Parallels® Pro Control Panel

Parallels Pro Control Panel 10.3.x for Windows Reseller Administrator's Help

Quick-start Tutorial

Legal and Copyright Notice

Contents

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.

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 **System** tab.
	Titles of chapters, sections, and subsections.	Read the **Basic Administration** chapter.
Italics	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 *wildcard character* search.
`Monospace`	The names of commands, files, directories, and domain names.	The license file is located in the `http://docs/common/licenses` directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	`# ls -al /files` `total 14470`
Preformatted Bold	What you type, contrasted with on-screen computer output.	`# cd /root/rpms/php`
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

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 Tutorial for Reseller Administrators

This quick-start tutorial is composed of interlinked Help-system topics that explain 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 tutorial.

Quick-start topics:

In this chapter:

Adding Administrator Accounts

You add administrator accounts when you want to create user logins through which you or others can access your service provider control panel.

➢ *To add an administrator account:*

1 Go to the Add Administrator page : on the top navigation bar, click **administration**, then click **add administrator**.

2 On the **Add Administrator** form, provide the following information:

- **Name.** Required. The name of the administrator. Names have to be at least 1 character in length; up to 128 characters are allowed. Names cannot include HTML tags.

- **Username.** Required. The username the administrator will type when logging in to the control panel. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.

- **External Email.** Optional. An email address outside of this system at which the administrator can be reached.

- **Password.** The password the administrator will type when logging in to the control panel. Password requirements

- **Confirm Password.** Required if password is specified. The password retyped.

3 Click **Add**. The administrator's account is added and it appears on the Administrators page. Notify the administrator that the account is ready for use.

Changing Email Alert Settings

Email alerts are the email messages sent to resellers and sites when their resource usage reaches a warning level. These alerts are also sent to the address specified on the **preferences** page.

➢ *To change the address to which email alerts are sent:*

1 On the top navigation panel, click **preferences**.

2 Click the **preferences** tab.

3 Add or change the email address in the email address for alerts text box, then click **Save**.

Skins Page

Skins are the custom graphical appearances (GUIs) that can be applied to the Parallels Pro Control Panel to cater to the individual preferences of each user.

Information on this page includes:

- **Skin name.** One of the skins listed has the suffix *[Default]* which indicates that it is the default skin for the control panel. A skin which has a *[Current]* suffix indicates that it is the skin currently applied to the control panel.

- **Show skins.** You can choose to list the skins that only you have created by selecting my skins in the *show* drop down list. To list all the skins that you have created as well as those created by your parent and the system generated ones, select the value all skins in the *show* drop down list.

  For example, a service provider has added a skin and a reseller has also added new skins. When the reseller logs in and selects the value all skins in the show drop down list, the skins listed include the one added by the service provider, skins added by the reseller as well as the system generated skin(s).

  This page facilitates managing the skins as follows:

  Click the action bar links to manage the skins. Except for the **Add skin** action bar, the links **Edit, Remove, Set as default, Apply skin and Preview** are enabled only after you select an item from the list. Action bar links include:

  Add skin

  Edit

  Remove

  Apply skin

  Set as default

  Preview

Adding Your Brand To Control Panels

You can customize the look and feel of your customers' control panels to suit your preferences or to match your company's branding. This look and feel includes the logo, banner, colors and graphics used in your customers' control panels. You can reload the default settings at any time if necessary.

> You can brand your customers' control panels only; you cannot brand your top-level control panel (the service provider control panel that is your primary login).

You can change:

- Banners and logos
- Colors and graphics
- Padding, spacing, and font sizing

You cannot change:

- Your top-level control panel
- The title of the page displayed in the browser window
- The positioning of elements on a page

About branding user and site control panels

To add your company's brand to site **user** control panels, you need to make your changes **before** you add the site. Only the site administrator can customize user control panels after the site has been added.

Change control panel banners

Banners are the graphics that appear at the top of the control panels in the long space to the left or right of the logo space. You can replace the banners in the reseller, site, and user control panels you own with any other image that:

- Has approximately the same dimensions as the default banner to ensure that control panel elements display correctly. The default banner is 1,650 pixels wide by 60 pixels tall. If a banner is too long to be displayed, it slides under the logo.
- Is in .gif or .jpg format.
- Is no larger than 46 KB in size.

➢ *To change the banners:*

1 Go to the branding files page.

2 In the Banner section, click **Browse** next to the reseller, site, or user control panel text box, then navigate to the file you want to use for the banner. You can use the same graphic or different graphics for each control panel.

3   Click Open.

4   To keep the current banner for any control panel, leave the text box blank.

5   Click Upload Changes.

> The new banner appears in the control panel. To view it, log in to the appropriate control panel. If you do not see the change, your browser might be using a previously cached version of the banner. Refresh your browser's cache to view the change (in Internet Explorer, press Ctrl while clicking the browser's refresh button).

Changes are not displayed in the control panel that is your primary login.

Add your logo

The logo is the graphic that appears to the left or right of the banner at the top of the control panel. You can replace the default logo with any graphic that:

- Has approximately the same dimensions as the default graphic to ensure that interface elements display correctly. The default graphic is 157 pixels wide by 60 pixels tall.

- Is in .gif or .jpg format.

- Is no larger than 46 KB.

