

# **Parallels H-Sphere 3.4 Reseller Guide**

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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>
<b>Special Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.	Go to the <b>System</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.	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

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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 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.

## CHAPTER 2

# About This Guide

Parallels H-Sphere Reseller guide aims at resellers of hosting services and explains how to configure and administer Parallels H-Sphere control panel.

# Introduction

Parallels H-Sphere is a comprehensive hosting automation system that allows you to provide a heterogeneous operating system environment to your customers across multiple servers. It can manage hosting servers located in various data centers.

Parallels H-Sphere can have a multiple server layout, called a cluster. The main server in the cluster is the actual Parallels H-Sphere Control Panel, a web application with graphical interface, which centralizes all hosting management tasks, controls all hosting servers and services, manages users, domains, events, and processes. Through Parallels H-Sphere web interface, you can configure and manage these and other subsystems, other servers, user accounts and domains, etc. All system data, such as billing, domain, and other info, is stored in the Postgres system database. The Control panel consists of many subsystems, the major of them described below.

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# Getting Started

This document explains what you need to do in order to set up your hosting system with minimum required configuration. We presume that your reseller account has been created.

Follow the given instructions step by step to configure your Reseller CP.

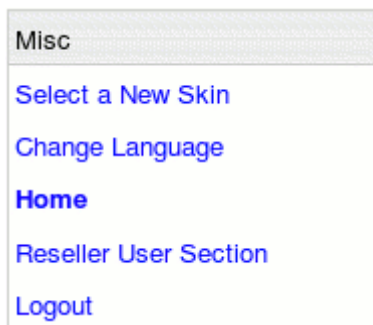
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## Step 1. Access Your Reseller Account

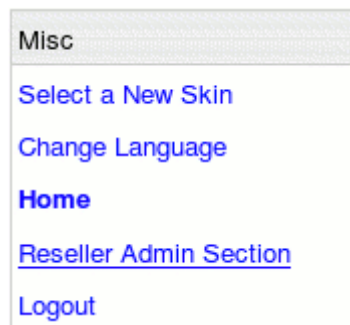
Parallels H-Sphere offers simplified reseller concept which means more convenient way to work with both the Reseller User account (hereinafter referred to as Reseller Billing) and the Reseller Master Admin account which is now created automatically once reseller account is created. Each of the above accounts has its own CP design.

The new approach allows resellers to switch between accounts easily without having to log out/into accounts as if they worked with one CP. Both Reseller Admin and Reseller Billing interfaces are provided with respective links (menu items) to switch between reseller billing account and reseller admin account CP's. They will open in one and the same window.

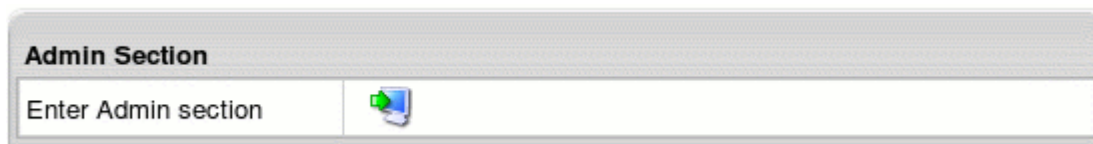
To switch to **Reseller Billing** CP:



To switch to **Reseller Admin** CP:



Second way to access Reseller Admin CP is to log into your Reseller Admin CP from Reseller Billing interface. In this case, however, Reseller Admin CP will open in the new window.



There's also a third way to access Reseller Admin Section: via Reseller CP URL which can contain either Reseller CP alias or registered domain name. Enter URL into the address bar and when the login page is loaded, enter Reseller User (billing account) login and password. Parallels H-Sphere will send you to the Reseller Admin CP. However, we don't recommend doing so for privacy/security reasons. Reseller can have several Admin accounts but only one Reseller Master Admin Account. According to that, switching between the Reseller Billing and Reseller Admin is possible only via Reseller Master Admin. Minor Admin accounts can't find and log into the Master Admin Account, therefore switching panels is security safe.

---

## Step 2. Create a DNS Zone

Now that you have entered the admin account, you need to setup your DNS:

1. Go to **DNS Manager** -> **E. Manager** > **Add DNS Zone**.
2. Enter all necessary information on the page that appears, where:
  - **Name:** the name of your domain without the "www" part.
  - **Admin e-mail:** your e-mail address with '.' instead of '@'
  - **Allow third level domain hosting:** check this box to let your customers register domains like `customerdomain.yourdomain.com`.
  - **Master server** and **slave 1:** Leave as is.
3. Click **Submit**.

---

## Step 3. Create an Instant Alias Template

The instant alias template is required to generate instant aliases. They provide immediate access to your customers' sites while DNS servers get updated.

➤ ***To create an Instant Alias Template in your admin account control panel:***

1. Select **DNS Manager** in the **E. Manager** menu.
2. Choose DNS zone and click the **Edit** icon under the **Action** field.
3. At the top of the page that shows, click the **Add instant alias** link.
4. In the form that appears, enter "u" or any other letter for prefix and leave the shared IP tag value as it is. Click **Submit**.
5. You will now need to go to your domain registrar and create the name servers that are associated with your domain name. Use the IP numbers that were assigned to the name servers.



---

## Step 4. Add Server Aliases

*If you, as a reseller, don't need your own DNS servers, skip this step.*

Server alias is your own name for the parent host. Once you set up the server alias, it will appear everywhere in place of the real server name. In other words, the parent host will become totally transparent to the end customers, and you will look to them as a totally independent hosting provider.

➤ **To add server aliases:**

1. Select **Server Aliases** in the **E. Manager** menu.
2. Set your server aliases for each host in the **Reseller's DNS server aliases** section and click **Submit**. These server aliases must be registered with your domain name registrar. Note: Name servers and the corresponding IP's for each of them will show in **Reseller's DNS server aliases** section.
3. Set your server aliases for each host in the **Other reseller's server aliases** section and click **Submit**. These server aliases must be registered with any registrar. Note: until your name servers are registered by an accredited registrar, they will never be recognized by servers across the Internet and none of your reseller domains will work. It usually takes about 2 to 4 days before these name servers become active across the Internet.

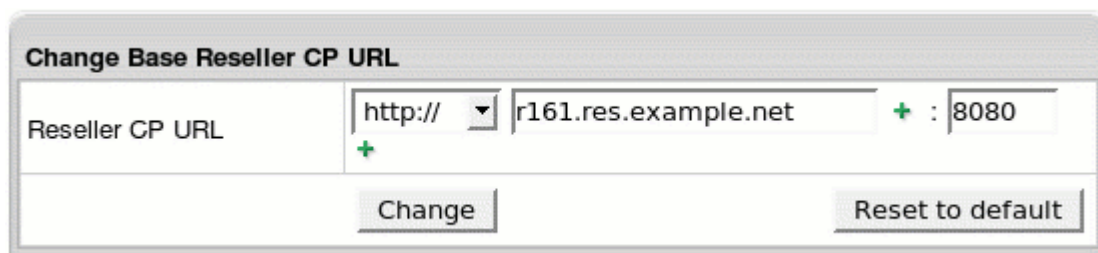
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## Step 5. Change Temporary CP Alias to Your Own Reseller CP URL

Once the system configuration is completed, the reseller CP can be accessed by the instant reseller CP domain alias.

➤ **To change this temporary CP alias to your own Reseller CP URL:**

1. Switch to Reseller User panel
2. Go to **Info** - > **Admin Settings** and change **Reseller CP URL**:



Change Base Reseller CP URL	
Reseller CP URL	http:// r161.res.example.net + : 8080
	+ :
	Change Reset to default

- Set the protocol: http for regular or https for SSL secured
- Enter the new domain name with cp at the beginning. (e.g.: cp.example.com).
- Leave the the port number as is - it must be the same as that of the parent hosting company.

**3. Click Change.**

As a result, the URL of the control panel will be similar to <http://cp.example.com:8080>

---

## **Step 6. Configure Mail Notification Addresses**

➤ ***To subscribe your staff to receive copies of user e-mail notifications:***

- 1. Go to the Settings menu - > Notifications - > Notification Recipients.**
- 2. On the page that appears add subscribers to mailing lists you choose.**

---

## Step 7. Set up Payment Settings

On this step you can configure Parallels H-Sphere to process credit cards, accept check payments and perform online web payments for the services you provide.

➤ ***To configure credit card processing through Merchant Gateway Manager:***

1. Go to the **Settings** menu ->**Payment Settings** -> **CC Brands** and add necessary CC brands.
2. Go to the **Settings** menu ->**Payment Settings** -> **Merchant Gateway** and add necessary merchant gateway from the drop down menu and click **Add**.
3. In the **Set Active** drop down box, select this merchant gateway. You can have only one active merchant gateway at a time.
4. In the **Payment Type** drop down box, select the CC brand you would like to process with this merchant gateway.
5. Click the **Activate** button.

➤ ***To configure Web Payment Processor, like PayPal or 2Checkout:***

1. Go to the **Settings** menu ->**Payment Settings** -> **Merchant Gateway**.
2. Select the payment system from the drop-down menu and click **Edit**:
3. Enter your account settings. Once you enter correct settings, the web payment system will appear in the list as Active

➤ ***To configure Processing Check Payments:***

1. Go to the **Settings** menu ->**Payment Settings** -> **Merchant Gateway**.
2. Enable **Accept Checks**.

---

## Step 8. Create Plans

### Create Hosting Plans

Now that your control panel is configured, you can create hosting plans.

1. Go to **Plans** -> **Create** and click **Select** next to the plan to start the wizard.
2. Enter the name of the plan at the top of the page.
3. Select the resources (features) you would like to include in the plan. Make sure to leave **Service Domain** unchecked.
4. In the last section of the wizard, make sure to enter **Credit limit**, e.g. 10 and click **Next** to proceed.
5. Enter prices and free units for each type of resource and click the **Create** button at the bottom of the page.
6. Go to **Plans** -> **Manage** and turn this plan ON for signups.

Now your control panel is ready for signing up users. Please read all documentation before using Parallels H-Sphere as a production system.

### Create a System Plan and Account For Your Corporate Domain

This step is required to host your corporate promotion site with your hosting system.

1. Go to **Plans** -> **Create** menu and select a Unix or Windows plan wizard
2. On Step 1, set the plan name to **System** and include resources you want to use with your site.
3. Make sure to check **Service domain** and in the **Settings** section set **Billing Type** to **Without billing**.
4. Submit and complete the wizard.
5. Go to **Plans** -> **Manage** and click **Access** for the System plan and make sure only **Admin** is checked.
6. Go to **Signup** menu and create **System** account using the Signup Wizard

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**Note:** Your system account is treated as an ordinary end customer account. You'll be charged for all resources used in this account.

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## Step 9. Create Billing Periods

Each plan can have several billing periods with different price discounts for each. You can't delete billing periods, but you can change their duration. For instance, if you create a billing period for 1 year and you find out you don't need it, you can change it to 3 months.

➤ ***To create a billing period for a plan:***

1. Go to **Plans** -> **Manage** and click **Settings** in the **Advanced** section.
2. Scroll down to the **Payment Intervals** and click **Add**.
3. Specify the duration of the billing period. For instance, to make it 3 months long, select **MONTH** and enter 3 in the **Size** box.
4. Optionally, enter discounts. For instance, if you want to cancel any setup fee for this billing period, enter 100 in the **Setup Discount** field.
5. Click **Submit**. This will add the billing period to the list.

---

## Step 10. Configure Support Center

Support Center is the web-based means of providing customer support.

➤ ***To configure your Support Center:***

1. Go to **Plans** -> **Create** menu and choose **Administrator Plan Wizard**.
2. Enter **TechSupport Admin** as the name of the plan, check to include **TroubleTicket Admin** and **Allow assignment of trouble tickets** and submit.
3. Go to **Plans** -> **Manage** and turn this plan ON for signups.
4. Go to **Signup** menu, click to sign up for **Tech Support Admin** and create Tech Support Admin account using the signup wizard.
5. Go to **Settings** - > **Tech Support** and configure your Support Center. It is required to collect customers' e-mails and convert them into trouble tickets.

---

## Step 11. Look and Feel

Go to **Settings** -> **Look and Feel** menu and enter information to all necessary sections. These settings will affect all your customers' control panels.

- Corporate Logos : enter **Banner HTML Code** for the banner to show up in your users CPs and the location and sizes of the logos. Click the help [ ? ] icon for details.
- Company Info: enter the company info that will show in customer e-mail notifications and the address will be used by customers to send checks.
- Default language: choose CP interface language. It can be overridden by individual customers.
- Regional options: enter preferred currency symbol. The language and the regional settings will affect all your customers' control panels.
- Default CP design: set designs to be available by users and the default design for Users CPs.

# DNS and Hosting

This chapter discusses the configuration steps required for your DNS.

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## DNS Manager

DNS Manager in the Admin panel is used to create and manage:

- service DNS zones - to host your corporate site and provide third level domain hosting.
- instant alias templates - to provide immediate access to users' newly registered domains until their domain's DNS hasn't been propagated.
- DNS records - to manage servers external to Parallels H-Sphere with Parallels H-Sphere DNS.

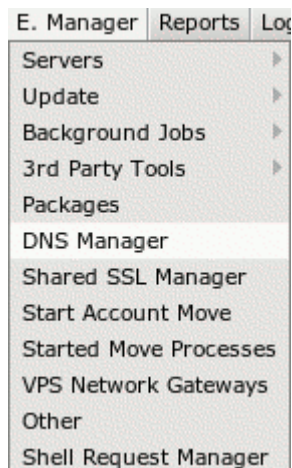
It's not intended to work with your user domains' dns.

## Adding DNS Zones

You must have at least one DNS zone in your system. Before you start adding a DNS zone, make sure to have added the DNS servers with Service IPs.

### ➤ *To add a DNS zone:*

1. Select **DNS Manager** in the **E.Manager** menu:



2. Click the **Add DNS Zone** link:

DNS Manager			
Name	Admin e-mail	Allow hosting	Action
demo242.psoft	webmaster.demo242.psoft		
<a href="#">Add DNS Zone</a>			








3. Enter zone name and zone administrator e-mail and choose whether to allow third level domain hosting in this zone:

**New DNS zone**

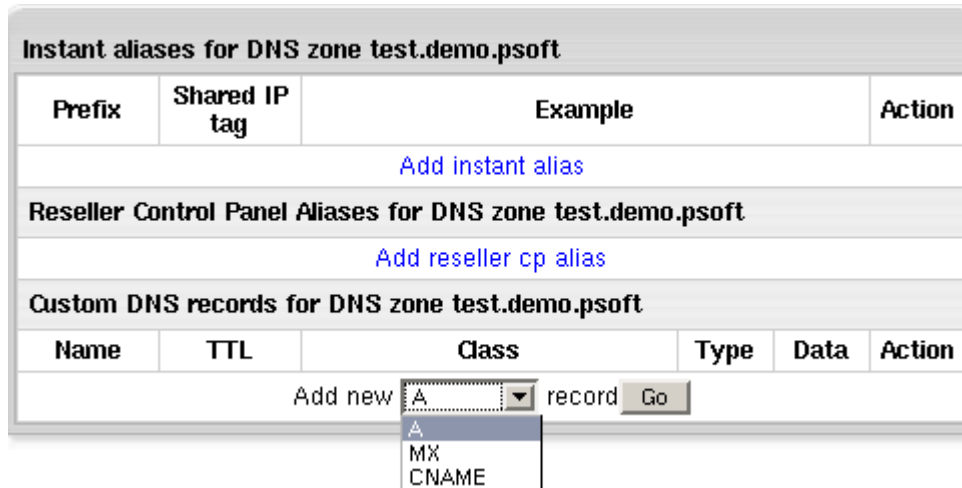
Name	test.demo.psoft <span style="float: right;">+</span>
Admin e-mail <i>(use dot (.) instead of commercial at (@))</i>	admin.test.demo.psoft <span style="float: right;">+</span>
Allow third domain level hosting	<input checked="" type="checkbox"/>
Master server	ns.demo242.psoft ▼
Slave 1 server	ns2.demo242.psoft ▼
<input type="button" value="Submit"/>	

- **Name:** the name of the DNS zone you are going to create. If this domain name is not yet registered, don't forget to register it with a domain registration company.
  - **Admin e-mail:** the e-mail address of this DNS zone administrator.
  - **Allow third level domain hosting:** allow the creation of lower level domains in this DNS zone.
  - **Master/slave server:** available only for service DNS zones - allows you to choose and appoint a master and a slave server. The information is backed up every hour.
4. After you submit the form, the new zone appears in the DNS Manager table:

**DNS Manager**

Name	Admin e-mail	Allow hosting	Action
demo242.psoft	webmaster.demo242.psoft		
test.demo.psoft	admin.test.demo.psoft		 
<a href="#">Add DNS Zone</a>			

- Click the EDIT icon to go to the DNS zone management page. Here you can add instant alias templates, custom DNS records and Reseller CP alias to your DNS zone:



## Instant Alias Templates

**Instant Alias Templates** are used to generate **Instant Aliases**, temporary addresses providing immediate access to users' domains from the Internet. They are usually helpful when the DNS servers worldwide are being refreshed and the site is temporarily unavailable at the regular domain name.

Creating an instant alias template will automatically add one or more A-DNS records to your service zone. These records resolve all your logical servers.

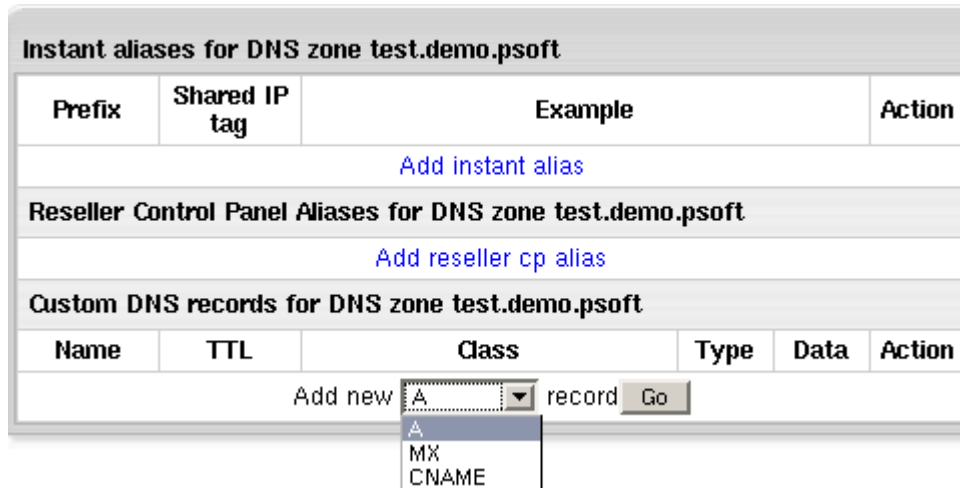
### In this section:

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## Adding Instant Alias Templates

➤ *To add instant alias:*

1. Select **DNS Manager** in the **E.Manager** menu.
2. Click the **EDIT** icon to go to the DNS zone management page. The following page appears:



The screenshot displays the DNS zone management interface for the zone `test.demo.psoft`. It is divided into three main sections:

- Instant aliases for DNS zone test.demo.psoft**: A table with columns **Prefix**, **Shared IP tag**, **Example**, and **Action**. Below the table is a link: [Add instant alias](#).
- Reseller Control Panel Aliases for DNS zone test.demo.psoft**: A link: [Add reseller cp alias](#).
- Custom DNS records for DNS zone test.demo.psoft**: A table with columns **Name**, **TTL**, **Class**, **Type**, **Data**, and **Action**. Below the table is a form: "Add new  record ". A dropdown menu is open below the **Class** field, showing options: **A**, **MX**, and **CNAME**.

