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# **Plesk 8.1 for Windows**

**Domain Administrator's Guide**

(revision 1.4)



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# Preface

## In This Chapter

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## Who Should Read This Guide

This guide is intended for single domain owners, who were provided with access to Plesk control panel as part of their shared or dedicated hosting package.

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## Documentation Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

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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 <b>QoS</b> tab.
	Titles of chapters, sections, and subsections.	Read the <b>Basic Administration</b> 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.	These are the so-called <i>shared VPSs</i> .  <code>msiexec /i &lt;name of the aforementioned *.msi file or GUID&gt;</code>
Monospace	The names of style sheet selectors, files and directories, and CSS fragments.	Install Plesk into the <code>"c:\plesk bin"</code> directory

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Preformatted	On-screen computer output in your command-line sessions; logs; source code in XML, C++, or other programming s.	05:31:49 Success. Admin John Smith was added.
Preformatted Bold	What you type, contrasted with on-screen computer output.	# <b>cd /root/rpms/php</b>

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## 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 to [userdocs@swsoft.com](mailto:userdocs@swsoft.com). 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's Interface

When you log in to control panel, it can open in either a **standard view**, a simplified **desktop view**, or a combination of both.

The standard view is a customary view of the control panel divided into two main areas: navigation pane on the left and the main screen where operations are performed on the right.



Figure 1: Domain administrator's standard interface

The desktop view can show site statistics and shortcuts to the operations you frequently perform—everything you may need can now be accessible from a single screen.




Figure 2: Domain administrator's Desktop

## Items in the Standard View

The navigation pane is located on the left. It gives you access to sets of administrative functions:

- **Home.** Web site and e-mail administration tools. You will spend most of the time in this area.
- **Sessions.** Management of your mail users' sessions in the control panel and FTP connections to your host. For more information on managing sessions, refer to chapter Monitoring Connections to Control Panel and FTP Services (on page 131).
- **Log Out.** When finished working with control panel, click this icon to end your session.
- **Help Desk.** Use it to report your problems to server administrator or provider's technical support. For more information on this feature, refer to chapter Using Help Desk for Requesting Assistance From Service Provider (on page 133).
- **Help.** Provides context sensitive help.

Below the **Help** icon, there is a context help tip area. It provides a brief description of the current screen or available operations. When you place the mouse pointer over a system element or status icon, it displays additional information.

To navigate through Plesk, you can also use a path bar: a chain of links that appears in the right part of the screen, below the banner area. To return to a previous screen, click  **Up Level** in the upper-right corner of the screen.

To find items in lengthy lists, use search boxes located above every list of items: type a search criterion into the input box, and click **Search**. A list will show the items matching the search criteria. To return back to viewing all items, click **Show All**. You can hide the search area by clicking **Hide Search**. To show the hidden search area, click **Show Search**.


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.

To customize your control panel in the Standard view, refer to the Customizing Your Control Panel in the Standard View (on page 13) section.

## Items in the Desktop View

The desktop view originally shows three sections:

- **Tools.** This group shows shortcuts to the operations that you can perform through the control panel. You can freely add and remove these shortcuts.
- **Statistics.** This shows the number of e-mail accounts you have under your domain, disk space and monthly bandwidth usage, and number of served subdomains (parts of your main site or separate sites under your parent domain).

- **Favorites.** This group shows three types of shortcuts sorted by type and placed on the respective tabs. The **Mailnames** tab shows shortcuts to the favorite e-mail accounts. The **Shortcuts** tab shows all other types of shortcuts that do not relate to e-mail user accounts. The **Recent** tab shows last ten control panel screens you have been on. The **Favorites** group also provides search tool for finding e-mail accounts. To use the search tool, type the search criteria (this can be any combination of symbols, search is case insensitive) and click  **Search**.

To customize your control panel in the Desktop view, refer to the Customizing Your Control Panel in the Desktop View (on page 15) section.


## Using Wizards

When you work with Plesk in the Desktop view, you accomplish the tasks you need through wizards. Each wizard is a series of consecutive screens. To accomplish a task using a wizard, follow the instructions displayed on the wizard screens. For information on individual options, refer to the respective sections of this guide.

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# Changing Your Contact Information and Password

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

- 1 Click  **Domain Administrator** in the **Domain** group.
- 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**.  
Your password will be sent to your e-mail address.

# Customizing Your Control Panel

## In This Chapter


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## Customizing Your Control Panel in the Standard View

### 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  **Domain Administrator** in the **Domain** group.
- 2 In the **Preferences** group, select the desired interface language and skin from the respective drop-down boxes.

Plesk's interface has been translated to a number of different languages, so if you do not see your own language in the list, ask your provider to install the respective language pack. You can also change your contact information here. For instructions on how to change your contact information, refer to the Changing Your Contact Information (on page 12) section.

- 3 Click **OK**.



## Adding a Hyperlink Button to Your Control Panel

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

- 1 Click  **Custom Buttons** in the **Domain** group.
- 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 checkboxes, 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** checkbox if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this checkbox 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** checkbox.
- 3 Click **OK** to complete creation.

## Removing a Hyperlink Button from Your Control Panel





➤ *To remove a hyperlink button from your Plesk control panel:*

- 1 Click  **Custom Buttons** in the **Tools** group.
- 2 Select a check box corresponding to the button that you wish to remove and click  **Remove Selected**.

---

## Customizing Your Control Panel in the Desktop View


➤ *To add or remove items from the desktop:*

- 1 Click  **Desktop** in the navigation pane.
- 2 Click  **Customize my desktop**.
- 3 In the **Tools** group, specify what tasks you would like to accomplish through the control panel. The appropriate shortcuts will be placed to the desktop. The **Selected tasks** list shows the tasks for which shortcuts are already placed on the desktop. The **Available tasks** list shows the tasks for which you do not yet have shortcuts on your desktop.
  - To add a shortcut to the desktop, select the required tasks in the **Available tasks** list and click **Add >>**.
  - To remove a shortcut from the desktop, select the task that you do not need in the **Selected tasks** list and click **<< Remove**.
- 4 To show your custom buttons on the desktop, select the **Custom buttons** check box.
- 5 To show the shortcut for creating new custom hyperlink buttons at the bottom of the desktop, select the **Create a new domain custom button** check box.
- 6 Specify whether to show the **Statistics** and **Favorites** groups and what items to show there. Clearing check boxes will remove the respective items from the desktop. The **Favorites** group shows the links to items or control panel screens that you added to desktop by navigating to the respective control panel screens and clicking  **Create shortcut** or  **Add to favorites**.
- 7 Click **OK**.

➤ *To add a mail account to the Favorites group of the desktop:*

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the mail name you want to add to favorites.
- 3 Click  **Add to favorites** at the upper right corner of the screen.
- 4 Specify the desktop shortcut label and the description.
- 5 Click **OK**.


➤ *To add items to the Favorites group of the desktop:*

- 1 Navigate to the control panel screen you need.
- 2 Click  **Create shortcut** at the upper right corner of the screen.
- 3 Specify the desktop shortcut label and the description.


---

4 Click **OK**.

➤ ***To remove items from the Favorites group of the desktop:***



- 1 On the desktop, click the shortcut that you wish to remove.
- 2 Click  **Edit Favorites** in the upper right corner of the screen.
- 3 Click **Remove**.

OR

- 1 On the desktop, click the  icon corresponding to the shortcut that you wish to remove.
- 2 Click **Remove**.

# 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 Click  **Setup** on your Home page.
- 2 View or change your physical hosting settings:
  - **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 SSL certificate used by your domain.
  - **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.
  - **FTP/Microsoft FrontPage Login and FTP/Microsoft FrontPage 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.
  - **Access to system.** This allows you to directly access the system through a Remote Desktop connection. However, allowing system access via RDP also poses a potential threat to the server security, so we recommend that you do not allow it, leaving the **Login Disabled** option selected.
  - **SiteBuilder support.** SiteBuilder is an efficient and user-friendly WYSIWYG web site editor running through the web interface. Leave the **Publish site with SiteBuilder** checkbox selected to be able to access SiteBuilder and build web site through your Plesk control panel interface by clicking  **SiteBuilder** on the domain management page. The version of SiteBuilder coming in the standard Plesk distribution is fully functional and its use is not limited in any way by the manufacturer (but you can be restricted from accessing it by your service provider).

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- **Microsoft FrontPage support.** Microsoft FrontPage is a popular web site authoring tool. To enable publishing and modifying the site through Microsoft FrontPage, select the **Microsoft FrontPage support** and **Microsoft FrontPage over SSL support** check boxes, and set the **Remote Microsoft FrontPage authoring** option to **enabled**.

---

**Note.** Microsoft FrontPage over SSL support is available only when SSL support is enabled on a domain.

---

- **Support for programming and scripting languages widely used in development of dynamic Web sites and server-side Web applications.** Specify which of the following programming and scripting languages should be interpreted, executed or otherwise processed by the web server: Active Server Pages (ASP), Active Server Pages on .NET framework (ASP.NET), Server Side Includes (SSI), PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Perl, Python, and ColdFusion.

---

**Note.** If ASP.NET support is enabled, ASP.NET version 2.0 is set as default. You can change the version in the corresponding drop-down menu.

If PHP support is enabled, PHP version 4 is set as default. You can change the version in the corresponding drop-down menu

---

- **Web statistics.** 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/** checkbox, if required. This will install the selected statistical software module, which will generate reports and place them into the password protected directory. The domain administrator will then be able to access Web statistics at the URL: <https://your-domain.com/plesk-stat/> using their FTP account login and password.
- **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.

---

**Note.** You can enable the support for all programming and scripting languages, web statistics and custom error documents at once by selecting **All services** checkbox in the **Services** group.

---

- **Additional write/modify permissions.** This option is required if your web applications are using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that this option might seriously compromise the web site security
- **Use dedicated IIS application pool.** This option enables the use of dedicated IIS application pool for your web applications. Using dedicated IIS application pool dramatically improves the stability of your 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.




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## Viewing the Resource Allotments

➤ *To see the amount of resources your site can consume:*

- 1 Click  **Limits** in the **Domain** group.
- 2 The following resources usage allotments can be viewed:
  - **Maximum number of domain aliases.** Displays the maximum number of domain aliases that can be created for your domain.
  - **Maximum number of subdomains.** Displays the maximum number of subdomains that can be hosted under your domain.
  - **Disk space.** Shows you 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. This is the so-called soft quota: when it is exceeded, domain names and web sites are not suspended automatically, only the appropriate notices are sent to your provider's e-mail addresses and the resource overage is indicated by a corresponding icon  shown in the control panel to the left of your domain name. When your website required more disk space, consider upgrading your hosting plan.
  - **MySQL databases quota and Microsoft SQL databases quota.** Displays the maximum disk space amount that MySQL and Microsoft SQL Server databases respectively can occupy on your domain.
  - **Maximum amount of traffic.** Displays the maximum amount of data in megabytes that can be transferred from the web site during a month. Once the limit is reached, the appropriate notices are sent to your provider's e-mail addresses and the resource overage is indicated by a corresponding icon  shown in the control panel to the left of the domain name. When your web site starts attracting more visitors and requires more bandwidth, consider upgrading your hosting plan.
  - **Maximum number of web users.** Shows the maximum 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 (on page 74) section for details.
  - **Maximum number of additional Microsoft FrontPage accounts.** Displays the maximum number of additional Microsoft FrontPage accounts you can create on your domain.
  - **Maximum number of additional FTP accounts.** Displays the maximum number of additional FTP accounts you can create on your domain.
  - **Maximum number of MySQL databases and Maximum number of Microsoft SQL server databases.** Displays the maximum number of MySQL and Microsoft SQL Server databases respectively that can be hosted in your domain.


