

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Protecting a Resource

➤ *To password protect a directory in your site and to specify authorized users:*

- 1 On your Home page, click **Password Protected Directories**.
- 2 Click **Add New Directory**.
- 3 Specify the path to the directory that you wish to password protect.

This can be any directory existing in your site, for example: `/private`. If the directory that you would like to protect has not yet been created, specify the path and the directory name – Plesk will create it for you.

- 4 Specify in what location (also called document root) your password protected directory resides or will reside.

For example:

- To protect the `httpdocs/private` directory, type `'/private'` in the **Directory name** box and select the **Non-SSL** check box.
 - To protect the `httpsdocs/private` directory, type `'/private'` in the **Directory name** box and select the **SSL** check box.
 - To protect your CGI scripts stored in the `cgi-bin` directory, leave the `'/'` value in the **Directory name** box and select the **cgi-bin** check box. Make sure there are no white spaces after the slash symbol; otherwise, a protected directory will be created with the name consisting of white spaces.
- 5 In the **Header Text** box, type a resource description or a welcoming message that your users will see when they visit your protected area.
 - 6 Click **OK**.
The directory you specified will be protected.
 - 7 To add authorized users, click **Add New User**.
 - 8 Specify the login name and password that will be used for accessing the protected area.
The password should be from 5 to 14 symbols in length.
 - 9 Click **OK**.
 - 10 To add more authorized users for this protected resource, repeat the steps 7 and 8.

Adding and Removing Authorized Users

- *To add an authorized user of a protected directory:*
 - 1 Go to **Home > Password Protected Directories > *directory name***.
 - 2 Click **Add New User**.
 - 3 Specify the login name and password that will be used for accessing the protected area.
The password should be from 5 to 14 symbols in length.
 - 4 Click **OK**.

- *To change password for an authorized user of a protected directory:*
 - 1 Go to **Home > Password Protected Directories > *directory name***.
A list of authorized users will open.
 - 2 Click on the user's name.
 - 3 Specify the new password and re-type it for confirmation.
 - 4 Click **OK**.

- *To revoke a permission to access the protected directory from a user:*
 - 1 Go to **Home > Password Protected Directories > *directory name***.
A list of authorized users will open.
 - 2 Select a check box corresponding to the user's name.
 - 3 Click **✗ Remove Selected**.
 - 4 Confirm the operation and click **OK**.

Unprotecting a Resource

- *To remove password protection and make the resource available to the public:*
 - 1 Go to **Home > Password Protected Directories**.
A list of password protected directories will open.
 - 2 Select a check box corresponding to the name of the directory, from which you want to remove protection.
 - 3 Click **✗ Remove Selected**.
The protection will be removed and the contents of the directory will be accessible to the public without restrictions.

Setting File and Directory Access Permissions (Linux Hosting)

➤ *To review or change the permissions set for files and directories:*

Go to Home > File Manager.

The permissions are represented as three sets of symbols, for example, 'rwx rwx r--'. The first set tells what the owner of the file or directory can do with it; the second tells what the user group, the file or directory belongs to, can do with the file or directory; the third set indicates what other users (the rest of the world, i.e. Internet users visiting a site) can do with the file or directory. R means the permission to read the file or directory, W means the permission to write to the file or directory, and X means the permission to execute the file or look inside the directory.

To modify permissions for a file or directory, in the **Permissions** column, click the respective hyperlink representing the set of permissions. Modify the permissions as desired and click **OK**.

Setting File and Directory Access Permissions (Windows Hosting)

Plesk provides setting up file and folder access permissions, including defining special permissions and permissions inheritance, similarly to the way it is presented in Windows interface.



Note. For security reasons, permissions for Administrators, SYSTEM and Plesk Domain Administrator cannot be changed or removed.

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Setting and Changing Access Permissions for Groups and Users

➤ *To set or change access permissions for a group or user:*



- 1 Go to **Home > File Manager**.
- 2 Click  corresponding to the required file or folder.
 - To change or remove permissions from a group or user, click the required name in the **Group or user names** list.
 - To set permissions for a group or user, which is not in the **Group or user names** list, select the required user/group name from the drop-down box located above the list and click : the user/group appears in the list. Select it.
- 3 To allow or deny permissions to a selected group/user, select the **Allow** or **Deny** check boxes corresponding to permissions listed under **Permissions for [user/group name]**.


Note. If check boxes in **Allow** and/or **Deny** columns are shaded, it means that the corresponding permissions are inherited from a parent folder.


- To deny the permission, which are inherited from a parent object as allowed, select the required check boxes under **Deny**. This will override inherited permissions for this file/folder.
 - To allow the permission, which are inherited from a parent object as denied, clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** check box: this removes the inherited permissions. Then select the required check boxes under **Allow** and **Deny**.
- 4 Click **OK**.

Removing Access Permissions from Groups and Users

➤ *To remove access permissions from a group or user:*


- 1 Go to Home > File Manager.
- 2 Click  corresponding to the required file or folder.
- 3 Select the required name in the **Group or user names** list and click  next to it.

Note: The  icons appear unavailable for entries with permissions inherited from a parent object.

- 4 Select the required entry.
- 5 Clear the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** check box.
- 6 Select the entry again and click .
- 7 Click **OK**.

Setting Up Access Permissions Inheritance for Files and Folders




➤ *To set up access permissions inheritance for files and folders:*

- 1 Go to Home > File Manager.
- 2 Click an icon  corresponding to the required file or folder.
- 3 To make the file/folder inherit permissions from a parent folder (if it does not), select the **Allow inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here** check box.
- 4 To make the files and folders, which are contained in this folder, inherit the folder permissions defined here, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** check box.
- 5 Click **OK**.

Setting, Changing and Removing Special Access Permissions

You can also set, change and remove special permissions including advanced management of folder permissions inheritance. In **Advanced** permissions management mode, several permission entries can be associated with a single group or user, each containing different set of permissions. Also, the list of permissions in **Advanced** mode is more detailed and gives more opportunities for fine-tuning file/folder permissions. It contains permissions that cannot be seen in Microsoft Windows interface, but present combinations of native Microsoft Windows permissions. They are Read Control, Write Control, and Execute Control.

➤ **To set, change or remove file/folder special permissions:**

- 1 Go to **Home > File Manager**.
- 2 Click an icon  corresponding to the required file or folder.
- 3 Click **Advanced**.
 - To create a permission entry for a group or user, select the required name from the **Group or user names** list and click .
 - To set or change file/folder permissions for a group or user, select the required name from the **Group or user names** list, select the required **Allow** and **Deny** check boxes corresponding to permissions listed under **Permissions for [group/user name]**.
 - To remove a permission entry for a group or user, select the required name from the **Group or user names** list and click .
 - To make child objects of a folder inherit its permissions defined under **Permissions for [group/user name]**, select the **Replace permission entries on all child objects with entries shown here that apply to child objects** check box, and select check boxes in the **Apply onto:** list which correspond to objects you want to inherit the permissions.
- 4 Click **OK**.

Setting Access Permissions for Virtual Directories

Access permissions can also be applied to virtual (Web) directories.

➤ *To set access permissions for a virtual directory:*

- 1 Go to **Home > Virtual Directories**.
- 2 Navigate the web site structure and click the required directory.
- 3 Click **Permissions** in the **Tools** group and set access permissions for this virtual directory, as described in the sections above.

Organizing Your Site Structure With Subdomains

Subdomains are additional domain names that enable you to:

- Organize logically the structure of your web site
- Host additional web sites or parts of your web site on the same server without the need to pay for registration of additional domain names

An example of using subdomains:

You have a web site `your-product.com` dedicated to promoting your software product. For publishing user's guides, tutorials and list of frequently asked questions, you can organize the subdomain 'userdocs' so that your users will be able to access online user documentation directly by visiting the domain name `userdocs.your-product.com`.

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Setting Up Subdomains (Linux Hosting)

➤ *To set up a subdomain:*

- 1 On your Home page, click **Subdomains**.
- 2 Click the **Add New Subdomain** icon.
- 3 Type the subdomain name as desired.

This can be, for example, a topic of your site, organization department, or any other combination of letters, numbers and hyphens (up to 63 characters in length). The subdomain name must begin with an alphabet character. Subdomain names are case insensitive.

- 4 If this subdomain will require secure transactions, select the **SSL support** check box.

Then, the SSL certificate installed under the parent domain will be used for encrypting transactions. By default, when you publish the site, you need to upload the web content that should be accessible via secure connections to the `httpsdocs` directory, and the content that should be accessible via plain HTTP, to the `httpdocs` directory. For your convenience, you can choose to publish all content through a single location – `httpdocs` directory. To do this, select the option **Use a single directory for housing SSL and non-SSL content**.

- 5 If this subdomain will hold a part of your own Web site that you manage on your own, leave the **Use the FTP user account of the parent domain** option selected. If this subdomain will hold a separate web site that will belong to or will be managed by another person, select the **Create a separate user account for this subdomain** option, and specify the login name and password that will be used for accessing the web space through FTP and publishing web site content.
- 6 If you wish to limit the amount of disk space that can be occupied by web content under this subdomain, type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, you will not be able to add files to the web space, and editing existing files may corrupt them.

- 7 Specify the programming languages in which your web site is developed.

Otherwise, your web site may not function properly. For example, if your web site is written mainly in ASP and uses some applications written in PHP, such as those from the Application Vault, select the **ASP support** and **PHP support** check boxes.

- 8 To complete the setup, click **OK**.

It may take up to 48 hours for the information on new subdomain to spread in the Domain Name System and become available to the Internet users.


To publish web content to the subdomain's web space, follow the instruction presented in the Creating and Publishing Your Site (see page 27) section.

Setting Up Subdomains (Windows Hosting)

➤ *To set up a subdomain:*

- 1 Click **Subdomains** on your Home page.
- 2 Click **Add New Subdomain**.
- 3 Select the required **Hosting type** and click **OK**:
 - Select **Physical hosting** to create a virtual host for the domain.
 - Select **Subdomain on subfolder** to create a virtual subdomain. **Subdomain on subfolder** will use physical structure of the domain. The creation of a separate FTP user account will be not possible: the FTP user account of the domain will be used.
- 4 Type the subdomain name as required. This can be, for example, a topic of a site, organization department, or any other combination of letters, numbers and hyphens (up to 63 characters in length). To add the **WWW** prefix, select the appropriate check box.

