

Parallels[®] Pro Control Panel

Parallels Pro Control Panel 10.3.1 for Linux Server Administrator's Guide

Quick-start Tutorial

Legal and Copyright Notice

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Preface

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Typographical Conventions

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

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

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

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	<pre># ls -al /files total 14470</pre>
Preformatted Bold	What you type, contrasted with on-screen computer output.	<pre># cd /root/rpms/php</pre>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback and Support

To take advantage of Parallels Pro Control Panel (formerly known as Ensim Pro) support services or to find additional product documentation, visit Parallels Pro Control Panel Online Support at <http://www.parallels.com/en/support/pro/>.

To log in to Parallels Pro Control Panel online support, submit the form at <https://www.parallels.com/en/support/pro/form/>.

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

Quick-Start Guide for Server Administrators

This quick-start guide is composed of interlinked Help-system topics that show you how to complete common tasks. Click a link below to learn about the task. Then click the quick-start links at the top or bottom of each topic to proceed through the guide.

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Creating Service Plans

Before creating sites, you might want to create Service Plan templates. These templates are not required to create a site; however, they can make creating multiple sites easier and faster by establishing the services and utilities you want to assign to specific sites when you create them.

➤ **To create a Service Plan template:**

- 1 In the shortcuts section of the Home page, click **Add Service Plan (Sites section)**.
- 2 Use the Service Plan Options Information to help you complete the form.
- 3 In the **Save Plan** area, save the plan as a new template or overwrite an existing template. Do one of the following:
 - To save the plan as a new plan, select the **Save as a new plan** option. In the adjacent text box, enter the name of the new plan.
 - To update or overwrite an existing plan, select the **Save as an existing plan** option. From the list, click the arrow and choose a name.
 - To save this plan as the default plan, click the arrow and choose **default**.
- 4 Click **Save**.

The control panel creates a Service Plan template using the data you supplied on this form. The name of this Service Plan template will appear in the Plan List form.

Creating an IP-based Site

Before you start, make sure you have all the required information to create a site.

➤ **To create an IP-based site:**

- 1 In the shortcuts section of the Home page, click **Add IP-based Site (Sites section)**.
- 2 In the **Site Name** field, enter the name of the site.

Important: The site name must be the fully qualified name, containing both the host name and the domain name; do not include the www prefix. The total length of the database name (inclusive of the database prefix) should be less than 255 characters.

- 3 In the **Administrator User Name** field, enter a user name for the Site Administrator, the person who will manage this new site.

Important: You must not enter a user name starting with a number (such as **123abc**). If you do, you will receive an error message and the site will fail to add.

- 4 In the **Administrator Password** field, enter a password for the Site Administrator.
- 5 Retype this password in the **Confirm Administrator Password** field.
- 6 In the **Email Contact** field, enter the email address of the Site Administrator.
- 7 Select an appropriate option button in the **Security Level** field to set the security level for the site. (if available)
- 8 In the **IP Address** field, enter the IP address you are assigning to the site.
- 9 In the **Select a Service Plan** field (if available), do one of the following:
 - If you want to use an existing Service Plan template, click the arrow and from the list, choose the name of the template you want to use.
 - If you do not want to use a Service Plan template, or if you want to manually assign the services available to this site, click **Advanced**.
 - The **Add IP-based Site** form expands to display the **Service Plan** form that allows you to choose the service options you want to enable for the site.
 - Use the Service Plan Options Information to help you complete the form.
- 10 Click **Add Site**.

The control panel creates the new IP-based site and assigns a temporary, default home page for it. To view this temporary home page, go to:
`http://<your_site_name>`.

Creating a Name-based Site

A site can be IP-based or name-based. IP-based sites have a unique IP address; name-based sites have a unique host name but share an IP address with the control panel server.

Name-based sites have certain limitations.

- Users do not have access to SSL secure domain certification
- A CNAME alias record cannot be entered into the DNS configuration.

Before you start, make sure you have all the required information to create a site.

➤ **To create a name-based site:**

- 1 In the shortcuts section of the Home page, click **Add Name-based Site** (**Sites** section).
- 2 In the **Site Name** field, enter the name of the site you are creating.

Important: The site name must be the fully qualified name, containing both the host name and the domain name; do not include the www prefix. The total length of the database name (inclusive of the database prefix) should be less than 255 characters.

- 3 In the **Administrator User Name** field, enter a user name for the Site Administrator, the person who will manage this new site.

Important: You must not enter a user name starting with a number (such as **123abc**). If you do, you will receive an error message and the site will fail to add.

- 4 In the **Administrator Password** field, enter the password for the Site Administrator.
- 5 Retype this password in the **Confirm Administrator Password** field.
- 6 In the **Email Contact** field, enter the email address of the Site Administrator.
- 7 Select an appropriate option in the **Security Level** field to set the security level for the site. (if available)
- 8 In the **Select a Service Plan** field (if available), do one of the following:
 - If you want to use an existing Service Plan template, click the arrow and from the list, choose the name of the template you want to use.
 - If you do not want to use a Service Plan template, or if you want to manually assign the services available to this site, click **Advanced**.
 - The **Add Name-based Site** form expands to display the **Service Plan** form that allows you to choose the service options you want to enable for the site.
 - Use the Service Plan Options Information to help you complete the form.
- 9 Click **Add Site**.