- **Maximum number of mailboxes.** Shows the maximum number of mailboxes that can be hosted in your domain.
- **Mailbox quota.** Displays the amount of disk space in kilobytes that is allocated to each mailbox in your domain.
- **Total mailboxes quota.** Displays the total amount of disk space available for all mailboxes on a domain.
- **Maximum number of mail redirects.** Shows the maximum number of mail redirects 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 maximum number of autoresponders that can be set up in your domain.
- **Maximum number of mailing lists.** Shows maximum the number of mailing lists that you can run in a 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.** Shows the total number of subdomains (including their parent domain) that can link to the Master SSL domain defined by the server administrator.
- **Maximum number of ODBC connections.** Shows the maximum number of ODBC connections that you can set up 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

➤ *To view the permissions for operations you can perform through your control panel:*

- 1 Click  **Domain Administrator** on your Home page.
- 2 The permissions are listed in the **Permissions** group:
  - **Physical hosting management.** Shows whether you can fully control hosting account for your web site.
  - **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.
  - **DNS zone management.** Shows whether you can manage the DNS zone of your domain.
  - **Log rotation management.** Shows whether you can adjust the cleanup and recycling of processed log files for your site.
  - **Scheduler management.** Shows whether you can schedule tasks with the task scheduler. Scheduled tasks can be used for running scripts or utilities on schedule.
  - **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.** Shows whether you can create additional FTP accounts for your web site.
  - **Tomcat applications management.** Shows whether you can install Java applications and applets on your web site through the control panel.
  - **System access management.** Shows whether you can enable and disable access to the system through Remote Desktop.
  - **Mailing lists management.** Shows whether you can use mailing lists provided by the GNU Mailman software.
  - **Backup/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.
  - **Spam filter management.** Shows whether you can use spam filter provided by the SpamAssassin software.
  - **Antivirus management.** Shows whether you can use antivirus protection for filtering incoming and outgoing mail.
  - **SiteBuilder.** Shows whether you can use SiteBuilder for creating and editing your web site.
  - **Hosting Performance Management.** Shows whether you can change the hosting performance preferences for your domain.
  - **IIS Application Pool Management.** Shows whether you can manage your IIS application pool.

- **Web statistics management.** Shows whether you can manage web statistics for your domain.
  - **Additional write/modify permissions management.** Shows whether you can manage additional write/modify permissions for your domain. These permissions are required if your web applications are using a file-based database (like Jet) located in the root of `httpdocs` or `httpsdocs` folders. Please note that selecting this option might compromise web site security.
  - **User interface.** Shows what type of Plesk control panel interface you can use - standard, desktop, or both.
  - **Desktop management.** Shows whether you can customize and manage your desktop interface.
- 3** Click **OK**.

## CHAPTER 5

# 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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## Publishing Your Site

Publishing your site means uploading web pages, scripts and graphic files that compose the site to your web space in any of the following ways:

- Through FTP connection
- Through Plesk File Manager
- Through Through Adobe Dreamweaver or Microsoft FrontPage software
- Through SiteBuilder

FTP is one of the most common and easiest ways to upload files.

### Uploading 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.

### Changing Your FTP Account Credentials

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




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

## Using Additional FTP Accounts

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

### Creating Additional FTP Accounts



➤ *To create an additional FTP account:*

- 1 On your Home page, click  **FTP Accounts** in the **Hosting** group.
- 2 On the **Additional FTP Accounts** tab, click  **Add New FTP Account**.
- 3 Specify the **FTP account name** in the appropriate field.
- 4 Specify the **Home directory** by clicking  and select the directory required. Alternatively, you can specify the path in the input field.
- 5 Type the new password into the **New password** and **Confirm password** boxes.
- 6 By default, the **Hard disk quota** is set to **Unlimited**. To set the required parameter, clear the **Unlimited** checkbox and type the amount of disk space in megabytes into the **Hard disk quota** box.
- 7 If required, select the **Read permission** checkbox. The FTP account users will be able to view the content of the home directory and download files from it.
- 8 If required, select the **Write permission** checkbox. The FTP account users will be able to create, view, rename and delete directories in the home directories.  
  
If you don't grant any permissions, the connection to the FTP account will be made, but the home directory will be not displayed for users.
- 9 Click **OK**. A new additional FTP account will be added.

---

### Changing Settings of Additional FTP Accounts

➤ *To change the properties of an additional FTP account:*



- 1 On your Home page, click  **FTP Accounts** in the **Hosting** group.
- 2 On the **Additional FTP Accounts** tab, click the required account in the list.
- 3 Specify the **FTP account name** in the appropriate field.
- 4 Specify the **Home directory** by clicking  and select the directory required. Alternatively, you can specify the path in the input field.
- 5 Type the new password into the **New password** and **Confirm password** boxes.
- 6 By default, the **Hard disk quota** is set to **Unlimited**. To set the required parameter, clear the **Unlimited** checkbox and type the amount of disk space in megabytes into the **Hard disk quota** box.
- 7 If required, select the **Read permission** checkbox. The FTP account users will be able to view the content of the home directory and download files from it.
- 8 If required, select the **Write permission** checkbox. The FTP account users will be able to create, view, rename and delete directories in the home directories.

If you don't grant any permissions, the connection to the FTP account will be made, but the home directory will be not displayed for users.

- 9 Specify the changes as required and click **OK**.

### Removing Additional FTP Accounts

➤ *To remove an additional FTP account:*

- 1 On your Home page, click  **FTP Accounts** in the **Hosting** group.
- 2 On the **Additional FTP Accounts** tab, select the checkbox corresponding to the account you want to remove and click  **Remove Selected**.
- 3 Confirm removal and click **OK**. The FTP account will be removed.

## Uploading Site Through Plesk File Manager




➤ **To upload sites through Plesk File Manager:**


1 Log in to Plesk control panel into your domain administrator's account.


2 Click  **File Manager** in the **Hosting** group.

3 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  **Add New Directory** in the **Tools** group, specify the directory name and click **OK**.
- To create new files in the required directory, click  **Add New File** in the **Tools** group, 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** in the **Tools** group, specify the path to its location in the **File source** box (or use **Browse** to locate the file), and click **OK**.
- To view or edit an existing file, click its name. 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**.


When you upload web content through File Manager or FTP, your control panel automatically sets the appropriate access permissions for files and directories. To change the permissions of files and directories, click . For more information about the system of permissions, refer to the Setting Up Access Permissions for Files and Folders (on page 89) section.


To preview a Web page in your browser, 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 calculate the size of selected files, select the checkboxes corresponding to the files which size you wish to see and click  **Size**.

To remove a file or directory, select the corresponding check box, and click  **Remove Selected**. Confirm removal and click **OK**.

## Publishing Sites From Microsoft FrontPage




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 Microsoft FrontPage Server Extensions management interface:**

- 1 Log in to Plesk.
- 2 Click  **FrontPage Management**.and click one of the following icons:
  - Click  **FrontPage WebAdmin** to manage a site, which is not protected by SSL.
  - Click  **FrontPage-SSL WebAdmin** to manage an SSL-enabled site.
- 3 Type your Microsoft FrontPage administrator's login name and password, and click **OK**.

For instructions on using FrontPage Server Extensions, see online help (**FP 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 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 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. If you are not sure whether your Web site supports SSL, check with your Web server administrator or Internet service provider.
    - 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.

---

## Changing Microsoft FrontPage Settings

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**.

## Using Additional Microsoft FrontPage Accounts

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.

### 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** checkbox 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 checkbox corresponding to the account you wish to remove.
- 3 Click  **Remove Selected**.
- 4 Confirm the removal and click **OK**.

## Publishing Sites 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 `httpdocs`.
  - **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).

---

## Publishing Site From SiteBuilder


➤ *To publish your website from SiteBuilder:*

- 1 Log in to your control panel.
- 2 Click  **Setup** on your Home page and verify that **Publish Site with SiteBuilder** checkbox is selected. Click **OK** to return to your Home page.
- 3 Click  **SiteBuilder Wizard**.
- 4 After SiteBuilder is loaded, follow the instructions provided in SiteBuilder documentation to publish your website. You can find SiteBuilder documentation at <http://www.swsoft.com/en/products/sitebuilder/win/docs/> (<http://www.swsoft.com/en/products/sitebuilder3win/docs/>).

---

## 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 Macromedia Flash and CGI scripts will not work during preview.

To preview your site, on your Home page, click  **Site Preview** in the **Hosting** group.

---


## Configuring ASP.NET

ASP.NET is a flexible set of tools and web development technologies that allows you to employ a number of applications based on ASP.NET framework. Plesk supports both 1.1.x and 2.0.x versions of the .NET framework and allows configuring most of its settings.




## Configuring ASP.NET for Your Domain

Most ASP.NET configuration settings that commonly need to be customized in order for ASP.NET applications to function in a desirable way can be edited through Plesk.


➤ *To configure ASP.NET for your domain:*

- 1 Click  **ASP.NET** on your home page.
- 2 Set up the strings that determine database connection data for ASP.NET applications which use databases. This option is available only for ASP.NET 2.0.x.

When you open the ASP.NET configuration page for the first time, sample connection parameters with common constructions are displayed. You can then delete them and specify your own strings.

- To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click  next to them.
  - To remove a string, click  next to it.
- 3 Set up custom error messages that will be returned by ASP.NET applications in the **Custom Error Settings** field:
    - To set the custom error messages mode, select an appropriate option from the **Custom error mode** menu:
      - **On** - custom error messages are enabled.
      - **Off** - custom error messages are disabled and detailed errors are to be shown.
      - **RemoteOnly** - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host.
    - To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click .
      - **Status Code** defines the HTTP status code resulting in redirection to the error page.
      - **Redirect URL** defines the web address of the error page presenting information about the error to the client.

Due to possible conflicts, you cannot add a new custom error message with an error code that already exists, but you can redefine the URL for the existing code.

- To remove a custom error message from the list, click  next to it.
- 4 Configure compilation settings in the **Compilation and Debugging** field:
    - To determine the programming language to be used as default in dynamic compilation files, choose an entry from **Page default language** list.
    - To enable compiling retail binaries, leave the **Enable debugging** checkbox empty.
    - To enable compiling debug binaries, select the **Enable debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

---

**Note.** When running applications in debug mode, a memory and/or performance overhead occurs. It is recommended to use debugging when testing an application and to disable it before deploying the application into production scenario.