The subdomain name must begin with an alphabet character. Subdomain names are case insensitive.

- 5 If you are creating subdomain on subfolder, specify the physical location for the subdomain files in the **Site home directory** field:
 - Clear the **Create physical directory for subdomain** check box and specify the existing directory to the right of **httpdocs** field. You can click  to browse for the required directory, select it and click **OK**.
 - Leave the **Create physical directory for subdomain** check box selected to create a corresponding physical directory with the same name as the subdomain.
- 6 If you are creating subdomain with physical hosting, specify the FTP user account for it:
 - If this subdomain will hold a part of your own Web site that you manage on your own, leave the **Use the FTP user account of the main domain** option selected.
 - If this subdomain will hold a separate web site that will belong to or will be managed by another person, select the **Create a separate user account for this subdomain** option, and specify the login name and password that will be used for accessing the web space through FTP and publishing web site content. Specify the hard disc quota in the appropriate field in megabytes or leave the **Unlimited** check box selected. When the specified limit is exceeded, you will not be able to add files to the web space, and editing existing files may corrupt them.
- 7 If you wish to limit the amount of disk space that can be occupied by web content under this subdomain, type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, you will not be able to add files to the web space, and editing existing files may corrupt them.

- 8 Leave the **Publish site with SiteBuilder** check box selected to be able to access SiteBuilder and build web site through your Plesk control panel interface. When the **Publish site with SiteBuilder** option is selected, a site will be created in SiteBuilder. All publishing parameters will be set in the paths predefined: for subdomain with **Physical hosting** - /subdomains/SUBDOMAINNAME/httpdocs/sitebuilder; for subdomain with **Subdomain on subfolder** - /httpdocs/SUBDOMAINNAME/.
- 9 If you want to enable **Microsoft FrontPage support**, select the appropriate checkbox. Enable or disable **Remote Microsoft FrontPage authoring** by selecting the appropriate option.
- 10 Specify the programming languages support in the **Services** group by selecting the required languages. Use **select all** or **clear all** to select or clear all of the languages available.


If the ASP.NET support is disabled on the domain for which you are creating subdomain, it is also unavailable on **Subdomain on subfolder**. In case the ASP.NET support is enabled on the domain, the ASP.NET is available for subdomain created on a subfolder.

- 11 To allow you to view the information on the number of people visited the site and the pages of the site they viewed, select a module in **Web statistics** drop-down menu and select the **accessible via password protected directory /plesk-stat/** check box, if required. This will install the selected statistical software module, which will generate reports and place them into the password protected directory. The subdomain administrator will then be able to access Web statistics at the URL: <https://subdomain.domain.com/plesk-stat/> using their FTP account login and password.

Note. If you change the FTP credentials, web statistics access credentials do not change. The original login and password specified upon the subdomain creation should always be used for accessing password-protected web statistics directory.

- 12 Select the **Additional write/modify permissions** option if this subdomain's web applications will use a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might seriously compromise the web site security.
- 13 To complete the setup, click **OK**. It may take up to 48 hours for the information on new subdomain to spread in the Domain Name System and become available to the Internet users.

To publish web content to the subdomain's web space, follow the instruction presented in the *Creating and Publishing Your Site* (see page 27) section.

To preview the web content published under the subdomain, on your Home page, click **Subdomains**, and then click the  icon corresponding to the subdomain name.

Removing Subdomains

➤ *To remove a subdomain with its web content:*

- 1 On your Home page, click **Subdomains**.
- 2 Select a check box corresponding to the subdomain name that you wish to remove.
- 3 Click **✗ Remove Selected**. Confirm removal and click **OK**.

The subdomain configuration and its web content will be removed from the server.

Setting Up Additional Domain Names for a Site (Domain Aliases)

If you have registered with a domain name registrar several domain names that you would like to point to the same Web site that you host on this server, you should set up domain aliases, as described in this chapter.

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Setting Up a Domain Alias

➤ *To set up a domain alias:*

- 1 On your Home page, click **Domain Aliases**.
- 2 Click **Add Domain Alias**.
- 3 Type the desired domain alias name, for example alias.com.

Domain aliases can comprise letters, digits and hyphens. Each part of the domain alias between dots should not be longer than 63 symbols.

- 4 Select the **Synchronize DNS zone with the primary domain** check box if you want the domain alias to use the same DNS zone resource records as in primary domain. With this setting, any subsequent changes in resource records of the primary domain's zone will be applied to the DNS zone of this domain alias.
- 5 Select the **Mail** check box, if you want e-mail directed at the e-mail addresses under the domain alias to be redirected to the e-mail addresses under your original domain name.

Example: You have an e-mail address mail@yourdomain.com. You have set up an alias for your domain name, for example, alias.com. If you want to receive mail to your mailbox mail@yourdomain.com when it is sent to mail@alias.com, select the **Mail** check box.

- 6 Select the **Web** check box. Otherwise, the web server will not serve the web content to users coming to your site by typing the domain alias in their browsers.
- 7 Select the **Java Web applications** check box if you have Java applications installed on your site and you want them to be accessible through the domain alias.
- 8 Click **OK**.

Modifying Properties of a Domain Alias

➤ *To change the properties of an alias:*

- 1 Go to **Home > Domain Aliases > alias name**.
- 2 Change the properties and click **OK**.

➤ *To modify resource records in the DNS zone of a domain alias:*

- 1 Go to **Home > Domain Aliases > alias name > DNS Settings**.
- 2 Add, edit or remove the resource records as required:
 - To add a resource record to the zone, click **Add New Record**. Specify the required values and click **OK** to write the values to the zone.
 - To modify a resource record, under the **Host** column, click a hyperlink corresponding to the record you need.
 - To remove a record, select a check box corresponding to the record you wish to remove and click **✗ Remove Selected**.

To learn more about DNS resource records modification and other DNS-related options, refer to the *Customizing DNS Zone Configuration for Your Domain* and the *Serving Your Site with External Domain Name Servers* sections.

Removing a Domain Alias

➤ *To remove an alias from a domain:*

- 1 Go to **Home > Domain Aliases**.
- 2 Select a check box corresponding to the domain alias that you want to remove.
- 3 Click **✗ Remove Selected**. Confirm removal and click **OK**.

Hosting Personal Web Pages on Your Web Server

You can host on your Web server personal Web pages for individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.

These pages usually have Web addresses like <http://your-domain.com/~username>.

➤ *To accommodate a personal Web page on your server, allocate a separate Web space and set up an FTP account for publishing:*

- 1 On your Home page, click **Web Users**.
- 2 Click **Preferences**.
- 3 If you wish to allow execution of scripts embedded in personal web pages, select the **Allow the web users scripting** check box.
- 4 Click **OK**.

The settings you have defined at the step 3 are common for all personal Web pages you might host on your Web server. Therefore, you will not need to perform steps 2 to 4 next time you set up a Web space for a personal Web page.

- 5 Click **Add New Web User**.
- 6 Specify a user name and password that will be used for accessing the Web space through FTP and publishing the Web page.

You can use only lowercase alphanumeric, hyphen and underscore symbols in user name. The user name should begin with an alphabet character. It cannot contain white spaces. The password cannot contain quotation marks, white space, user's login name, and should be between 5 and 14 characters in length.

- 7 If you wish to limit the amount of disk space that can be occupied by the Web page content, clear the **Unlimited** check box and type the desired value in megabytes into the **Hard disk quota** box.

When the specified limit is exceeded, the Web page owner will not be able to add files to his or her Web space.

- 8 Specify the programming languages that should be supported for the Web page.

For example, if the Web page is written in PHP, select the **PHP support** check box.

- 9 Click **OK**.

Now you can tell your user the FTP account credentials, so that he or she can publish their Web page.

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Changing FTP Password for a Web Page Owner

➤ *To change FTP password for a web page owner:*

- 1 Go to Home > Web Users > *user name*.
- 2 Type the new password into the **New password** and **Confirm password** boxes.
- 3 Click **OK**.

Allocating More Disk Space to the Web Page Owner

➤ *To allocate more disk space to the web page owner:*

- 1 Go to Home > Web Users > *user name*.
- 2 Type the amount of disk space in megabytes into the **Hard disk quota** box.
- 3 Click **OK**.

Removing Web Page Owner's Account

➤ *To remove a web page owner's account together with his or her web page:*

- 1 On your Home page, click **Web Users**.
- 2 Select a check box to the right of the user name you wish to remove.
- 3 Click **X Remove Selected**. Confirm removal and click **OK**.

Setting Up Anonymous FTP Access to the Server

If you host your site on a dedicated IP address, you can set up a directory within the site, where other users will be able to anonymously download or upload files through FTP. Once anonymous FTP is enabled, the users will be able to log in to the <ftp://ftp.your-domain.com> with the “anonymous” login name and any password.

➤ **To allow anonymous FTP access:**

- 1 On your Home page, click **Anonymous FTP**.
- 2 To activate anonymous FTP service, click the **Switch On** icon.
- 3 To set up a welcoming message to be displayed when users log in to FTP site, select the **Display login message** check box and type the message text in the input field as desired.

Note that not all FTP clients display welcoming messages.

- 4 To allow visitors to upload files to the /incoming directory, select the **Allow uploading to incoming directory** check box.
- 5 To allow users to create subdirectories in the /incoming directory, select the **Allow creation of directories in the incoming directory** check box.
- 6 To allow downloading files from the /incoming directory, select the **Allow downloading from the incoming directory** check box.
- 7 To limit the amount of disk space that can be occupied by uploaded files, clear the **Unlimited** check box corresponding to the **Limit disk space in the incoming directory** option, and specify the amount in kilobytes.

This is the hard quota: the users will not be able to add more files to the directory when the limit is reached.

- 8 To limit the number of simultaneous connections to the anonymous FTP server, clear the **Unlimited** check box corresponding to the **Limit number of simultaneous connections** option and specify the number of allowed connections.
- 9 To limit the bandwidth for anonymous FTP connections, clear the **Unlimited** check box corresponding to the **Limit download bandwidth for this virtual FTP domain** option and enter the maximum bandwidth in kilobytes per second.
- 10 Click **OK**.

➤ **To modify settings for anonymous FTP server or switch it off:**

- 1 On your Home page, click **Anonymous FTP**.
- 2 Adjust the settings as required and click **OK**. or click the **Switch Off** icon in the **Tools** group to switch off the anonymous FTP service.