3. To add an instant alias template, click the **Add instant alias** link. This will open the following form to fill out:

**New instant alias**

Prefix	<input type="text" value="u"/> +
Shared IP tag	<input type="text" value="2"/>
<input type="button" value="Submit"/>	

- **Prefix:** instant alias prefix that will appear on the left to the domain part in user's instant domain alias. Different prefixes should be set if you use different shared IP tags. Other than that, it is recommended to use one and the same prefix (e.g. u for all instant alias templates).
- **Shared IP tag:** a digital "mark" that helps separate sites within one plan on one logical server. All sites located on the same logical host under the same plan are usually assigned to the same shared IP. This feature allows to give a different shared IP to a group of sites of, say, explicit nature. This may become necessary as many corporate firewalls filter sites based on their IP, not the domain name.

Normally, you are expected to have devoted one IP address for each shared IP tag. To use a shared IP tag, you need to have it defined for every logical host.

Numbers 10 to 99 are acceptable. The default value of 2 is assigned when the field is submitted being empty.

4. Click **Submit**. You will be taken back to the list of instant aliases with the new instant alias template added to the list.

Instant aliases for DNS zone test.demo.psoft			
Prefix	Shared IP tag	Example	Action
u	2	*.uNNNN.test.demo.psoft	
<a href="#">Add instant alias</a>			

## Editing Instant Alias Templates

Once an Instant Alias is created, the system adds all necessary A DNS records to this DNS zone.

To view these DNS records, click the **Edit** button near the necessary Instant Aliases:

Created DNS records			
Name	TTL	Data	Controls
*.u23.test.demo.psoft	86400	192.168.116.242	
*.u27.test.demo.psoft	86400	192.168.116.246	

The upper part of the table lists the existing DNS A records in the selected DNS zone. To delete DNS records, click the **Trash** icon.

The lower part of the table appears only when the DNS zone does not contain A records for some logical servers. It lists these logical servers with their IP's.

To add a logical server to the DNS zone, click the **Add** button. You can add all these servers to the DNS zone by clicking the **Add records to all listed logical servers** link at the bottom of the table.

To delete Instant Alias Template, click the **Trash** icon next to the corresponding alias.

## DNS Records






Custom DNS records are required to manage non-HSphere servers with Parallels H-Sphere DNS zone or to configure new logical servers that are added manually.

Depending on the service, you can add:

- A records
- MX records
- CNAME records

### ➤ **To add new custom DNS records:**

1. In your admin control panel go to the **E.Manager** menu -> **DNS Manager**. The following page shows:

DNS Manager			
Name	Admin e-mail	Allow hosting	Action
demo242.psoft	webmaster.demo242.psoft		
<u>test.demo.psoft</u>	admin.test.demo.psoft		 
<a href="#">Add DNS Zone</a>			

- Click the **Edit** icon near the chosen DNS zone. A page similar to this will appear:

**Instant aliases for DNS zone test.demo.psoft**

Prefix	Shared IP tag	Example	Action
<a href="#">Add instant alias</a>			

**Reseller Control Panel Aliases for DNS zone test.demo.psoft**

[Add reseller cp alias](#)

**Custom DNS records for DNS zone test.demo.psoft**

Name	TTL	Class	Type	Data	Action
Add new <input type="text" value="A"/> record <input type="button" value="Go"/>					

A  
 MX  
 CNAME

- At the bottom of the page that shows, select a DNS record from the drop-down list and click the **Go** button.
- On the form that shows enter all necessary data and click **Submit** to save.

You can add one of the following types of DNS records:

- **A records** to map domain names and web server IP's.
  - **MX records** to map domain names and their mail server IP's.
- CNAME records** to map aliases with domain names.

### In this section:

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## Adding custom A records

The Address record (A record) gives you the IP address of a domain. That way, users that try to go to [www.example.com](http://www.example.com) will get to the right IP address.

To add a new DNS A record, you need to provide a set of parameters:

**New custom A DNS record**

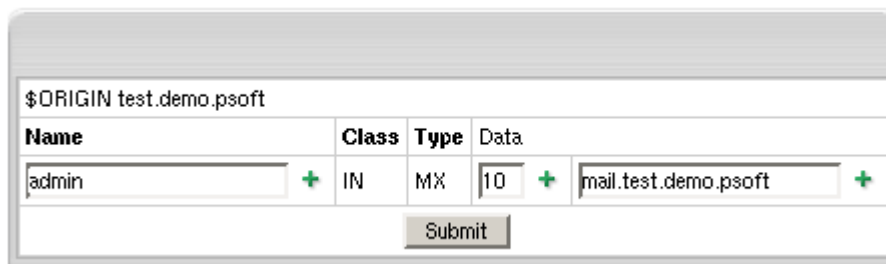
\$ORIGIN test.demo.psoft

Name	TTL	Class	Type	Data
admin +	86400	IN	A	111.22.55.44 +

- **Name:** the string appended to the domain name to create a FQDN mapped to the IP. For example, if your domain name is besthosting.com, entering cp will make the fully qualified domain name cp.besthosting.com.
- **TTL (a Time To Live):** seconds to elapse before the record is refreshed in the provider's DNS cache.
- **Data:** the IP address that fully qualified domain name will be mapped to. You can get this IP address with any ping utility.

## Adding custom MX records

A host name can have one or more Mail Exchange (MX) records. These records point to hosts that accept mail messages on behalf of the host. Adding MX records is similar to adding A records:



The screenshot shows a web-based DNS management interface. At the top, it displays the domain name "\$ORIGIN test.demo.psoft". Below this is a table with columns for Name, Class, Type, and Data. A single record is shown with the Name "admin", Class "IN", Type "MX", and Data "10". There are green plus signs next to the Name and Data fields, indicating they are expandable. A "Submit" button is located below the table.

Name	Class	Type	Data
admin	IN	MX	10

Submit

- **Name:** your local domain name. If you leave the **Name** field blank, all mail will be redirected for the base zone.
- **Data:** the priority of the record and mail domain name (not the IP) mail will be forwarded to.  
 Note: The priority of the custom MX record defines whether your external servers will act as secondary or primary. For instance, if you set the priority of the custom MX record higher than 10 (e.g. 11), your external mail server will be used as secondary. If you set the priority of the custom MX record lower than 10 (e.g. 9), your external mail server will be used as primary. In the latter case, your mail will be sent to your external mail server until it goes down or becomes otherwise inaccessible. Then the default mail server will take over.

---

**WARNING:** Please pay attention to \$ORIGIN when you add an MX record.

---

## Adding custom CNAME records

The Canonical Name (CNAME) record allows a machine or host to be referenced by more than one name. A CNAME can be used to define an alias host name. You can also use aliases when a host changes its name.

If you have selected CNAME record, the following page appears:

**New custom CNAME DNS record**

\$ORIGIN test.demo.psoft

Name	TTL	Class	Type	Data
name <span style="float: right;">+</span>	86400	IN	CNAME	admin.test.demo.psoft <span style="float: right;">+</span>




In the case of CNAME records, the values have the same format as in the A record with the exception of the **Data** field. In the **Data** field you have to enter the name of the server to which you are creating the alias record.

---

**WARNING:** Please pay attention to \$ORIGIN when you add a CNAME record.

---

The DNS records you create appear on the zone management page:

Custom DNS records for DNS zone test.demo.psoft					
Name	TTL	Class	Type	Data	Action
admin.test.demo.psoft	86400	IN	A	111.22.55.44	
name.test.demo.psoft	86400	IN	CNAME	admin.test.demo.psoft	
admin.test.demo.psoft		IN	MX	10 mail.test.demo.psoft	

Add new  record

You can't edit DNS records. To remove unnecessary records, click the **Trash** icon



# Hosting Your Corporate Site

This document explains how to host your corporate (promotional) web-site at the service domain (the domain you are offering for third level hosing). For example, if you are offering third level domains at example.com, such as thirdlevel.example.com or userdomain.example.com, you need to have your corporate site available at [www.example.com](http://www.example.com).

➤ *To set up your corporate site:*

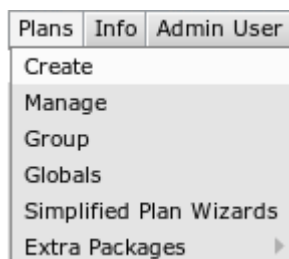
## Step 1. Make sure you have a service DNS zone

1. Select **DNS Manager** in the **E.Manager** menu.
2. If the DNS zone is not in the list, click **Add DNS Zone**.
3. On the page that appears, enter the service domain name and other values and click **Submit**.

## Step 2. Create a service plan

You may already have a service plan in your system. It can also be called 'System plan'. If you don't, do the following:

1. Select **Create** in the **Plans** menu:



2. Click the **Select** icon for **Unix plan wizard**:



3. On the first step of the **Unix Plan Creation Wizard**, set the plan name to **System** or **Service**.
4. Check the **Include** boxes next to the resources you would like to use with your site.
5. Make sure to check **Service domain**.
6. Scroll down to the **Settings** section and set **Billing Type** to **Without billing**.
7. Click the **Next** button to go to Step 2.
8. Complete the wizard.

## Step 3. Disallow signups from outside your admin account.

After you have created the system plan, you need to make sure that it is not used by your customers:

1. Select **Manage** in the **Plans** menu.
2. Click **Access** for the system plan.
3. Make sure only **Admin** is checked.
4. Select **Manage** in the **Plans** menu.
5. Enable the **System plan** by clicking the **ON/OFF** button.

## Step 4. Create a service account

Now you can create an account for your service domain:

1. Select the **Signup** menu.
2. Click **Select** next to the recently created **System** plan.
3. Select service plan signup wizard.
4. Create service account using the wizard. When prompted the type of the domain, select **Service domain**.

---

**NOTE:** Your service account is treated as an ordinary end customer account. You'll be charged for all resources used in this account.

---

---

## Adding Domains for Third Level Hosting

Third level domains are created based on second level domains and have same features as second level domains. Customers can use your service domain to create third level domains of their own. For instance, if your second level domain is `example.com`, your customers can create domains like `illustrative.example.com`.

Third level domains are registered on your DNS server and need no domain registration company to be registered.

To add a domain for third level hosting, you need to create a DNS zone (on page 24) and allow third level hosting in the zone settings.


Third level domain registration will be available for your users only if you allow it in the plans.

## Providing Mail Under Service Domain for Third-Level Hosting

In Parallels H-Sphere it is possible to allow third-level domain hosters to create e-mail resources under their service domains. I.e., users that host third-level domains `user.domain.com` under service DNS zone `domain.com`, will be able to create mailboxes like [anything@domain.com](mailto:anything@domain.com) from their user CP.

### ➤ *To allow third-level hosters to create mailboxes under a service domain:*

1. Choose **Manage** in the **Plans** menu and check the **Third level domain (Mail Under Host Domain)** option for a plan:

Third level domain. (Mail Under Host Domain) 	<input checked="" type="checkbox"/> Include
--	---

2. Choose **DNS Manager** in the **Settings** menu and click the **Off** icon to enable the **Allow creating emails under Service Zone** option for a particular service domain:

DNS Manager				
Name	Admin e-mail	Allow hosting	Allow creating emails under Service Zone	Action
test4.psoft	test.test.com			

Then, if you search by domain name in the **Search** menu, affected third-level domains will have the domain type **Third level domain (Mail Under Host Domain)**.

# Control Panel Web Interface

This chapter provides you information on Control Panel web interface settings.

## In this chapter:

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## Regional Settings

This document explains how to change the default currency settings and date representation. The defaults are set when you change the default language. Custom settings are kept until you switch to another default language.

➤ **To set custom regional settings:**

1. Select **Regional Options** in **Look and Feel** under the **Settings** menu.
2. On the page that appears, enter preferred locale settings:

Locale settings		
	Money	Time and dates
Currency symbol	\$	Short date format M/d/yy
International currency symbol	US Dollar	Medium date format MMM d, yyyy
Decimal Monetary Separator	.	Long date format MMMM d, yyyy
Grouping separator	,	Full date format EEEE, MMMM d, yyyy
Currency pattern *	¤#,##0.00;(¤#,##0.00)	
Appearance samples	\$1,234,567.89 (\$123,456.78)	
<p><b>* Comments regarding currency pattern:</b>  <i>Always use these characters to specify their placement. Real grouping/decimal separators and currency symbol will be taken from custom fields:</i></p> <p><b>#</b> is a digit with zeros shown as absent; e.g. #,##0.0# = 123.2  <b>0</b> is a digit with zeros shown; e.g. #,##0.00 = 123.20  <b>.</b> is a character that formats decimal numbers; e.g. \$100.11  <b>,</b> is a grouping separator, a character that separates groups of digits, usually thousands, e.g. 1,000  <b>;</b> separates positive and negative subpatterns  <b>-</b> is a minus sign, e.g.: -#,##0.00 = -1,234.50  <b>¤</b> is a currency sign, replaced by currency symbol. If doubled, replaced by international currency symbol.</p>		

- **Currency symbol** used in your country that you want to show in prices, invoices etc.
- Corresponding **International currency symbol** which is an international string denoting the local currency.
- **Decimal Monetary Separator**, a character used to format decimal numbers.
- **Grouping Separator**, a grouping character used to separate thousands, e.g: 100,000,000.  
**Note:** It's commonly used for thousands, but in some countries it separates ten-thousands.
- **Currency pattern** that shows how your monetary amount will look like. Refer to **Comments regarding currency pattern** for details. For example, the European currency pattern will look as follows: # α,##0.00;-# α,##0.00 (in some countries negative subpatterns are put into brackets: # α,##0.00;(# α,##0.00)) Another example for pattern: #,##0.##: for 3456.00 -> 3,456 although #,0#0.00: for 3,456.00 -> 3,456.00.
- **Appearance Samples** displays monetary amounts the way they will show in the system after you change the pattern.
- Short, medium, long and full date formats represent dates in your control panel. This feature is not yet implemented, though reserved for future versions.

**Regional options** page has also information about **Day and Time Patterns**:

#### Date and Time Patterns

Date and time formats are specified by date and time pattern strings. Within date and time pattern strings, unquoted letters from 'A' to 'Z' and from 'a' to 'z' are interpreted as pattern letters representing the components of a date or time string. Text can be quoted using single quotes (') to avoid interpretation. """" represents a single quote. All other characters are not interpreted; they're simply copied into the output string during formatting or matched against the input string during parsing. The following pattern letters are defined (all other characters from 'A' to 'Z' and from 'a' to 'z' are reserved):

Letter	Date or Time Component	Presentation	Examples
G	Era designator	Text	AD
y	Year	Year	1996; 96
M	Month in year	Month	July; Jul; 07
w	Week in year	Number	27
W	Week in month	Number	2
D	Day in year	Number	187
d	Day in month	Number	10
F	Day of week in month	Number	2
E	Day in week	Text	Tuesday; Tue
a	Am/pm marker	Text	PM
H	Hour in day (0-23)	Number	0
k	Hour in day (1-24)	Number	24
K	Hour in am/pm (0-11)	Number	0
h	Hour in am/pm (1-12)	Number	12
m	Minute in hour	Number	30
s	Second in minute	Number	55
S	Millisecond	Number	978
z	Time zone	General time zone	Pacific Standard Time; PST; GMT-08:00
Z	Time zone	RFC 822 time zone	-0800

Pattern letters are usually repeated, as their number determines the exact

**Presentation:**








- **Text:** For formatting, if the number of pattern letters is 4 or more, the full form is used. Otherwise a short or abbreviated form is used if available. For parsing, both forms are accepted, independent of the number of pattern letters.
  - **Number:** For formatting, the number of pattern letters is the minimum number of digits, and shorter numbers are zero-padded to this amount. For parsing, the number of pattern letters is ignored unless it's needed to separate two adjacent fields.
  - **Year:** For formatting, if the number of pattern letters is 2, the year is truncated to 2 digits; otherwise it is interpreted as a number.
  - **Month:** If the number of pattern letters is 3 or more, the month is interpreted as text; otherwise, it is interpreted as a number.
  - **General time zone:** Time zones are interpreted as text if they have names.
  - **RFC 822 time zone:** For formatting, the RFC 822 4-digit time zone format is used.
3. Click **Submit** and take a look at the values in the **Appearance samples** box to see how your changes will affect monetary amounts throughout the control panel.

## Images and Icons

Here you will learn how to change logo images and icons and control images in your control panel. These settings will affect control panels of your end users.

### Logo Images

Logo images are the images that reflect your corporate identity. To go to the logo images page, select **Corporate Logo** in **Look And Feel** under the **Settings** menu.

Corporate Logo	
Control Panel Agent	<input type="text" value="Control Panel"/>
Show Copyright 	<input checked="" type="checkbox"/>
Banner HTML Code	
<div style="border: 1px solid #ccc; height: 60px;"></div>	
Logo Image URL 	<input type="text" value="domain.com/images/logo.jpg"/> Width <input type="text"/>  Height <input type="text"/>  * recommended width - 135 pixels, height - 60 pixels.
Signup Image URL 	<input type="text" value="main.com/images/signup.jpg"/> Width <input type="text"/>  Height <input type="text"/>  * recommended width - 200 pixels, height - 200 pixels.
Login Image URL	<input type="text" value="domain.com/images/login.jpg"/> Width <input type="text"/> Height <input type="text"/>
<i>If you leave the boxes empty, the system will use HSphere defaults</i>	
<input type="button" value="Reset"/> <input type="button" value="Save"/>	



Where:

- **Control Panel Agent:** enter the name you want to see as page title of the Control Panel interface instead of H-SPHERE.  
This feature can be unavailable if you modify login.html, top.html or other service templates.
- **Show Copyright:** toggle the button to show/hide the copyright notice in the top left corner of the window above the logo both in admin and user control panels.
- **Banner HTML Code:** enter the HTML code for the banner you want to show up both in admin and your users control panels.  
E.g.: `<a href="http://www.destination company.com/cgi-bin/blah-blah.cgi" target="blah-bhlah"> </a>`  
Tip: it might be just an image, for example, your logo.
- **Logo Image URL:** enter the URL address of the image to show up in the top left corner of the window.  
E.g.: <http://www.domain.com/images/logo.gif>
- **Signup Image URL:** enter the URL address of the image to show up in the left top corner of the windows for plan signup forms.  
E.g.: <http://www.domain.com/images/signup.gif>
- **Login Image URL:** enter the URL address of the image to show up on the logging page on the right.  
E.g.: <http://www.domain.com/images/login.gif>

---

**Important:** Your own custom images added to the Parallels H-Sphere interface can be lost with the new release update even if you put them into the `/hsphere/local/home/cpanel/shiva/shiva-templates/IMAGES/` directory. We recommend you to back up your custom images before each Parallels H-Sphere upgrade.

---

## Icons And Control Images

*Icons* are the images that take you to certain sections of Parallels H-Sphere interface. They can be found on the home page of the **No Menu** skin and on the **Quick Access** page of the **Left Menu** skin.

*Control Images* are the images that you click to perform certain actions, for example **Add, Edit, Delete**.

### ➤ **To change default icons and control images:**

1. Select **Design Settings** in the **Look and Feel** menu.
2. Ask your parent host to send you the default control panel images. Create "IMAGES" directory and put the received images into it. Place the directory with the images to a custom location. Replace the images you want to change. New images must have the same sizes as the defaults.

3. Replace the images you want to change. New images must have the same sizes as the defaults.
4. Go to **Look and Feel -> Design Settings** and click **Change** at the bottom of page.
5. In the **Base Image Directory** field, enter the path to the **IMAGES** directory:



Image Base Changing ?

Base image directory or URL

Change it carefully!

Submit Query

This must be either a fully qualified URL of your host, for example [http://cp.mydomain.com:8080/BASE\\_IMAGE\\_DIRECTORY/](http://cp.mydomain.com:8080/BASE_IMAGE_DIRECTORY/) or a directory path relative to the CP Web Server Document Root (/hsphere/local/home/cpanel/shiva/shiva-templates/) if your parent host put your images there.

The path must not include the **IMAGES** directory. For instance, if your images sit in <http://www.example.com/hsphere/IMAGES/>, enter the path <http://www.example.com/hsphere/>. Image directory path configuration is explained in the Skin and Icon Set Customization document in Customization Guide.