---

- 5 Configure encoding settings for ASP.NET applications in the **Globalization Settings** section:
  - To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).
  - To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).
  - To set an encoding which must be used by default for parsing of `.aspx`, `.asmx`, and `.asax` files, enter an encoding value into the **File encoding** field (default is Windows-1252).
  - To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.
  - To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.
- 6 Set a code access security trust level for ASP.NET applications in the **Code Access Security** field.

CAS trust level is a security zone to which applications execution is assigned, defining what server resources the applications will have access to.

---

**Important.** When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permissions levels see [http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429\\_010](http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010).

---

- 7 Enable the usage of the auxiliary scripts in the **Script Library Settings** field. Specifying the script library settings is necessary if the validation web controls are used on your web site. This option is available only for ASP.NET 1.1.x.
  - If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.
  - To initiate the auto-installation of files containing the scripts to the specified location, select the **Install** checkbox. If the files already exist there, they will be rewritten.
- 8 Set client session parameters in the **Session Settings** field:
  - To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list. **Windows** authentication mode should be selected if any form of IIS authentication is used.
  - To set up time that a session can idle before it is abandoned, enter appropriate number minutes into the **Session timeout** field.
- 9 Click **OK** to apply all changes.

---



**Note:** Plesk supports separate configurations for different versions of the .NET framework (1.1.x and 2.0.x).

---




## Configuring ASP.NET for Virtual Directories


To improve the performance of ASP.NET-based web applications, Plesk allows using individual settings of .NET framework per virtual directory.

➤ *To configure ASP.NET for a virtual directory:*

- 1 Click  **Web Directories** on your home page.
- 2 Browse to the required directory and enter it.
- 3 Click  **ASP.NET**.
- 4 Set up the strings that determine database connection data for ASP.NET applications which use databases. This option is available only for ASP.NET 2.0.x.
 

When you open the ASP.NET configuration page for the first time, sample connection parameters with common constructions are displayed. You can then delete them and specify your own strings.

  - To add a string, enter the required data into the **Name** and **Connection Parameters** input fields and click  next to them.
  - To remove a string, click  next to it.
- 5 Set up custom error messages that will be returned by ASP.NET applications in the **Custom Error Settings** field:
  - To set the custom error messages mode, select an appropriate option from the **Custom error mode** menu:
    - **On** - custom error messages are enabled.
    - **Off** - custom error messages are disabled and detailed errors are to be shown.
    - **RemoteOnly** - custom error messages are displayed only to remote clients, and ASP.NET errors are shown to the local host.
  - To add a new custom error message (which will be applied unless the **Off** mode was selected), enter the values in the **Status Code** and **Redirect URL** fields, and click .
    - **Status Code** defines the HTTP status code resulting in redirection to the error page.
    - **Redirect URL** defines the web address of the error page presenting information about the error to the client.

Due to possible conflicts, you cannot add a new custom error message with an error code that already exists, but you can redefine the URL for the existing code.
  - To remove a custom error message from the list, click  next to it.
- 6 Configure compilation settings in the **Compilation and Debugging** field:
  - To determine the programming language to be used as default in dynamic compilation files, choose an entry from **Page default language** list.
  - To enable compiling retail binaries, leave the **Enable debugging** checkbox empty.

- To enable compiling debug binaries, select the **Enable debugging** checkbox. In this case, the source code fragments containing error will be shown in a diagnostic page message.

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**Note.** When running applications in debug mode, a memory and/or performance overhead occurs. It is recommended to use debugging when testing an application and to disable it before deploying the application into production scenario.

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- To set an adopted encoding of all incoming requests, enter an encoding value into the **Request encoding** field (default is utf-8).
- To set an adopted encoding of all responses, enter an encoding value into the **Response encoding** field (default is utf-8).
- To set an encoding which must be used by default for parsing of `.aspx`, `.asmx`, and `.asax` files, enter an encoding value into the **File encoding** field (default is Windows-1252).
- To set a culture which must be used by default for processing incoming web requests, select an appropriate item from the **Culture** list.
- To set a culture which must be used by default when processing searches for a locale-dependent resource, select an appropriate item from the **UI Culture** list.

**8** Set a code access security trust level for ASP.NET applications in the **Code Access Security** field.

CAS trust level is a security zone to which applications execution is assigned, defining what server resources the applications will have access to.

---

**Important.** When an assembly is assigned a trust level that is too low, it does not function correctly. For more information on the permissions levels see [http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429\\_010](http://msdn.microsoft.com/library/en-us/dnnetsec/html/THCMCh09.asp?frame=true#c09618429_010).

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**9** Enable the usage of the auxiliary scripts in the **Script Library Settings** field. Specifying the script library settings is necessary if the validation web controls are used on your web site. This option is available only for ASP.NET 1.1.x.

- If you need to use auxiliary scripts (specifically, scripts implementing objects for validating input data), provide the settings for .NET framework script library. To do so, enter the path beginning with the domain root directory preceded by the forward slash into the **Path to Microsoft script library** field, or click the folder icon next to the **Path to Microsoft script library** field and browse for the required location.
- To initiate the auto-installation of files containing the scripts to the specified location, select the **Install** checkbox. If the files already exist there, they will be rewritten.

**10** Set client session parameters in the **Session Settings** field:

- To set up the default authentication mode for applications, select an appropriate item from the **Authentication mode** list. **Windows** authentication mode should be selected if any form of IIS authentication is used.
- To set up time that a session can idle before it is abandoned, enter appropriate number minutes into the **Session timeout** field.

**11** Click **OK** to apply all changes.



---

**Note:** Plesk supports separate configurations for different versions of the .NET framework (1.1.x and 2.0.x).

---

## Restoring Default ASP.NET Configuration



➤ *To restore the default ASP.NET configuration:*

- 1 Click  ASP.NET on your home page.
- 2 Click  Set to Default.
- 3 Confirm the restoring and click **OK**.

---

## Changing .NET Framework Version for Your Domain

➤ *To change the version of .NET framework used by your domain:*



- 1 Click  **ASP.NET** on your home page.
- 2 Click  **Change Version** in the **Tools** group. If this button is absent, only one version of .NET framework is available. You can see the version number in the **Framework Version** field.
- 3 Select the required version number and click **OK**.
- 4 Click **OK** to save changes.

Alternatively, you can click  **Setup** on your home page and select the .NET framework version in the **Microsoft ASP.NET support** drop-down menu.

## Changing .NET Framework Version for a Virtual (Web) Directory

In order to provide running ASP.NET applications which use different .NET framework versions within one domain, Plesk allows setting up the framework version per virtual (web) directory, where the applications are deployed.


➤ *To choose the version of .NET framework for a virtual (web) directory:*

- 1 Click  **Web Directories** in on your home page.
- 2 Enter the required web directory and click  **ASP.NET** in the **Tools** group.
- 3 Select the required .NET framework version and adjust other settings as necessary.
- 4 Click **OK**.

---

## Setting PHP Version for Your Domain

➤ *To set PHP version for your domain:*




- 1 On your Home page, click  **PHP Settings**.
- 2 Choose the required version of PHP and click **OK**.

## 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 or Microsoft SQL Server database.

## Creating and Importing Databases

➤ *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** 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.
- 7 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** 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  **WebAdmin** in the **Tools** group.  
An interface to phpMyAdmin (or phpMSAdmin) database management tool will open in a separate browser window.
- 8 Click **Query window** in the left frame.
- 9 Click the **Import files** tab.
- 10 Select the text file that contains the data and click **Go**.
- 11 Click the **Insert data from a text file** link.

To manage your databases and their contents, use your favorite MySQL or Microsoft SQL client or the web based database management tool accessible from Plesk control panel (**Home > Databases > Database name > WebAdmin**).

## Creating a Database User Account


If you collaborate with other people on managing your 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 On your Home page, click  **Databases** in the **Services** group.
- 2 Click the required database name.  
A list of database users will open.
- 3 Click  **Add New Database User**.
- 4 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 On your home page, click  **Databases** in the **Services** group.
- 2 Click the required database name.  
A list of database users will open.
- 3 Click the database user's name.
- 4 Type a new password and click **OK**.

## Removing a Database User Account


➤ **To remove a database user account:**

- 1 On your home page, click  **Databases** in the **Services** group.
- 2 Click the required database name.  
A list of database users will open.
- 3 Select a check box corresponding to the user account that you wish to remove.
- 4 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** in the **Services** group.
- 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 deinstalling the respective application.

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

---



## Accessing Data From External Databases

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.

### 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 the domain name you need.
- 2 Click  **ODBC Data Sources** in the **Services** group.
- 3 Click  **Add New ODBC DSN**.
- 4 Specify the ODBC connection name and description in the corresponding fields.
- 5 Select the required driver in the **Driver** field.
- 6 Click **OK**.
- 7 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.
- 8 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 the domain name you need.
- 2 Click  **ODBC Data Sources** in the **Services** group.
- 3 Click the required connection name in the list.
- 4 Change the settings as needed.
- 5 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 the domain name you need.
- 2 Click  **ODBC Data Sources** in the **Services** group.
- 3 Select the checkbox corresponding to a connection you want to remove.
- 4 Click  **Remove Selected**, confirm the removal and click **OK**.

---

## Installing Applications

To enhance your web site with valuable features, such as guestbooks, forums, hit counters, photo galleries, and e-commerce solutions, you can install the respective applications from Plesk Application Vault (**Home > Application Vault**). 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  **Application Vault** in the **Hosting** group.  
A list of applications installed on your site will be displayed.
- 2 Click  **Add New Application** in the **Tools** group. A list of site applications available for installation will be displayed.  
To view help on a certain site application, click  icon. The help page containing the general information on this site application will open in a separate browser window.
- 3 To specify the site where you want to install and deploy an application, select it in the **Target domain** drop-down box in the upper-right corner of the screen.
- 4 To specify which application you wish to install, select a radio button corresponding to the application of your choice.
- 5 Click  **Install**.
- 6 Specify whether you wish to create a hyperlink to the application's interface and place it on your Home page in the control panel.
- 7 Specify the installation preferences and other information that may be required by the application (the requirements may vary), and click **OK**, when finished.
- 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 checkboxes, 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** checkbox if you wish the destination URL to be opened in the control panel's right frame, otherwise leave this checkbox unchecked to open the URL in a separate browser window.
- If you wish to make this button visible to the e-mail users who you granted access to control panel, select the **Visible to all sub-logins** checkbox.

**9** 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 > Application Vault**, 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 or change the application administrator's password:**



Go to **Home > Application Vault**, and click the  icon corresponding to the application.

➤ **To uninstall an application:**

- 1** Go to **Home > Application Vault**, and select a check box corresponding to the application that you no longer need.
- 2** Click  **Remove Selected**. The application will be uninstalled and its databases removed from the server.

If you want a certain Web-application to be started when someone tries to enter a domain, it can be done by creating a default domain application.

➤ **To set an application as default for a domain:**

- 1** On your home page, click  **Application Vault** in the **Hosting** group. A list of applications installed on the site will be displayed.
- 2** Select a checkbox corresponding to the Site Application name you want to set as default, then click  **Default**. Click **OK** to confirm the creation of the default Site Application.