The control panel creates the new name-based site and assigns a temporary, default home page for it. To view this temporary home page, go to:

`http://<your_site_name>`.

Using the Parallels Pro Control Panel DNS Server as a Master Name Server

When you create a domain configuring Parallels Pro Control Panel as the master name server, Parallels Pro Control Panel automatically creates the master zone and related zone records for the domain on the master name server.

Assuming that you want to configure the Parallels Pro Control Panel server `s1.isp.net` as the master name server for a domain named `myfirstcustomer.com`, perform the following steps:

- 1 In the **shortcuts** section of the Home page, click **Add IP-based Site** or **Add Name-based Site (Sites section)**.
- 2 On the **Add Site** form, click **Advanced**.
- 3 In the **Master** field (**DNS** section), enter the host name of the Parallels Pro Control Panel server `s1.isp.net`.
- 4 In the **Slave** field (**DNS** section), enter the host name of the server you want to assign as a slave server. This can be another server running Parallels Pro Control Panel or any external server running a DNS service. If you want to specify multiple slave servers, specify each name on a new line. If you do not want to specify a slave server for the domain, leave the field blank.
- 5 Provide the other details in the form and click **Add Site**.
- 6 Parallels Pro Control Panel automatically creates the master zone `myfirstcustomer.com` and zone records for the domain. To verify, click **Zones (DNS)** in the shortcuts section of the Home page.

Note: If you have specified one or more slave servers during domain creation, Parallels Pro Control Panel allows the slave zones to obtain updates from the master server. However, Parallels Pro Control Panel cannot verify that slave zones for the domain are created on the slave servers. You must manually create a slave zone for the domain on the slave servers. You can do this before or after you create the domain.

Viewing Current Site Bandwidth Usage

You can view bandwidth usage for all of your sites for the current monitoring session. The information shown includes all bandwidth usage from the start of the monitoring session to the current day. If the site is new, the information shown includes only statistics starting from the day the site was created to the current day.

Note: Bandwidth statistics may not be available for new sites for up to five minutes after the new sites are created. Also, you will not see statistics until there is traffic on the new site. The information is updated every 2 hours.

➤ **To view current bandwidth usage reports:**

- 1** In the **shortcuts** section on the Home page, click **Bandwidth Usage (Reports section)**.
- 2** The **Usage Reports** page opens listing all the sites that have usage report statistics available.

The columns in this form include:

- **Site** - The name of the site. The site name is linked to a detailed statistical report on the site.
- **Bandwidth** - A bar graph showing how much bandwidth is used in comparison to how much is assigned to the site.
- **Status** - Indicates whether the service is enabled or disabled.
- **Used** - The number of megabytes of bandwidth already used by the site during the current one month period.
- **Quota** - The maximum number of megabytes of bandwidth assigned to the site for the current one month period.
- **Available** - The amount of megabytes difference between the number of bytes of bandwidth assigned to the site and the number of bytes of bandwidth already used.
- **% Used** - The Difference amount shown as a percentage.

You can also view current usage report for a particular site.

Enabling Multiple MySQL Databases

The control panel enables support for multiple MySQL databases per site. Multiple databases enable you to organize your site's data effectively and efficiently.

Enabling MySQL Databases for a site

You can enable MySQL database support for a site at the time of creating the site.

How to enable MySQL for a site

Note: The MySQL databases are backed up when you back up the site.

When you enable MySQL, you must provide the following information:

- **Database Administrator** - Name of the Database Administrator for the site. The Database Administrator has complete administrative access and control privileges on the site's databases.

Note: The Administrator of the site cannot change the Database Administrator assigned to the site.

- **Number of Databases** - Number of databases the Administrator of the site can create for the site

Important: The control panel does not implicitly spawn a database when a site is created. Setting the limit to '0', enables the administrator to create unlimited databases for the site.

Also, the disk space used by a site's MySQL databases consume available disk quota.

- **Database Prefix** - The prefix name for the site's databases. The prefix ensures that the database names are unique and do not conflict with any existing database. By default, the name of the site is used as the database prefix.

Important: Changing the prefix changes the database name across all the databases of the site, causing your site databases to be inaccessible. Once you set the prefix for a database, it is strongly recommended that you do not change the prefix.

If you change the prefix, you must replace the obsolete name references with the new name of the database.

Exporting Data

Tip: Export the Complete, Reseller and Site backups in different directories for easy identification of the archive when you import.

Example. Export the Complete backup to an `complete_export` directory, the Reseller backup to a `reseller_export` directory and the Site backup to a `site_export` directory.

Important: Any data or configuration change made after you export is lost if your system crashes or the files get corrupted. Further, while the server and the sites hosted on the server are accessible during an export, modifications to files or email messages received during this period may not be exported.

To export data, in the shortcuts section of the Home page, click **Export** (Tools section). The **Export** form opens.

You need to choose the type of export, provide necessary FTP account details, and other miscellaneous information.