If you made a mistake and your images do not show, just clear the **Base Image Directory** field, and click **Submit**. The original path will be restored.

---

# Interface Language

You can set both default system language and admin interface language.

## Setting Default System Language

Default language is the language of newly created accounts, including navigation menu, form and control labels, context help, and system messages. However, every user can override the default language with one of those available in the user control panel.

Currently Parallels H-Sphere comes with the following languages: English, Russian, Italian, French, Spanish, Dutch, German and Portuguese. You can also add new languages by installing language packages from <http://download.hsphere.parallels.com/downloads/index.html#languages>, compiling new language bundles, or building new language packages. See Customization Guide for the info.

Default language affects the default regional settings. You can set custom currency or currency pattern, but mind that they will be lost once you change to another language.

➤ ***To change the default language:***

1. Go to **Default Language** in **Look and Feel** under the **Settings** menu.
2. Select language from the drop-down box.
3. Click **Submit** to save changes.
4. Proceed to **Regional Settings** (on page 37) configuration.

## Setting Admin Interface Language

Unlike the language described above, which by default is set in all resellers' and users' cp, the language configured from **Admin User** menu relates only to your admin control panel, including reseller and user accounts which you access from it.

➤ ***To change admin interface language:***

1. Go to **Language** in the **Admin User** menu.
2. Select language from the drop-down box.
3. Click **Submit** to save changes.

---

**Important:** Now, when you visit accounts of your resellers and end users from your cp browser, they will appear for you in the language you just set. However, original language chosen by owners of these accounts will remain unchanged.

---

## Skins and Colors

This document explains how to configure default design settings such as skins and color schemes for admin and users' control panels. Changing Look& Feel in your admin control panel will affect all end users in your Parallels H-Sphere system.

➤ **To change the Look& Feel of the control panel:**

1. Select **Design Settings** from **Look and Feel** under the **Settings** menu.
2. On the page that appears select the default skin from the **Choose Design** box.
3. Click the **Modify** button.
4. On the page that appears, change the design settings:

The XPressia Lite Design Settings	
Users can choose this design	<input checked="" type="checkbox"/>
New users will get this design as default	<input checked="" type="checkbox"/>
Choose Another Design	XPressia Lite <input type="button" value="Modify"/>

- **Users can choose this design:** this option determines whether this design becomes available to your end users.  
If none of the designs is enabled, Parallels H-Sphere sets Left Menu design as default.
- **New users will get this design as default:** enabling this option will change default design for your end-users and switch it off for all other designs;
- **Choose another design:** select another design to modify.

---

**Note:** XPressia Lite is specially designed to be used if your browser works slowly with XPressia.

---

5. Change control panel color and image set in the **Color Scheme Setting** section.

Color Scheme Setting	
Color Scheme:	XPressia Lite <input type="button" value="Apply"/>
Image Set:	XPressia Lite <input type="button" value="Set"/>
Default Icon Set for User	XPressia Lite <input type="button" value="Set"/>

**Important:** You can change the color scheme, image set and icon set for Left Menu skin, whereas for Text Based and No Menu skins only Icon Set can be changed.

- **Color Scheme:** select a color scheme and click **Apply**.
  - **Image Set:** select another image set and click **Set**. Image Set standards can't be customized.
  - **Default Icon Set for User:** select the icon set that will be default for your end users and click **Set**.
6. Create your own custom color scheme by changing default color schemes.

**Custom Color Settings**

**Custom Color Settings**  
*If you leave the boxes empty, the system will use browser default colors*

Text Color	<input type="text" value="#000000"/>	<input checked="" type="checkbox"/>	Header Text Color	<input type="text" value="#000000"/>	<input checked="" type="checkbox"/>
Background Color	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>	Header Background Color	<input type="text" value="#CFCFCF"/>	<input type="checkbox"/>
Menu Text Color	<input type="text" value="#000000"/>	<input checked="" type="checkbox"/>	Hint Text Color	<input type="text" value="#000000"/>	<input checked="" type="checkbox"/>
Menu Background Color 1	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>	Hint Background Color	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>
Menu Background Color 2	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>	Logo Background Color	<input type="text" value="#CFCFCF"/>	<input type="checkbox"/>
Menu Background Color 3	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>	Table Light Strip	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>
Menu Background Color 4	<input type="text" value="#FFFFFF"/>	<input type="checkbox"/>	Table Dark Strip	<input type="text" value="#CFCFCF"/>	<input type="checkbox"/>
Error Text Color	<input type="text" value="#FF0000"/>	<input checked="" type="checkbox"/>	Border Color	<input type="text" value="#CFCFCF"/>	<input type="checkbox"/>
Important Text Color	<input type="text" value="#FF0000"/>	<input checked="" type="checkbox"/>	Link Color	<input type="text" value="#0000FF"/>	<input checked="" type="checkbox"/>
Selected Button Color	<input type="text" value="#888888"/>	<input checked="" type="checkbox"/>	Report Color	<input type="text" value="#EDF2EA"/>	<input type="checkbox"/>

- Click **Preview Window** to see how your settings will effect users' control panel.
  - Click **Reset** to return to default color scheme.
  - Click **Save** to save your custom color scheme settings. It will appear in the **Color Scheme** drop-down box.
- If you don't save **Custom Color Settings** and return to one of the four standard, all your custom configuration will be lost.

## Interface Texts

Here you will learn how to edit interface texts including:

- **LOGIN TEXTS:** the texts that show on the Parallels H-Sphere login page
- **SIGNUP TEXTS:** the texts that show in the signup wizard
- **MISCELLANEOUS TEXTS:** Checks info, customer support info, and other texts

To edit interface texts, select **Look and Feel** under the **Settings** menu.

## Login Texts

You can change the following texts displayed on the Parallels H-Sphere login page:

- **Welcome message:** the message on the top of the page. You can enter it in text or HTML format.
- **Welcome text:** the text under the welcome message also can be entered in text or HTML format.
- **Welcome Services:** describe the services provided by Parallels H-Sphere or enter any other welcome text.

To change interface login texts, enter your own text into the input box and click **Save**.

## Signup Texts

Texts that appear on every page of the signup wizard and describe Parallels H-Sphere features and benefits. The title of the input box shows as the title of the signup text on the signup pages. If you leave the boxes empty, the system will use the default Parallels H-Sphere signup texts.

To change signup texts, enter your own text into the input box and click **Save**.

## Miscellaneous Texts

- **Customer Support info** shows in the tooltip area when an action fails to execute with an error message written to the log and e-mailed to the support e-mail address. Also, this text shows in some customer email notifications after the sentence "If you have any questions, please contact us at:"
- **Checks Info** is very important for check users and if not entered, your check users won't be able to pay for the resources. It appears:
  - in signup wizard ("Send your checks to"),
  - in check invoice notifications,
  - in check approaching resources limit notifications, etc.
- **Privacy Statement** is reserved for future implementation.
- **Sales Info** shows on the signup pages.

To change these texts, enter your own text into the input box and click **Save**.

## CHAPTER 6

# E-Mail Notifications

Parallels H-Sphere provides E-Mail Notifications feature. Please see this chapter for details.

### **In this chapter:**

Setting E-Mail Notification Recipients .....	49
Editing E-Mail Notifications .....	50
Configuring User Notification Rules .....	55





















## Setting E-Mail Notification Recipients

Parallels H-Sphere allows you to configure e-mail addresses where copies (the BCC: field) of e-mail notifications - such as, welcome messages to customers upon their signup, billing letters, confirmations of domain registration - will be sent to. Also, you can add e-mail addresses to receive copies of trouble tickets and system notifications about critical errors, etc. Mostly, this option is provided to enable various departments of your company to track and resolve specific issues.

➤ **To subscribe e-mail addresses to receive notification copies:**

1. Go to the **Settings** menu - > **Notifications** - > **Notification Recipients**.
2. On the page that appears add subscribers to mailing lists you choose.

Mail Settings	
Action	Recipients
Misc	Support <support@mycompany.com>   <a href="#">[Remove All]</a>
Custom Domain Registration	 <a href="#">[Remove All]</a>
Managing Debtors	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Welcome Messages	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Tax Exemptions	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Domain Registration	 <a href="#">[Remove All]</a>
Managing Trials	Support <support@mycompany.com>   <a href="#">[Remove All]</a>
Trouble Ticket System	Admins <admins@example.com>   <a href="#">[Remove All]</a>
Accounting	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
Suspend/Resume	Support <support@example.com>   <a href="#">[Remove All]</a>

System e-mail messages are grouped according to their specific tasks. These messages are configured in the **Settings** -> **Notifications** -> **E-Mail Notifications** menu. Please refer to *Editing E-Mail Notifications* for details.

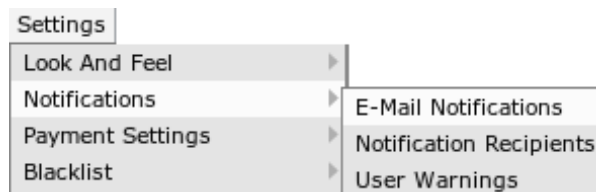
## Editing E-Mail Notifications

Master admin and resellers can edit e-mail notifications directly from Parallels H-Sphere control panel.















In previous versions, system emails were stored ONLY in system e-mail templates and could be edited only by master admin. Now system emails are stored in the Parallels H-Sphere database and can be modified in the admin CP for each of interface languages provided in Parallels H-Sphere.

➤ ***To customize system emails in CP:***

1. In the admin interface, choose **E-Mail Notifications** under the **Settings** menu:



You will see the list of system e-mail notifications sent from the address entered as your company information. These notifications are grouped by categories:

E-Mail Notifications	
<b>Misc</b>	<a href="#">Notification Recipients</a>
Lost Password Message	
Overlimit Notification	
Shell Access Notificaton	
Virtual Private Server Initialization Notification	
<b>Custom Domain Registration</b>	<a href="#">Notification Recipients</a>
Async. Manager Canceled Transactions	
Async. Manager Processed Transactions	
User Information Changed Message	
Custom Domain Registration Request Message	
Custom Renew Domain Registration Message	
<b>Managing Debtors</b>	<a href="#">Notification Recipients</a>
Deletion Warning	
Account Deletion	
Suspension Warning	
Account Suspension	
Outstanding Balance Notification	

2. You can enable or disable sending copies (the BCC: field) of particular notifications to e-mail addresses in e-mail notification groups in the **Settings->Notification Recipients** menu. Sending copies is by default enabled for all notifications within a group.

Checkboxes in the **CC** column to the left of the notification name indicate if sending BCCs is enabled or disabled. You cannot enable or disable sending BCCs directly in the list of notifications. To do this, you should open a notification for edition and check/uncheck this option at the bottom of the page that appears:

Send CC

After that, the CC indicator will be changed in the list:

Lost Password Message

3. To edit a custom email message, click on the notification name in the list or on the Configure icon to the right of the notification name. You will see the page containing two parts:

1) **Preview:** message preview as generated from the message template code:

**Welcome Letter**

**Preview Message**

*Subject:*  
New Account: PLAN.DESCRPTION

*Body:*  
Dear FirstName LastName,

Thank you for choosing Positive Software for your Web hosting needs. We look forward to working with you to make sure you get the most of your account, and we wish you success with your online venture.

We have received and processed your payment of \$0.00.  
This payment covers your setup and domain registration fees, and your first 3  
ACCOUNT.PLAN.VALUES.\_PERIOD\_TYPE\_ACCOUNT.PERIODIDs.

---

**NOTE:** Variable message fields such as user's first and last name or user login are replaced in Preview by the Parallels H-Sphere intuitively understandable "pseudo texts": FirstName, LastName, USER.LOGIN, and the like.

---

2) **Edit Form:** contains the subject *title* and the dynamically generated message *body*:

Title

New Account \${plan.description}

```

${toolbox.compose(lang.massmail.welcome_header,
account.ci.first_name, account.ci.last_name)}
<compress>
<assign u = account.getChild("unixuser")>
<assign domain = u.getChild("domain")>
<assign cp_url = user.CP_URL>
<if domain>
    <assign opensrs=domain.getChild("opensrs")>
</if>
<assign
size=account.plan.values["_PERIOD_SIZE_"+account.periodId]>
<assign billviewer = account.getChild("billviewer")>
<if billviewer>
<list billviewer.list() as b><assign
bill=billviewer.view(b.id)>
    <list bill.entries as entry><if entry.type=="5" ||
entry.type=="8"><assign paid=entry.amount></if></list>
</list>
</if>
</compress>
${toolbox.compose(lang.massmail.welcome_thanks,
settings.name)}

```

Send the message as

The default message for all languages

Send CC

English [Russian\(Win-1251\)](#) [Italian \(Win-1252\)](#) [French](#) [Spanish](#) [Dutch](#) [German](#) [Portuguese \(Brazil\)](#)

**Send the message as:** setting the message's content type, the format in which the message would be sent (in plain text or in HTML format).

**Default message for all languages:** this allows to make a custom email message default for those of the languages listed below that have this option ticked. If you do not want this message to be default for any of the languages, uncheck this option for that specific language.

**Send CC:** check/uncheck this box to enable/disable sending copies (BCC:) of this particular message to e-mail addresses specified for this notification group in the **Settings->Notification Recipients** menu. This box is checked by default.

On the bottom of the form there is the **language panel** with all interface languages available in Parallels H-Sphere. Click to choose the language you wish to modify the message for.

4. Click **Save** to apply changes.

If you change the message code correctly, you will get the note that changes have been successfully saved (in the Parallels H-Sphere database), and you may see these changes in the **Preview Message**.

Otherwise, you will receive an error, and changes won't apply:

*Failed to apply changes.  
Unexpected instruction at line 18*

**Welcome Letter**

**Preview Message**

*Subject:*

New Account: PLAN.DESCRPTION

*Body:*

Dear FirstName LastName,

---

**IMPORTANT:**

1. System email messages are generated from Freemarker code. To correctly customize the code, you should be familiar with Freemarker commands and with Parallels H-Sphere advanced customization and resources.
2. There is no need to customize *lang texts* represented in the code as `${lang.text_name}` and set in the *bundle files* in the `/hsphere/local/home/cpanel/shiva//psoft/hsphere/lang/ default bundle directory` or in *custom bundles directory*. Instead, you could set the text directly for each interface language here in the given form. For this, please make sure you uncheck **the The default message for all languages** box when editing the message for each language.
3. Changes applied to the system emails through the given form are stored in the system database and do not affect the *.txt system email notification templates* that are located in the `/hsphere/local/home/cpanel/shiva/shiva-templates/common/mail`. Moreover, you can **restore** the hardcoded system notification from the template by pressing the **Restore From Template** button at the bottom of the form.

**We don't recommend customizing the default templates!**

---

---

## Configuring User Notification Rules

When customers approach their traffic, summary disk usage limit or disk quota, they get respective e-mail warnings.

➤ **To choose how closely to the limit these warnings will be issued:**

1. Select **User Warnings** in the **Settings** -> **Notifications** menu.
2. Specify when users will be e-mailed. Choose if the accounts will be suspended:

Approaching Limit Warnings	
<b>Traffic</b>	
<input type="checkbox"/> Disable traffic warning messages	
Warn if traffic approaches limit by	<input type="text" value="80"/> + %
<input checked="" type="checkbox"/> Suspend account if traffic limit is exceeded	
Traffic limit suspend percentage	<input type="text" value="120"/> + %
<b>Disk quotas*</b>	
<input type="checkbox"/> Disable quota warning messages	
Warn if disk quota is used by	<input type="text" value="95"/> + %
<small>* Affects web, mail, database and other disk quotas</small>	
<b>Summary Disk Usage</b>	
<input type="checkbox"/> Disable disk usage warning messages	
Warn if disk usage approaches limit by	<input type="text" value="80"/> + %
<input checked="" type="checkbox"/> Suspend account if disk usage is exceeded	
Disk usage suspend percentage	<input type="text" value="120"/> + %
<input type="button" value="Submit"/>	

## Online Invoices

When creating plans with plan wizards, you choose whether you want Parallels H-Sphere to e-mail order confirmations to users right after they buy resources. If you enable sending order confirmations, customers will receive them for every single bill entry, e.g. overlimit traffic. Order confirmations are sent from the e-mail address specified in the Look and Feel menu -> Company Info. If this feature is off, customers will get no order confirmations, even at the end of the billing period.

➤ ***To turn sending order confirmations on or off:***

1. Start a plan edit wizard.
2. On the first step scroll down to the **Settings** section.
3. Check the **E-mail order confirmation** box.
4. Complete the wizard.

After signup, users can change this option in their accounts.

➤ ***To turn sending order confirmations ON or OFF for all your customers regardless of their current settings:***

1. Select **Other** in the **E.Manager** menu.
2. Click ON or OFF in the **E-mail order confirmations** section:

**E-mail order confirmations**

Force sending order confirmations for all existing users ...

ON OFF



Forcing sending order confirmations on or off overrides current user settings. However it doesn't prevent customers from switching this option back afterwards for their own accounts.

## “No Charge” Notifications

You can configure the system to send clients automatic “No Charges Made for Your Account” notifications at the end of each billing period or month. To choose the rule, select **Billing Settings** in the **Settings** menu:

<b>Billing settings</b>	
Credit-limit based billing	<input type="radio"/>
Anniversary based billing	<input checked="" type="radio"/>
<b>"No charge" Notification Settings</b>	
Notify users of current balance at the end of every billing period	<input type="radio"/>
Notify users of current balance at the end of every month	<input checked="" type="radio"/>
Don't send notification	<input type="radio"/>
<input type="button" value="Submit Query"/>	

For credit limit based billing, customers are notified if their balance does not exceed credit limit. For anniversary based billing, they are notified if during given billing period or month there were no billing operations (charges for purchases or exceeded monthly resource limits).

# Control Panel Configuration

This chapter discusses the configuration steps required to set up and manage your Parallels H-Sphere Control Panel.

## In this chapter:



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## Company Information

The system holds your company's name, mailing address and other details that are used across the control panel, including the letters e-mailed to the user. It's especially important for Enom and OpenSRS - incorrect or no info may decline domain registration.

➤ **To enter your company info:**

1. Select **Company Info** in **Look and Feel** under the **Settings** menu.
2. Enter your corporate details:

Company Info	
Owner first name	<input type="text" value="John"/> +
Owner last name	<input type="text" value="Smith"/> +
Company	<input type="text" value="Sample Company"/> +
Address 1	<input type="text" value="77 Sylvan Dr"/> +
Address 2	<input type="text"/>
Address 3	<input type="text"/>
City	<input type="text" value="Austin"/> +
State	<input type="text" value="Texas"/> ▼
State (if other)	<input type="text"/> +
Country	<input type="text" value="United States"/> ▼
Postal Code	<input type="text" value="11235"/> +
Phone 	<input type="text" value="+1.12345678910"/> +
<ul style="list-style-type: none"> <li>● For North America: either <b>NXX-NXX-XXXX/YYYY</b> or <b>+1.ZZZZZZZZZZ/YYYY</b></li> <li>● For other countries: <b>+CCC.ZZZZZZZZZZ/YYYY</b></li> </ul>	<b>Examples:</b> 800-234-5678 (USA) +1.8002345678 (USA alternative) +44.2081234567 (UK)
Fax (optional) 	<input type="text"/> +
e-mail	<input type="text" value="email@example.com"/> +
Hostmaster Email (user.domain.com)	<input type="text" value="hostmaster.example.com"/> +
Website	<input type="text"/>
<input type="button" value="Save"/>	

- **Owner's first and last name:** enter your name.
- **Company, Address, City, State, Country and Postal Code:** enter your company's postal address information.
- **Phone, Fax** numbers of your company.
- **e-mail:** Parallels H-Sphere will use this address to send user notifications, mass mails, etc.
- **Hostmaster E-mail:** your sysadmin e-mail address. Use a dot "." instead of "@" in the e-mail address.
- **Website:** enter your company website if any.