Now, when a user enters an URL in the address field of his browser (e.g. <http://example.com>), he is taken to the default Web-application.

## Installing Java Web Applications




In addition to the applications from the Application Vault, 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.

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**Note:** for Java applications to work, your domain name should resolve properly.

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➤ **To install an application:**




- 1 On your Home page, click  **Java Web Applications** in the **Services** group.
- 2 Click  **Enable** in the **Tools** group.  
This will start the Tomcat Java service, which provides an environment for Java code to run in cooperation with a web server.
- 3 Click  **Add New Web Application**.
- 4 Specify the path to an application package you wish to install, or click **Browse** to navigate to it.  
This can be an application package in WAR format saved on your computer's hard drive.
- 5 Click **OK**.

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


➤ **To access the web interface of an application, do any of the following:**

- Go to **Home > Java Web 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 an application:**

- 1 Go to **Home > Java Web Applications** to open a list of installed applications.
- 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 an application:**

Go to **Home > Java Web Applications**, and select a check box corresponding to the application that you no longer need, then click  **Remove Selected**. The application will be uninstalled and its databases removed from the server.


## Installing ASP.NET Web Applications

In addition to the applications from the Application Vault, you can install ASP.NET Web application packages.

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

- 1 On your Home page, click  **ASP.NET Web Applications** in the **Hosting** group.

A list of applications installed on your site will be displayed.


- 2 Click  **Install New Web Application** in the **Tools** group. A list of site applications available for installation will be displayed. To specify which application you wish to install, select a radio button corresponding to the application of your choice.

- 3 Click  **Install**.


- 4 Specify the domain folder in which the application should be installed, database name for the application, and click **Install**.

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 > ASP.NET Web Applications**, and click an icon , corresponding to the application.

➤ **To reconfigure an application or change the application administrator's password:**


Go to **Home > ASP.NET Web Applications**, and click an icon , corresponding to the application.


➤ **To uninstall an application:**

- 1 Go to **Home > ASP.NET Web Applications**, and select a check box corresponding to the application that you no longer need.
- 2 Click  **Remove Selected**. The application will be uninstalled and its databases removed from the server.

If you want a certain Web-application to be started when someone tries to enter a domain, it can be done by creating a default domain application.

➤ **To set an application as default for a domain:**

- 1 On your Home page, click  **ASP.NET Web Applications** in the **Hosting** group. A list of application packages installed on the site will be displayed.

- 2 Select a checkbox corresponding to the application package you want to set as default, then click  **Default**. Click **OK** to confirm the creation of the default Site Application.



Now, when a user enters an URL in the address field of his browser (e.g. <http://example.com>), he is taken to the default Web-application.



---



## Using IIS Application Pool

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.

## Setting Up IIS Application Pool



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

- 1 Click  **IIS Application Pool** on your Home page.
- 2 Click  **Enable**.
- 3 To limit the amount of CPU resources that your application pool can use, select the **Enable CPU monitoring** checkbox 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  Disable.
- 3 Click **OK**.

---

## 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, click  **DNS Settings** in the **Services** group. A screen will show all resource records for your domain.

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) (on page 71) section.

### Adding Resource Records


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

- 1 Click  **DNS Settings** in the **Services** group.
- 2 Click  **Add 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.
  - For a SRV record, you will need to enter the service name, protocol name, port number, and target host. You can also specify the priority of service and weight of service in the appropriate fields.
- 4 Click **OK** to submit the data.

## Modifying Resource Records

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

- 1 Click the  **DNS Settings** icon in the **Services** group.
- 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 the entries in the Start of Authority (SOA) record for a domain:*

- 1 Click  **DNS Settings** in the **Services** group.
- 2 Select **SOA Settings** tab.
- 3 Specify the desired values:
  - **Refresh Interval.** 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 Interval.** 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 Interval.** 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 TTL.** This is the time a secondary server should cache a negative response. Plesk sets the default value of one day.
  - **Default 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.
- 4 Click **OK**.

## Modifying Common Access Control List (ACL)



You can modify the common Access Control List (ACL) via Plesk. ACL contains all hosts to which DNS zone transfers for all zones are allowed.

➤ *To modify the common Access Control List (ACL) for a domain:*

- 1 Click  **DNS Settings** in the **Services** group.
- 2 Select **Transfer Restrictions** tab.
  - To add a network to ACL, specify the IP address and mask in the **IP address/mask** field and click **Add Network**.
  - To delete a network from ACL, select the checkbox corresponding to the required network in the list, click  **Remove Selected**, confirm the removal and click **OK**.



## Removing Resource Records

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


- 1 Click  **DNS Settings** in the **Services** group.
- 2 Select a check box corresponding to the record you wish to remove.
- 3 Click  **Remove Selected**.
- 4 Confirm removal and click **OK**.

## Restoring the Original Zone Configuration

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




- 1 Click  **DNS Settings** in the **Services** group.
- 2 Click  **Restore Defaults**.
- 3 In the **IP address** drop-down box, select the IP address to be used for restoring the zone and specify whether a www alias is required for the domain.
- 4 Confirm the restoration and click **OK**. The zone configuration will be recreated.

➤ *To reset the entries in the Start of Authority (SOA) record to default settings:*



- 1 Click  **DNS Settings** in the **Services** group.
- 2 Select the **SOA Records** tab.
- 3 Click **Restore Defaults**.

## 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:

- 1 Click  **DNS Settings**.
- 2 Click  **Switch DNS Service Mode** in the **Tools** group.
- 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 Click  **DNS Settings**.
- 2 Click  **Switch DNS Service Mode** in the **Tools** group. 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:



- 1 Click  **DNS Settings**.
- 2 Click  **Switch Off the DNS Service** in the **Tools** group. 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 Click  **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.
- 5** The results will be interpreted and displayed on the screen.

---

## Customizing Web Server Error Messages

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 (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's web server to show your custom error pages:**

- 1 Switch on support for custom error documents through Plesk.
  1. On your Home page click **Setup**.
  2. Select the **Custom Error Documents** check box.
  3. Click **OK**.
- 2 Click **Web Directories** on your Home page 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.

---

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

---

## 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`.

## Setting Up Subdomains

➤ *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 checkbox.  
 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** checkbox 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** checkbox 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** checkbox 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 Leave the **Publish site with SiteBuilder** checkbox 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/.


- 8 If you want to enable **Microsoft FrontPage support**, select the appropriate checkbox. Enable or disable **Remote Microsoft FrontPage authoring** by selecting the appropriate option.
- 9 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.
- 10 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.
- 11 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 Publishing Your Site (on page 25) 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, and click  **Remove Selected**.
- 3 Confirm removal and click **OK**. The subdomain configuration and its web content will be removed from the server.

## 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 the domain name you need.
- 2 Click  **FTP Management** in the **Hosting** group.
- 3 Click the **Anonymous FTP** tab.
- 4 To activate anonymous FTP service, click  **Enable**.
- 5 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.
- 6 To allow visitors to upload files to the /incoming directory, select the **Allow uploading to incoming directory** check box.
- 7 To allow users to create subdirectories in the /incoming directory, select the **Allow creation of directories in the incoming directory** check box.
- 8 To allow downloading files from the /incoming directory, select the **Allow downloading from the incoming directory** checkbox.
- 9 To limit the amount of disk space that can be occupied by uploaded files, deselect 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.
- 10 To limit the number of simultaneous connections to the anonymous FTP server, deselect the **Unlimited** check box corresponding to the **Limit number of simultaneous connections** option and specify the number of allowed connections.
- 11 To limit the bandwidth for anonymous FTP connections, deselect 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.
- 12 Click **OK**.

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

- 1 On your Home page, click the domain name you need.



- 
- 2 Click  **FTP Management** in the **Hosting** group.
  - 3 Click the **Anonymous FTP** tab.
  - 4 Adjust the settings as required and click **OK**.
  - 5 To switch off the anonymous FTP, click  **Disable** in the **Tools** group.

## Using Virtual Directories

A virtual directory in Plesk is a link to existing physical directory that is present on the server's hard disk. Virtual directories can have a number of specific settings like custom ASP.NET configuration, access permissions, URL password protection, and so on.



Since any virtual directory can have its own settings, including customized ASP.NET configuration, virtual directories are very useful in setting up your web applications, especially those written in ASP.NET. For example, if you have three web applications that use ASP.NET version 1.1, and you need to install one web application that uses ASP.NET version 2.0, you can create a virtual directory for the ASP.NET 2.0 application, configure ASP.NET settings for this directory, enabling version 2.0 only for this directory, and successfully install the required application.

Virtual directories can also be used as aliases. For example, you have a web application installed on your domain 'example.com' in the physical folder '/my\_data/web\_apps/forum'. To access this web application, users need to type 'example.com/my\_data/web\_apps/forum', which is hard to remember and too long to type. You can create virtual directory 'forum' in the root of your virtual host, and link this virtual directory to '/my\_data/web\_apps/forum', so users who want to access the web application have to type 'example.com/forum', which is much shorter and easier to remember.


To open a virtual directory in your browser, click  **Web Directories** on your Home page, and click the  icon corresponding to the directory you wish to open.

## Creating Virtual Directories

➤ *To create a new virtual directory on a domain:*

- 1 Click  **Web Directories** on your Home page. You are in your web site root now.
- 2 Navigate to the directory in which you want to create a new virtual directory.
- 3 Click  **Add New Virtual Directory**.

---

**Note.** To create a physical directory instead of virtual directory, click  **Add New Directory**, specify the name of the directory and click **OK**.

---

- 4 Specify the required parameters:
  - **Name** - specify the virtual directory name.
  - **Path** - specify the virtual directory path:
 

Select the **Create physical directory with the same name as virtual directory** checkbox to automatically create a physical directory with the same name as the virtual directory you are creating.

Clear the **Create physical directory with the same name as virtual directory** checkbox and specify the path in the field to select the physical directory that already exists.

- **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.
- **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.
- **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.
- **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.
- **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.
- **Create application** - select this checkbox to make the web directory an IIS Application. The directory becomes logically independent from the rest of the web-site.
- **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.



**None** - allow access only to static files such as HTML or image files.

**Scripts only** - allow running scripts only, not executables.

**Scripts and Executables** - remove all restrictions so that all file types can be executed.



5 Click **OK** to complete the creation.

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

- 1 Click  **Web Directories** on your home page.
- 2 Click the  icon corresponding to the directory you wish to open, and set the access permissions for this directory and all its files.

Refer to the Setting File and Folder Access Permissions (on page 87) section for more information on setting access permissions.




➤ **To configure ASP.NET for a virtual directory:**

- 1 Click  **Web Directories** on your home page.
- 2 Browse to the required directory and enter it.
- 3 Click  **ASP.NET** and set the options accordingly.