Customizing Web Server Error Messages (Linux Hosting)

When visitors coming to your site request pages that the web server cannot find, the web server generates and displays a standard HTML page with an error message. The standard error messages may inform of problems, but they do not usually say how to resolve them or how to get the lost visitor on his way, and they also look dull.

You may want to create your own error pages and use them on your web server. With Plesk you can customize the following error messages:

- **400 Bad File Request.** Usually means the syntax used in the URL is incorrect (for example, uppercase letter should be lowercase letter; wrong punctuation marks).
- **401 Unauthorized.** Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.
- **403 Forbidden/Access denied.** Similar to 401; a special permission is needed to access the site - a password and/or username if it is a registration issue.
- **404 Not Found.** Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered. This is the most common error.
- **405 Method Not Allowed.** The method specified in the Request-Line is not allowed for the resource identified by the Request-URI.
- **406 Not Acceptable.** The resource identified by the request is only capable of generating response entities which have content characteristics not acceptable according to the accept headers sent in the request.
- **407 Proxy Authentication Required.** This code is similar to 401 (Unauthorized), but indicates that the client must first authenticate itself with the proxy.
- **412 Precondition Failed.** The precondition given in one or more of the request-header fields evaluated to false when it was tested on the server. This response code allows the client to place preconditions on the current resource meta-information (header field data) and thus prevent the requested method from being applied to a resource other than the one intended.
- **414 Request-URI Too Long.** The server is refusing to service the request because the Request-URI is longer than the server is willing to interpret. This rare condition is only likely to occur when a client has improperly converted a POST request to a GET request with long query information, when the client has descended into a URI "black hole" of redirection (e.g., a redirected URI prefix that points to a suffix of itself), or when the server is under attack by a client attempting to exploit security holes present in some servers using fixed-length buffers for reading or manipulating the Request-URI.
- **415 Unsupported Media Type.** The server is refusing to service the request because the entity of the request is in a format not supported by the requested resource for the requested method.
- **500 Internal Server Error.** Could not retrieve the HTML document because of server-configuration problems.

- **501 Not Implemented.** The server does not support the functionality required to fulfill the request. This is the appropriate response when the server does not recognize the request method and is not capable of supporting it for any resource.
 - **502 Bad Gateway.** The server, while acting as a gateway or proxy, received an invalid response from the upstream server it accessed in attempting to fulfill the request.
- **To configure Plesk's web server to show your custom error pages:**
- 1** Switch on support for custom error documents through Plesk. On your Home page, click **Web Hosting Settings**, select the **Custom error documents** check box and click **OK**.
 - 2** Connect to your FTP account on the Plesk server, and go to the `error_docs` directory.
 - 3** Edit or replace the respective files. Be sure to preserve the correct file names:
 - 400 Bad File Request - `bad_request.html`
 - 401 Unauthorized - `unauthorized.html`
 - 403 Forbidden/Access denied - `forbidden.html`
 - 404 Not Found - `not_found.html`
 - 405 Method Not Allowed - `method_not_allowed.html`
 - 406 Not Acceptable - `not_acceptable.html`
 - 407 Proxy Authentication Required - `proxy_authentication_required.html`
 - 412 Precondition Failed - `precondition_failed.html`
 - 414 Request-URI Too Long - `request-uri_too_long.html`
 - 415 Unsupported Media Type - `unsupported_media_type.html`
 - 500 Internal Server Error - `internal_server_error.html`
 - 501 Not Implemented - `not_implemented.html`
 - 502 Bad Gateway - `bad_gateway.html`
 - 4** Wait for a few hours till your Web server is restarted. After that, the Web server will start using your error documents.

Customizing Web Server Error Messages (Windows Hosting)

When visitors coming to a site request pages that the Web server cannot find, the Web server generates and displays a standard HTML page with an error message. The standard error messages may inform of problems, but they do not usually say how to resolve them or how to get the lost visitor on his way, and they also look dull.

You may want to create your own error pages and use them on your Web server. The following error messages are the ones customized most often:

- 400 Bad File Request. Usually means the syntax used in the URL is incorrect (e.g., uppercase letter should be lowercase letter; wrong punctuation marks).
- 401 Unauthorized. Server is looking for some encryption key from the client and is not getting it. Also, wrong password may have been entered.
- 403 Forbidden/Access denied. Similar to 401; a special permission is needed to access the site – a password and/or username if it is a registration issue.
- 404 Not Found. Server cannot find the requested file. File has either been moved or deleted, or the wrong URL or document name was entered. This is the most common error.
- 500 Internal Server Error. Could not retrieve the HTML document because of server-configuration problems.

➤ ***To configure Plesk Control Panel's Web server to show custom error pages for a domain:***

- 1 Switch on support for custom error documents through Plesk Control Panel.
 1. Go to **Home > Web Hosting Settings**.
 2. Select the **Custom error documents** check box.
 3. Click **OK**.
- 2 Go to **Home > Virtual Directories** to see the list of error documents for the root Web directory (error documents located here are used for all domain Web pages). If you want to customize error pages for a certain Web directory, go to that directory.
- 3 Click **Error Documents** tab and click the required error document in the list.
 - To use the default document provided by IIS for this error page, select **Default** in the **Type** menu.
 - To use a custom HTML document already located in the `error_docs` directory on a domain, select **File** in the **Type** menu and specify the file name in the **Location** field.

- To use a custom HTML document located in directory other than `error_docs` on a domain, select **URL** in the **Type** menu and enter the path to your document in the **Location** field. The path should be relative to the virtual host root (that is, `<vhosts>\<domain>\httpdocs`).

For example, you have created a file `forbidden_403_1.html` and saved it in the `my_errors` directory located in the `httpdocs`. To use this file as an error document, the following path should be entered in the **Location** field:
`/my_errors/forbidden_403_1.html`.

Note. You can use both FTP and File Manager to upload your custom error document to the server. By default, all error documents are stored in the `/vhosts/your-domain.com/error_docs/` directory (located in `C:\InetPub` by default).

- 4 Once the Web server is restarted, it will start using your error documents.

Customizing DNS Zone Configuration for Your Domain

Your control panel automatically creates DNS zone for your domain in accordance with the configuration preset defined by your provider. The domain name should work fine with the automatic configuration, however if you need to perform custom modifications in the domain name zone, you can do that through your control panel.

To view the resource records in a DNS zone of your domain, go to **Home > Web Site** group title menu > **DNS Settings**. A screen will show all resource records for your domain.

Note: Here you can update the DNS zone with multiple changes in DNS records at once, and then confirm the changes by clicking the **Apply** button. Unconfirmed changes will not be saved.

To learn about modifying resource records in the DNS zone of a domain alias, refer to the Setting Up Additional Domain Names for a Site (Domain Aliases) section.

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Adding Resource Records

➤ *To add a new resource record to the zone:*

- 1 Go to Home > Web Site group title menu > DNS Settings.
- 2 Click Add New Record in the Tools group.
- 3 Select a resource record type, and specify the appropriate data:
 - For an A record you will need to enter the domain name for which you wish to create an A record. If you are simply defining an A record for your domain, then you should leave the available field empty. If you are defining an A record for a name server then you will need to input the appropriate entry for the given name server (ie. ns1). Then, you need to enter the appropriate IP address to which to associate the domain name.
 - For a NS record, you will need to enter the domain name for which you wish to create the NS record. If you are defining an NS record for your domain, then you will leave the available field blank. Then enter the appropriate name server name in the field provided. You will need to enter the complete name (i.e. ns1.mynameserver.com).
 - For a MX record, you will need to enter the domain for which you are creating the MX record. For your domain, you would simply leave the available field blank. You will then need to enter your mail exchanger, this is the name of the mail server. If you are running a remote mail server named 'mail.myhostname.com' then you would simply enter 'mail.myhostname.com' into the field provided. You will then need to set the priority for the mail exchanger. Select the priority using the drop-down box: 0 is the highest and 50 is the lowest. Keep in mind you would also need to add the appropriate A record, and/or CNAME if applicable for the remote mail exchange server.
 - For a CNAME record, you will need to first enter the alias domain name for which you wish to create the CNAME record. You then need to enter the domain name within which you want the alias to reside. Any domain name can be entered. It does not need to reside on the same server.
 - For a PTR record you will first enter the IP address/mask for which you wish to define the pointer. Then enter the appropriate domain name for this IP to be translated to.
 - For a TXT record, you will be able to enter an arbitrary text string, which could be a description or an SPF record.
- 4 Click **OK** to submit the data.

Note: When you are finished with modifying DNS records of the DNS zone, confirm the changes by clicking the **Apply** button on the DNS zone screen (**DNS Settings**). Unconfirmed changes will not be saved.

Modifying Resource Records

➤ *To modify the properties of a resource record:*

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 Click the hyperlink in the **Host** column corresponding to the resource record you want to modify.
- 3 Modify the record as required and click **OK**.

➤ *To modify entries in the Start of Authority (SOA) record for a domain:*

- 1 Go to **Home > Web Site** group title menu > **DNS Settings > SOA Record**.
- 2 Specify the desired values:
 - **TTL**. This is the amount of time that other DNS servers should store the record in a cache. Plesk sets the default value of one day.
 - **Refresh**. This is how often the secondary name servers check with the primary name server to see if any changes have been made to the domain's zone file. Plesk sets the default value of three hours.
 - **Retry**. This is the time a secondary server waits before retrying a failed zone transfer. This time is typically less than the refresh interval. Plesk sets the default value of one hour.
 - **Expire**. This is the time before a secondary server stops responding to queries, after a lapsed refresh interval where the zone was not refreshed or updated. Plesk sets the default value of one week.
 - **Minimum**. This is the time a secondary server should cache a negative response. Plesk sets the default value of three hours.
- 3 Click **OK**.

Usage of serial number format recommended by IETF and RIPE is mandatory for many domains registered in some high-level DNS zones, mostly European ones. If your domain is registered in one of these zones and your registrar refuses your SOA serial number, using serial number format recommended by IETF and RIPE should resolve this issue.

Plesk servers use UNIX-timestamp syntax for configuring DNS zones. UNIX timestamp is the number of seconds since January 1, 1970 (Unix Epoch). The 32-bit timestamp will overflow by July 8, 2038.