3. Click **Save** to preserve changes.

Don't forget to configure Misc. Texts as well.

---

## Supported TLD's

This document outlines the Top Level Domains (TLD's) supported by domain registrars in Parallels H-Sphere.

Domain Registrar	TLD
OpenSRS	.com, .net, .org, .name, .info, .biz, .ca, .tv, .us, .co.uk, .de
Enom	.com, .net, .org, .us, .info, .biz, .tv, .ws, .nu, .bz, .cc, .ca, .cn, .com.cn, .net.cn, .org.cn, .br.com, .cn.com, .de.com, .eu.com, .hu.com, .no.com, .qc.com, .ru.com, .sa.com, .se.com, .uk.com, .us.com, .uy.com, .za.com, .de, .in, .jp, .uk.net, .se.net, .tw, .co.uk, .org.uk
OnlineNIC	.com, .net, .org, .biz, .info, .us
RRPproxy	.com, .net, .org, .info, .biz, .ws, .cc, .bz, .nu, .ag, .tv, .us, .fm, .name, .la, .cn, .tk, .tc, .vg, .ms, .gs, .pl, .jp, .sg, .tw, .ac, .am, .be
Ascionic	.co.hu, .co.pn, .com.my, .com.pa, .com.pe, .de, .dk, .hu, .in, .pn, .tm



## Provider's Shared SSL

This document explains how to enable your parent host's shared SSL for use by your end users.

1. Select **Shared SSL Manager** in the **E.Manager** menu:

DNS Manager
Server Aliases
Shared SSL Manager
CP SSL Manager
Other

That will list all your DNS zones that you can provide secure hosting on:

Shared SSL Manager		
Name	Admin e-mail	Shared SSL support
DNS zones with SSL support inherited from main reseller's account		
Your own service DNS zones		
domain1.com	webmaster.domain1.com	
domain2.com	webmaster.domain2.com	

2. Turn on **Shared SSL support** for the secure DNS zone offered by your parent host.  
Now if your end users enable shared SSL on their third-level domains registered on your main DNS zone, they will get additional access to their domains through https protocol on your parent host dedicated dns zone.

E.g.

[http://domain.your\\_dns\\_zone.com](http://domain.your_dns_zone.com)

after enabling shared SSL will be accessed at

[https://domain.inherited\\_secured\\_dns\\_zone.com](https://domain.inherited_secured_dns_zone.com)

---

## Shared SSL Certificates Installation

Shared SSL certificates, also known as wildcard or server-wide certificates, are used to service multiple third level domains.

Thawte determines a wildcard certificate as “a single certificate, with a wildcard character in the domain name field. This allows the certificate to secure multiple hosts within the same domain. For example, a certificate for ‘ \*.domain.com ‘, could be used for [www.domain.com](http://www.domain.com), [www1.domain.com](http://www1.domain.com), [www2.domain.com](http://www2.domain.com), in fact, any host in the domain.com domain. When a client checks the host name in this certificate it uses a shell expansion procedure to see if it matches.”

According to VeriSign, a shared SSL certificate “enables Internet Service Providers (ISPs) to provide SSL (Secure Sockets Layer) encryption and business authentication to Web business customers, but without the need to issue unique digital certificates to each hosted customer. The service offers ISPs the convenience and streamlined management of a single specially licensed SSL digital certificate to share among multiple hosted web sites”.

Shared SSL certificates work only within one domain level. For example, if you get a domain name for \*.domain.com, it will work for [www.domain.com](http://www.domain.com) and [subdomain.domain.com](http://subdomain.domain.com). But it won't work for [www.subdomain.domain.com](http://www.subdomain.domain.com) or <http://domain.com>, and visitors' browsers will show a warning message: “The name on the security certificate does not match the name of the site”.

Parallels H-Sphere Shared SSL is based on shared IPs and wildcard SSL certificates and is bound to a particular service DNS zone. Since different servers use different shared IPs, Shared SSL is associated with a certain shared IP tag, which identifies these IPs on each server. When you install a wildcard certificate, it is set up on all web servers. Just make sure that shared IPs on the web servers have the same shared IP tag.

Wildcard certificates can be purchased, for instance, at Comodo Ca.

The cost of a shared SSL certificate usually depends on the number of subdomains that it covers and varies depending on the certificate authority.

---

**Important:** when obtaining SSL certificate, make sure it is generated for Apache regardless of whether you intend to install it on windows or unix box.



---

### ➤ *To install a shared SSL certificate:*

1. Select Shared SSL Manager in the E.Manager menu:



That will list all your DNS zones that you can provide secure hosting on:

Shared SSL Manager		
Name	Admin e-mail	Shared SSL support
DNS zones with SSL support inherited from main reseller's account		
Your own service DNS zones		
domain1.com	webmaster.domain1.com	
domain2.com	webmaster.domain2.com	

2. Turn on **Shared SSL support** for your own DNS zone to install a shared SSL certificate on your own DNS zone following the wizard (see below). If you see your parent host's DNS zone, you may also enable shared SSL on it for use by your end customers.

## Shared SSL installation wizard

1. The window that appears on enabling Shared SSL support for your own service DNS zone will give you two options:

**New SSL Support**

[Generate a temporary SSL certificate and certificate request](#)

Shared IP Tag  ▼

**SSL Server Private Key**

**SSL Certificate**



- Generate a temporary wildcard certificate by clicking the link at the top of the window;
- Enter your existent wildcard certificate by entering it in the form. When you click the **Submit** button, the certificate will be installed.

If you have created a temporary wildcard certificate, you can request a permanent wildcard certificate in the future from a trusted certificate authority. To install the SSL certificate, click the **Edit** icon next to the domain name and enter the certificate key and certificate file. Then click the **Upload** button.

**Edit SSL**

<b>Domain name</b>	twriters.psoft
<b>Shared IP Tag</b>	2
<b>Install Certificate based on previously generated Certificate request</b>	<p><b>List of web-servers with certificate pair:</b></p> <p>web.techwriters.psoft web.twriters.psoft pgsql.twriters.psoft</p> <p><b>Certificate File:</b></p> <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
	<input type="button" value="Upload"/>

Sometimes, you may have to use a Certificate Authority File provided with the Certificate by your Certificate Authority (e.g. Comodo Ca, Geotrust, Equifax, etc.). To use the Certificate Authority File, you have to add a line to the apache config of each virtual host that uses shared SSL. Parallels H-Sphere can do this for you: enter the file in the **Certificate Authority File** text box and click the **Upload** button.

**List of web-servers with certificate pair:**  
web.techwriters.psoft  
web.twriters.psoft  
pgsql.twriters.psoft

**Certificate Authority File**  
(either PKCS#7 or X509 bundle)

Upload

---

**Note:** If you are using more than one shared IP, each of them must have a unique shared IP tag. You can't create more than one certificate on one shared IP tag.

---

2. Go to Plan Edit Wizard and enable **Shared SSL**. By doing this, you will also automatically enable **Third Level Domain Alias, Third Level DNS Zone, Domain Alias A DNS Record**.
3. If you have added a new web server and want it to be serviced with the shared SSL certificate, click the **Edit** icon next to the domain name and enter the certificate key and certificate file in the **Install completely new certificate key and file pair** boxes. Then click the **Upload** button. This will update the shared SSL certificate installation on all servers, including the newly installed one.

Besides, you can create 'reseller dedicated' DNS zone domain, secure it with your shared SSL and allow resellers to secure their end user third-level domains (registered on this domain) with your own shared SSL.

---

## Credit Card Brands

- **To add support for a credit card brand (vendor) that is not provided with Parallels H-Sphere:**
1. Find a credit card processing center that automatically processes payments with this credit card brand.
  2. Go to your admin control panel and select **CC Brands** in the **Settings->Payment Settings** menu.

3. On the page that opens, enter the full name and the short name of the custom credit card brand:

Credit card brands		
Name	Short name	Controls
VISA	VISA	
MasterCard	MC	
American Express	AX	
Discover	DISC	
Diners Club	DINERS	
Carte Blanche	BLANCHE	
JCB	JCB	
enRoute	ENROUTE	
Solo	SOLO	
Switch	SWITCH	
Electron	ELECTRON	
Eurocard	EUROCARD	
Nova	NOVA	

**Add credit card brand**

Name  ! Short name  !

Now you can associate your credit card with this merchant gateway in the merchant gateway manager.

---

## Domain Registrar Manager

Parallels H-Sphere comes with Domain Registrar Manager. It supports automatic domain registration services with multiple domain registration providers. In order for you to provide domain registration services, your hosting provider needs to set up a connection with a supported domain registration provider. You can't create your own connections. This document provides step-by-step instructions on how to set default prices for the domain registration services you will offer.

---

### IMPORTANT:

1. Before you start, make sure to have your **company info** carefully entered, as it will be used as Billing and Tech info for registered domains. With your company info incorrect or incomplete, end users may start encountering problems with domain registration. Company Info is set on the **Look&Feel** -> **Company Info** page.
2. TLDs with asynchronous registration, such as .co.uk or .org.uk, .de, etc. can be handled by admin only by OpenSRS.
3. TLDs that are not registered with supported registrars, such as .pt, or .jp should be handled by admin with Email Domain Registrar (See Administrator Guide for details).
4. Parallels H-Sphere supports .US, .CA, .INFO, and .BIZ domains. Supported domain registration providers require that registrant phone and fax numbers be entered in a special format. Users registering .US and .CA domains are also asked for additional information.

Phone/fax format depending on the country of residence:

- North America: *NXX-NXX-XXXX/YYYY*;
- Other countries: *+CCC./////////YYYY*.

Here:

*N* is a digit from 2 to 9,

*X* any digit,

*YYYY* optional extension,

*CCC* country code,

*////////* phone/fax number inside the country.

Administrators/resellers should also change the format of phone and fax numbers in their **Company Info** pages.

---

You can set different domain registration prices in different plans. However, you first need to set default domain registration prices to be applied every time a plan-specific price hasn't been specified.

1. Log into your admin CP.
2. Select **Domain Registrar** in the **Settings** menu.
3. Click **Define Terms/Prices** for the top level domain you'd like to configure.
4. Set the default prices for various periods:

Define Terms/Prices for New OpenSRS Registrar, TLD is com						
Please specify prices (0 is allowed) for all available registration periods						
Duration in years	1	2	3	4	5	6
Price	15	28	40			
				Submit Query	Reset	

These are actual prices for the billing periods, they are not prorated to one year. This means, you need to enter "15 30 45 60 75 90 105 120 135 150", not "15 15 15 15 15 15 15 15 15 15".

5. Repeat steps 3-4 for each TLD.
6. Now that you have entered default prices, set domain registration prices for individual plans (on page 175).  
**Warning:** If you don't set default or plan-specific prices, end users won't be able to register domains from their control panels.

# Merchant Gateways

This chapter provides information on how to configure Merchant Gateways in Parallels H-Sphere.

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---

# Merchant Gateway Manager

Merchant Gateway Manager is a configurable Parallels H-Sphere add-on that allows you to set up and alter merchant gateways, the media for conducting transactions with online credit card processing centers. The software tracks gateway usage and provides statistical information on the number of transactions and total charges for every particular gateway.

Merchant Gateway Manager allows you to setup different merchant gateway accounts for different types of credit cards (like VISA, MasterCard, Discover, American Express). In this way you can maximize your profits by processing every type of credit card with the gateway that offers the lowest rate for this type of card.

Before configuring a merchant gateway, register an account with a supported merchant gateway.

Resellers can't use admin merchant gateway settings. They should register their own accounts with chosen Merchant Gateways.

---

## **IMPORTANT!**

New merchant gateways are integrated to Parallels H-Sphere by means of packages.

You can:

- download merchant gateway packages compiled by Positive Software
  - build your own packages using Merchant Gateway SDK.
- 

## **In this section:**

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## Setting Up Merchant Gateway

Once you have registered an account with a credit card processing center, you can set up a merchant gateway to your Parallels H-Sphere configuration:

1. Go **Settings -> Payment Settings -> Merchant Gateway**.
2. The following page will appear:

Merchant configuration	
Add new gateway	Dummy Gateway <input type="button" value="Add"/>
Active	VISA Moneris 10.0/0.0 1/0 <a href="#">Deactivate</a>
Set Active	Securepay.com.au <input type="button" value="Payment type"/> VISA <input type="button" value="Activate"/>
Edit Gateway	Moneris <input type="button" value="Edit"/>
Edit Description	<p>Edit the description that will appear on your client's credit card statements. If you leave the Description Only box unchecked, the statement will also contain customer's plan name &amp; account ID.</p> <input type="text"/> <input type="checkbox"/> Description Only <input type="button" value="Submit Query"/>

3. If you need to test Parallels H-Sphere billing without making real charges, select **Dummy Gateway** in the **Add new gateway** box and use it in the subsequent configuration steps. To configure real gateways, see the box **Configuring Specific Gateways** on the right for links to instructions.

## Editing Merchant Gateway Settings

➤ **To edit the configuration of the merchant gateway:**

1. In the **Edit Gateway** box choose necessary merchant gateway from the drop-down box.
2. Click the **Edit** button. On the form that appears you can make necessary changes.
3. Click the **Submit Query** button to save changes.



## Associating Merchant Gateways with Credit Card Vendors

Now that you have configured one or more merchant gateways, you need to associate them with credit card vendors. You can have different credit card brands processed with different processing centers. For example, you can configure Parallels H-Sphere to process VISA and MASTERCARD with AuthorizeNet, and AMERICAN EXPRESS - with CyberCash.

### ➤ *To set the associations:*

1. In the **Set Active** field, choose the credit card brand and the processing center it will be charged through.
2. Click the **Activate** button to create the association. Now your Merchant Gateway Manager form should look similar to this:

Merchant configuration	
Add new gateway	Dummy Gateway <input type="button" value="Add"/>
Active	VISA Moneris 10.0/0.0 1/0 <a href="#">Deactivate</a> MC AuthorizeNet (SIM protocol) 0.0/0.0 0/0 <a href="#">Deactivate</a>
Set Active	Moneris <input type="button" value="Payment type"/> VISA <input type="button" value="Activate"/>
Edit Gateway	Moneris <input type="button" value="Edit"/>
Edit Description	Edit the description that will appear on your client's credit card statement. If the <input type="checkbox"/> box unchecked, the statement will also contain customer's description. <input type="checkbox"/> Description Only <input type="button" value="the Description Only"/>
Maximum allowed failed charge attempts for credit cards	<input type="text"/> <input type="button" value="Submit"/>
Retry interval after failed attempt to process CC (min)	<input type="text"/> <input type="button" value="Submit"/>

Make sure to create associations for each credit card brand you would like to support. Users won't be able to pay with the credit cards that haven't been associated with any processing center.

## Editing Description for User Credit Card Statements

Use this feature to let your customers know from their credit card statements what charges are related to hosting with Parallels H-Sphere.

1. Select **Merchant Gateway** in the **Settings** menu.
2. Enter the description text in the **Edit Description** text box.
3. Click **Submit Query**.

## Handling CC Charge Request Failures

Parallels H-Sphere handles rejected credit card transactions by setting the maximum failed charge attempts and the retry interval. If a processing center rejects a CC charge request, Parallels H-Sphere will:

1. debit the account;
2. notify the administrator by e-mail (end user isn't notified);
3. send this CC request again in the defined period of time;
4. disable any other paid operations with this CC until this period elapses.

With the first successful credit card transaction, the charge failure counter is reset.

➤ **To configure this behavior:**

1. Select **Merchant Gateway** in the **Settings** menu.
2. Fill out the last two fields on the Merchant Gateway Manager page:

Maximum allowed failed charge attempts for credit cards	<input type="text" value="3"/>	<input type="button" value="Submit"/>
Retry interval after failed attempt to process CC (min)	<input type="text" value="6"/>	<input type="button" value="Submit"/>

- **Maximum allowed failed charge attempts for credit cards:** restrict the number of CC charge request failures.
  - **Retry interval after failed attempt to process CC (min):** set the period (in minutes) to elapse before the system resends the charge request. Until then, the system will disable any transactions with this CC.

If charge failures reach the maximum number allowed, Parallels H-Sphere will mark such credit card as nonchargeable until you reset the charge failure counter:

1. Select **CC processing errors** in the **Reports** menu;
2. Retrieve the needed account;
3. In the **Controls** column of the **Search Results** page, click the **Reset** icon for this account.

## One Step Gateways

To offer completely automated credit card processing, a merchant gateway must support the following 4 types of transactions:

- AUTHORIZE specifies that a transaction authorizes the credit card.
- CHARGE specifies that a transaction charges amount without prior authorization.
- CAPTURE specifies that a transaction is completed.
- VOID specifies that a transaction cancels an amount.

Most credit card charges involve only the CHARGE transaction. An exception is domain registration, which involves two steps:

1. Lock required amount on the credit card (AUTHORIZE) before domain registration
- 2.a. If domain registration succeeds, debit the locked amount to the credit card (CAPTURE)
- 2.b. If domain registration fails, unlock the amount and cancel the initiated transaction (VOID)

Some merchant gateways don't support CAPTURE or VOID transactions, requiring that they be performed manually through a web interface. In case of domain registration, you will receive email notifications requesting to complete or cancel a transaction every time a user registers a domain name.

---

## AssureBuy Configuration

### Preparation

No preparation is needed before configuration.

### Configuration

1. Select **AssureBuy** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

AssureBuy	
Title	<input type="text" value="AssureBuy"/>
Server	<input type="text" value="gateway.assurebuy.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="ics_gateway.exe"/>
User ID	<input type="text"/>
Password	<input type="text"/>
Currency	<input type="text" value="U.S. Dollar"/> ▼
AVS checking level	<input type="text" value="None (Accept the transaction no matter what the AVS response)"/> ▼
<input type="checkbox"/> Test Mode	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this AssureBuy connection
- **Server:** the name of the AssureBuy server
- **Port:** the port of the AssureBuy server
- **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
- **User ID:** your AssureBuy User ID
- **AssureBuy Password:** the password which comes with User ID
- **Currency:** the currency in which your end users will be charged
- **AVS:** AVS stands for Address Verification Service. It can be used as an additional layer of protection for merchants who wish to verify that the purchaser knows the billing address of the cardholder (in case these are two different people). This is not a very serious form of risk mitigation or fraud prevention, and yet it does give some assurance that a hacker isn't simply generating a list of valid credit card numbers and purchasing product at will. AVS simply matches the numeric portion of the cardholder's street billing address and the 5 or 9-digit zip code of the cardholder's billing address. The AVS request parameters are STREET and ZIP. The processing network verifies the AVS information, comparing a portion of the billing address from the request message with address data on file at the VIC or the issuer's center. Based on the comparison, a response will be returned which confirms whether the information matches or not. Banks do not decline transactions based on the AVS check. The AVS response is returned as two single tab-delimited characters: YY, NN, YN, NY (Y- 'matches', N for 'does not match'). This information is just an advice. However, the Parallels H-Sphere system will either allow or decline the transaction depending on the selected AVS status. AVS is available only for US cardholders.

---

**Important:** To provide non US cardholders CC processing, disable AVS check-up in the merchant gateway configuration.

---

- **Test Mode box:** with Test Mode checked, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.

#### 4. Click **Submit Query**

*CVV (Card Verification Value).* To enable fraud protection using CVV, enable and configure CVV support in your AssureBuy account. More on CVV credit card verification.

---

## Authorize.Net (Sim Protocol) Configuration

Before proceeding, make sure to read about *Web Payment Systems Manager*.