Refer to the Configuring ASP.NET for Virtual Directories (on page 38) section for more information on configuring ASP.NET



## Changing Virtual Directory Settings

➤ *To change preferences of an existing virtual directory on a domain:*



- 1 Click  **Web Directories** on your Home page.
- 2 Find the directory which preferences you wish to change, and click .
- 3 Click  **Preferences**.
- 4 Change the preferences of the virtual directory:
  - **Name** - specify virtual directory name.
  - **Path** - specify the path to the physical directory which virtual directory is linked to.
  - **Script source access** - select this checkbox to allow users to access source code if either Read or Write permissions are set. Source code includes scripts in ASP applications.
  - **Read permission** - select this checkbox to allow users to read files or directories and their associated properties.
  - **Write permission** - select this checkbox to allow users to upload files and their associated properties to the virtual directory or to change content in a write-enabled file. Write access is allowed only if browser supports the PUT feature of the HTTP 1.1 protocol.
  - **Directory browsing** - select this checkbox to allow users to see a hypertext listing of the files and subdirectories in the virtual directory.
  - **Log visits** - select this checkbox if you want to store the information about visits of the virtual directory.
  - **Create application** - select this checkbox to make the web directory an IIS Application. The directory becomes logically independent from the rest of the web-site.
  - **Execute permissions** - select the appropriate program execution level allowed for the virtual directory.
    - None** - allow access only to static files such as HTML or image files.
    - Scripts only** - allow running scripts only, not executables.
    - Scripts and Executables** - remove all restrictions so that all file types can be executed.
  - **Enable parent paths** - select this checkbox to allow using double period in the pathname when referring to a folder above the current web directory. This makes users able to move up the folder tree without knowing the folder name or the whereabouts in the hierarchy. If the option is selected, parent path directories should not have the **Execute permission** checkbox selected in their preferences, so that applications do not have the ability of unauthorized running of programs in the parent paths.

- **Enable to run in MTA** - select this checkbox to allow the application execution in multi-threaded apartment (MTA) mode. Otherwise the application will run in a single-threaded apartment (STA) mode. Using STA, each application pool is executed in a dedicated process. With MTA, several concurrent application pools are executed in one thread which can increase performance in some cases.
  - **Enable default content page** - select this checkbox to allow the use of default documents for the current web directory. The default document is sent when users access the directory on the Web without a specific file name (e.g. using 'http://www.swsoft.com' as opposed to 'http://www.swsoft.com/index.html'). If this checkbox is cleared and the **Directory browsing** checkbox is selected, the Web server returns a folder listing. If this checkbox is cleared and the **Directory browsing** checkbox is cleared as well, the Web server returns an "Access Forbidden" error message.
  - **Default documents search order** - specifies the order in which IIS searches for the default document, sending user the first available file it finds. If no match is found, IIS behaves as in the cases when the default content page is disabled.
  - **Enable anonymous access** - select this checkbox if you want to make the directory public so that web users could access it without authentication.
  - **Require SSL** - select this checkbox to enable SSL-only access to the folder.
- 5 Click **OK** to save changes.

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

- 1 Click  **Web Directories** on your home page.
- 2 Click the  icon corresponding to the directory you wish to open, and change the access permissions for this directory and all its files.  
Refer to the Setting File and Folder Access Permissions (on page 87) section for more information on setting access permissions.

➤ *To reconfigure ASP.NET for a virtual directory:*

- 1 Click  **Web Directories** on your home page.
- 2 Browse to the required directory and enter it.
- 3 Click  **ASP.NET** and change the options accordingly.  
Refer to the Configuring ASP.NET for Virtual Directories (on page 38) section for more information on configuring ASP.NET

## Adding and Removing MIME Types


Multipurpose Internet Mail Exchange (MIME) types instruct a Web browser or mail application how to handle files received from a server. For example, when a Web browser requests an item on a server, it also requests the MIME type of the object. Some MIME types, like graphics, can be displayed inside the browser. Others, such as word processing documents, require an external helper application to be displayed.

When a web server delivers a Web page to a client Web browser, it also sends the MIME type of the data it is sending. If there is an attached or embedded file in a specific format, IIS also tells the client application the MIME type of the embedded or attached file. The client application then knows how to process or display the data being received from IIS.

IIS can only operate files of registered MIME types. These types could be defined both on the global IIS level and on the domain or virtual directory level. Globally defined MIME types are inherited by all the domains and virtual directories while ones defined on the domain or virtual directory level are used only for the area where they are defined. Otherwise, if the web server receives request for a file with unregistered MIME type, it returns the 404.3 (Not Found) error.


### Adding New MIME Types

➤ *To add a new MIME type for a virtual directory on a domain:*

- 1 Click  **Web Directories** on your Home page
- 2 Navigate to the required virtual directory and enter it.
- 3 Select the **MIME Types** tab.
- 4 Click **Add New MIME Type**.
  - Type the filename extension in the **Extension** field. Filename extension should begin with a dot (.), or a wildcard (\*) to serve all files regardless of filename extension.
  - Specify the file content type in the **Content** field.
  - You can either select the appropriate value from the list or define a new content type. To do this, select **Custom...** and enter the content type in the input box provided.
- 5 Click **OK** to finish the creation.



## Changing MIME Type Settings

➤ *To edit an existing MIME type for a virtual directory on a domain:*

- 1 Click  **Web Directories** on your Home page
- 2 Navigate to the required virtual directory and enter it.
- 3 Select the **MIME Types** tab.
- 4 Select the required MIME type in the list.
  - Type the filename extension in the **Extension** field. Filename extension should begin with a dot (.), or a wildcard (\*) to serve all files regardless of filename extension.
  - Specify the file content type in the **Content** field.
  - You can either select the appropriate value from the list or define a new content type. To do this, select **Custom...** and enter the content type in the input box provided.
- 5 Click **OK** to save changes.

## Removing MIME Types



➤ *To remove a MIME type from a virtual directory on a domain:*

- 1 Click  **Web Directories** on your Home page
- 2 Navigate to the required virtual directory and enter it.
- 3 Select the **MIME Types** tab.
- 4 Select the checkbox corresponding to the MIME type you wish to remove.
- 5 Click  **Remove Selected**.
- 6 Confirm removal and click **OK**.

## Setting PHP Version for Virtual Directories

In addition to be able to choose the PHP version you would like to use on your domain, you also have the additional ability to specify the PHP version for any given virtual directory on your domain, allowing you to use web applications that require PHP4 as well as PHP5.



➤ *To set PHP version for a virtual directory:*

- 1 Click  **Web Directories** on your home page.
- 2 Click  **PHP Settings**.
- 3 Choose the required version of PHP and click **OK**.

---

## Removing Virtual Directories

➤ *To remove an existing virtual directory:*

- 1 Click  **Web Directories** on your Home page.
- 2 Select the checkbox corresponding to the directory you wish to remove.
- 3 Click  **Remove Selected**.
- 4 Confirm the removal and click **OK**.


---

## 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.

## Setting Up a Domain Alias

➤ *To set up a domain alias:*


- 1 Click the  **Domain Aliases** icon.
- 2 Click the **Add Domain Alias** icon.
- 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 **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](mailto: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](mailto:mail@yourdomain.com) when it is sent to [mail@alias.com](mailto:mail@alias.com), select the **Mail** check box.
- 5 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.
- 6 Click **OK**.

When you set up a domain alias, resource records in its DNS zone are copied from the original domain name. This means that if your original domain points to an external mail server, your domain alias will point to that mail server too. However, to accept mail for the domain alias, the external mail server should be configured accordingly.



Whenever you change MX records in the domain's DNS zone, be sure to introduce the respective changes in the DNS zone of the domain alias.

## Modifying Properties of a Domain Alias

➤ *To change the properties of an alias:*

- 1 Click  **Domain Aliases** on your home page.
- 2 Click the alias name you need.
- 3 Change the properties and click **OK**.

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


- 1 Click  **Domain Aliases**.
- 2 Click the alias name you need.
- 3 Click  **DNS Settings**.
- 4 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 (on page 54) and the Serving Your Site with External Domain Name Servers (on page 57) sections.

## Removing a Domain Alias

➤ *To remove an alias from a domain:*




- 1 Click  **Domain Aliases** on your home page.
- 2 Select a check box corresponding to the domain alias that you want to remove.
- 3 Click **✖ Remove Selected**.
- 4 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>, however, you can set up personal web pages with alternative web addresses like <http://username@your-domain.com>, if you like.

➤ **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 access to personal web pages by alternative web addresses like <http://username@your-domain.com>, select the **Enable [webuser@example.com](http://webuser@example.com) access format** check box.  
By default, personal web pages have addresses like <http://your-domain.com/~username>.
- 4 If you wish to allow execution of scripts embedded in personal web pages, select the **Allow the web users scripting** check box.
- 5 Click **OK**.  
The settings you have defined at the steps 3 and 4 are common for all personal web pages you might host on your web server. Therefore, you will not need to perform steps 3 and 4 next time you set up a web space for a personal web page.
- 6 Click  **Add New Web User**.
- 7 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.
- 8 If you wish to limit the amount of disk space that can be occupied by the Web page content, clear the **Unlimited** checkbox 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.
- 9 Select the **Additional write/modify permissions** option if this web user'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.

**10** 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.

**11** Click **OK**.

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


## Changing FTP Password for a Web Page Owner

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

- 1 On your Home page, click  **Web Users**.
- 2 Click the user name you need.
- 3 Type the new password into the **New password** and **Confirm password** boxes.
- 4 Click **OK**.



## Allocating More Disk Space to the Web Page Owner

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

- 1 On your Home page, click  **Web Users**.
- 2 Click the user name you need.
- 3 Type the amount of disk space in megabytes into the **Hard disk quota** box.
- 4 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 and click  **Remove Selected**.
- 3 Confirm removal and click **OK**.

---

## Renaming Your Domain

➤ *To rename your domain:*

- 1 Click  **Rename Domain** on your Home page.
- 2 Type a new name for a domain in the **Domain name** field. Leave the **www** check box selected if you wish to allow users to access your site by a common URL like [www.your-domain.com](http://www.your-domain.com).

Having the www alias preceding your domain name will not cost you anything, but it will allow users to get to your site no matter what they type in their browsers: [www.your-domain.com](http://www.your-domain.com) and your-domain.com will both point to your site.

- 3 Click **OK**. The operation might take several minutes, during which all domain services will be stopped.

Since domain renaming involves modifying DNS records, allow up to 48 hours for DNS propagation after the renaming.

## CHAPTER 6

# Securing Your Web Site

In this chapter you will find out how to increase the security of your web site and its data.

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# 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 GeoTrust, Inc.

## Obtaining and Installing SSL Certificates from GeoTrust, Inc.

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

- 1 On your Home page, click  **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.
- 2 Click  **Add New Certificate**.
- 3 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](http://www.your-domain.com)
  - Enter the domain administrator's e-mail address.
- 4 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
- 5 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.


- 6 Register or login to an existing MyPlesk.com account and you will be taken step by step through the certificate purchase procedure.
- 7 Choose the type of certificate that you wish to purchase.
- 8 Click **Proceed to Buy** and order the certificate.
- 9 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, GeoTrust, Inc. will send you a confirmation e-mail. After they receive the confirmation from you, they will send the certificate to your e-mail.

- 10 When you receive your SSL certificate, save it on your local machine or network.
- 11 Return to the SSL Certificates repository (**Home > Certificates**).
- 12 Click **Browse** and navigate to the location of the saved certificate.
- 13 Select the saved certificate, and then click **Send File**.