RIPE recommends using YYYYMMDDNN format, where YYYY is year (four digits), MM is month (two digits), DD is day of month (two digits) and NN is version per day (two digits). The YYYYMMDDNN format won't overflow until the year 4294.

➤ *To change the Start of Authority (SOA) serial number format to YYYYMMDDNN for a domain:*

- 1 Go to **Home > Web Site** group title menu > **DNS Settings > SOA Record**.

- 2 Select the **Use serial number format recommended by IETF and RIPE** check box.

Note: See the sample of SOA serial number generated with the selected format. If the resulting number is less, than the current zone number, the modification may cause temporary malfunction of DNS for this domain. Zone updates may be invisible to Internet users for some time.

- 3 Click **OK**.

Removing Resource Records

- *To remove a resource record from the zone:*

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 Select a check box corresponding to the record you wish to remove.
- 3 Click **X Remove Selected**. Confirm removal and click **OK**.

Note: When you are finished with modifying DNS records of the DNS zone, confirm the changes by clicking the **Apply** button on the DNS zone screen (**DNS Settings**). Unconfirmed changes will not be saved.

Restoring the Original Zone Configuration

- *To restore the original zone configuration in accordance with the configuration preset defined by your provider:*

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 In the **IP address** drop-down box, select the IP address to be used for restoring the zone, specify whether a **www** alias is required for the domain, and click the **Default** button. The zone configuration will be recreated.

- *To restore the default Start of Authority (SOA) serial number format (UNIX timestamp) for a domain:*

- 1 Go to **Home > Web Site** group title menu > **DNS Settings > SOA Record**.
- 2 Clear the **Use serial number format recommended by IETF and RIPE** check box.

Note: See the sample of SOA serial number generated with the selected format. If the resulting number is less, than the current zone number, the modification may cause temporary malfunction of DNS for this domain. Zone updates may be invisible to Internet users for some time.

- 3 Click **OK**.

Serving Your Site with External Domain Name Servers

If you host a Web site on this server and have a standalone DNS server acting as a primary (master) name server for your site, you may want to set up your control panel's DNS server to function as a secondary (slave) name server.

➤ ***To make the control panel's DNS server act as a secondary name server:***

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 Click **Switch DNS Service Mode**.
- 3 Click **Add Record**, specify the IP address of the primary (master) DNS server, and click **OK**.

➤ ***To make the control panel's DNS server act as a primary for a zone:***

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 Click **Switch DNS Service Mode**. The original resource records for the zone will be restored.

If you host a web site on this server and rely entirely on other machines to perform the Domain Name Service for your site (there are two external name servers - a primary and a secondary), switch off the control panel's DNS service for each site served by external name servers.

➤ ***To switch off the control panel's DNS service for a site served by an external name server:***

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 Click **Switch Off the DNS Service**. Turning the DNS service off for the zone will refresh the screen, so that only a list of name servers remains.

Note: The listed name server records have no effect on the system. They are only presented on the screen as clickable links to give you a chance to validate the configuration of the zone maintained on the external authoritative name servers.

➤ ***To validate the configuration of a zone maintained on authoritative name servers:***

- 1 Go to **Home > Web Site** group title menu > **DNS Settings**.
- 2 Add the entries pointing to the appropriate name servers that are authoritative for the zone to the list of DNS records: click **Add Record**, specify a name server, and click **OK**. Repeat this for each name server you would like to test.
- 3 The records will appear in the list.
- 4 Click on the records that you have just created. Plesk will retrieve the zone file from a remote name server and check the resource records to make sure that domain's resources are properly resolved.

The results will be interpreted and displayed on the screen.

Using E-mail Services

You can use a number of different e-mail services with a single e-mail account. For example, you can have an e-mail address that will accept mail as any standard mailbox, forward to a number of recipients, and send an automatic response to the original message sender.

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Creating Mailboxes

If you wish to have an e-mail address associated with your site, like [yourname@your-domain.com](#), you should create a mailbox.

➤ **To create your mailbox associated with your site:**

- 1 Go to **Home > Create Mail Account**.
- 2 Your domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

This can be, for example, your first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot and underscore symbols.

- 3 Specify a password that you will use for accessing your mailbox.
- 4 Make sure that a check mark is present in the **Mailbox** check box.
- 5 Click **OK**.

Now your mailbox is created on the provider's server, and you can set up your favorite e-mail program so as to receive and send e-mail messages through your new mailbox.

➤ **To create mailboxes for other users:**

- 1 Go to **Home > Create Mail Account**.
- 2 Your domain name is shown to the right of @ sign, so you only need to specify the desired name for the mailbox.

This can be, for example, user's first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash dot and underscore symbols.

- 3 Specify a password that mailbox owner will use for accessing his or her mailbox.
- 4 Specify the settings related to the appearance of user's control panel, if desired: interface language, theme (skin), the limit on number of characters that can appear on custom buttons placed into the control panel by the mailbox owner.
- 5 Leave the **Allow multiple sessions** check box selected to allow the mailbox owner to have several simultaneous sessions in the control panel.
- 6 Leave the **Prevent users from working with the control panel until interface screens are completely loaded** check box selected.

This will forbid users from submitting data or performing operations until the control panel is ready to accept them.

- 7 Make sure that a check mark is present in the **Mailbox** check box.

- 8 If required, limit the amount of disk space that this mailbox and its autoresponder attachment files can use. To do this, under **Mailbox quota** select the **Enter size** option and type the desired value in kilobytes.
- 9 Click **OK**.
- 10 To allow the mailbox owner configure and use spam filter and antivirus, click **Permissions**, select the respective check boxes and click **OK**.

Now, the mailbox is created, and a separate e-mail administration panel has been set up in Plesk. To enter it, the mailbox owner should visit the URL <https://your-domain.com:8443>, type his or her e-mail address into the **Login** box, type the password for the mailbox into the **Password** box, and then click **Login**.

Setting Up Your E-mail Program for Retrieving Mail From Your Mailbox

➤ *To set up Microsoft Outlook Express:*

- 1 Open Microsoft Outlook Express.
- 2 Go to **Tools > Accounts**.
- 3 Click the **Mail** tab to open a list of your mail accounts.
- 4 Click the **Add >** button and select the **Mail ...** item.
- 5 Enter your name as you want it to appear in any messages you send, and click **Next >**.
- 6 Type your e-mail address that you created through Plesk (for example, your.name@your-domain.com), and click **Next >**.
- 7 Select the protocol of your incoming mail server.
- 8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.
- 9 Type your e-mail address in the **Account name** box (for example: your.name@your-domain.com).
- 10 Type your password. This should be the password that you specified during creation of the mailbox through Plesk.
- 11 Leave the **Remember password** box checked, if you do not wish to be prompted to enter password each time your e-mail program connects to the mail server to check for new mail, and click **Next >**.
- 12 To complete setting up your e-mail program, click **Finish**.

➤ *To set up Mozilla Thunderbird:*

- 1 Open Mozilla Thunderbird.
- 2 Go to **Tools > Account Settings...**
- 3 Click **Add Account**. The Account Wizard will open.
- 4 Leave the **Email account** option selected, and click **Next >**.
- 5 Enter your name as you want it to appear in any messages you send.
- 6 Type your e-mail address that you created through Plesk.
For example, your.name@your-domain.com. Click **Next >**.
- 7 Select the protocol of your incoming mail server.
- 8 Specify the mail domain name as the incoming and outgoing mail server (for example: mail.your-domain.com), and click **Next >**.
- 9 In the Incoming User Name box, specify your full e-mail address (for example, your.name@your-domain.com), and click **Next >**.

- 10 Enter the name by which you would like to refer to this account (for example, Work Account) and click **Next** >.
- 11 Verify that the information you entered is correct, and click **Finish**.
- 12 Click **OK** to close the Account Settings wizard.

Accessing Your Mail From a Web Browser

You can read your mail and compose new messages even if you are far from your home or office computer. To do this, you first need to allow access to the Horde Webmail interface that is integrated with your control panel. Then you can work with your mail from any computer with Internet connection and Web browser installed, or a WAP-enabled cellular phone or a handheld computer (PDA).

➤ ***To allow access to the Webmail interface:***

- 1 Go to **Home** > Mail group title menu > **Mail Settings**.
- 2 Select the **WebMail** check box.
- 3 Click **OK**.

Note: Activation and deactivation of Webmail for your domain involves modifications in DNS zone, therefore, there is actually a certain delay present when activating and deactivating Webmail due to the speed of DNS registration mechanisms.

➤ ***To access your mailbox through Webmail:***

- 1 Open a Web browser (or a WAP browser, if you are working from a handheld device), and type the URL: <http://webmail.your-domain.com>, where your-domain.com is the name of your domain. Press ENTER. The webmail login screen will open.
- 2 Type the user name and password that you specified during creation of your mailbox and click **Log in**.

Protecting Mailboxes From Spam

To protect your mailbox from undesirable correspondence, do not publish your e-mail address on Internet forums and switch on the server-side spam filter provided by the SpamAssassin software. Also ask your provider to switch on protection from spam and phishing based on DomainKeys.

DomainKeys is based on sender authentication. When an e-mail claims to originate from a certain domain, DomainKeys provides a mechanism by which the recipient system can credibly determine that the e-mail did in fact originate from a person or system authorized to send e-mail for that domain. If the sender verification fails, the recipient system discards such e-mail messages. Verification of incoming mail can be switched on only by your provider; however, if server policy allows, you can switch on signing of e-mail messages that are sent from your domain: **Home > Mail group title menu > Mail Settings > Use DomainKeys spam protection system to sign outgoing e-mail messages** option.

When you need to publish your e-mail address, you may want to create a disposable e-mail address - e-mail alias - for your primary e-mail address, and publish it instead. All messages sent to the e-mail alias will come into your mailbox. Once you start getting spam, remove that alias and create another one. If you have a mailbox at another domain or mail server, you may want to set up a disposable e-mail forwarder.


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Setting Up Additional Disposable E-mail Addresses for Your Mailbox (E-mail Aliases)

➤ *To set up an e-mail alias for a mailbox:*

- 1 Go to **Home > Mail Accounts > e-mail address > Add New Mail Alias**.
- 2 Type a desired name and click **OK**.

The messages addressed to your additional e-mail address (e-mail alias) will get to your mailbox. You can see the list of currently used mail aliases by clicking  **Show Aliases** in the list of mail accounts under the domain.