In order to configure Authorize.Net, download and install the latest Authorize.Net.hsp package: [http://download.hsphere.parallels.com/downloads/index.html#web\\_payment](http://download.hsphere.parallels.com/downloads/index.html#web_payment). (on page 122)

## Setting Up Authorize.Net

- *Once you have registered an Authorize.Net business account, enable Authorize.Net in your control panel:*
1. Select **Merchant Gateways** in the **Settings** -> **Payment Settings** menu.
  2. On the **Merchant Configuration** page, choose **Authorize.Net** from the drop-down menu.
  3. Click the **Edit** button to activate it.
  4. Enter the required parameters in the **Authorize.Net** form:

Authorize.Net	
Payment Server Address	<input type="text" value="secure.authorize.net"/>
Payment Server Port	<input type="text" value="443"/>
URL path	<input type="text" value="/gateway/transact.dll"/>
Login	<input type="text" value="5mf2P4LS"/>
MD5 Hash Value	<input type="text" value="*****"/>
Transaction Key	<input type="text" value="*****"/>
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Payment Server Address:** the name of the server you will be redirected to for payment operations
  - **Payment Server Port** of the Authorize.Net server
  - **URL path** to the server side handler file which can be a script or a binary file.
  - **Login:** API login ID for the payment gateway account obtained from the Merchant Interface.
  - **MD5 Hash Value:** this security feature enables merchants to verify that the results of a transaction received by their server were actually sent from the Payment Gateway. This value should be configured in the Authorize.Net interface by the users with the appropriate permissions will be able to access this setting. To set the MD5 Hash Value in the Merchant Interface:
    1. Select Settings from the Main Menu in the Merchant Interface
    2. In the Security section click on MD5 Hash and enter the MD5 Hash Value
    3. Confirm the MD5 Hash Value entered and click Submit to save changes
  - **Transaction Key** obtained from the Merchant Interface by users with the appropriate permissions will be able to access this setting To obtain the transaction key from the Merchant Interface;
    1. Select Settings from the Main Menu in the Merchant Interface
    2. In the Security section click on API Login ID and Transaction Key
    3. Type in the answer to the secret question configured on setup and click Submit
  - Check **Activate** to enable Authorize.Net for new signups and existing accounts.
5. Click **Submit Query**. Authorize.Net now must show as active.

---

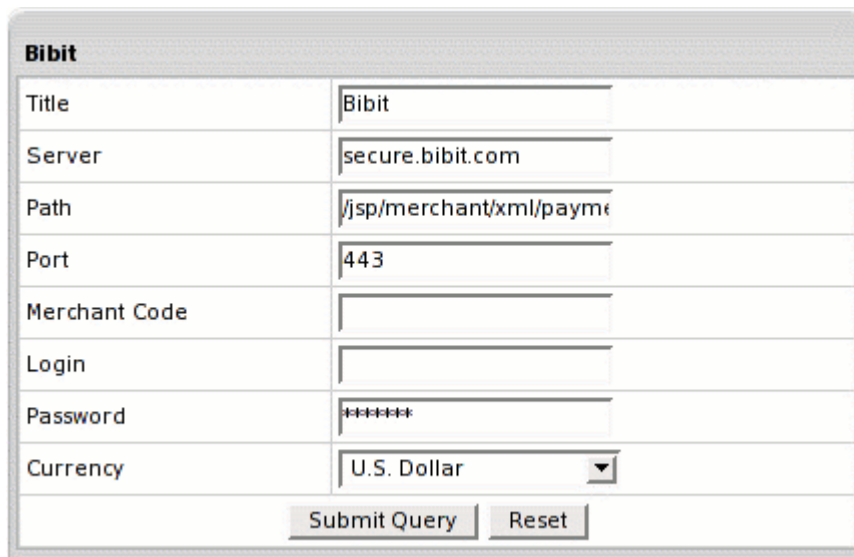
# Bibit Configuration

## Preparation

No preparation is needed before configuration.

## Configuration

1. Select **Bibit** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:



The screenshot shows a configuration window titled "Bibit". It contains a table with the following fields and values:

Bibit	
Title	Bibit
Server	secure.bibit.com
Path	/jsp/merchant/xml/payme
Port	443
Merchant Code	
Login	
Password	*****
Currency	U.S. Dollar

At the bottom of the form are two buttons: "Submit Query" and "Reset".

- **Title:** give a name to this Bibit connection
  - **Server:** the name of the Bibit server
  - **Port:** the port of the Bibit server
  - **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Login:** your Bibit login
  - **Password:** the password which comes with login/username
  - **Merchant Code:** your Bibit account ID
  - **Currency:** the currency in which your end users will be charged
4. Click **Submit Query**



---

# Cardia Services Configuration

## Preparation

To configure Cardia Services, download and install Cardia Services .hsp package from [http://download.hsphere.parallels.com/downloads/index.html#merchant\\_gateways](http://download.hsphere.parallels.com/downloads/index.html#merchant_gateways) (for Java 1.4 and up).

This package can be installed on Parallels H-Sphere 2.4.x and higher as suggested in *Installing Parallels H-Sphere packages* in Customization Guide..

## Configuration

1. Select **Cardia Services** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

Cardia Services	
Title	<input type="text" value="Cardia Services"/>
Merchant Token	<input type="text"/>
Store	<input type="text"/>
Currency	<input type="text" value="EUR"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this Cardia Services connection
  - **Merchant Token:** your Cardia Services account ID
  - **Store:** Your Cardia Services unique ID, sometimes also referred to as *Config File*
  - **Currency:** the currency in which your end users will be charged
4. Click **Submit Query**

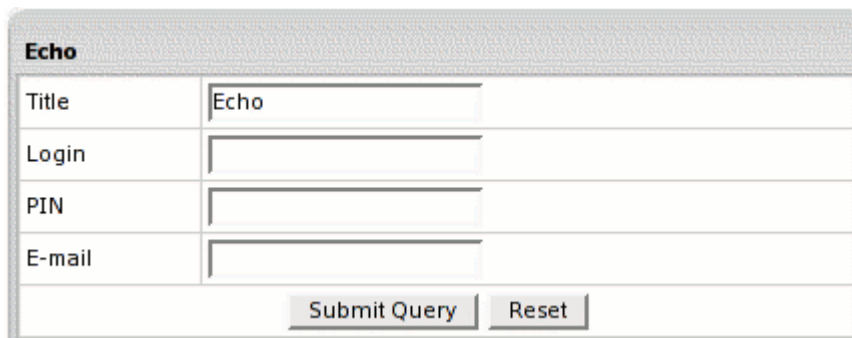
# ECHO Configuration

## Preparation

No preparation is needed before configuration.

## Configuration

1. Select **Echo** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:



Echo	
Title	<input type="text" value="Echo"/>
Login	<input type="text"/>
PIN	<input type="text"/>
E-mail	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this Echo connection
  - **Login:** your Echo login
  - **Pin:** once you register an account with Echo, you are given this to verify charge requests
  - **E-mail:** the email address you provided on signing up with Echo
4. Click **Submit Query**

---

# ePDQ Configuration

## Preparation

Make sure that the `CcxClientApi.jar` file is present in the `/hsphere/local/home/cpanel/java_rt/` directory.

If it's not there:

1. Contact ePDQ and obtain the `CcxClientApi.jar` file.
2. Put the lib file into in the directory `~cpanel/java_rt/`.

When restarting the Control Panel, make sure that you are logged into the CP server as root.

*For Linux:*

```
/etc/rc.d/init.d/httpdcp stop  
killall -9 java  
sleep 10  
/etc/rc.d/init.d/httpdcp start
```

*For FreeBSD:*

1. `/usr/local/etc/rc.d/apache cp.sh stop`  
`killall -9 java`  
`sleep 10`  
`/usr/local/etc/rc.d/apache cp.sh start.`

## Configuration

1. Select **ePDQ** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

ePDQ	
Title	<input type="text" value="ePDQ"/>
Server	<input type="text" value="secure2.epdq.co.uk"/>
Port	<input type="text" value="12000"/>
IP Address	<input type="text"/>
Login	<input type="text"/>
Client ID	<input type="text"/>
Password	<input type="password"/>
Currency	<input type="text" value="U.S. Dollar"/> ▼
Enable FraudShield	<input type="text" value="FALSE"/> ▼
Test Mode	<input type="text" value="FALSE"/> ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this ePDQ connection
- **Server:** the name of the ePDQ server
- **Port:** the port of the ePDQ server
- **IP Address:** your external control panel IP address
- **Login:** your ePDQ login
- **Password:** the password which comes with login/username
- **Client ID:** the unique client ID code you get from ePDQ
- **Currency:** the currency in which your end users will be charged
- **Test Mode:**
  - *FALSE*: credit card transactions will be completed and credit cards will be charged;
  - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged.

\* In Test Mode, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.

#### 4. Click **Submit Query**

---

# eWay Configuration

## Preparation

No preparation is needed before configuration.

## Configuration

1. Select **eWay** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

eWay	
Title	<input type="text" value="eWay"/>
eWay Customer ID	<input type="text" value="6645889"/>
Server	<input type="text" value="www.eway.com.au"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/gateway/xmlpayment.as"/>
Notification Email for VOID transactions	<input type="text" value="sdf@something.net"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

**Title:** give a name to this eWay connection

**eWay Customer ID:** your unique eWAY customer ID assigned to you when you join eWAY, e.g.: 11438715

**Server:** the name of the eWay server

**Port:** the port of the eWay server

**Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.

**Notification Email for VOID and CAPTURE Transactions:** eWay doesn't support VOID and CAPTURE transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled or completed manually through eWay web interface.

4. Click **Submit Query**

---

# HSBC Configuration

## Preparation

In order to configure HSBC merchant gateway, download and install HSBC .hsp package ([http://download.hsphere.parallels.com/downloads/index.html#merchant\\_gateways](http://download.hsphere.parallels.com/downloads/index.html#merchant_gateways)).

This package can be installed on Parallels H-Sphere as suggested in our instruction on *Installing Parallels H-Sphere packages* in Customization Guide.

## Configuration

1. Select **HSBC** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

HSBC	
Title	HSBC
Server	www.secure-epayments.a
Port	443
Client ID	
User Name	
Password	*****
Currency	U.S. Dollar ▼
<input type="checkbox"/> Test Mode	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this HSBC connection
- **Server:** the name of the HSBC server
- **Port:** the port of the HSBC server
- **Client ID:** the unique client ID code you get from HSBC
- **Username:** enter the name given to you by HSBC provider
- **Password:** the password which comes with login/username
- **Currency:** the currency in which your end users will be charged
- **Test Mode box:** with Test Mode checked, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.

4. Click **Submit Query**

---

## Innovative Gateway Configuration

### Preparation

No preparation is needed before configuration.

### Configuration

1. Select **InnovativeGateway** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

InnovativeGateway	
Title	<input type="text" value="InnovativeGateway"/>
Server	<input type="text" value="transactions.innovativega"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/servlet/com.gateway.aaj.A"/>
Login	<input type="text" value="admin"/>
Password	<input type="password" value="*****"/>
Test Mode	<input type="text" value="FALSE"/> ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this InnovativeGateway connection
- **Server:** the name of the InnovativeGateway server
- **Port:** the port of the InnovativeGateway server
- **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
- **Login:** your InnovativeGateway login
- **Password:** the password which comes with login/username
- **Test Mode:**
  - *FALSE*: credit card transactions will be completed and credit cards will be charged;
  - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged.
  - \* In Test Mode, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.

#### 4. Click **Submit Query**

*CVV (Card Verification Value)*. To enable fraud protection using CVV, enable and configure CVV support in your InnovativeGateway account. More on CVV credit card verification.

---

## LinkPoint (API v3.01) Configuration

LinkPoint deprecated support for its old API. It may cause problems with signup and billing. To update API to v3.01, users should convert the certificate from PEM to P12 format (see below)

## Preparation

Make sure that the `JLinkPointTxn.jar` file is present in the `/hsphere/local/home/cpanel/java_rt/` directory.

If it's not there:

1. Contact LinkPoint (API) and obtain the `JLinkPointTxn.jar` file.
2. Put the lib file into in the directory `~cpanel/java_rt/`.

When restarting the Control Panel, make sure that you are logged into the CP server as root.

*For Linux:*

```
/etc/rc.d/init.d/httpdcp stop
killall -9 java
sleep 10
/etc/rc.d/init.d/httpdcp start
```

*For FreeBSD:*



1. `/usr/local/etc/rc.d/apachecp.sh stop`  
`killall -9 java`  
`sleep 10`  
`/usr/local/etc/rc.d/apachecp.sh start.`

When your linkpoint account is created you receive linkpoint welcome email which contains username, password and the certificate in the PEM format. You need to convert this certificate from PEM to P12 format. One way to do this is to run the following from a command prompt:

```
openssl pkcs12 -export -in YOURPEM.pem -inkey YOURPEM.pem -
out YOURPEM.p12 -passout pass:YOURPASS -name "YOURNAME"
Where:
```

- q YOURPEM - the name of your PEM file;
- q YOURPASS - your merchant password (the password you specified in merchant gateway settings);
- q YOURNAME - any arbitrary name.

For example:

```
openssl pkcs12 -export -in cert.pem -inkey key.pem -out
1234567.p12 -passout pass:987654321 -name "LinkPoint"
```

PEM files example:

key.pem:

-----BEGIN RSA PRIVATE KEY-----

```
MIICXAIBAAKBgQC6gLgc6l+vcvoSkJHFZfzt/sJRy6rBwAtf8AUMguAqgCq8sz2H
tIYHeng/71Z0uuPXUQY7veFUXDAXFvn4SLCresf5cHI9hxlqNITRY2MhTn92TLIV
lmfzCZtBdhshncWydpQ6HcHOwRYUL8Ure1yw6iOIk7Q8ja6GstqiKbTWDQIDAQAB
AoGAWv8C1dgCgzAuI3EL2APa7KQoW5BrfDzjXYUNNNgggejexeoOU3AZFP0EPu2f
2UR2dk/qlqv6jRaNwDZNSH6G8831PyTmUJoMZB+vuAeYFyEV6uWyzBFYJohubB2g
V+fxq8wSalKKvmuyoUqr2TKexweumppUMCK+pruxfqeXuWECQQDtfpdiohLeTDaQ
Q84yIHABD1H80r9KLfdc77R0f5Y5BL+Obh+p/5T&bdue7HBB673QzNB0CrHOJJQi
xNiPYrJ/AkEAyQj5UX8dSVR8Xhcw/gVoqaB3WnyzmT4VSf8Y2tKIRETLNxiBTkAC
6BV9jklIIOIojFOI9kkj9OaMIF/fTm/ZcwJAPzihyAnpB/A13jWOoF1uM3oGk0zu
yyptXPoaiaCINsyCycGbAEAfM32ax2ceqEL9JqY/H4TxTDUEkjTgiVr2tQJABrIW
HXOy9xDsV/IOmj8V9P9P9P96HUoKTD9MBYWmIXJrmZvwjz101qzpV534Yi+xOpc/
Zd+HahmL+ip6vZTglQJBANfO45PBIDZV71kHCmVDKnMUtR7FsJ7yKfZ2i/P8+23l
k7GP9lp/fj7MkLLjdui8hdjkdoidZ5yICYXglvbE=
```

-----END RSA PRIVATE KEY-----

cert.pem

-----BEGIN CERTIFICATE-----

```

MIICZDCCAc2gAwIBAgIBADANBUndj8JJkoIUUTDCILIJNQswCQYDVQQIEwJOWTE
R kNNgTfDhBgFYGvNHGIUy8YHKjUY98ojHL9hkjH987YTIJXJIIGRIdmVsb3BlcjEY
MBYGA1UEAxMPTWF4aW0gS2FCMGDhhNSHYDJLLLSALLLCIvcNAQkBFhBta2Fud
HNA
cHNvZnQubBSGDUuNHYiMMMUjhjhBKuuKLLLIHHUUJKHIjE1MzlzMVoweDELMAkG
A1UECBMCTIkxETAPBgNVBACtCE5ldyBZb3JrMRswGQYDVQQKEwJILVNwaGVyZS
Bk
ZXZlbG9wZXIxGDAW8jGFUUJ7B577b6655HGFHHHG5DSGHjEfMB0GCSqGSIs3DQ
EJ
ARYQbWthbnRzQHBzb2Z0Lm5ld0UYGD7SH389SUNWFA8HXQEFAAOBjQAwwYkCg
YEA uoC4HOiPr3L6EpFBVmX87f7CUcuqwcALX/AFDILgKoAqvLIIUDSUyID8732UJjh
SDIUDSTYR478745KWOS89SF7TL3I7RFHJDFPWP09866UJFO99SPWQQ2O9D99
W4LJ ghdjuKKuhhkkgtgyr3tcsOojpZO0PI2uhrLaoim01g0CAwEAATANBgkqhkiG9w0B
AQQFAAOBgQBNm1GvV+jrioieortu+etikugOIUOULLKOFLLHJIOijglkr94mjosij
Ommdsktuier/wUUYTUGDJKHGASDIUYODIYF/589739IDJLCKJI48kudow9JKHIOJ
BUokxewLJHK/I1fJQbEr90SJK59DK409SL3Zn0r4sQVTTTQWDTdXjMVYA6A==

```

-----END CERTIFICATE-----

## Configuration

1. Select **Link Point (API v3.01)** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

Link Point (API v3.01)	
Title	Link Point (API v3.01)
Store Name	
Server	secure.linkpt.net
Port	1129
Password	
AVS	Full (Accept the transaction only if YY is returned) ▼
Test Mode	FALSE ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this LinkPoint (API) connection
- **Store Name:** Your LinkPoint (API) unique ID, sometimes also referred to as *Config File*
- **Server:** the name of the LinkPoint (API) server
- **Port:** the port of the LinkPoint (API) server
- **Password:** the password which comes with login/username
- **AVS:** AVS stands for Address Verification Service. It can be used as an additional layer of protection for merchants who wish to verify that the purchaser knows the billing address of the cardholder (in case these are two different people). This is not a very serious form of risk mitigation or fraud prevention, and yet it does give some assurance that a hacker isn't simply generating a list of valid credit card numbers and purchasing product at will. AVS simply matches the numeric portion of the cardholder's street billing address and the 5 or 9-digit zip code of the cardholder's billing address. The AVS request parameters are STREET and ZIP. The processing network verifies the AVS information, comparing a portion of the billing address from the request message with address data on file at the VIC or the issuer's center. Based on the comparison, a response will be returned which confirms whether the information matches or not. Banks do not decline transactions based on the AVS check. The AVS response is returned as two single tab-delimited characters: YY, NN, YN, NY (Y- 'matches', N for 'does not match'). This information is just an advice. However, the Parallels H-Sphere system will either allow or decline the transaction depending on the selected AVS status. AVS is available only for US cardholders.

---

**Important:** To provide non US cardholders CC processing, disable AVS check-up in the merchant gateway configuration.

---

- **Test Mode:**
    - *FALSE*: credit card transactions will be completed and credit cards will be charged;
    - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged.

\* In Test Mode, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.
4. Click **Submit Query**
  5. In **Edit Gateway**, select the newly created connection and press **Edit**.
  6. Note the two new parameters that appeared on the gateway configuration page, **Key File**, and **Certificate File**. Put the key and certificate files on the control panel server to the locations suggested here.

# MainStreetSoftWorks Configuration

## Preparation

1. Go to [www.mainstreetsoftworks.com/p/17.html](http://www.mainstreetsoftworks.com/p/17.html) page.
2. Download the following APIs:
  - [www.mainstreetsoftworks.com/freedist/java\\_mcve-3.2.tar.gz](http://www.mainstreetsoftworks.com/freedist/java_mcve-3.2.tar.gz)
  - [www.mainstreetsoftworks.com/freedist/libmcve-3.2.2.tar.gz](http://www.mainstreetsoftworks.com/freedist/libmcve-3.2.2.tar.gz)
3. Place these APIs somewhere on your control panel server.
4. Log into your control panel server as root user.
5. Unpack libmcve-3.2.2.tar.gz
6. Go to the libmcve-3.2.2 and follow the instructions in the INSTALL file.
7. Unpack java\_mcve-3.2.tar.gz
8. Go to the java\_mcve-3.2 and follow the instructions in the INSTALL file.

When restarting the Control Panel, make sure that you are logged into the CP server as root.