This will upload and install the certificate against the corresponding private key.





- 14 Return to your Home page and click  **Setup** in the **Hosting** group.
- 15 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.

- 16 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 On your Home page, click  **Certificates** in the **Services** group.  
A list of SSL certificates that you have in your repository will be displayed.
- 2 Click  **Add New Certificate**.
- 3 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](http://www.your-domain.com)
  - Enter the domain administrator's e-mail address.
- 4 Make sure that all the provided information is correct and accurate, as it will be used to generate your private key.
- 5 Click **Request**.  
Your private key and certificate signing request will be generated and stored in the repository.
- 6 Click , download the certificate signing request (CSR) file and save it on your machine.
- 7 Once downloaded, open the file in a text editor, copy the text enclosed in lines -----BEGIN CERTIFICATE REQUEST----- and -----END CERTIFICATE REQUEST----- to the clipboard.
- 8 Using your favorite mail client software, create a new e-mail message and paste the text from the clipboard.
- 9 Send this message to the Certification Authority that will create an SSL certificate in accordance with the information you supplied.
- 10 When you receive your SSL certificate, save it on your local machine or network.
- 11 Return to the SSL Certificates repository (**Home > Certificates**).
- 12 Click **Browse** in the middle of the page and navigate to the location of the saved certificate.
- 13 Select it, and then click **Send File**.  
This will upload and install the certificate against the corresponding private key.
- 14 Return to your Home page and click  **Setup** in the **Hosting** group.
- 15 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.

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

## Creating and Installing Free Self-signed SSL Certificate

If you do not feel like paying money for 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** On your Home page, click  **Certificates** in the **Services** group. A list of SSL certificates that you have in your repository will be displayed.


**2** Click  **Add New Certificate**.

**3** 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](http://www.your-domain.com).
- Enter the domain administrator's e-mail address.

**4** Click **Self-Signed**.

Your certificate will be generated and stored in the repository.

**5** Return to your Home page and click  **Setup** in the **Hosting** group.

**6** 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.


**7** 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  **Setup**.
  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  **Certificates** in the **Services** group.
  2. Select a check box corresponding to the certificate that you no longer need and click **X Remove Selected**.
  3. Confirm removal and click **OK**.
- 3** Disable SSL support if you no longer need it.

1. On your Home page, click  **Setup**.
2. Deselect the **SSL support** check box and click **OK**.

---

## Using SSL Certificate Shared By Another Domain (Shared SSL)


Shared SSL is a means of securing the access to your site with SSL (Secure Sockets Layer) without purchasing your own SSL certificate. Websites 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 **Enable shared SSL** checkbox.
- 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](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** checkbox.
- 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 **Enable shared SSL** checkbox.
- 3 Click **OK**.

---

## Restricting Bandwidth Usage for Your Domain

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

➤ *To limit the bandwidth for a domain:*


- 1 Click  **Performance** on your Home page.
- 2 Select the **Enable bandwidth throttling** checkbox.
- 3 Input 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 Web Connections to Your Domain

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 web connections to a domain:*



- 1 Click  **Performance** on your Home page.
- 2 Select the **Enable connections limiting** checkbox.
- 3 Input the maximum number of simultaneous connections in the **Connections limited to** field.
- 4 Click **OK**.

---

## Protecting Your Site From Bandwidth Stealing (Hotlinking)

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 host of another domain owner, usually using an <IMG> tag. If your domain is hotlinked, you may face the problem of excessive bandwidth usage.


➤ ***To protect your domain from hotlinking:***

- 1 Click  **Hotlink Protection** on your Home page.
- 2 Click  **Enable** to enable the protection from hotlinking.
- 3 Specify the extensions of files you wish to be protected from hotlinking (e.g. jpg, bmp, etc) in the **Protected files extensions** field. When listing several file extensions, separate them with spaces.
- 4 Click **OK**.


## Allowing and Disallowing Domains to Directly Link to Your Domain Files

You can also allow and disallow certain domains to directly link to your domain files.

➤ ***To allow a domain directly link to your domain files:***

- 1 Click  **Hotlink Protection** on your Home page.
- 2 Input the domain name in the **Friendly domains** field.
- 3 Click **Add**.
- 4 Repeat steps 2 and 3 to add other domains, if necessary, and click **OK** when finished.

➤ ***To disallow a domain directly link to your domain files:***

- 1 Click  **Hotlink Protection** on your Home page.
- 2 Select the domain in the **Friendly domains** field.
- 3 Click **Remove**.
- 4 Click **OK**.






---

# Restricting Access to Web Server's Resources With Password Protection

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

## Protecting a Resource




➤ *To password protect an URL on your site and to specify authorized users:*

- 1 On your Home page, click  **Web Directories** in the **Hosting** group.
- 2 On the **General** tab, click the required name from the Web directories list and select the **Protection** tab. Alternatively, you can click the  icon corresponding to the directory you want to protect.
- 3 Click  **Protect** to set up a protection.
- 4 To add an authorized users, click  **Add New User** in the **Tools** group.
- 5 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. Click **OK**.
- 6 Click  **Preferences** to type a a resource description or a welcoming message that your users will see when they visit your protected area in the **Realm access text** input field. Click **OK**.

To add more authorized users for this protected resource, repeat the steps 5 and 6.



## Adding and Removing Authorized Users

➤ *To add an authorized user of a protected URL:*




- 1 On your Home page, click  **Web Directories** in the **Hosting** group.
- 2 On the **General** tab, click the required name from the Web directories list and select the **Protection** tab. Alternatively, you can click the  icon corresponding to the required directory.
- 3 Click  **Add New User** in the **Tools** group.
- 4 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.
- 5 Click **OK**.

---

➤ *To change password for an authorized user of a protected URL:*




- 1 On your Home page, click  **Web Directories** in the **Hosting** group.
- 2 On the **General** tab, click the required name from the Web directories list and select the **Protection** tab. Alternatively, you can click the  icon corresponding to the required directory.
- 3 Click the user's name from the Protected URL users list.
- 4 Specify the new password and confirm it.
- 5 Click **OK**.

➤ *To revoke a permission to access the protected URL from a user:*

- 1 On your Home page, click  **Web Directories** in the **Hosting** group.
- 2 On the **General** tab, click the required name from the Web directories list and select the **Protection** tab. Alternatively, you can click the  icon corresponding to the required directory.
- 3 Select a check box corresponding to the user's name.
- 4 Click  **Remove Selected**. Confirm the operation and click **OK**.

## Unprotecting a Resource

➤ *To remove password protection and make the resource available to the public:*

- 1 On your Home page, click the  **Web Directories** in the **Hosting** group.
- 2 On the **General** tab, click the required name from the Web directories list and select the **Protection** tab. Alternatively, you can click the  icon corresponding to the required directory.
- 3 Select a check box corresponding to the name of the directory, from which you want to remove protection.
- 4 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 Folder Access Permissions

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.

---

## Setting and Changing Access Permissions for Groups and Users

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

- 1 Click  **File Manager** on your Home page.
- 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** checkboxes 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 checkboxes 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** checkbox: 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 Click  **File Manager** on your Home page.
- 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** checkbox.
- 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 Click  **File Manager** on your Home page.
- 2 Click  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** checkbox.
- 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** checkbox.
- 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 Click  **File Manager** on your Home page.
- 2 Click  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** checkboxes 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** checkbox, and select checkboxes 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 Click  **Web Directories** on your home page.
- 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.

## CHAPTER 7

# 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](mailto:yourname@your-domain.com), you should create a mailbox. To do this:

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click  **Add New Mail Name**.
- 3 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.
- 4 Specify a password that you will use for accessing your mailbox.
- 5 Make sure that a check mark is present in the **Mailbox** check box.
- 6 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 On your Home page, click the  **Mail** in the **Services** group.
- 2 Click  **Add New Mail Name**.
- 3 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.
- 4 Specify a password that mailbox owner will use for accessing his or her mailbox.
- 5 Make sure that a check mark is present in the **Mailbox** check box.
- 6 If required, limit the amount of disk space that this mailbox can use. To do this, under **Mailbox quota** select the **Enter size** option and type the desired value in kilobytes.
- 7 To allow the mailbox owner to manage his or her mailbox through a mailbox administration panel, select the **Control panel access** check box and specify the language for the user's control panel.
- 8 Click **OK**.
- 9 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](mailto: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](mailto: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](mailto: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](mailto: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 that is connected to the Internet and has a Web browser program installed.

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




- 1 On your Home page, click the  **Mail** icon.
- 2 Click  **Preferences**.
- 3 Select the **WebMail** checkbox.
- 4 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 Find a computer with Internet connection, for example, in an Internet café.
- 2 Do any of the following:
  - Open a web browser, and type the URL: <http://webmail.your-domain.com>, where your-domain.com is the name of your domain. Press ENTER. A login screen will open. Type the user name and password that you specified during creation of your mailbox and click **Log in**.
  - Open a web browser and type the URL to access your Plesk control panel, for example: <https://your-domain.com:8443>. Press ENTER. Log in to Plesk, select the required domain in the list and click the  **Mail** icon in the **Services** group. Then, click an icon  to the right of your e-mail address, or click your e-mail address and click  **Webmail**. A login screen will open and your user name will be prefilled. Type the 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.


When you need to publish your e-mail address, 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.

We would advise that you do not read spam e-mails when you receive them, just delete them at once. Even if you have read them, do not respond to them and do not click the "click here to unsubscribe" URLs: spammers will then know that your e-mail address is valid and you will get even more spam.



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

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

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Click  **Add New Mail Alias**.
- 4 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** on the domain's mail names list page.

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

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Select the check box corresponding to the alias that you wish to remove, and click  **Remove Selected**.



## 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.

## Switching on Spam Filter

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



- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Make sure that Spam Filter is enabled: see whether the Spam Filter status shows **On** in the **Info** group. If it shows **Off**, ask your service provider to enable the spam filtering.
- 4 Click  **Spam Filter**.
- 5 Select **Enable spam filtering** checkbox.
- 6 Click **OK**.
- 7 Click **Up Level** to return to the mailbox management page.

Now all the incoming mail will be filtered on the server side. By default, spam filter does not delete spam mail, it only adds the “X-Spam-Flag: YES” and “X-Spam-Status: Yes” headers to the message, and “\*\*\*\*\*SPAM\*\*\*\*\*” text string to the beginning of Subject line of each message recognized as spam. These settings are fine if you prefer to filter mail with a filtering program installed on your local computer – once mail has been retrieved from your mailbox.

If you rely entirely on the Plesk server’s spam filter, you may configure it so as to automatically delete the suspicious messages as they come. To configure the spam filter, follow the instructions below.

## Configuring Spam Filter

### ➤ *To configure the spam filter for a mailbox:*

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Click  **Spam Filter** in the **Tools** group. Configure the following settings as desired:
  - **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 under **Black list** group, includes e-mail addresses of spammers, and White list, shown under **White list** group, includes e-mail addresses of trustworthy correspondents or entities. If the **Use server wide settings** check box is grayed out, i.e. not selectable, this means that there are no preconfigured spam filter settings on the server.
  - **Hits required for 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 **Hits required for 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 **Hits required for 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 below).