➤ *To remove an e-mail alias from a mailbox:*

- 1 Go to **Home > Mail Accounts > e-mail address**.
- 2 Select the check box corresponding to the alias that you wish to remove, and click  **Remove Selected**. Confirm the removal and click **OK**.

Setting Up Spam Filter

If you receive undesirable correspondence to an e-mail address that you cannot or do not want to remove, consider setting up spam filter for your mailbox. To do this,

- Enable SpamAssassin spam filter on your hosting account, if supported by your provider, and
- Install spam filtering software of your choice to work with e-mail program on your home or office computer.

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Switching On Spam Filter

➤ *To switch on spam filtering for a mailbox:*

1 Go to **Home > Mail Accounts > e-mail address > Spam Filtering**.

2 Configure the following settings as desired:

- **Switch on spam filtering.** Select this option to switch on spam protection.
- **Use server-wide settings.** Select this option if your provider or server administrator has prepared black and/or white lists of e-mail addresses that you would like to use together with your own restrictions. Black list, shown on the **Black list** tab, includes e-mail addresses of spammers, and White list, shown on the **White list** tab, includes e-mail addresses of trustworthy correspondents or entities. If the **Use server-wide settings** check box is grayed out, that is, not selectable, this means that there are no preconfigured spam filter settings on the server.
- **The number of points a message must score to be considered spam.** This setting adjusts spam filter sensitivity. SpamAssassin performs a number of different tests on contents and subject line of each message. As a result, each message scores a number of points. The higher the number, the more likely a message is spam. For example, a message containing the text string “BUY VIAGRA AT LOW PRICE!!!” in Subject line and message body scores 8.3 points. By default, the filter sensitivity is set so that all messages that score 7 or more points are classified as spam.
 - If you receive lots of spam messages with the current setting, to make filter more sensitive, try setting a lesser value in the **The number of points a message must score to be considered spam** box; for example, 6.
 - If you are missing your e-mails because your spam filter thinks they are junk, try reducing filter sensitivity by setting a higher value in the **The number of points a message must score to be considered spam** box.

Note: To further improve spam filter accuracy, you may want to train your spam filter on e-mail messages you receive (see the instructions on improving accuracy of spam detection in the following section).

- **What to do with spam mail.** If you are sure that your spam filter is accurate, you may want to set the filter to automatically delete all incoming messages recognized as spam. To do this, select the **Delete** option. If you wish to filter mail with the software on your local computer, select the **Mark as spam and store in mailbox** option, and then specify how spam filter should mark the messages recognized as spam. “X-Spam-Flag: YES” and “X-Spam-Status: Yes” headers are added to the message source by default, and if you want, the spam filter will also include a specific text string to the beginning of Subject line. To include a desired combination of symbols or words to the message subject, type it into the **Add the following text to the beginning of subject of each message recognized as spam** box. If you do not want the spam filter to modify message subject, leave this box blank. If you want to include into the subject line the number of points that messages score, type *SCORE* in this box.
- **Spam detection alert text.** If you want spam filter to include a text into e-mail messages marked as spam, type the text into this box.





-
- **Trusted languages and locales.** E-mail messages written in the specified languages and with the defined character sets will pass the spam filter and will not be marked as spam.
- 3 Click **OK** to save the settings.
 - 4 If you do not want to receive e-mail from specific domains or individual senders, click the **Black List** tab, and then add the respective entries to the spam filter's black list:
 - To add entries to the black list, click **Add Addresses**. If you have a list of entries stored in a file, click **Browse** to specify it, and then click **OK**. Otherwise, select the **From List** option, and type the e-mail addresses into the **E-mail addresses** box. Place each address in one row, or separate addresses with a comma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example: [address@spammers.net](#), [user?@spammers.net](#), [*@spammers.net](#). Specifying [*@spammers.net](#) will block the entire mail domain spammers.net. To save the entries you added, click **OK**, then confirm adding, and click **OK** again.
 - To remove entries from the black list, under the **Black List** tab, select the entries and click **Remove Selected**. Confirm removal and click **OK**.
 - 5 If you want to be sure that you will not miss e-mail from specific senders, click the **White List** tab, and then add e-mail addresses or entire domains to the spam filter's white list:
 - To add entries to the white list, click **Add Addresses**. If you have a list of entries stored in a file, click **Browse** to specify it, and then click **OK**. Otherwise, select the **From List** option, and type the e-mail addresses into the **E-mail addresses** box. Place each address in one row, or separate addresses with a comma, a colon, or a white space. You can use an asterisk (*) as a substitute for a number of letters, and question mark (?) as a substitute for a single letter. For example: [address@mycompany.com](#), [user?@mycompany.com](#), [*@mycompany.com](#). Specifying [*@mycompany.com](#) will add to the white list all e-mail addresses that are under the mycompany.com mail domain. To save the entries you added, click **OK**, then confirm adding, and click **OK** again.
 - To remove entries from the white list, under the **White List** tab, select the entries and click **Remove Selected**. Confirm removal and click **OK**.
 - 6 Once finished with setting up the spam filter, click the **Switch On Spam Filtering** icon, and then click **OK**.

Improving Accuracy of Spam Detection

You can improve accuracy of spam detection by training the spam filter on the e-mail messages that you have in your mailbox.

➤ **To improve accuracy of spam detection:**

- 1 Go to **Home > Mail Accounts > e-mail address > Spam Filtering**.
- 2 Click the **Training** tab.

All e-mail messages you have in your mailbox are presented on the screen. Each message is accompanied by an icon in the left column, which tells if a message is recognized as spam - , non-spam - , or not recognized at all - . If you have already trained your spam filter on a message and the results were recorded in the spam filter's database, an icon  is shown in the right column.

- 3 Train the spam filter.

In most cases, you can tell if a message is spam by looking at its subject line and sender's name. If they do not give you any clue, try looking inside the message using your e-mail program or Webmail interface.

- To mark a message as spam, select the corresponding check box and click '**It's Spam!**'.
 - To mark a message as not spam, select the corresponding check box and click '**It's Not Spam!**'.
 - To remove any information on a given message from the spam filter database, select the corresponding check box and click '**Forget It!**'.
- 4 Once finished with training, you can remove spam e-mails from your mailbox using your e-mail program or Webmail interface.

Clearing Spam Filter's Database

If you have accidentally made your spam filter learn a great number of spam e-mails as non-spam or vice versa, your spam filter will likely produce incorrect results. In this case, clear the spam filter's database and then repeat training.

➤ **To clear spam filter's database:**

- 1 Go to **Home > Mail Accounts > e-mail address > Spam Filtering**.
- 2 Click the **Training** tab.
- 3 Click the **Clear** button.

Switching Off Spam Filter

- *To switch off spam filtering for a mailbox:*
- 1 Go to Home > Mail Accounts > *e-mail address* > Spam Filtering.
- 2 Click the **Switch Off Spam Filtering** icon and then click **OK**.

Protecting Mailboxes From Viruses

To defend your system from viruses, do not open suspicious e-mail attachments, enable anti-virus protection on the server side, if this service is provided by your hosting company, and be sure to have a firewall and anti-virus software installed on your personal computer. Also keep your operating system up-to-date and timely install security hotfixes and patches.

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Switching On Anti-virus Protection

- *To switch on anti-virus protection for a mailbox:*
- 1 Go to Home > Mail Accounts > *e-mail address* > Virus Protection.
- 2 Choose the desired mail scanning mode. You can switch on scanning for incoming mail, outgoing mail, or both.

Note: If Kaspersky Antivirus is used on the server, then you can use the **Scanning settings** icon to adjust scanning settings. To view the information about scanning settings, click the **Help** shortcut in the navigation pane.

- 3 Click **OK**.

Switching Off Anti-virus Protection

- *To switch off anti-virus protection for a mailbox:*
- 1 Go to Home > Mail Accounts > *e-mail address* > Virus Protection.
- 2 Select the **Do not scan for viruses** option and click **OK**.

Suspending and Unsuspending Mailboxes

- *To temporarily suspend e-mail services for a mailbox:*
 - 1 Go to **Home > Mail Accounts > e-mail address > Mailbox**.
 - 2 Clear the **Mailbox** check box.
 - 3 Click **OK**.

- *To resume e-mail services for a suspended mailbox:*
 - 1 Go to **Home > Mail Accounts > e-mail address > Mailbox**.
 - 2 Select the **Mailbox** check box.
 - 3 Click **OK**.

- *To temporarily suspend e-mail services for all mailboxes in your domain:*
 - 1 Go to **Home > Mail Accounts**.
 - 2 Click **Switch Off** in the **Tools** group.

- *To resume e-mail services for all mailboxes in your domain:*
 - 1 Go to **Home > Mail Accounts**.
 - 2 Click **Switch On** in the **Tools** group.

Removing Mailboxes

- *To remove a mailbox:*
 - 1 Go to **Home > Mail Accounts**.
 - 2 Select a check box corresponding to the mailbox that you wish to remove.
 - 3 Click **X Remove Selected**. Confirm removal and click **OK**.

Setting Up Mail Forwarding to a Single E-mail Address

➤ *To set up an e-mail address that will accept mail and forward it to another e-mail address:*

- 1 Go to **Home > Create Redirect**.
- 2 Select an e-mail address that you would like to turn into a mail forwarder, or click **Add New Mail Account** to set up new e-mail address.
- 3 Click **Next >>**.

The domain name is shown to the right of @ sign, so you only need to type the name. This can be, for example, your first name and last name separated by a dot, a department name, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot, and underscore symbols.

- 4 Select the **Redirect** check box and type the destination e-mail address to which you would like to forward e-mail.
- 5 Click **Finish**.

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Suspending and Unsuspending Mail Forwarders

➤ *To suspend a mail forwarder:*

- 1 Go to **Home > Mail Accounts > e-mail address > Redirect**.
- 2 Clear the **Redirect** check box.
- 3 Click **OK**.

➤ *To unsuspend a mail forwarder:*

- 1 Go to **Home > Mail Accounts > e-mail address > Redirect**.
- 2 Select the **Redirect** check box.
- 3 Click **OK**.

Setting Up Mail Forwarding to Multiple E-mail Addresses

➤ *To set up an e-mail address that will accept mail and forward it to multiple other e-mail addresses:*

1 Go to **Home > Mail Accounts > e-mail address > Mail Group**.

2 Click **Add New Member**.

You should add at least one e-mail address before enabling mail forwarding to several e-mail addresses.