*For Linux:*

```
/etc/rc.d/init.d/httpdcp stop  
killall -9 java  
sleep 10  
/etc/rc.d/init.d/httpdcp start
```

*For FreeBSD:*

1. 

```
/usr/local/etc/rc.d/apache-cp.sh stop  
killall -9 java  
sleep 10  
/usr/local/etc/rc.d/apache-cp.sh start.
```

Make sure that MCVE.jar is in the /hsphere/local/home/cpanel/java\_rt/ directory. If not, copy this file from the java\_mcve-3.2 directory.

## Configuration

1. Select **MainStreetSoftWorks** in the **Add New Gateway** box.
2. Click the **Add** button.  
Fill out the form that appears:

<b>MainStreetSoftWorks</b>	
Title	<input type="text"/>
User name	<input type="text"/>
Password	<input type="text"/>
Server	<input type="text"/>
Port	<input type="text"/>
Timeout	<input type="text"/>
Path to the certificate file	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this MainStreetSoftWorks connection
- **Username:** enter the name given to you by MainStreetSoftWorks provider
- **Password:** the password which comes with login/username
- **Server:** the name of the MainStreetSoftWorks server
- **Port:** the port of the MainStreetSoftWorks server
- **Timeout:** minutes to wait for the server reply before merchantgateway API fails with IOException
- **Path to the certificate file:** on the control panel server, the path to the SSL certificate you received when you signed up with MainStreetSoftWorks

1. Click **Submit Query**

**CVV (Card Verification Value).** To enable fraud protection using CVV, enable and configure CVV support in your MainStreetSoftWorks account. More on CVV credit card verification.

---

## Moneris Configuration

### Preparation

In order to configure Moneris merchant gateway, download and install Moneris .hsp package from [http://download.hsphere.parallels.com/downloads/index.html#merchant\\_gateways](http://download.hsphere.parallels.com/downloads/index.html#merchant_gateways) (for Java 1.5.x only).

This package can be installed as suggested in our instruction on *Installing Parallels H-Sphere packages* in Customization Guide.

### Configuration

1. Select **Moneris** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

Moneris	
Title	<input type="text" value="Moneris"/>
Server	<input type="text" value="esqa.moneris.com"/>
StoreID	<input type="text" value="55555"/>
API Token	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this Moneris connection
- **Server:** the name of the Moneris server
- **StoreID:** your unique ID received from Moneris
- **API Token:** your Moneris account ID

**4. Click **Submit Query****

---

# NetBilling Configuration

## Preparation

NetBilling certificate is trusted by Equifax and provided by GeoTrust. In Java 1.3.x and older the standard java cacerts file doesn't include GeoTrust root Certificates and therefore Parallels H-Sphere returns *'Connect error, untrusted server cert chain'* when trying to connect to the merchant gateway. That's why GeoTrust Root certificates should be imported into cacerts file.

So, if you have Java 1.3 and older, you have the following solutions:

- A. If you have got the default java cacerts file and you have never changed it, you can simply replace it with the cacerts file offered by Parallels (<http://download.hsphere.parallels.com/cacerts>):

```
/usr/java/<java home>/jre/lib/security/cacerts
```

- B. Upgrade Java to 1.4 by following our documentation in Sysadmin Guide.

---

**Note:** If your certificate is already imported into cacerts, but Java still generates *'Connect error, untrusted server cert chain'*, please check the connection to your payment server from your control panel server by running the following command from the control panel server console to check connection:

```
telnet [server.name] [port]
```

---

Make sure that the `direct-java-2.3.3.jar` file is present in the `/hsphere/local/home/cpanel/java_rt/` directory.

If it's not there:

1. Contact NetBilling and obtain the `direct-java-2.3.3.jar` file.
2. Put the lib file into in the directory `~cpanel/java_rt/`.

When restarting the Control Panel, make sure that you are logged into the CP server as root.

*For Linux:*

```
/etc/rc.d/init.d/httpdcp stop  
killall -9 java  
sleep 10  
/etc/rc.d/init.d/httpdcp start
```

*For FreeBSD:*

1. `/usr/local/etc/rc.d/apache cp.sh stop`  
`killall -9 java`  
`sleep 10`  
`/usr/local/etc/rc.d/apache cp.sh start.`



## Configuration

1. Select **NetBilling** in the **Add New Gateway** box.
2. Click the **Add** button.

Fill out the form that appears:

<b>NetBilling</b>	
Title	<input type="text" value="NetBilling"/>
Protocol	<input type="text" value="https"/>
Server	<input type="text" value="secure.netbilling.com"/>
Account	<input type="text"/>
SiteTag	<input type="text"/>
Notification Email for VOID transactions	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this NetBilling connection
  - **Protocol:** http or https protocol to connect to the gateway server
  - **Server:** the name of the NetBilling server
  - **Account:** your NetBilling account ID
  - **Site Tag:** your brief site nickname
  - **Notification Email for VOID transactions:** NetBilling doesn't support VOID transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled manually through NetBilling web interface.
3. Click **Submit Query**
- CVV (Card Verification Value).** To enable fraud protection using CVV, enable and configure CVV support in your NetBilling account.

---

## NTPNow Configuration

### Preparation

No preparation is needed before configuration.

### Configuration

1. Select **NTPNow** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

NTPNow	
Title	<input type="text"/>
Server	<input type="text"/>
Port	<input type="text"/>
Path	<input type="text"/>
Login ID	<input type="text"/>
Notification Email for VOID transactions	<input type="text"/>
Currency	<input type="text" value="U.S. Dollar"/> ▼
<input type="checkbox"/> AVS	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this NTPNow connection
- **Server:** the name of the NTPNow server
- **Port:** the port of the NTPNow server
- **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
- **Login ID:** your NTPNow login ID
- **Notification Email for VOID transactions:** NTPNow doesn't support VOID transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled manually through NTPNow web interface.
- **Currency:** the currency in which your end users will be charged
- **AVS checkbox:** AVS stands for Address Verification Service. It can be used as an additional layer of protection for merchants who wish to verify that the purchaser knows the billing address of the cardholder (in case these are two different people). This is not a very serious form of risk mitigation or fraud prevention, and yet it does give some assurance that a hacker isn't simply generating a list of valid credit card numbers and purchasing product at will. AVS simply matches the numeric portion of the cardholder's street billing address and the 5 or 9-digit zip code of the cardholder's billing address. The AVS request parameters are STREET and ZIP. The processing network verifies the AVS information, comparing a portion of the billing address from the request message with address data on file at the VIC or the issuer's center. Based on the comparison, a response will be returned which confirms whether the information matches or not. Unchecking the AVS box you configure Parallels H- Sphere to allow the transaction regardless of the response. AVS is available only for US cardholders. To provide non US cardholders CC processing, disable AVS check-up in the merchant gateway configuration.

#### 4. Click **Submit Query**

---

# Paradata Configuration

## Preparation

Make sure that the `trans_client_jsse.jar` file is present in the `/hsphere/local/home/cpanel/java_rt/` directory.

If it's not there:

1. Contact Paradata and obtain the `trans_client_jsse.jar` file.
2. Put the lib file into in the directory `~cpanel/java_rt/`.

When restarting the Control Panel, make sure that you are logged into the CP server as root.

*For Linux:*

```
/etc/rc.d/init.d/httpdcp stop  
killall -9 java  
sleep 10  
/etc/rc.d/init.d/httpdcp start
```

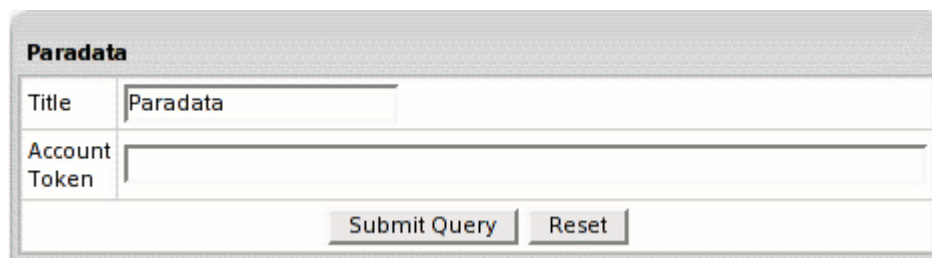
*For FreeBSD:*

1. `/usr/local/etc/rc.d/apache cp.sh stop`  
`killall -9 java`  
`sleep 10`  
`/usr/local/etc/rc.d/apache cp.sh start.`

Make sure to include `trans_client_jsse.jar` after the `rt.jar` string but before the `jce1_2_1.jar` string (java cryptography extension).

## Configuration

1. Select **Paradata** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:



The screenshot shows a web form titled "Paradata". It contains two input fields: "Title" with the value "Paradata" and "Account Token" which is empty. At the bottom of the form are two buttons: "Submit Query" and "Reset".

Paradata	
Title	Paradata
Account Token	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this Paradata connection
  - **Account Token:** the unique code generated on the basis of your login and password that you get when opening the Paradata account.  
Adding *TEST* before the token will set the account to test mode
4. Click **Submit Query**

---

## PayGate Configuration

### Preparation

No preparation is needed before configuration.

### Configuration

1. Select **PayGate** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

PayGate	
Title	<input type="text" value="PayGate"/>
Server	<input type="text" value="www.netkauf.de"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/paygate/direct.aspx"/>
Capture transaction Path	<input type="text" value="/paygate/capture.aspx"/>
Merchant ID	<input type="text"/>
Password	<input type="password" value="*****"/>
Currency	<input type="text" value="U.S. Dollar"/> ▼
Notification Email for VOID transactions	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this PayGate connection
- **Server:** the name of the PayGate server
- **Port:** the port of the PayGate server
- **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
- **Path for Capture transaction:** path to the script that does the Capture transaction
- **Merchant Id:** your PayGate account ID. This is NOT the merchant number supplied by your bank
- **Password:** the password which comes with login/username
- **Currency:** the currency in which your end users will be charged
- **Notification Email for VOID transactions:** PayGate doesn't support VOID transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled manually through PayGate web interface.

4. Click **Submit Query**

---

# PayJunction Configuration

## Preparation

In order to configure PayJunction merchant gateway, download and install PayJunction .hsp package from [http://download.hsphere.parallels.com/downloads/index.html#merchant\\_gateways](http://download.hsphere.parallels.com/downloads/index.html#merchant_gateways) (for Java 1.4 and up).

This package can be installed as suggested in our instruction on *Installing Parallels H-Sphere packages* in Customization Guide.

## Configuration

1. Select **PayJunction** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

PayJunction	
Title	<input type="text" value="PayJunction"/>
Server	<input type="text" value="payjunction.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="live/vendor/quick_link/t"/>
Login	<input type="text" value="user_junction"/>
Password	<input type="password" value="*****"/>
<input type="checkbox"/> Test Mode	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this PayJunction connection
  - **Server:** the name of the PayJunction server
  - **Port:** the port of the PayJunction server
  - **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Login:** your PayJunction login
  - **Password:** the password which comes with login/username
  - **Test Mode box:** with Test Mode checked, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.
4. Click **Submit Query**

---

## Pay-Me-Now Configuration

### Preparation

No preparation is needed before configuration.

### Configuration

1. Select **Pay-Me-Now** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

Pay-Me-Now	
Title	<input type="text" value="Pay-Me-Now"/>
Server	<input type="text" value="trans.atsbank.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/cgi-bin/trans.cgi"/>
Login ID	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	



- **Title:** give a name to this Pay-Me-Now connection
  - **Server:** the name of the Pay-Me-Now server
  - **Port:** the port of the Pay-Me-Now server
  - **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Login ID:** your Pay-Me-Now login ID
4. Click **Submit Query**
- CVV (Card Verification Value).** To enable fraud protection using CVV, enable and configure CVV support in your Pay-Me-Now account. More on CVV credit card verification.

---

## PosNet Configuration

### Preparation

In order to configure Posnet merchant gateway, download and install PosNet .hsp package from [http://download.hsphere.parallels.com/downloads/index.html#merchant\\_gateways](http://download.hsphere.parallels.com/downloads/index.html#merchant_gateways) (for Java 1.4 and up).

This package can be installed as suggested in our instruction on *Installing Parallels H-Sphere packages* in Customization Guide.

### Configuration

1. Select **PosNet** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

PosNet	
Title	<input type="text" value="PosNet"/>
Server	<input type="text" value="http://setmpos.kb.com"/>
User Name	<input type="text" value="posnet_user"/>
Password	<input type="password" value="xxxxxx"/>
Encryption Key	<input type="text"/>
Currency	<input type="text" value="Yeni"/> ▼
IP address of the client (Firewall IP if one is used)	<input type="text"/>
Merchant ID	<input type="text" value="5648745625"/>
Terminal ID	<input type="text" value="54435657"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this PosNet connection
- **Server:** the name of the PosNet server
- **Username, Password and Encryption Key:** these parameters are generated in PosNet control panel by Generate Key menu option.
- **Currency:** the currency in which your end users will be charged
- **IP Address:** your external control panel IP address
- **Merchant ID, Terminal ID:** enter, accordingly, 10-digit and 8-digit code given to you by PosNet

4. Click **Submit Query**

---

# Protx (VSP Direct Protocol 2.22) Configuration

## Preparation

No preparation is needed before configuration.

## Configuration

1. Select **Protx** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

Protx	
Title	<input type="text" value="Protx"/>
Server	<input type="text" value="ukvps.protx.com"/>
Port	<input type="text" value="443"/>
Sale and Auth transactions Path	<input type="text" value="/VPSDirectAuth/PaymentGa"/>
Repeat transactions Path	<input type="text" value="/vps200/dotransaction.dll"/>
Login	<input type="text"/>
Notification Email for VOID transactions	<input type="text"/>
Currency	<input type="text" value="U.S. Dollar"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this Protx connection
- **Server:** the name of the Protx server
- **Port:** the port of the Protx server
- **Sale and Auth transactions Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request
- **Repeat transactions Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request
- **Login:** your Protx login
- **Notification Email for VOID transactions:** Protx doesn't support VOID transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled manually through Protx web interface.
- **Currency:** the currency in which your end users will be charged

#### 4. Click **Submit Query**

---

**Note:** To work with the Parallels H-Sphere correctly, configure your Protx account to support the following transactions: `PREAUTH`, `PAYMENT`, `REPEAT`. In terms of transaction types supported by Parallels H-Sphere, it's `AUTHORIZE`, `CHARGE`, and `CAPTURE` correspondingly.

---

**CVV (Card Verification Value).** To enable fraud protection using CVV, enable and configure CVV support in your Protx account. More on CVV credit card verification.

---

## PSiGate (XML API) Configuration

### Preparation

PSiGate does not allow auth transactions by default. In order to enable auth transactions, log into PSiGate control panel, go to *Fraud Settings* and set the 'allowed' menu for both PreAuth and PostAuth to 'YES'.

### Configuration

1. Select **PSiGate** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

PSiGate (XML API)	
Title	PSiGate (XML API)
Server	psigate.com
Port	7989
Path	/Messenger/XMLMesseng
Store ID	
Passphrase	
<input type="checkbox"/> Test Mode	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this PSiGate connection
- **Server:** the name of the PSiGate server
- **Port:** the port of the PSiGate server
- **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
- **StoreID:** your unique ID received from PSiGate
- **Passphrase:** PSiGate provides the Passphrase within the PSiGate Welcome Email
- **Test Mode box:** with Test Mode checked, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.

#### 4. Click **Submit Query**

---

**Test Note:** Do not use real credit card numbers within the testing environment. When you are ready to go live, send an email to [support@psigate.com](mailto:support@psigate.com) to receive your production URL.

Send your test transactions to:

<https://dev.psigate.com:7989/Messenger/XMLMessenger>. To process a transaction through the test account, pass the following:

StoreID: teststore

Passphrase: psigate1234

To review your test transactions, log into <https://dev.psigate.com> with the following account information:

CID : 1000001

User: teststore

pass: testpass

---

# SecurePay Configuration

## Preparation

No preparation is needed before configuration.

## Configuration

1. Select **SecurePay** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

SecurePay	
Title	<input type="text" value="SecurePay"/>
Server	<input type="text" value="www.securepay.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/secure1/index.asp"/>
Merchant ID	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this SecurePay connection
  - **Server:** the name of the SecurePay server
  - **Port:** the port of the SecurePay server
  - **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Merchant Id:** your SecurePay account ID. This is NOT the merchant number supplied by your bank
4. Click **Submit Query**

---

# SkipJack Configuration

## Preparation

SkipJack certificate is trusted by Equifax. In Java 1.3.x and older the standard java cacerts file doesn't include Equifax public certificates and therefore Parallels H-Sphere returns 'Connect error, untrusted server cert chain' when trying to connect to the merchant gateway. Therefore Equifax certificates should be imported into cacerts file.

So, if you have Java 1.3 and older, you have the following solutions:

- A. If you have got the default java cacerts file and you have never changed it, you can simply replace it with the cacerts file offered by Parallels (<http://download.hsphere.parallels.com/cacerts>):

```
/usr/java/<java home>/jre/lib/security/cacerts
```

- B. If you need to keep your cacerts file, you can fix this problem using the keytool feature available in the standard Java installation:

1. Download equifax.crt.cer file:

```
wget
```

```
http://download.hsphere.parallels.com/shiv/files/merchants/equifax.crt.cer
```

2. Place equifax.crt.cer in the /usr/java/jdk1.3.1/jre/lib/security/ directory

3. As root, allow read/write access to the /usr/java/jdk1.3.1/jre/lib/security/cacerts file

```
chmod 666 /usr/java/jdk1.3.1/jre/lib/security/cacerts
```

4. Log in as the cpanel user:

```
su -l cpanel
```

5. Go to the /usr/java/jdk1.3.1/jre/lib/security/ directory:

```
cd /usr/java/jdk1.3.1/jre/lib/security/
```

6. Run the following command:

```
keytool -import -alias equifax -file equifax.crt.cer -keystore cacerts
```

7. When prompted, enter the password (the default password is: *changeit*)

8. When asked to trust the certificate, enter: yes

9. As root, change permissions back on the /usr/java/jdk1.3.1/jre/lib/security/cacerts file:

```
chmod 444 /usr/java/jdk1.3.1/jre/lib/security/cacerts
```

- C. Upgrade Java to 1.4 by following our documentation in Sysadmin Guide.

**Note:** If your certificate is already imported into cacerts, but Java still generates '*Connect error, untrusted server cert chain*', please check the connection to your payment server from your control panel server by running the following command from the control panel server console to check connection:

```
telnet [server.name] [port]
```

---

## Configuration

1. Select **SkipJack** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

SkipJack	
Title	<input type="text" value="Skipjack"/>
Server	<input type="text" value="skipjackic.com"/>
Port	<input type="text" value="443"/>
Account ID	<input type="text"/>
Developer Account ID	<input type="text" value="100634949653"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this SkipJack connection
  - **Server:** the name of the SkipJack server
  - **Port:** the port of the SkipJack server
  - **Account ID:** the HTML Serial Number you are given by SkipJack
  - **Developer Account ID:** the ID you are given when you sign up for a trial SkipJack account
4. Click **Submit Query**



# SecurePay.com.au Configuration

## Preparation

In order to configure SecurePay.com.au merchant gateway, download and install SecurePayComAu .hsp package ([http://download.hsphere.parallels.com/downloads/index.html#merchant\\_gateways](http://download.hsphere.parallels.com/downloads/index.html#merchant_gateways)) (for Java 1.4 and up).

This package can be installed on Parallels H-Sphere as suggested in our instruction on *Installing Parallels H-Sphere packages in Customization Guide*.