---




- **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.
- 4 To save your changes, click **OK**.
  - 5 If you do not want to receive e-mail from specific senders, add their e-mail addresses to the spam filter's black list.
    - To add an entry to the black list, under **Black list** group, type an e-mail address into the **E-mail pattern** box. For example: [address@spammers.net](mailto:address@spammers.net), [\\*@spammers.net](mailto:*@spammers.net). An asterisk (\*) means any combination of symbols. Click **Add**.
    - To remove an entry from the black list, select it and click **Remove**.
  - 6 If you want to be sure that you will not miss e-mail from specific senders, add their e-mail addresses to the spam filter's white list.
    - To add an entry to the white list, under **White list** group, type an e-mail address into the **E-mail pattern** box. For example: [address@mycompany.com](mailto:address@mycompany.com), [\\*@mycompany.com](mailto:*@mycompany.com). An asterisk (\*) means any combination of symbols. Click **Add**.
    - To remove an entry from the black list, select it and click **Remove**.
  - 7 If you want spam filter to consider some networks to be trusted:
    - Select the **Trusted Networks** tab.
    - To add an entry to the list, enter a network address into the fields next to **Network/Mask** and click **Add**.





A network is specified by its starting IP address in the first four fields of the **Network/Mask** field group. The fifth field is for specifying network mask. It should be a number ranging from 1 to 32, which shows how many higher bits set to '1' the mask contains. For example, for the mask 255.255.255.0 you should specify 24 as the fifth parameter.
    - To remove an entry from the list, select a network and click **Remove**.

The relay hosts on trusted networks are considered not to be potentially operated by spammers, open relays, or open proxies. A trusted host could conceivably relay spam, but will not originate it, and will not forge header data. DNS blacklist checks will never query for hosts on these networks.

## Improving Accuracy of Spam Detection

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

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Click the  **Spam Filter** icon in the **Tools** group.
- 4 Click the  **Training** icon in the **Tools** group.

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.

- 5 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'.

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 On your Home page, click the  **Mail** icon in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Click the  **Spam Filter** icon in the **Tools** group.
- 4 Click the  **Training** icon in the **Tools** group.
- 5 Click the **Clear** button.

---

## Switching off Spam Filter

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

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click the e-mail address you need.
- 3 Click  **Spam Filter** in the **Tools** group, then clear the **Enable spam filtering** check box, click **OK** and click **Up Level**.



---

## 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.

### Switching on Anti-virus Protection



➤ *To switch on anti-virus protection for a mailbox:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address you need.
- 3 Click  **Antivirus** in the **Tools** group.
- 4 Choose the desired mail scanning mode. You can switch on scanning for incoming and outgoing mail in the corresponding menus. You can also use default server-wide settings both for incoming and outgoing mail.
- 5 Click **OK**.

When an infected e-mail message arrives, the appropriate notice is sent to the mailbox owner and the message is placed into a quarantine directory on the server. Only the server administrator can view infected messages stored in the quarantine directory.

### Switching off Anti-virus Protection



➤ *To switch off anti-virus protection for a mailbox:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address you need.
- 3 Click  **Antivirus** in the **Tools** group.
- 4 Choose the **Do not scap for viruses** option in both **Incoming mail** and **Outgoing mail** menus.
- 5 Click **OK**.



---

## Suspending and Unsuspending Mailboxes



➤ *To temporarily suspend e-mail services for a mailbox:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address, whose e-mail services you wish to suspend.
- 3 Click  **Mailbox** in the **Tools** group.
- 4 Clear the **Mailbox** check box.
- 5 Click **OK**.



➤ *To resume e-mail services for a suspended mailbox:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address, whose e-mail services you wish to resume.
- 3 Click  **Mailbox** in the **Tools** group.
- 4 Select the **Mailbox** check box.
- 5 Click **OK**.

➤ *To temporarily suspend e-mail services for all mailboxes in your domain:*

- 1 On your Home page, click  **Mail**.
- 2 Click  **Disable** in the **Tools** group.



➤ *To resume e-mail services for all mailboxes in your domain:*

- 1 On your Home page, click  **Mail**.
- 2 Click  **Enable** in the **Tools** group.

---

## Removing Mailboxes

➤ *To remove a mailbox:*

- 1 On your Home page, click  **Mail**.
- 2 Select a check box corresponding to the mailbox that you wish to remove.
- 3 Click  **Remove Selected**.
- 4 When prompted, confirm removal and click **OK**.

---

## Switching off the Mailbox Service When You Have Decided to Turn Your Account into a Mail Forwarder

If you are going to use your existing e-mail account as a mail forwarder or mailing list, you are recommended to switch off the mailbox service: a mailbox keeps all incoming messages and messages are not removed automatically after being forwarded. Therefore, if you choose to have the "mailbox + mail forwarder" configuration on your account, be sure to clean up the mailbox from time to time.




➤ *To switch off the mailbox service for your account discarding all messages in your mailbox:*

- 1 On your Home page, click the  **Mail** icon.
- 2 Click the required e-mail address.
- 3 Click the  **Mailbox** icon in the **Tools** group.
- 4 Deselect the **Mailbox** check box.
- 5 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 On your Home page, click  **Mail** in the **Services** group.
- 2 Click  **Add New Mail Name**.
- 3 Specify the desired name for the mail forwarder next to **Mail name**.  
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 Clear the **Mailbox** check box.
- 5 Click **OK**.
- 6 Click  **Redirect** in the **Tools** group.
- 7 Select the **Redirect** check box.
- 8 Type the destination e-mail address to which you would like to forward e-mail.
- 9 Click **OK**.



- *To set up an e-mail address that will accept mail, pass it through the spam filter and then forward it to another e-mail address:*

- 1 On your Home page, click  **Mail** in the **Services** group.
- 2 Click  **Add New Mail Name**.
- 3 Specify the desired name for the forwarder's e-mail address next to **Mail Name**.  
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 Make sure that the **Mailbox** check box is selected.  
Without a mailbox, you will not be able to apply spam filtering.
- 5 Specify a password that will be used for accessing the mailbox: You will likely need to clean the contents of mailbox from time to time.
- 6 Click **OK**.



- 7 Configure the spam filter as described in the Setting Up Spam Filter (on page 97) section.
- 8 Click  **Redirect** in the **Tools** group.
- 9 Select the **Redirect** check box.
- 10 Type the destination e-mail address to which you would like to forward e-mail.
- 11 Click **OK**.

## Suspending and Unsuspending Mail Forwarders

➤ *To suspend a mail forwarder:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address, whose forwarding service you wish to suspend.
- 3 Click  **Redirect** in the **Tools** group.
- 4 Clear the **Redirect** check box.
- 5 Click **OK**.


➤ *To unsuspend a mail forwarder:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address, whose forwarding service you wish to resume.
- 3 Click  **Redirect** in the **Tools** group.
- 4 Select the **Redirect** check box.
- 5 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 Click  **Mail** in the **Services** group.

2 Click  **Add New Mail Name**.

3 Specify the desired name for the mail forwarder next to **Mail name**.

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 Clear the **Mailbox** check box.

5 Click **OK**.

6 Click  **Mail Group**.

7 Click  **Add New Member**.

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




8 Enter the desired external e-mail address into the **E-mail** input field and/or select one or more of the listed mail name accounts using checkboxes.

9 Click **OK**.




10 Click  **Enable**.

## Adding and Removing Recipient Addresses



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

- 1 Click  **Mail** in the **Services** group.
- 2 Click the mail forwarder's e-mail address.
- 3 Click  **Mail Group**.
- 4 Click  **Add New Member**.
- 5 Enter the desired external e-mail address into the **E-mail** input field.
- 6 Click **OK**.

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

- 1 Click  **Mail** in the **Services** group.
- 2 Click the required mail name.
- 3 Click  **Mail Group**.
- 4 Select the checkbox corresponding to the mail name you wish to remove from the list.
- 5 Click  **Remove Selected**.
- 6 Confirm removal and click **OK**.



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

- 1 On your Home page, click the domain name you need.
- 2 Click  **Mail** in the **Services** group.
- 3 Click the mail name you wish to add to the subscription list.
- 4 Click  **Groups**.
- 5 Select the required multiple e-mail forwarder in the **Available mail groups** list.
- 6 Click **Add >>**.
- 7 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 names that receive forwarded e-mail correspondence:*

- 1 On your Home page, click the domain name you need.
- 2 Click  **Mail** in the **Services** group.
- 3 Click the mail name you wish to remove from the subscription list.
- 4 Click  **Groups**.
- 5 Select the required multiple e-mail forwarder in the **Member of the following mail groups** list.
- 6 Click << **Remove**.
- 7 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 Click  **Mail** in the **Services** group.
- 2 Click the mail forwarder's e-mail address.
- 3 Click  **Mail Group**.
- 4 Click  **Disable**.

---

## Removing Mail Forwarders






➤ *To remove a mail forwarder:*

- 1 On your Home page, click  **Mail**.
- 2 Select a check box corresponding to the mail forwarder that you wish to remove.
- 3 Click  **Remove Selected**.
- 4 When prompted, 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 On your Home page, click  **Mail**.
- 2 Click the e-mail address, for which you wish to set up an automatic reply.
- 3 Click  **Autoresponders** in the **Tools** group.
- 4 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  **Attachment Files** 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.
- 5 Click  **Add New Autoresponder** in the **Tools** group.
- 6 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 this automatic reply to be sent in reply to any incoming e-mail message, in the **Request** 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 **Request text** input box.
  3. 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 **Answer with subject** subject input box.
  4. 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.




- 
5. Type your message in the **Reply with text** field.
  6. To limit the number of automated responses per day to the same e-mail address, enter the desired number in the **Reply to unique e-mail address not more than** input box under **Limits**.

The default setting is to respond no more than ten times in one day to the same e-mail address.
  7. 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.
  8. 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 **Forward request to e-mail** box.
  9. 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 checkbox, and click **✗ Remove Selected**.
- 7 Click **OK**.
  - 8 Click  **Enable** in the **Tools** group.

---

## Switching off Automatic Reply




➤ *To switch off an automatic reply for a mailbox:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address, for which you wish to switch off the automatic reply.
- 3 Click  **Autoresponders** in the Tools group.
- 4 Click  **Disable**.

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  **Enable** on the last step.

➤ *To delete an automatic reply configuration that you no longer need:*

- 1 On your Home page, click  **Mail**.
- 2 Click the e-mail address you need.
- 3 Click  **Autoresponders** in the Tools group.
- 4 Select a check box corresponding to the configuration name, and click  **Remove Selected**.

---



## 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:

- Change the default notice if you do not like it,
- Forward all such mail to the desired e-mail address,
- Reject such mail without accepting it and without notifying senders.