3 Enter the desired external e-mail address into the **E-mail** input box or select one or more of the listed mail accounts using check boxes.

4 Click **OK**.

5 Click **Switch On**.

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Adding and Removing Recipient Addresses

- *To add an external e-mail address to the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 Go to Home > Mail Accounts > *e-mail address* > Mail Group.
- 2 Click **Add New Member**.
- 3 Enter the desired external e-mail address into the **E-mail** input field.
- 4 Click **OK**.

- *To remove an external e-mail address from the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 Go to Home > Mail Accounts > *e-mail address* > Mail Group.
- 2 Select the check box corresponding to the mail account you wish to remove from the list.
- 3 Click **✗ Remove Selected**. Confirm removal and click **OK**.

- *To add an e-mail address registered on the server to the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 Go to Home > Mail Accounts > *e-mail address* > Groups.
- 2 Select the required multiple e-mail forwarder in the **Available mail groups** list.
- 3 Click **Add >>**.
- 4 Click **OK**.

An e-mail address registered on your server can also be added to the subscription list using the procedure for adding an external e-mail address (see above).

- *To remove an e-mail address registered on your server from the list of mail accounts that receive forwarded e-mail correspondence:*

- 1 Go to Home > Mail Accounts > *e-mail address* > Groups.
- 2 Select the required multiple e-mail forwarder in the **Member of the following mail groups** list.
- 3 Click **<< Remove**.
- 4 Click **OK**.

An e-mail address registered on your server can also be removed from the subscription list using the procedure for removing an external e-mail address (see above).

Switching off Mail Forwarding to Multiple E-mail Addresses

- *To disable the e-mail forwarding to several e-mail addresses:*
 - 1 Go to Home > Mail Accounts > *e-mail address* > Mail Group.
 - 2 Click **Switch Off**.

Removing Mail Forwarders


- *To remove a mail forwarder:*
 - 1 On your Home page, click **Mail Accounts**.
 - 2 Select a check box corresponding to the mail forwarder that you wish to remove.
 - 3 Click **X Remove Selected**. Confirm removal and click **OK**.

Setting Up Automatic Reply

If you are going on vacation and will not be able to check your mail for a while, you may want to leave a vacation notice that will be automatically sent to your correspondents once they send e-mail to your address. This is done with automatic reply facility, also referred to as autoresponder. Aside from vacation notices, organizations can use automatic replies to notify customers that their orders or technical support requests were received and will soon be processed. Automatic replies can include prewritten messages in plain text or HTML format, and they can contain attached files as well.

➤ **To set up automatic reply for a mailbox:**

- 1 Go to **Home > Mail Accounts > e-mail address > Autoresponders**.
- 2 If you are not going to attach any files to the automatic reply, proceed to the step 5. To attach a file to the automatic reply:
 1. Click the **Attachment Files** icon in the **Tools** group.
 2. Click **Browse** to locate the file, and once selected, click **Send File**.

The file will be added to the attachment files storage, and you will be able to attach this file to a number of different automatic replies.
 3. Once finished, click  **Up Level** and proceed to the next step.
- 3 Click the **Add New Autoresponder** icon in the **Tools** group.
- 4 Configure the automatic reply:
 1. Type a name for this automatic reply into the **Autoresponder name** box.

For example, 'Vacation notice'.
 2. If you want your incoming mail to be forwarded to another e-mail address while you are away, specify an e-mail address in the **Upon automatic response, forward the original message to the specified e-mail box**.
 3. If you want this automatic reply to be sent in reply to any incoming e-mail message, in the **Conditions** group, leave the **always respond** option selected. If you wish to automatically reply only to e-mail messages that contain specific words in the message text or subject line, select the appropriate option, and type the word combination in the input box.
 4. By default, the subject line of incoming e-mail will be inserted into the automated reply. To use a custom subject, type it into the **Reply subject** input box.
 5. As your correspondents may not figure out that the message they received from you was an automatic response, they may want to respond to your auto-reply. So, you should specify your e-mail address as the **Return address**, otherwise, their messages will be directed at the autoresponder's address.

6. Specify the automatic reply message format (**plain text** or **HTML**) and character encoding (**UTF-8** is recommended). If you use HTML tags in your auto-reply message, you should select the **HTML** option.
 7. Type your message in the **Reply with text** field.
 8. To limit the number of automated responses per day to the same e-mail address, enter the desired number in the respective input box under **Limits**.

The default setting is to respond no more than ten times in one day to the same e-mail address.
 9. To reduce mail server load, you may want to limit the number of unique addresses that the autoresponder will remember. To do this, enter the desired number into the **Store up to** box.
 10. Attach your files, if needed. To do this, click the **Add New Attachment** button, select the check box corresponding to the file that you previously uploaded to the attachment storage, and click **OK**. To remove an attached file from the automatic reply, select the corresponding check box, and click **✗ Remove Selected**.
- 5 Click **OK**.
 - 6 Click the **Switch On** icon in the **Tools** group.

Switching off Automatic Reply

- *To switch off an automatic reply for a mailbox:*
 - 1 Go to **Home > Mail Accounts > e-mail address > Autoresponders**.
 - 2 Click **Switch Off**.

The automatic reply is now switched off. Its configuration is not deleted from the control panel, so the next time you need to use this automatic reply, repeat the above procedure, clicking **Switch On** on the last step.
- *To delete an automatic reply configuration that you no longer need:*
 - 1 Go to **Home > Mail Accounts > e-mail address > Autoresponders**.
 - 2 Select a check box corresponding to the configuration name, and click **✗ Remove Selected**. Confirm the removal and click **OK**.

Setting Up Site-wide Preferences for Handling Mail to Nonexistent Users

When somebody sends an e-mail message to an e-mail address that does not exist under your domain, the mail server, by default accepts mail, processes it, and when it finds out that there is no such a recipient under the domain, it returns the mail back to sender with the “this address no longer accepts mail” notice. You can choose to:


- Continue returning all such mail back to senders (**Bounce** option),
- Forward all such mail to the specified e-mail address (**Catch to address** option),
- Forward all such mail to another mail server with the specified IP address (**Redirect to external mail server with IP address** option),
- Reject such mail without accepting it and without notifying senders (**Discard** option).

This setting can decrease mail server load caused by a large amount of spam, which is often sent to randomly generated user names. However, for spammers, this can somewhat speed up scanning your mail server for valid e-mail addresses.

➤ ***To configure the site-wide settings for handling mail to nonexistent users:***

- 1** Go to **Home > Mail group title menu > Mail Settings**.
- 2** Select the required option and specify the information as required.
- 3** Click **OK**.

Introducing Changes to a Number of Mail Accounts at Once

- *To introduce similar changes to a number of mail accounts at once:*
- 1 Go to **Home > Mail Accounts**.
 - 2 Select the check boxes corresponding to the mail accounts whose settings you want to modify.
 - 3 Click  **Modify Selected**.
 - 4 Adjust the settings as necessary:
 - Select **Switch on** to enable the corresponding option for the selected mail accounts.
 - Select **Switch off** to disable the corresponding option for the selected mail accounts.
 - Leave **Do not change** selected if you do not want to change the corresponding option.
 - 5 Click **OK**.

Maintaining Mailing Lists

If you wish to deliver offers and promotions to your customers, run a newsletter, or inform visitors of your site of recent updates, you should set up a mailing list on your site and subscribe your users to it or invite them to subscribe themselves.

Mailing list is a convenient way to reach a number of readers at once: it contains a list of subscribers' e-mail addresses, which are combined under a single e-mail address, to which you post your information or a newsletter.

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Setting Up a Mailing List

➤ *To set up a mailing list:*

- 1 Go to **Home > Mailing lists**.
- 2 Click the **Switch On** icon in the **Tools** group to start up the mailing list service.
- 3 Click **Add New Mailing List**.
- 4 Specify the desired name for the mailing list.
This can be, for example, a department name, a topic of the mailing list, or any other text in Latin symbols. The name should be short enough to remember. It can comprise alphanumeric, dash, dot and underscore symbols.
- 5 Specify the password that will be used for administering the mailing list.
- 6 Specify the mailing list administrator's e-mail.
- 7 Leave the **Notify administrator of the mailing list creation** check box selected.
You will receive instructions on using and managing the mailing list at the administrator's e-mail you specified. Keep that message for your records.
- 8 Click **OK**.

➤ *To configure the mailing list:*

- 1 Go to **Home > Mailing lists**.
- 2 Click the  icon next to the desired mailing list's e-mail address.
A login screen opens.
- 3 Type the list administrator's password and click **Let me in**

➤ *Alternately, you can access the mailing list configuration the following way (on Linux hosting):*

- 1 In your Web browser, enter the following URL: **Error! Hyperlink reference not valid.** (where <your-domain.com> is your domain name, and <listname> is the name of the mailing list (that is, the left part of the mailing list's e-mail address before the @ sign).
A login screen opens.
- 2 Type the list administrator's password and click **Let me in**

To post a newsletter issue or other information to the mailing list, send it by e-mail to the mailing list's e-mail address. All subscribed users will receive it.

Subscribing and Unsubscribing Users

➤ *To subscribe users to mailing list:*

- 1 Go to Home > Mailing lists > *mailing list name* and click **Add New Member**.
- 2 Specify subscriber's e-mail address.
- 3 Click **OK**.

➤ *To unsubscribe users from mailing list:*

- 1 Go to Home > Mailing lists > *mailing list name*.
- 2 Select a check box to the left of the user's e-mail address.
- 3 Click **X Remove Selected**. Confirm removal and click **OK**.

Posting to Your Mailing List

To post a newsletter issue or other information to the mailing list, send it by e-mail to the mailing list's e-mail address. All subscribed users will receive it.

Removing Mailing Lists

➤ *To remove a mailing list from site:*

- 1 Go to Home > Mailing lists.
- 2 Select a check box corresponding to the mailing list that you wish to remove.
- 3 Click **X Remove Selected**. Confirm removal and click **OK**.

Viewing Usage Statistics for Your Site

➤ *To choose the statistical program you want (Webalizer or AWStats):*

- 1 On your Home page, click **Web Hosting Settings**.
- 2 Select the statistical package you need from the **Web statistics** menu (**AWStats** is recommended), and select the **accessible via password protected directory /plesk-stat/** check box.