## Configuration

1. Select **SecurePay.com.au** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

SecurePay.com.au	
Title	<input type="text" value="Securepay.com.au"/>
Server	<input type="text" value="https://www.securepay."/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/test/payment"/>
Merchant ID	<input type="text" value="444444"/>
Password	<input type="password" value="*****"/>
Currency	<input type="text" value="U.S. Dollar"/> ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this SecurePay.com.au connection
  - **Server:** the name of the SecurePay.com.au server
  - **Port:** the port of the SecurePay.com.au server
  - **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Merchant Id:** your SecurePay.com.au account ID. This is NOT the merchant number supplied by your bank
  - **Password:** the password which comes with login/username
  - **Currency:** the currency in which your end users will be charged
4. Click **Submit Query**

# SecureTrading Configuration

## Preparation

Download xpay.zip from SecureTrading and place its content into /hsphere/local/home/cpanel/XPay directory on your control panel server:

1. Log into your control panel server and go to XPay directory:

```
su -  
cd /hsphere/local/home/cpanel/XPay
```

2. Unpack xpay.zip:

```
unzip xpay.zip
```

3. Copy XPay.jar file into /hsphere/local/home/cpanel/java\_rt directory:

```
cp XPay.jar /hsphere/local/home/cpanel/java_rt
```

4. Create the keystore file for XPay client:

```
keytool -import -file securetradingxpay.cer -alias xpay -keystore xpay
```

5. Edit the examplepolicy file and set the correct path to your keystore file, e.g:

```
keystore file: /hsphere/local/home/cpanel/XPay/xpay
```

6. Go to the startup directory and edit the xpay.sh file. Modify the variables: XPAYPOLICY, CLASSPATH and JAVAPATH. See configuration options:

1. Set the location of the policy file

```
XPAYPOLICY=/hsphere/local/home/cpanel/XPay/examplepolicy
```

2. Set the location of the XPay jar file:

```
CLASSPATH=/hsphere/local/home/cpanel/java_rt/XPay.jar
```

3. Set path to java executable:

```
JAVAPATH=/usr/java/jdk1.3.1/bin
```

7. Run the xpay.sh script to start XPay client.

For more information about XPay client configuration see Readme.txt in the xpay.zip bundle.

## Configuration

1. Select **SecureTrading** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

SecureTrading	
Title	SecureTrading
Currency	U.S. Dollar
Site Reference	test
Notification Email for VOID and CAPTURE transactions.	test@example.com
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this SecureTrading connection
- **Currency:** the currency in which your end users will be charged
- **Site Reference:** enter valid site reference sent to you by SecureTrading upon registration
- **Notification Email for VOID and CAPTURE Transactions:** SecureTrading doesn't support VOID and CAPTURE transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled or completed manually through SecureTrading web interface.

4. Click **Submit Query**

5. In the **Edit Gateway** box choose Secure Trading from the drop-down box.

6. Click the **Edit** button.

The page that appears shows the **Path and name for certificate file**. You need to place the certificate which you received from Secure Trading under that name on the Control Panel server.

SecureTrading	
Title	SecureTrading
Path to the certificate file	psoft_config/securetrading/8_cert.pem
Currency	U.S. Dollar
Site Reference	test
Notification Email for VOID and CAPTURE transactions.	test@example.com
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

7. Click **Submit Query**.

# ThePayDesk Configuration

## Preparation

ThePayDesk certificate is trusted by Comodo Trusted Network. In Java 1.3.x and older the standard java cacerts file doesn't include Comodo Trusted Network root certificates and therefore Parallels H-Sphere returns *'Connect error, untrusted server cert chain'* when trying to connect to the merchant gateway. Therefore Comodo Trusted Network certificates should be imported into cacerts file.

So, if you have Java 1.3 and older, you have the following solutions:

- A. If you have got the default java cacerts file and you have never changed it, you can simply replace it with the cacerts file offered by Parallels (<http://download.hsphere.parallels.com/cacerts>):

```
/usr/java/<java home>/jre/lib/security/cacerts
```

- B. If you need to keep your cacerts file, you can fix this problem using the keytool feature available in the standard Java installation:

1. Download GTECyberTrustRoot.cer file:

```
wget
```

```
http://download.hsphere.parallels.com/shiv/files/merchants/GTECyberTrustRoot.cer
```

2. Place GTECyberTrustRoot.cer in the /usr/java/jdk1.3.1/jre/lib/security/ directory

3. As root, allow read/write access to the /usr/java/jdk1.3.1/jre/lib/security/cacerts file

```
chmod 666 /usr/java/jdk1.3.1/jre/lib/security/cacerts
```

4. Log in as the cpanel user:

```
su -l cpanel
```

5. Go to the /usr/java/jdk1.3.1/jre/lib/security/ directory:

```
cd /usr/java/jdk1.3.1/jre/lib/security/
```

6. Run the following command:

```
keytool -import -alias root -file GTECyberTrustRoot.cer -keystore cacerts
```

7. When prompted, enter the password (the default password is: *changeit*)

8. When asked to trust the certificate, enter: yes

9. As root, change permissions back on the /usr/java/jdk1.3.1/jre/lib/security/cacerts file:

```
chmod 444 /usr/java/jdk1.3.1/jre/lib/security/cacerts
```

- C. Upgrade Java to 1.4 by following our documentation in Sysadmin Guide.

**Note:** If your certificate is already imported into cacerts, but Java still generates *'Connect error, untrusted server cert chain'*, please check the connection to your payment server from your control panel server by running the following command from the control panel server console to check connection:

```
telnet [server.name] [port]
```

## Configuration

1. Select **ThePayDesk** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

ThePayDesk	
Title	<input type="text" value="ThePayDesk"/>
Server	<input type="text" value="thepaydesk.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/call.php"/>
Merchant ID	<input type="text" value="56123"/>
Notification Email for VOID transactions	<input type="text" value="test@example.com"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this ThePayDesk connection
  - **Server:** the name of the ThePayDesk server
  - **Port:** the port of the ThePayDesk server
  - **Path:** the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Login:** your ThePayDesk login
  - **Merchant Id:** your ThePayDesk account ID. This is NOT the merchant number supplied by your bank
  - **Notification Email for VOID transactions:** ThePayDesk doesn't support VOID transactions. Instead, Parallels H-Sphere sends a notification to this address that the transaction needs to be canceled manually through ThePayDesk web interface.
4. Click **Submit Query**

# Tucows Configuration

## Preparation

Tucows certificate is trusted by GeoTrust. In Java 1.3.x and older the standard java cacerts file doesn't include GeoTrust root certificates and therefore Parallels H-Sphere returns *'Connect error, untrusted server cert chain'* when trying to connect to the merchant gateway. That's why GeoTrust certificates should be imported into cacerts file.

So, if you have Java 1.3 and older, you have the following solutions:

- A. If you have got the default java cacerts file and you have never changed it, you can simply replace it with the cacerts file offered by Parallels (<http://download.hsphere.parallels.com/cacerts>):

```
/usr/java/<java home>/jre/lib/security/cacerts
```

- B. If you need to keep your cacerts file, use the keytool feature available in the standard Java installation in the Tucows manual (SSL notes).
- C. Upgrade Java to 1.4 by following our documentation in Sysadmin Guide.

*Note:* If your certificate is already imported into cacerts, but Java still generates *'Connect error, untrusted server cert chain'*, please check the connection to your payment server from your control panel server by running the following command from the control panel server console to check connection:

```
telnet [server.name] [port]
```

## Configuration

1. Select **Tucows** in the **Add New Gateway** box.
2. Click the **Add** button.
3. Fill out the form that appears:

Tucows	
Title	<input type="text" value="Tucows"/>
User name	<input type="text" value="admin"/>
Password	<input type="password" value="*****"/>
Notification Email for VOID transactions	<input type="text" value="admin@example.com"/>
Currency	<input type="text" value="U.S. Dollar"/>
AVS	<p>Note: for US-issued cards only, leave fields empty to disable AVS check.</p> <ul style="list-style-type: none"><li><input type="checkbox"/> X: Exact Match, 9 digit zip</li><li><input type="checkbox"/> Y: Exact Match, 5 digit zip</li><li><input type="checkbox"/> A: Address Match only</li><li><input type="checkbox"/> W: 9-digit zip match only</li><li><input type="checkbox"/> Z: 5-digit zip match only</li><li><input type="checkbox"/> N: No address or zip match</li><li><input type="checkbox"/> U: Address unavailable</li><li><input type="checkbox"/> R: Issuer system unavailable</li><li><input type="checkbox"/> E: Not a mail/phone order</li><li><input type="checkbox"/> S: Service not supported</li><li><input type="checkbox"/> G: Non-U.S. Issuer</li></ul>
<input checked="" type="checkbox"/> Test Mode	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Title:** give a name to this Tucows connection
- **Username:** enter the name given to you by Tucows provider
- **Tucows Password:** the password which comes with Tucows username
- **Tucows Notification Email for VOID transactions:** Tucows cannot cancel previously authorized transactions. Therefore Parallels H-Sphere sends a notification to this address notifying that the transaction needs to be canceled manually through Tucows web interface.
- **Currency:** the currency in which your end users will be charged
- **AVS:** AVS stands for Address Verification Service. It can be used as an additional layer of protection for merchants who wish to verify that the purchaser knows the billing address of the cardholder (in case these are two different people). This is not a very serious form of risk mitigation or fraud prevention, and yet it does give some assurance that a hacker isn't simply generating a list of valid credit card numbers and purchasing product at will. AVS simply matches the numeric portion of the cardholder's street billing address and the 5 or 9-digit zip code of the cardholder's billing address. The AVS request parameters are STREET and ZIP. The processing network verifies the AVS information, comparing a portion of the billing address from the request message with address data on file at the VIC or the issuer's center. Based on the comparison, a response will be returned which confirms whether the information matches or not. Banks do not decline transactions based on the AVS check. The AVS response is returned as two single tab-delimited characters: YY, NN, YN, NY (Y- 'matches', N for 'does not match'). This information is just an advice. However, the Parallels H-Sphere system will either allow or decline the transaction depending on the selected AVS status. AVS is available only for US cardholders.

---

**Important:** To provide non US cardholders CC processing, disable AVS check-up in the merchant gateway configuration.

---

- **Test Mode box:** with Test Mode checked, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on.

#### 4. Click **Submit Query**

**CVV (Card Verification Value).** To enable fraud protection using CVV, enable and configure CVV support in your Tucows account. More on CVV credit card verification.



# Web-based Payments

This chapter describes how to make payments through Web payments Systems in Parallels H-Sphere.

## In this chapter:

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# Web Payment Systems Manager

Unlike Merchant Gateways, Web Payment Systems require that users make payments through their payment web page.

## Work Principles

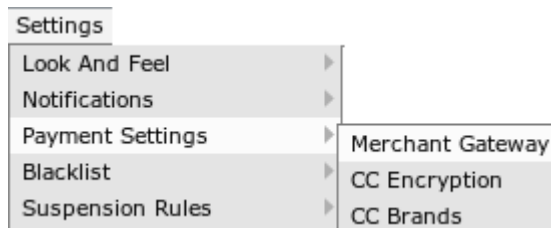
Once you have registered an account with such a gateway, you enter the account details in Parallels H-Sphere. When clients select a web payment system during signup, Parallels H-Sphere passes account ID, amount payable, and possibly other details to the gateway. The user is then taken to the gateway's web payment page to enter the credit card number and complete the transaction. When Parallels H-Sphere receives a payment notification, it creates the account.

Since Parallels H-Sphere doesn't store credit card numbers of customers using web payment systems, further payments are also made outside Parallels H-Sphere.

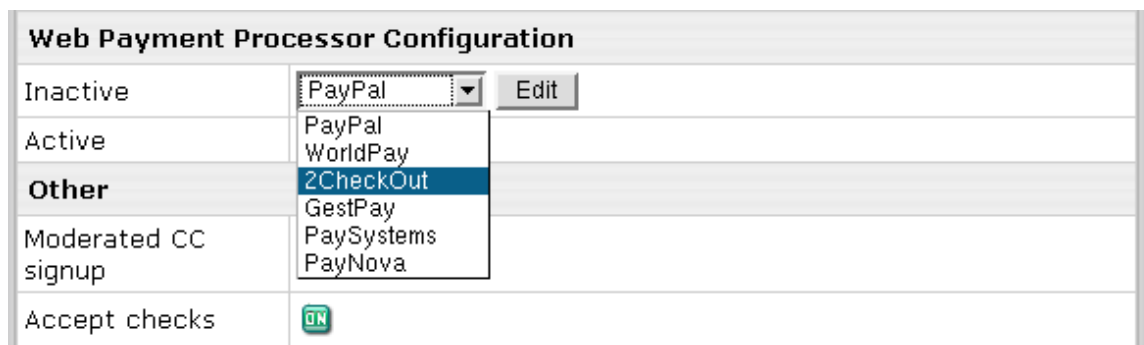
## Configuration Procedure

➤ **To configure a web payment system with Parallels H-Sphere:**

1. Register an online account with this web payment system.
2. In Parallels H-Sphere admin control panel, select **Merchant Gateways** in the **Settings -> Payment Settings** menu:



3. Select the payment system from the drop-down menu and click **Edit**:



4. Enter your account settings (for instructions, follow links in the blue box on the right).
5. Once you enter correct settings, the web payment system will appear in the list as active:

Web Payment Processor Configuration	
Inactive	WorldPay <input type="button" value="Edit"/>
Active	<a href="#">PayPal Deactivate</a>

Deactivating a payment system disables it for new signups and existing accounts. Although the gateway settings will be preserved, users won't be able to make payments from Parallels H-Sphere. You can also deactivate payment systems from their configuration pages.

## Setting Web Payment Instant Notification URL

Some Web payment systems, like PayPal, WorldPay and GestPay require setting the so-called *instant notification URL* used by your Web payment system to report Parallels H-Sphere about received customer payments.

Parallels H-Sphere instant notification URL has uniform format for all supported Web payment systems:

The URL structure is:

`CP_PROTOCOL://CP_HOST:CP_PORT/psoft/servlet/psoft.hsphere.PaymentServletName.payment`

- Here:
- CP\_PROTOCOL: http or https
- CP\_HOST: domain name you host, e.g.: cp.example.com
- CP\_PORT: port of your CP, e.g.: 8080 (*it may have a different look if customized*),
- PaymentServletName is set in the `~cpanel/shiva/psoft/hsphere/merchants.xml` XML config file as the servlet attribute of the processor tag for a respective Web payment system.

For example, for PayPal instant notification URL will look like:

<http://cp.example.com:8080/psoft/servlet/psoft.hsphere.PayPal.payment>

For WorldPay instant notification URL will look like:

<http://cp.example.com:8080/psoft/servlet/psoft.hsphere.WorldPay.payment>

For GestPay instant notification URL will look like:


<http://cp.example.com:8080/psoft/servlet/psoft.hsphere.GestPay.payment>

## 2Checkout Configuration

Before proceeding, make sure to read about Web Payment Systems Manager.

➤ **Once you have registered a 2Checkout account, enable 2Checkout payments in the control panel:**

1. Select **Merchant Gateways** in the **Settings -> Payment Settings** menu.
2. On the **Merchant Configuration** page, choose **2Checkout** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **2Checkout** form:

2Checkout Merchant Account Information	
2Checkout Server IP	10.10.10.10  <input type="text" value="123.56.48.111"/> + <input type="button" value="Add"/>
2Checkout Merchant ID	<input type="text" value="111"/> +
<input checked="" type="checkbox"/>	Use Authorize.Net WebLink parameter names
<input type="checkbox"/>	Test Mode
<input checked="" type="checkbox"/>	V2 System Support
<input checked="" type="checkbox"/>	Activate
<input type="button" value="Submit"/>	

- **2Checkout Servers IP** where payment notification requests come from. Payment requests from other IPs will be rejected which helps to avoid fraud.  
Note: You can enter IP mask instead of IP, for instance 127.0.0.\* or 127.0.\*.\*
  - **2Checkout Merchant ID:** your ID provided to you by 2Checkout.
  - Check the box if you want to **Use Authorize.Net WebLink parameter names**.
  - With **Test Mode** enabled you can test your online 2Checkout transactions.
  - If **V2 System Support** is checked, the system will apply a new http routine used with the V2 2Checkout system.  
Note: 2Checkout is transferring all customers to V2 System. Therefore we recommend enabling this option.
  - **Activate:** check it if you want to enable 2Checkout for new signups and existing accounts.
5. Click **Submit**. 2Checkout now must show as active.

---

# Authorize.Net (Sim Protocol) Configuration

Before proceeding, make sure to read about *Web Payment Systems Manager*.

In order to configure Authorize.Net, download and install the latest Authorize.Net.hsp package: [http://download.hsphere.parallels.com/downloads/index.html#web\\_payment](http://download.hsphere.parallels.com/downloads/index.html#web_payment). (on page 122)

## Setting Up Authorize.Net

- **Once you have registered an Authorize.Net business account, enable Authorize.Net in your control panel:**
  1. Select **Merchant Gateways** in the **Settings -> Payment Settings** menu.
  2. On the **Merchant Configuration** page, choose **Authorize.Net** from the drop-down menu.
  3. Click the **Edit** button to activate it.
  4. Enter the required parameters in the **Authorize.Net** form:

Authorize.Net	
Payment Server Address	<input type="text" value="secure.authorize.net"/>
Payment Server Port	<input type="text" value="443"/>
URL path	<input type="text" value="/gateway/transact.dll"/>
Login	<input type="text" value="5mf2P4LS"/>
MD5 Hash Value	<input type="text" value="*****"/>
Transaction Key	<input type="text" value="*****"/>
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Payment Server Address:** the name of the server you will be redirected to for payment operations
  - **Payment Server Port** of the Authorize.Net server
  - **URL path** to the server side handler file which can be a script or a binary file.
  - **Login:** API login ID for the payment gateway account obtained from the Merchant Interface.
  - **MD5 Hash Value:** this security feature enables merchants to verify that the results of a transaction received by their server were actually sent from the Payment Gateway. This value should be configured in the Authorize.Net interface by the users with the appropriate permissions will be able to access this setting. To set the MD5 Hash Value in the Merchant Interface:
    1. Select Settings from the Main Menu in the Merchant Interface
    2. In the Security section click on MD5 Hash and enter the MD5 Hash Value
    3. Confirm the MD5 Hash Value entered and click Submit to save changes
  - **Transaction Key** obtained from the Merchant Interface by users with the appropriate permissions will be able to access this setting To obtain the transaction key from the Merchant Interface;
    1. Select Settings from the Main Menu in the Merchant Interface
    2. In the Security section click on API Login ID and Transaction Key
    3. Type in the answer to the secret question configured on setup and click Submit
  - Check **Activate** to enable Authorize.Net for new signups and existing accounts.
5. Click **Submit Query**. Authorize.Net now must show as active.

## ChronoPay Configuration

Before proceeding, make sure to read about Web Payment Systems Manager.





In order to configure ChronoPay, download and install the latest ChronoPay .hsp package from

[http://download.hsphere.parallels.com/downloads/index.html#web\\_payment](http://download.hsphere.parallels.com/downloads/index.html#web_payment).

## Setting Up ChronoPay

➤ **Once you have registered a ChronoPay business account, enable ChronoPay in your control panel:**

1. Select **Merchant Gateways** in the **Settings->Payment Settings** menu.
2. On the **Merchant Configuration** page, choose **ChronoPay** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **ChronoPay** form:

Chronopay	
Server address or IP the payment request should be received from.	69.20.58.35  chronopay.com  <input type="text" value="example.com"/>  <input type="button" value="Add"/>
Payment Server Address	<input type="text" value="secure.chronopay.com"/>
Payment Server Port	<input type="text" value="443"/>
URL path	<input type="text" value="index_shop.cgi"/>
Product Id	<input type="text" value="000000-0000-0001"/>
Interface Language	<input type="text" value="English"/> 
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Server address or IP the payment request should be received from:** set the IP where payment notification requests come from. Payment requests from other IPs will be rejected which helps to avoid fraud.  
Note: You can enter IP mask instead of IP, for instance 127.0.0.\* or 127.0.\*.\*. Also you can specify the server name.
  - **Payment Server Address** you will be redirected to for payment operations
  - **Payment Server Port:** enter the port to be used
  - **URL path** - the path to the server side handler file. This can be a script or a binary file that is launched with an http request.
  - **Product ID:** the ID provided to you by ChronoPay system upon registration.
  - **Interface Language:** choose the language from the drop-down box
  - Check **Activate** to enable ChronoPay for new signups and existing accounts.
5. Click **Submit Query**. ChronoPay now must show as active.