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 serving mail to nonexistent users:***

- 1 On your Home page, click  **Mail**.
- 2 Click  **Preferences**.
- 3 Choose a desired option and specify the information as required.
- 4 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 Click  **Mail** in the **Services** group.
- 2 Select the checkboxes corresponding to the mail names you wish to perform group operations on.
- 3 Click  **Group Operations**.
- 4 Adjust the settings as necessary:
  - Select **Enable** to enable the corresponding option for all mail names you selected for group operations.
  - Select **Disable** to disable the corresponding option for all mail names you selected for group operations.
  - Leave **Do not change** selected if you don't 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.

---

## Setting Up a Mailing List

➤ *To set up a mailing list:*

- 1 On your Home page, click the  **Mail** icon in the **Services** group.
- 2 Click the **Mailing lists** tab.
- 3 Click  **Add New Mailing List** in the **Tools** group.
- 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 mailing list administrator's e-mail.
- 6 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.
- 7 Click **OK**.

You will be taken to the page where you can subscribe users to your new mailing list. Refer to *Subscribing and Unsubscribing Users* (on page 117) section for more information.

---

## Configuring Mailing List

Your mailing list is operable with the default settings. However, you may want to configure it, for example, so as to enable moderation, filter content of the posts or to archive messages. To do this from the control panel:



- 1 On your Home page, click the  **Mail** icon in the **Services** group.
- 2 Click the **Mailing lists** tab.
- 3 Click  next to the desired mailing list's e-mail address. Note that this functionality might be disabled.  
A login screen opens.
- 4 Type the list administrator's password and click **Let me in ....**

Alternately, you can access the mailing list configuration the following way:



- 1 In your web browser, enter the following URL: `http://lists.<your-domain.com>/mailman/admin/<listname>` (where `<your-domain.com>` is your domain name, and `<listname>` is the name of the mailing list (i.e. 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 ....**

## Subscribing and Unsubscribing Users

➤ *To subscribe users to mailing list:*

- 1 On your Home page, click the  Mail icon in the **Services** group.
- 2 Click the **Mailing lists** tab.
- 3 Click the required mailing list name.
- 4 Click  **Add New Member**.
- 5 Specify subscriber's e-mail address.
- 6 Click **OK**.

➤ *To unsubscribe users from mailing list:*



- 1 On your Home page, click the  Mail icon in the **Services** group.
- 2 Click the **Mailing lists** tab.
- 3 Click the required mailing list name.
- 4 Select a check box to the left of the user's e-mail address.
- 5 Click  **Remove Selected**.
- 6 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 On your Home page, click the  Mail icon in the **Services** group.
- 2 Click the **Mailing lists** tab.
- 3 Select a check box corresponding to the mailing list that you wish to remove.
- 4 Click  **Remove Selected**.
- 5 When prompted, confirm removal and click **OK**.

# Accessing The Server Via Remote Desktop (RDP)

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 On your home page, click the domain name you need.
- 2 Click  **Remote Desktop** in the **Hosting** group.
- 3 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.

---

- 4 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.

- 5 Click **OK**. A new window will open with an area where your interaction with the server's desktop will take place.
- 6 Log in to the system. By default, Plesk uses the domain's FTP/Microsoft FrontPage login. You can supply any valid login and password.
- 7 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).

# Viewing Usage Statistics For Your Site

➤ *To choose the statistical program you want:*

- 1 On your Home page, click **Setup**.
- 2 Select the statistical package you need from the **Web statistics** menu, 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 the amount of bandwidth and disk space used by your site, see the **Disk Space** and **Traffic** rows in the table at the bottom of your Home page.

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

- 1 Click  **Report** in the **Domain** group.
- 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 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  **Traffic History**.
  - To view the bandwidth usage by FTP, Web and mail services in this domain, click  **Traffic**.

Alternately, you can view the Web statistics for a site by visiting the following URL: <https://your-domain.com/plesk-stat>. 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  **Add New Layout**). 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 checkbox corresponding to the report layout name and click  **Remove Selected**.
- To print the report, click  **Print**. 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  **Send by E-mail**. 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  **Report Delivery** and follow the instructions supplied in the Automating Report Generation and Delivery by E-mail section.




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## Automating Report Generation and Delivery by E-mail




➤ *To receive detailed reports on your domain on a regular basis:*

- 1 Click  **Report**.
- 2 Click  **Report Delivery**.
- 3 Click  **Add Delivery Schedule**.
- 4 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.
- 5 Select the delivery interval from the **Delivery frequency** drop-down menu. You can have the report delivered each day, each week, or each month.
- 6 Click **OK**.

➤ *To change the delivery schedule for a detailed domain/web site report:*

- 1 Click  **Report**.
- 2 Click  **Report Delivery**.
- 3 Under the **Frequency** column, click a hyperlink corresponding to the delivery schedule you would like to change.
- 4 Adjust the settings as required and click **OK**.

➤ *To stop receiving the account status reports:*

- 1 Click  **Report**.
- 2 Click  **Report Delivery**.
- 3 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.

➤ *To enable automatic cleanup and recycling of log files:*

- 1 Click  **Log Manager** in the **Hosting** group.
- 2 Click  **Log Rotation** in the **Tools** group.
- 3 Click  **Enable** in the **Tools** group. If you see only  **Disable** there, this means that log recycling is already switched on.
- 4 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.
- 5 Click **OK**.

To view the contents of a log file or download it to your computer, click  **Log Manager** in the **Hosting** group. A list of log files will show.

- 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**.

## CHAPTER 9

# 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, 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**).



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# Backing Up Your Domain




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

- 1 Click  **Backup** in the **Domain** group.
- 2 Click  **Create Backup** in the **Tools** group.
- 3 Specify the backup method:
  - **Create backup file and store in repository** - backup file is created and stored on Plesk server.
  - **Do not store backup file in repository, only download it** - backup file is created on the Plesk server, and as soon as it's done, you download it to your computer. After the download is complete, backup file is erased from Plesk server.
  - **Create the backup file and store on FTP server** - backup file is created on the local Plesk server and stored on the FTP server of your choosing. If you select this option, you need to specify the path to the FTP server, FTP credentials (login and password) and base FTP directory in the corresponding fields.
- 4 Specify the backup file name in the **Backup file name** field and additional comments in the **Comments** field.
- 5 Select the **Suspend domain** checkbox, if you wish to suspend all domain activity during the backup. Note that suspended domains aren't available to the visitors.
- 6 Select the **Notify by e-mail** checkbox and specify the e-mail, if you want to be notified about the backup.
- 7 Click **Back Up**.
- 8 The backup will start and the progress will be shown.
- 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**.

---

## Scheduling Backups


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

- 1 Click  **Backup** in the **Tools** group.
- 2 Click  **Scheduled Backup Settings** in the **Tools** group.
- 3 Specify when and how often to perform backup.
- 4 Choose the backup repository files location:
  - **Domain dumps** - backup files are stored on Plesk server.
  - **FTP** - backup files are stored on the remote FTP. If you select this option, you need to specify the path to the FTP server, FTP credentials (login and password) and base FTP directory in the corresponding fields on the **FTP Account Properties** page (**Home > Backup > FTP Account Properties**).
- 5 Specify the maximum number of stored backup files in the corresponding field.
- 6 Specify the combination of symbols that backup file names should begin with. This will help you distinguish between backup files.
- 7 Select the **Suspend domain** checkbox, if you wish to suspend all domain activity during the backup. Note that suspended domains aren't available to the visitors.
- 8 Click  **Enable** in the **Tools** group.
- 9 Click **OK**.

---


## Restoring Data From Backup Archives

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

- 1 Click  **Backup** in the **Tools** group.
- 2 Click the backup file name you need.
- 3 Select the **Suspend domain** checkbox, if you wish to suspend all domain activity during the restore. Note that suspended domains aren't available to the visitors.
- 4 Select the **Notify by e-mail** checkbox and specify the e-mail, if you want to be notified about the restore.
- 5 Click **Restore**.
- 6 Upon completion of the restoring process you will be shown a window displaying the restoration results, including errors, if they were encountered.
- 7 Click **OK**.

---


## Maintaining Your Backup Files Repository

Your backup files are stored in your own backup repository, accessible by clicking  **Backup** on your home page. In the backup repository you can:

- Upload backup files stored on another computer
- Download backup files to another computer
- Remove redundant backup files from backup repository


## Uploading Backup Files to Server

➤ *To upload backup file to the backup repository:*

- 1 Click  **Backup** in the **Tools** group.
- 2 Click **Browse...** and select the required backup file.
- 3 Click **Upload**.
- 4 Click **OK**.

The backup file will be uploaded to the backup repository.



➤ *To upload backup file to the backup repository from FTP:*

- 1 Click  **Backup** in the **Tools** group.
- 2 Click **FTP Account Properties**.
- 3 Specify the path to the FTP server, FTP credentials (login and password) and base FTP directory in the corresponding fields.
- 4 Click **OK**. This will return you to the previous screen.
- 5 Click **Browse...** and select the required backup file.
- 6 Click **FTP Upload**.
- 7 Click **OK**.

The backup file will be uploaded to the backup repository.

## Downloading Backup Files from Server



➤ *To download backup file from the backup repository:*

- 1 Click  **Backup** in the **Tools** group.
- 2 Click  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 backup file from the backup repository:*

- 1 Click the domain name you need on your Home page.
- 2 Click  **Backup** in the **Tools** group.
- 3 Select a checkbox corresponding to the backup file you wish to remove.
- 4 Click  **Remove Selected**.
- 5 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.

---

## Scheduling a Task



➤ *To schedule a task:*

- 1 On your Home page, click  **Scheduled Tasks** in the **Hosting** group.
- 2 Click  **Add New Task**.
- 3 Input a name for your task in the **Description** field.
- 4 In **Scheduler notification**, specify whether the scheduler should notify you when it runs this task. The following options are available:
  - **Disabled** - 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.
- 5 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.
- 6 Select the appropriate priority in the **Task priority** field. Task priority can be set to **Low**, **Normal** or **High**.
- 7 Specify when to run your command by selecting the appropriate checkboxes in the **Hours**, **Days of Month**, **Months** or **Days of Week** fields.
- 8 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** in the **Hosting** group.
- 2 Choose a task that you wish to suspend and click the command name.
- 3 Click  **Disable**.



➤ *To resume execution of scheduled task:*

- 1 On your Home page, click  **Scheduled Tasks** in the **Hosting** group.
- 2 Choose a task whose execution you wish to resume and click the command name.
- 3 Click  **Enable**.

---

## Unscheduling a Task





➤ *To unschedule a task:*

- 1 On your Home page, click  **Scheduled Tasks** in the **Hosting** group.
- 2 Select a check box to the right of the task that you wish to unschedule.
- 3 Click  **Remove Selected**.
- 4 Confirm removal and click **OK**.

---








# Monitoring Connections To Control Panel And FTP Services

## Monitoring Connections to Control Panel

- *To find out who of your customers is logged in to the control panel at the moment:*
- 1 Click **Sessions** in the navigation pane. 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**.

---

## 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 Click **Sessions** in the navigation pane.
  - 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**.

## CHAPTER 10

# 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 Click the **Help Desk** shortcut in the navigation pane.
- 2 Click the  **Add New Ticket** icon in the **Tools** group.
- 3 Type the ticket subject, select the category the issue is related to, and type in the problem description.
- 4 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.