This will install the statistical software of your choice, which will generate reports and place them into the password protected directory. You will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/webstat> using your FTP account login and password.

- 3 Click **OK**.

Note: When you switch from one statistical program to another, all reports generated by the previously used statistical program are removed from the server.

➤ *To find out how many people visited a site, from what countries, and what pages of the site they viewed:*





- 1 Go to **Home > Web Statistics**.
- 2 View the statistics for the web pages or files downloaded from or uploaded to specific areas of your site:
 - To view the statistics for web pages transferred from your site over hypertext transfer protocol (HTTP), click **Web Stats**.
 - To view the statistics for web pages transferred from your site over secure hypertext transfer protocol (HTTPS), click **Web Stats SSL**.
 - To view statistics for files transferred over file transfer protocol (FTP), click **FTP Stats**.
 - To view statistics for files transferred via anonymous FTP, click **Anon.FTP Stats**.
 - To view the bandwidth usage by months, click the **Traffic History** icon.
 - To view the bandwidth usage by FTP, Web and mail services in this domain, click the **Traffic** icon.

Note: If you use Webalizer statistical package on your account, you can customize the graphical reports shown by Webalizer. For instructions, refer to the *Adjusting Preferences for Web Statistics Presentation by Webalizer* section.

Alternately, you can view the Web statistics for a site by visiting the following URL: <https://your-domain.com/plesk-stat/webstat>. When prompted for username and password, specify the credentials for your FTP account.

Common operations on reports:

- To get more details, select the **Full Report** option from the **Report** drop-down menu.

- To adjust the amount of information presented in a report, click  **Customize**, and then modify an existing report template (to do this, click a report template name) or create a new report template (to do this, click the **Add New Layout** icon). Next, specify how much information you want in each section of the report: select **None** if you do not want any information, select **Summary** if you want a concise overview, or select **Full** if you need a detailed report. Select the **Use as default report** check box and click **OK**. To delete a custom report layout, select the check box corresponding to the report layout name and click  **Remove Selected**.
- To print the report, click the  **Print** icon. A report will open in a separate browser window. Select the **File > Print** option from the browser's menu to print the report.
- To send the report by e-mail, type the recipient's e-mail address into the input box located to the right of the Report group and click the  **Send by E-mail** icon. If you are the recipient, then you do not need to specify an e-mail address: the system assumes by default that you are the report recipient and specifies your e-mail address registered with your control panel account.
- To have the reports automatically generated and delivered by e-mail on a daily, weekly, or monthly basis, click the **Report Delivery** icon and follow the instructions supplied in the Automating Report Generation and Delivery by E-mail section.

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Adjusting Preferences for Web Statistics Presentation by Webalizer

By default, statistical utility counts and reports the requests for web pages and other files made from your own site – by your web pages. So, when a user's browser requests from your site a single web page that contains references to other files, such as scripts, cascading style sheets, media files, and the like, the statistical utility reports these references to files as if they were visits to your web page. Thus, with the default settings your usage statistics is inaccurate.

You may want to:

- Hide these internal references, and references from other sites.
- Group references from a number of sites, so as to show them as if they originated from a single location.
- Hide direct requests. Direct requests are sent to your web server when users access your site by typing the URL in their browsers.

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Hiding and Unhiding Internal References from Your and Other Sites

➤ *To hide the internal references or references from other sites:*

- 1 Go to **Home > Web Statistics > Preferences**.
- 2 Click the **Hide Entries** icon.
- 3 In the **Entry type** drop-down box, leave the **Referrer** value selected.
- 4 In the **Referrer** field, type the domain name from which you do not want the referrers shown in web statistics reports.

You can use the '*' wildcard character to specify a part of domain name.

- 5 Click **OK**.

➤ *To unhide references:*

- 1 Go to **Home > Web Statistics > Preferences**.
- 2 Select the check boxes corresponding to the entries you wish to unhide and click **✗ Remove Selected**.
- 3 Confirm the operation and click **OK**.

Grouping and Ungrouping References from Other Sites

➤ *To group references from a specific site:*

- 1 Go to **Home > Web Statistics > Preferences > Grouped referrers tab > Group Referrers**.
- 2 Type the group name that you wish to be shown for all referrers on the specific site.
- 3 In the **Referrer** input box, specify the site (domain name) from which all referrers should be grouped.

You can use the '*' wildcard character to specify a part of domain name.

- 4 Click **OK**.

➤ *To ungroup references from a specific site:*

- 1 Go to **Home > Web Statistics > Preferences > Grouped referrers tab**. All referrer group names will be presented in a list.
- 2 Select the check box corresponding to the required group name and click **✗ Remove Selected**.
- 3 Confirm the operation and click **OK**.

Hiding and Unhiding Direct Requests

➤ *To hide direct requests:*

- 1 Go to **Home > Web Statistics > Preferences**.
- 2 Click the **Hide Entries** icon.
- 3 In the **Entry type** drop-down box, select the **Direct request** value.
- 4 Click **OK**.

➤ *To unhide direct requests:*

- 1 Go to **Home > Web Statistics > Preferences**. All hidden entries will be presented in a list.
- 2 Select the check box corresponding to the **Direct request** entry and click **✗ Remove Selected**.
- 3 Confirm the operation and click **OK**.

Automating Report Generation and Delivery by E-mail

- *To receive detailed reports on your domain on a regular basis:*
 - 1 Go to **Home > Statistics** group title menu > **My Web Site Report > Layouts > report type > Report Delivery > New Delivery Schedule**.
 - 2 To receive the report to your e-mail address registered with the system, select the **the domain administrator** value from the **Deliver to** drop-down menu. To receive the report to another e-mail address, select the **e-mail address I specify** option and type the e-mail address.
 - 3 Select the delivery interval from the **Delivery frequency** drop-down menu. You can have the report delivered each day, each week, or each month.
 - 4 Click **OK**.

- *To change the delivery schedule for a detailed domain/web site report:*
 - 1 Go to **Home > Statistics** group title menu > **My Web Site Report > Layouts > report type > Report Delivery**.
 - 2 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.
 - 3 Adjust the settings as required and click **OK**.

- *To stop receiving the account status reports:*
 - 1 Go to **Home > Statistics** group title menu > **My Web Site Report > Layouts > report type > Report Delivery**.
 - 2 Select a check box corresponding to the delivery schedule and click **✗ Remove Selected**. Confirm removal and click **OK**.


Viewing Log Files and Configuring Recycling of Log Files

All connections to the Web server and requests for files that were not found on the server are registered in log files. These log files are analyzed by the statistical utilities running on the server, which then present graphical reports on demand. You may want to download these log files to your computer for processing by third-party statistical utilities, or view their contents for web server debugging purposes.

➤ *To prevent these log files from growing too large, you should enable automatic cleanup and recycling of log files:*

- 1 Go to **Home > Log Manager > Log Rotation** and click **Switch On** in the **Tools** group.
- 2 Specify when to recycle log files and how many instances of each log file to store on the server. Also specify whether they should be compressed and sent to an e-mail address after processing.
- 3 Click **OK**.

➤ *To view the contents of a log file or download it to your computer:*

- 1 Go to **Home > Log Manager**. A list of log files opens.
- 2 Do any of the following:
 - To specify the number of lines from the end of the log file that you would like to view, type a number into the input box under the **Preferences** group.
 - To view the contents of a log file, click its file name.
 - To download a file to your computer, click the  icon corresponding to the file you need.
 - To remove a processed log file from the server, select a corresponding check box, click **✗ Remove Selected**, confirm removal and click **OK**.

Backing Up And Restoring Your Data

With the current version of backup and restore utilities installed with your control panel, you can:

- **Back up your domain (Web site).** The backup archive will include all data related to your account (except for resource allotments and permissions to perform operations within the control panel), domain (web site) and mail services, including the contents of mailboxes, Horde Turba address book contact lists, anti-spam and anti-virus settings.
- **Schedule backups.**
- **Restore your data from backup archives.**

You can access your backup repository via your Home page (**Home > Backup Manager**).

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Configuring Control Panel for Using FTP Repository

If you are going to use an FTP server for storing backup files, you should set up the control panel appropriately:

- 1** Go to **Home > Backup Manager > FTP Repository > FTP Account Properties**.
- 2** Specify the following properties:
 - FTP server's IP address or host name.
 - Directory on the server, where you want to store backup files.
 - User name and password for access to the FTP account.
- 3** Click **OK**.

Backing Up Your Domain

➤ *To back up your domain (Web site):*

- 1 Go to **Home > Backup Manager**.
- 2 If you want to back up and store the backup file on an FTP server, click the **FTP repository** tab, then click **FTP Account Properties** to specify the destination FTP server (as described in the Configuring Control Panel for Using FTP Repository section), if you have not done so yet.
- 3 Click the **Backup Now** icon in the **Tools** group.
- 4 Specify the backup file name and give a description to the backup file.
- 5 To create a multivolume backup, select the respective check box and specify volume size in megabytes.
- 6 Select the repository where you would like to store the backup file.
- 7 Click **Back Up Now**.
- 8 The backup will start and the progress will be shown.
 - To update the information on the screen, click **Refresh**.
 - To cancel the backup, click **Cancel** and confirm the cancellation by clicking **OK**.
- 9 Upon completion of the backup process you will be shown a window displaying the backup results, including errors, if they were encountered. Click **OK**.

The backup file will be saved to the repository you selected, and will be accessible either from the FTP server, or from the location **Home > Backup Manager**.

Scheduling Backups

➤ *To schedule backup of your domain (web site):*

- 1 Go to **Home > Backup Manager**.
- 2 Click the **Schedule Backup** icon in the **Tools** group.
- 3 Specify when and how often to perform backup.
- 4 To enable recycling of backup files, clear the **Unlimited** check box and type the maximum allowed number of files in the repository.
When this limit is reached, the oldest backup files are removed.
- 5 Specify the combination of symbols that backup file names should begin with.
This will help you distinguish between backup files.
- 6 Select the repository where you would like to store the backup file.
- 7 To create a multivolume backup, select the respective check box and specify volume size in megabytes.
- 8 Click the **Switch On** icon in the **Tools** group.
- 9 Click **OK**.