WIZARD STEP 1. CHOOSE THE TYPE OF EXPORT

1 In the **Type of Export** area, select one of the following option buttons.

- Complete
- Resellers

Click the arrow in the **Resellers** list and choose one of the following.

- **All** - To export all reseller accounts on the server
- **<name of the reseller>** - To export a particular reseller. Press CTRL and the left mouse button to select multiple resellers.

Note: An **All** reseller export is not the same as a **Complete** backup. The server configuration information is not exported in an **All** reseller export.

- Sites

Click the arrow in the **Sites** list and choose one of the following.

- **All** - To export all the sites hosted on the server
- **<name of the site>** - To export a particular site.

Press **Ctrl** and the left mouse button to select multiple sites.

WIZARD STEP 2. ENTER FTP INFORMATION

1 In the **FTP Server** field, enter the name of the FTP server you want to use as the export server.

2 In the **FTP Login** field, enter the user name of your account on the FTP server.

- 3 In the **FTP Password** field, enter the password of your account on the FTP server.
- 4 In the **FTP Location** field, enter the complete path to the export directory on the FTP server. If you leave the field blank, the data is saved to the home directory of the user specified in step 3.

Important: If the specified directory does not exist, the export fails and an email message containing the error is sent to you.

WIZARD STEP3. ENTER MISCELLANEOUS INFORMATION

- 1 In the **Maximum Export File Size** field (Optional), enter the maximum size of the export file. Click the arrow in the **Unit** field and select the appropriate quantifying unit (Megabytes or Gigabytes).

Important: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of your file exceeds the file management capacity of the file system or the FTP server utility on your export server, the files are split into multiple files before continuing with the export.

The split files follow the naming convention given below:

<**exportfilename**.tar.gz>

<**exportfilename**.1.tar.gz>

<**exportfilename**.2.tar.gz>

where **exportfilename** is the name of your export file.

- 2 In the **Email** field, enter the email address at which you want to receive export status notifications.
- 3 Click **Export**.

The status of the export is conveyed in an email notification sent to the address specified in the **Email** field.

Using a Custom Logo

The Parallels Pro Control Panel logo is the default logo displayed on all of the control panels. You can replace this default logo with your own by saving the logo you want to use as a file named `logo.gif`, then uploading it through the Server Administrator control panel or copying it to the customization directory on the server as described in the instructions below.

The default Parallels Pro Control Panel logo is used for all of the control panels, unless you specify a customized logo.

Resellers can display a logo for their Site and User Administrator Control Panel. This can be done by uploading the logo to the server, through the Reseller Administrator Control Panel.

Using the control panel to change the logo

- *To upload your logo to the server:*

- 1 In the **shortcuts** area of the Home page , Click **Upload Logo (Configuration section)**.
- 2 In the **Upload new logo** field, enter the name of your custom logo file including the full path or click **Browse** to locate and select the file on your computer.

Note: Your logo size should not exceed 73 x 46 pixels.

- 3 Click **Upload Logo**.
 - *To reset the logo to a default logo:*
 - 1 In the **shortcuts** section of the Home page, click **Upload Logo (Configuration section)**.
 - 2 Click **Change to Default Logo**.

Using the command line to change the logo

When you use the command line interface to change the logo, ensure that your custom logo is named `logo.gif`, then copy it to the customization directory on the server as described in the instructions below.

- *To replace the Parallels Pro Control Panel logo:*
 - 1 Size your logo to 73 x 46 pixels and save it as a GIF file with the following file name:
`logo.gif`.
 - 2 If you have not done so already, create an FTP user account so you can make an FTP connection to the server. To create an FTP user account:
 - 3 Make an SSH connection to the server, then type:

```
useradd <ftp_username>
```

where `<ftp_username>` is the name you want to assign to your FTP account.
 - 4 Set your password by typing:

```
password <ftp_username>
```

where `<ftp_username>` is the name you assigned to your FTP account, then follow the prompts to set your password.
 - 5 Connect to the server through FTP, then copy your `logo.gif` file to the server.
 - 6 Using SSH, log on to the server as the root user.
 - 7 Use either the move (`mv`) or copy (`cp`) command to move your `logo.gif` file to the customization directory
`/etc/appliance/customization/`. For example:

```
mv /home/<ftp_username>/logo.gif \  
/etc/appliance/customization/logo.gif
```

where `<ftp_username>` is the user name of your FTP user account on the server.

Restarting the Control Panel

Restarting the control panel does not stop any service currently running on the server but makes it unavailable for use for a few minutes.

➤ *To restart the control panel:*

- 1 In the **shortcuts** section of the Home page, click **Restart/Reboot (Configuration section)**.
- 2 Click **Restart Control Panel**.

The system safely shuts down the control panel, then starts it again.

Restarting the Host Server

Restarting the server restarts any service currently running on the server and makes the server unavailable for a few minutes.

➤ *To restart the host server:*

- 1 In the **shortcuts** section of the Home page, click **Restart/Reboot (Configuration section)**.
- 2 In the **Reboot Server** area, Click **Reboot**.

The system safely shuts down the server, then starts it again.