➢ *To upload your logo:*

1   Go to the branding files page.

2   In the Logo section, click **Browse** next to the reseller, site, or **user control panel** text box, then navigate to the file you want to upload. You can use the same graphic or different graphics for each control panel.

3   Click **Open**.

4   Next to Logo Position, choose **Left** to display the logo in the upper left of the control panel, or choose **Right** to display the logo in the upper right.

> If you want to change the position of the logo, you need to navigate to the logo file as described in step 2; you cannot simply change the position by choosing left or right.

5   To keep the current logo for any control panel, leave the text box blank.

6   Click **Upload Changes**.

> The graphic appears in the control panel. To view it, log in to the appropriate control panel. If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press Ctrl while clicking the browser's refresh button).

> Changes are not displayed in the control panel that is your primary login.

Reload default settings

You can reload the default banners, and logos used in the control panels at any time. If you are the service provider who owns the Parallels Pro Control Panel server, the defaults are the system's initial settings. If you are a reseller or site administrator, the defaults are the settings currently used by your service provider; they change whenever your service provider rebrands control panels.

➢ *To reload default settings:*

▪ On the branding files page, click **Restore Default** next to any item you want to reload.

Adding Site Templates

Site templates are guides you can use to pre-fill information on forms when you add sites. You can add as many site templates as necessary to meet your business needs.

➢ *To add a site template:*

1   Start the site template wizard.

GENERAL INFORMATION

1   On the general information form, provide the following information, then click **Next**.

- **Template Name**. Required. The name you want to give to the template. For example, if the template has high-end resources and services, you might call it Gold. If it has low-end resources and services, you might call it Bronze. Names must be between 1 and 128 characters in length.

- **Description**. Optional. A description of the template. This is for your information only; sites added with this template see this name on their account information page. Up to 512 characters, including special characters, are allowed.

SELECT SERVICES

1   Choose the Windows Web Hosting service options you want to make available to sites created with this template, then click **Next**. For more information about service options, see the service-specific Help.

Web Hosting Service Help

REVIEW TEMPLATE

1   Review the information you provided for the template. To change information, click **Previous**. To add the site template, click **Finish**.

2   The site template is now available and you can use it when you add a site (on page 13).

Adding Sites

You add sites when you want to set up an account and sell services to a user or a group of users.

➢ *To add a site:*

1 Start the **add site wizard** .

SITE INFORMATION

1 Provide the following general site information, then click **Next.**

- **Site Name**. Required. The name of the site. Names have to be at least one character in length and they can include spaces. They cannot include HTML tags, however. Up to 128 characters are allowed.

- **Site Domain Name**. Required. The domain name of the site. Enter the domain name in the following format: *example.net.* In addition to the top-level domain characters, such as .com, the domain name can be up to 63 characters in length.

- **Site login suffix**. Required. A name that uniquely identifies the site. Up to 14 characters are allowed. This name is used in the site's login information, and is appended to the username of all users belonging to this site. For example, *<username>@<loginsuffix>*. Since the combined length of *<username>@<loginsuffix>* should not exceed 20 characters, ensure that the site login suffix is not too long.

- **Template**. Optional. The template you want to use when adding the site. If you have added a template, (on page 12) you can select it from the drop-down list to pre-fill information on the add site wizard. Only enabled templates appear on the list; disabled templates are not available for selection.

- **Name**. Optional. The name of the contact person at the site. Any input in this text box is valid. There is no character limit for the name.

- **Email**. Required. An email address of the contact person at the site. This address is used when the system sends automated email messages about new accounts and resources. The address should use standard email format, such as username@example.com.

- **Phone**. Optional. A telephone number at which you can reach the contact person. This number is for your information only; any input in this text box is valid.

CREATE CONTROL PANEL ACCOUNT

1 Create the administrator account by providing the following information, then click **Next**:

- **Administrator Name**. Required. The name of the person who will use the site control panel administrator account. Names have to be at least one character in length and they can include spaces.

- **Username**. Required. The username the administrator will type when logging in to the site control panel. The site's domain name is appended to this username. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.

- **Password**. The password the administrator will type when logging in to the site control panel. Password requirements

- **Confirm Password**. Required if password is specified. The password retyped.

- **External Email**. Optional. An email address at which you can reach the administrator.

CHOOSE SERVICE OPTIONS

1   Select the service options you want to enable for the site, then click **Next**.

For more information about service options, click the links below to open the service-specific Help.

Web Hosting Service Help

VERIFY SITE INFORMATION

1   Verify the information about the site. To make changes, click **Previous**. To add the site, click **Finish**. The site is available for use as soon as it is added.

After you add a site, you can log in automatically to the site's control panel. If you supplied an email address for the site, an email message is automatically sent notifying the contact person that the site is enabled. See the Email templates page for more information about automated messages.

About Usage Reports

Usage reports provide information about the sites using your services. Use these reports to monitor service usage and ensure proper billing for services.

How usage information is updated

Usage information is updated when service providers generate reports. Resellers and site administrators cannot manually update usage information.

Types of reports

You can view the following types of usage reports:

- Usage summary. A summary of your services the services installed on your system and the number of resellers and sites using those services.
- Sites report. Detailed information about the sites using your services.
- Export reports. Comma-separated value versions of reports. You can download data from these reports and import it into spreadsheets and other data management programs as needed.