Restoring Data From Backup Archives

➤ *To restore your domain (Web site):*

- 1 Go to **Home > Backup Manager**.
- 2 If you wish to restore data from a file stored on an FTP server, click the **FTP Repository** tab.
- 3 Click the backup file name you need.
- 4 Click **Restore Now**.
 - To update the information on the screen, click **Refresh**.
 - To cancel the restoring process, click **Cancel** and confirm the cancellation by clicking **OK**.
- 5 Upon completion of the restoring process you will be shown a window displaying the restoration results, including errors, if they were encountered.
- 6 Click **OK**.

Maintaining Your Backup Files Repository

This section provides instructions on:

- Uploading backup files stored on another computer.
- Downloading backup files to another computer.
- Removing redundant backup files from the backup repository.

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Uploading Backup Files to Server


➤ *To upload a backup file to the control panel's backup repository:*

- 1 Go to **Home > Backup Manager**.
- 2 Click **Upload Files to Local Repository**.
- 3 Click **Browse** and select the required backup file.
- 4 Click **OK**.

The backup file will be uploaded to the backup repository.


Downloading Backup Files from Server

➤ *To download a backup file from the control panel's backup repository:*

- 1 Go to **Home > Backup Manager**.
- 2 Click the  icon corresponding to the backup file you wish to download.
- 3 Select the location where you wish to save the backup file and click **Save**.

The backup file will be downloaded from the backup repository.

Removing Backup Files from Server

- *To remove a backup file from the control panel's backup repository:*
- 1 Go to Home > Backup Manager.
 - 2 Select a check box corresponding to the backup file you wish to remove.
 - 3 Click  Remove Selected.
 - 4 Confirm removal and click OK.

Scheduling Tasks

If you need to run scripts on your site at specific time, use the task scheduler on your provider's server to make the system automatically run the scripts for you.

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Scheduling a Task (Linux Hosting)

➤ *To schedule a task:*

- 1 On your Home page, click **Scheduled Tasks**.
- 2 Select the system user account on whose behalf the task will be executed.
- 3 Click **Add New Task**.
- 4 Specify when to run your command.
 - **Minute** - enter the value from 0 to 59
 - **Hour** - enter the value from 0 to 23
 - **Day of the Month** - enter the value from 1 to 31
 - **Month** - enter the value from 1 to 12, or select the month from a drop-down box
 - **Day of the Week** - enter the value from 0 to 6 (0 for Sunday), or select the day of the week from a drop-down box

You can schedule the time using the UNIX crontab entry format. In this format, you can

- enter several values separated by commas. Two numbers separated by a hyphen mean an inclusive range. For example, to run a task on the 4th, 5th, 6th, and 20th of a month, type 4-6,20.
- insert an asterisk to specify all values allowed for this field. For example, to run a task daily, type * in the **Day of the Month** text box.

To schedule the task to run every Nth period, enter the combination */N, where N is the legal value for this field (minute, hour, day, month). For example, */15 in the **Minute** field schedules the task to start every 15 minutes.

You can type the contracted names of months and days of the week, which are the first three letters: Aug, Jul, Mon, Sat, etc. However, the contracted names cannot be separated with commas or used together with numbers.

- 5 Specify which command to run. Type it into the **Command** input box.
- 6 Click **OK**.

Scheduling a Task (Windows Hosting)

➤ *To schedule a task for a domain:*

- 1 Go to **Home > Scheduled Tasks > Add New Task**.
- 2 Input a name for your task in the **Description** field.
- 3 In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:
 - **Do not send** - do not notify you.
 - **Send to the default e-mail** - send the notification to your default e-mail address.
 - **Send to the e-mail I specify** - send the notification to the e-mail specified in the corresponding field. After selecting this option, you need to input the required e-mail in the field on the right.
- 4 Specify which command to run. Type it into the **Path to executable file** input box. If you need to run the command with certain options, type them in the **Arguments** field.

For example, if you want to run the statistics calculation task to count disc space and see more detailed information for the example.com and example.net domains, you need to specify the following path in the **Path to executable file** input box:

```
C:\Program Files\Parallels\Plesk\admin\bin\statistics.exe
```

and the following options in the **Arguments** field:

```
• disk-usage --process-domains=example.com, example.net -  
verbose
```

- 5 Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.
- 6 Specify when to run your command by selecting the appropriate check boxes in the **Hours**, **Days of Month**, **Months** or **Days of Week** fields.
- 7 Click **OK** to schedule the task or click **Run Now** to schedule the task and immediately run it.

Suspending and Resuming Execution of Tasks

- *To temporarily suspend execution of scheduled task:*
 - 1 On your Home page, click **Scheduled Tasks**.
 - 2 Select the system user account on whose behalf the task is executed.
 - 3 Locate the task that you want to suspend and click the command name.
 - 4 Clear the **Switched on** check box and click **OK**.

- *To resume execution of scheduled task:*
 - 1 On your Home page, click **Scheduled Tasks**.
 - 2 Select the system user account on whose behalf the task is executed.
 - 3 Locate the task whose execution you want to resume and click the command name.
 - 4 Select the **Switched on** check box and click **OK**.

Canceling a Task







- *To cancel a task:*
 - 1 On your Home page, click **Scheduled Tasks**.
 - 2 Select the system user account on whose behalf the task is executed.
 - 3 Select a check box to the left of the task that you want to cancel and click **✗ Remove Selected**. Confirm removal and click **OK**.

Monitoring Connections to Control Panel and FTP Services



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Monitoring Connections to FTP Service

- *To find out who is connected to your server via FTP, in what directories they currently are and what files they are uploading to or downloading from the server:*
- 1 Go to **Home > Active Sessions**.
 - 2 Click the **FTP Sessions** tab. All sessions including yours will be presented and the following details will be displayed:
 - **Type.** The type of user who established the session:
 -  for users not registered with the control panel.
 -  for anonymous FTP users.
 -  for domain or web site administrators.
 -  for subdomain administrators.
 -  for web users (owners of personal web pages without individual domain names).
 - **Status.** The current status of FTP connection.
 - **FTP user login.** The login name used for access to FTP account.
 - **Domain name.** The domain the FTP user is currently connected to.
 - **Current location.** The directory the FTP user is currently at.
 - **File name.** The file name being operated on.
 - **Speed.** Transfer speed in kilobytes.
 - **Progress, %.** The file transfer operation progress in percentage.
 - **IP address.** The IP address from which the FTP account is accessed.
 - **Logon time.** The time lapsed since the moment user logged in.
 - **Idle time.** The time that user was not doing anything while being connected to the server through FTP.
 - 3 To refresh the list of FTP sessions, click **Refresh**.
 - 4 To end a session, select the respective check box and click  **Remove Selected**.

Monitoring Connections to Control Panel

- *To find out who of your customers is logged in to the control panel at the moment:*
- 1 Go to **Home > Active Sessions**. All sessions including yours will be presented and the following details will be displayed:
 - **Type**. A type of control panel user who established the session:
 -  for domain or Web site owner.
 -  for mailbox owner.
 - **Login**. The login name the user is logged in as.
 - **IP address**. The IP address from which the control panel is accessed.
 - **Logon time**. The date and time when the user logged in to the control panel.
 - **Idle time**. The time that user was not doing anything in the control panel while being logged in.
 - 2 To refresh the list of user sessions, click **Refresh**.
 - 3 To end a user session, select the respective check box and click **Remove Selected**, then confirm removal and click **OK**.

Accessing The Server Using Remote Desktop (Windows Hosting)

The remote desktop (RDP) access feature allows you to remotely login to the Plesk server and interact with it via standard Microsoft Windows desktop interface.

➤ *To access the server via Remote Desktop interface:*

- 1 Go to **Home > Remote Desktop**.
- 2 Set up screen resolution for the session in the **Screen resolution for terminal session** menu.

Note: Higher resolutions are more taxing for your connection, decreasing the interaction speed and spending more bandwidth.

- 3 Choose the connection method according to your browser:
 - **Microsoft RDP ActiveX** - recommended to use with Internet Explorer browser, since it may not work with other browsers. When you use this method for the first time, your browser will automatically install the required ActiveX component, if Internet Explorer security settings permit this. If your browser displays security alerts, try to temporarily lower security measures in the browser options.
 - **properoJavaRDP** - recommended to use with Netscape, Mozilla, or Firefox browsers, since it may not work with Internet Explorer. Only 8.0 and higher versions of Opera are supported. This component requires Java Runtime Environment (JRE) to be installed on your system. If you do not have JRE, you can download it from <http://java.sun.com/j2se/1.5.0/download.jsp> (version 1.4 and higher) and install it before using the remote desktop feature.

Note: You don't need to install JDK (Java Development Kit) in order for the RDP feature to work.

If you use Internet Explorer or Mozilla, you should open the Terminal Services Configuration console in the Microsoft Windows (**Start > Administrative Tasks**), and set the **Licensing** option to **Per user** on the **Server Settings** screen.

- 4 Click **OK**. A new window will open with an area where your interaction with the server's desktop will take place.
- 5 Log in to the system. By default, Plesk uses the domain's FTP/Microsoft FrontPage login. You can supply any valid login and password.
- 6 After logging in to the system you can start working with it as with regular Windows desktop.

To finish your Remote Desktop session:

- Close the browser window with the remote desktop session. This way, the session you had will be detached from your desktop, but it will keep running on the server, so when you log in there next time, you will see the remote desktop in the state you left it,
or
- Select **Start > Log off** if you want to quit the session permanently (all running sessions consume the server's resources).

Using Help Desk For Requesting Assistance From Your Service Provider

If your service provider offers a Help Desk solution integrated with the control panel, then you can use it to report your problems to your provider's technical support staff.

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Submitting a Problem Report to Your Service Provider

➤ *To submit a new problem report to your service provider:*

- 1 Go to **Help Desk > Add New Ticket**.
- 2 Type the ticket subject, select the category the issue is related to, and type in the problem description.
- 3 Click **OK**.

The ticket is now submitted to the system and sent to your provider. You will be notified by e-mail when the issue is resolved.

Commenting and Closing Your Trouble Ticket

- *To post a new comment or to close a ticket:*
 - 1 Click the **Help Desk** shortcut in the navigation pane.
 - 2 Locate the ticket you need and click its subject or identification number.
 - 3 To close, reopen or post a comment to the ticket, select the operation you would like to perform from the **Ticket Event** drop-down box, and type a new comment into the **New Comment** input field if required.
 - 4 Click **OK** to submit.