---

## GestPay Configuration

Before proceeding, make sure to read about Web Payment Systems Manager.

- ***Once you have registered a GestPay account, enable GestPay in the control panel:***
1. Select **Merchant Gateways** in the **Settings -> Payment Settings** menu.
  2. On the **Merchant Configuration** page, choose GestPay from the drop-down menu.
  3. Click the **Edit** button to activate it.
  4. Enter the required parameters in the **GestPay** form:

GestPay	
Merchant Login	<input type="text" value="123456789"/>
Interface Language	<input type="text" value="English"/> ▼
Currency	<input type="text" value="Euro"/> ▼
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/>	



- **Merchant Login:** the ID you received from the payment provider.
  - **Interface Language:** the language of GestPay website.
  - **Currency:** choose between Italian Lira and Euro.
  - **Activate GestPay** for new signups and existing accounts.
5. Click **Submit Query**. GestPay now must show as active.
  6. Set Instant Notification URL to receive information about payments made via GestdPay. (See *Web Payment Systems Manager* for details.)

Notification URL works as follows:

- Customer submits a payment form through GestdPay;
- GestPay sends notification about payment made to the callback URL you specified.

---

## PayNova Configuration

Before proceeding, make sure to read about Web Payment Systems Manager. Once you have registered a PayNova account, enable PayNova payments in your Parallels H-Sphere control panel:

1. Select **Merchant Gateways** in the **Settings -> Payment Settings** menu.
2. On the **Merchant Configuration** page, choose **PayNova** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **PayNova** form:
  - **Unique Merchant ID:** this value is given to you by PayNova payment provider upon signup.
  - **Currency:** choose the currency you will be working with from the drop-down menu.
  - **Secret Key generated by Paynova:** this key is generated and provided to you by PayNova. With invalid Secret Key transactions may be declined.
  - **Test Mode:** check this if you want to test your online PayNova transactions
  - **Activate PayNova** for new signups and existing accounts.
5. Click **Submit Query**. PayNova now must show as active.

# PayPal Configuration

Before proceeding, make sure to read about Web Payment Systems Manager (on page 122).

## Preparation

PayPal certificate is trusted by VeriSign Trust Network. Since the standard java cacerts file doesn't include VeriSign Trust Network public certificate, Parallels H-Sphere returns 'Connect error, untrusted server cert chain' when trying to connect to the merchant gateway. The following are the solutions:

A. If you have got the default java cacerts file and you have never changed it, you can simply replace it with the cacerts file offered by Parallels (<http://download.hsphere.parallels.com/cacerts>).

B. If you need to keep your cacerts file, you can fix this problem using the keytool feature available in the standard java installation: How do I update my cacerts file? (<http://sunsolve.sun.com/search/document.do?assetkey=1-26-57436-1>)

## Setup Procedure

Once you have registered a PayPal business account, enable PayPal in your control panel:

1. Select **Merchant Gateways** in the **Settings** -> **Payment Settings** menu.
2. On the **Merchant Configuration** page, choose **PayPal** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **PayPal** form:

PayPal	
Server	<input type="text" value="www.paypal.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/cgi-bin/webscr"/>
PayPal ID	<input type="text" value="payer@domain.com"/>
Pass-Through Value	<input type="text" value="PayPaltest"/>
Logo Image URL	<input type="text"/>
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

(HS 2.5 and up) **Server:** the server used to run transactions. *It can be [www.paypal.com](http://www.paypal.com) or paypal.com in regards to what you issued certificate for.*

(HS 2.5 and up) **Port:** enter the port to be used.

(HS 2.5 and up) **Path:** indicate the path.

- **PayPal ID:** the email you are registered in PayPal with.
  - **Pass-Through Value:** enter your “custom” variable e.g: “*PayPalTest*” to match payments with a customer or transaction ID for tracking and identification purposes. It will be passed through the PayPal system and returned to user in payment notification emails. *Important: variable should not contain spaces!*
  - **Logo Image URL:** image 150 by 50 pixels in size, you would like to use as your logo. This is optional: if not entered, your customers will see your Company Name or email address in place of logo.
  - Activate/Deactivate PayPal for new signups and existing accounts.
5. Click **Submit Query**. PayPal now must show as active.
  6. Set Instant notification URL to receive information about payments made via PayPal.
  7. Log into your Business PayPal account
  8. Go to the **Profile Summary ->Selling Preferences -> Instant Payment Notification Preferences**.
  9. Enter a callback URL (on page 122)  
PayPal’s IPN system works as follows:
    - Customer submits a payment form and PayPal sends notifications about payments made to your notification URL.
    - On receiving the payment notification, your server will send the confirmation, including the encrypted code, back to a secure PayPal URL.
    - PayPal will authenticate the transaction and send your server a “VERIFIED” or “INVALID” response.
    - If verified, the payment is regarded as successfully completed. If you receive an “INVALID” response, it should be treated as suspicious and investigated.

Parallels H-Sphere supports PayPal multicurrency transactions. Fees are charged in the currency which is set in the admin control panel. To charge users in two different currencies, you need to have two resellers.

**PayPal Testing Mode.** To run PayPal transactions in testing mode, create a development account at PayPal Sandbox and under this account create fake PayPal accounts for testing purposes. Then, set PayPal sandbox parameters in the PayPal setup form in Parallels H-Sphere:

**Server:** [www.sandbox.paypal.com](http://www.sandbox.paypal.com)

**Port:** 443

**Path:** row/cgi-bin/webscr

**Pay Pal ID:** fake PayPal account

**Pass Code:** anything.

## Sentry Configuration

Sentry (<http://shop.privatbank.ua/about/sentry>) web payment system is developed by Card Tech Ltd. In Parallels H-Sphere, Sentry is implemented for transactions in the Ukrainian currency Hryvnia (UAH).

In terms of Parallels H-Sphere, payments via Sentry are similar to check payments, admin adds it to Parallels H-Sphere manually. If your customers choose to pay via online payment providers, their credit card info won't be stored in their billing profiles and billing info won't show in the control panel.

## Preparation

Prior to setting up a Sentry bank payment system in Parallels H-Sphere:

1. Register your Sentry merchant account  
<http://shop.privatbank.ua/register>
2. Secure your control panel with SSL (Please refer to User Guide for more info)
3. Download Sentry Parallels H-Sphere package from  
[http://download.hsphere.parallels.com/downloads/index.html#web\\_payment](http://download.hsphere.parallels.com/downloads/index.html#web_payment)

Contact Privatbank if you have questions to PrivatBank about Sentry or any other issues of registration process.

## Setup Procedure

➤ ***To enable Sentry in your control panel:***

1. Go to **Settings** -> **Payment Settings** -> **Merchant Gateways**.
2. In the section **Web Payment Processor Configuration** choose **Sentry** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **Sentry** form:

Sentry	
Payment Server Address	<input type="text"/>
Payment Server Port	<input type="text"/>
URL path	<input type="text"/>
Merchant Id	<input type="text"/>
Password	<input type="text"/>
<input checked="" type="checkbox"/> Test Mode	
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- **Server:** the server used to run transactions.
- **Port:** enter the port to be used.
- **Path:** indicate the path. Note: Server, port and path should compose the URL where users are redirected for online payments, i.e:  
<https://www.verification.privatbank.ua/SENTRY/PaymentGateway/Application/RdirectLink.aspx>
- **Merchant ID:** given to you by PrivateBank upon registration.
- **Password:** provided by Sentry. You can change it afterwards
- **Test Mode:** check it if you want to test your online Sentry transactions. The amount of test transaction shouldn't exceed 1 UAH.
- **Activate:** enable Sentry for new signups and existing accounts.

Sentry's IPN system works as follows:

- Customer submits a payment form and Sentry sends notifications about payments made to your notification URL.
- On receiving the payment notification, your server will send the confirmation, including the encrypted code, back to a secure Sentry URL.
- Sentry will authenticate the transaction and send your server a "VERIFIED" or "INVALID" response.
- If verified, the payment is regarded as successfully completed. If you receive an "INVALID" response, it should be treated as suspicious and investigated.

# Webmoney Configuration

Webmoney payments are similar to check payments in that they are added to Parallels H-Sphere manually.

Before proceeding, make sure to read about Web Payment Systems Manager (on page 122).

➤ *To enable Webmoney in Parallels H-Sphere:*

## 1. Set your own purse

Visit <http://merchant.wmtransfer.com>. Enter the following data:

- **Secret Key:** optional set of symbols. Store it as you'll have to enter it to Parallels H-Sphere when activating Webmoney.
- **Result URL:**  
<http://cp.url:8080/psoft/servlet/psoft.hsphere.payment.WebMoney.payment>.
- **Success URL:**  
<http://cp.url:8080/psoft/servlet/psoft.hsphere.payment.WebMoney.payment?action=success>; method of requesting Success URL: LINK.
- **Fail URL:**  
<http://cp.url:8080/psoft/servlet/psoft.hsphere.payment.WebMoney.payment?action=error>; method of requesting Fail URL: LINK.
- **Signature algorithm:** MD5.

As a result, you should be assigned a unique merchant's purse ID which consists of a letter and twelve digits. Store it for future use in Parallels H-Sphere. Presently, Z, R, E, U, and D purses are in use.

## 2. Activate Webmoney payments in your Parallels H-Sphere control panel

1. Select **Merchant Gateways** in the **Settings -> Payment Settings** menu.
2. In the **Web Payment Processor Configuration** section, choose **Webmoney** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **Webmoney** form:
  - **Merchant's purse:** your purse ID consisting of a letter and twelve digits (see above).
  - **Payment Server** you will be redirected to for payment operations. You can choose between default [webmoney.ru](http://webmoney.ru) or [wmtransfer.com](http://wmtransfer.com).

- **Secret Key:** optional set of symbols which you entered when setting your purse (see above).
  - **Test Mode:** check it if you want to test your online Webmoney transactions.
  - **Activate:** check it if you want to enable Webmoney for new signups and existing accounts.
5. Click **Submit Query**. Webmoney now must show as active.

If your customers choose to pay with Webmoney, their credit card info won't be stored in their billing profiles and billing info won't show in the control panel.

---

## WorldPay Configuration

Before proceeding, make sure to read about Web Payment Systems Manager (on page 122).

### Setting Up WorldPay

Once you have registered a WorldPay business account, enable WorldPay in your control panel:

1. Select **Merchant Gateways** in the **Settings** -> **Payment Settings** menu.
2. On the **Merchant Configuration** page, choose **WorldPay** from the drop-down menu.
3. Click the **Edit** button to activate it.
4. Enter the required parameters in the **WorldPay** form:

WorldPay Merchant Account Information	
WorldPay Server IP	<div style="border: 1px solid #ccc; padding: 2px;">                     155.136.68.*  </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;">                     155.136.68.11 <span style="float: right; color: green;">+</span> </div> <div style="text-align: right; margin-top: 2px;"> <input type="button" value="Add"/> </div>
WorldPay Installation ID	<input type="text" value="53123"/>
WorldPay Account ID	<input type="text" value="12398455"/>
WorldPay Currency	<input style="border-bottom: none;" type="text" value="US Dollar"/> <span style="float: right;">▼</span>
Use custom result page	<input checked="" type="checkbox"/>
Request Only Authorizations	<input checked="" type="checkbox"/>
Page name <span style="color: red; font-size: small;">Page name must be exactly the same as your page name in WorldPay file management system!</span>	<input type="text" value="http://select.worldpay.co"/>
Test Mode <span style="color: red; font-size: small;">Please be careful. If you set Test Mode to 100, H-Sphere will consider all your transactions via WorldPay as real and they will be approved. It may affect user's billing. Setting Test Mode to 101 will decline all your WorldPay transactions. Please use test modes only for system testing!</span>	<input style="border-bottom: none;" type="text" value="100"/> ▼
<input checked="" type="checkbox"/> Activate	
<input type="button" value="Submit Query"/>	



- **WorldPay Server IP** where payment notification requests come from. Payment requests from other IPs will be rejected which helps to avoid fraud.  
Note: You can enter IP mask instead of IP, for instance 127.0.0.\* or 127.0.\*.\*
  - **Installation ID**, provided to you by WorldPay system upon registration.
  - **WorldPay Account ID**, provided by WorldPay upon registration.
  - **WorldPay currency** from the drop-down box.
  - Check **Use Custom Result Page** if you want your customers to receive your custom email payment notifications.
  - **Request Only Authorizations**: enable AuthMode in WorldPay
  - Enter the **Custom Page** name which should be exactly the same as in the WorldPay account.
  - Set a **Test Mode** variable for testing online transactions via WorldPay:
    - with variable set to 100, Parallels H-Sphere will consider all your transactions real. They will be approved that will reflect on user's billing.
    - with variable set to 101, Parallels H-Sphere will decline all your WorldPay transactions.
    - with variable set to 0, Parallels H-Sphere will perform real transactions in a live mode.
  - Check **Activate** to enable WorldPay for new signups and existing accounts.
5. Click **Submit Query**. WorldPay now must show as active.
6. Set Instant notification URL to receive information about payments made via WorldPay:
1. Log into your WorldPay Business account
  2. In the **Installations** section, click the **Configuration Options** icon;
  3. Enter a callback URL (on page 122)
  4. Check **Callback enabled** box.

Callback URL works as follows:

- Customer submits a payment form through WorldPay;
- WorldPay sends notification about payment made to the callback URL you specified.

# Resources

In this section we consider types of resources provided in Parallels H-Sphere.

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## User/Account/Domain Management

On the user side, Parallels H-Sphere operates with three tiers:

- users
- accounts
- domains

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## Users

A user is, for the most part, nothing but a login and password to enter Parallels H-Sphere control panel. One user can have many accounts created under different plans and platforms, and switch between them without having to log in every time. For example, a user can have an account under a Unix plan for SSH access and an account under a Windows plan for ODBC and ColdFusion hosting.

## Accounts

Parallels H-Sphere primarily operates with accounts, not users. One account, also referred to as *CP account*, can be defined as an instance of a plan. One account regardless of its type (administrative, reseller, reseller administrative or user), requires one license. Once an account is deleted, the license gets released and can be taken by new accounts.

One user can have many accounts created under different plans and platforms, and switch between them without having to log in every time. For example, an owner of a Unix account and a Windows account under the same username will use two Parallels H-Sphere licenses. The unique thing about each account is not username, but a numeric *account ID*.

The four account types are:

Account Type	Variations	Main Functions	Created	FTP home directory
Administrative	main admin	- allows Parallels H-Sphere owner to administer the entire hosting system	with administrative plan	N/A
	tech support	- allows Parallels H-Sphere owner's support staff to manage/answer trouble tickets from customers		

Reseller	N/A	<ul style="list-style-type: none"> <li>- represents reseller as a user to the system and distributor of parent host resources</li> <li>- allows reseller to create reseller administrative account</li> </ul>	with reseller plan	N/A
Reseller Administrative	admin	<ul style="list-style-type: none"> <li>- represents reseller as an administrator to their customers</li> <li>- allows reseller to distribute parent host resources grouped into plans to their customers at retail prices</li> </ul>	from reseller account CP	N/A
	tech support	<ul style="list-style-type: none"> <li>- allows reseller's support staff to manage/answer trouble tickets from customers</li> </ul>	from reseller administrative CP with administrative plan	N/A
User	customer	<ul style="list-style-type: none"> <li>- provides Parallels H-Sphere owner and resellers with a 'medium' to distribute hosting services to customers</li> <li>- allows customers to manage their sites</li> </ul>	with user plans	YES
	service	<ul style="list-style-type: none"> <li>- allows Parallels H-Sphere owner and resellers to manage their promotional corporate sites</li> </ul>		

## Multiple Accounts

Depending on account's plan permissions (on page 185) its owner can create other accounts of the following types under the same login:

User's Original Account Type	Accounts that User Can Add Under the Same Login
administrative	- administrative - user
reseller	- user - administrative
reseller administrative	- reseller administrative - user
user	- administrative (valid only for parent host's users) - reseller (valid only for parent host's users) - reseller administrative (valid only for reseller's users) - user

Generally, a user with several accounts can:

- \* login to different accounts with one login/password
- \* switch between accounts without logging in every time
- \* have accounts under different plans and platforms
- \* use the same billing and contact information for different accounts (optional)

### ➤ **To create a new account under the same user:**

1. Select **Add Account** in the **Admin User** menu. You will be taken to the signup page.
2. Follow the signup process. Note that the system suggests the contact information previously entered for the first account created under this user.

### ➤ **To switch between accounts within the same user:**

1. Select **Choose Account** in the **Admin User** menu.
2. Click the **Select** icon to log into the selected account.

## Domains

Domains represent the third tier in the end-user side hierarchy. Your customers can have as many domains as they want under their one control panel license, unless you limit the domains they can have. In terms of a web server, a domain is little more than a correspondence to a web-site. Domains within one account share one control panel (one menu tree with the same look and feel), and, having no traffic usage or disk quota of their own, are billed in bulk with the same invoices.

*It is not recommended to run more than thirty or forty domains on one account, because some pages of the user control panel may become very slow or even time out when displaying the entire list of domains.*

To provide registration and maintenance of the following domain types from user accounts make sure service DNS zone is registered, instant alias template is created , and there is shared or free dedicated IP on the web server .

Domain Type	Explanation
second- level	new standard domains registered with a domain registrar <b>Important:</b> In addition to the above requirements, make sure domain registrar is configured.
transferred	existing domains transferred onto one of your Parallels H-Sphere's IP
third-level	new domains created based on the hosting company's service domain, e.g.user-domain.service-domain.com
stopgap	not an actual domain, just FTP service; the site can be accessed from the Internet by an instant domain alias or dedicated IP
parked	domain hosted elsewhere; a DNS zone mapping this domain to the IP of the server where your site is hosted.
service	domain to: <ul style="list-style-type: none"> <li>▪ host your promotional site</li> <li>▪ provide third level domain hosting</li> <li>▪ provide shared SSL</li> <li>▪ provide instant access to the site through domain aliases</li> </ul>

To offer registration and maintenance of any of the above domain types, include the corresponding resource in the account's plan creation/edit wizard.

### ➤ **To delete domains of a user:**

1. Find the account by domain name (on page 297)

2. Click the **Trash** icon next to the domain you want to delete
3. On the page that appears, chose the **Delete domain** option

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## Traffic

This document explains how Parallels H-Sphere handles traffic and covers the following issues.

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## Traffic Calculation

Parallels H-Sphere Control Panel calculates traffic per server, e.g. web server, mail server, Windows server, etc. with its own built-in utility that collects data from:

```
mail traffic logs with /hsphere/shared/scripts/cron/mail_anlz.pl
ftp traffic logs with /hsphere/shared/scripts/cron/ftp_anlz.pl
http traffic logs with /hsphere/shared/scripts/cron/cron_analyze.pl,
```

parses them every 24 hours with `java psoft.hsphere.TrafficLoader` and then adds up to make up **Summary Traffic**. Summary Traffic statistics is updated every 24 hours and is shown to end users in their Control Panels. Because of that, Summary traffic doesn't include the current day's traffic consumption.

## Traffic Reset. Calculation of Traffic Overlimit Usage

Regardless of account's billing period, charges for exceeding traffic limit are calculated and traffic run up is reset at the end of each month. No user side account activities (changing billing period or switching to another plan) force traffic month closure. For example, if a customer signs up on March 7 for a billing period of 6 months, traffic month will always close on the 7<sup>th</sup> of each month.

## Types of Traffic

Summary Traffic is not broken up into incoming or outgoing. Nor is it differentiated by the platform (operating system), however users can see **Traffic Details** for specific kinds of traffic consumption such as FTP User, Mail, HTTP, Real Server FTP traffic, etc.

## Third Party Tools

Third party tools like ModLogAn, Webalizer, etc. can also be used to calculate the *HTTP* traffic statistics on users' domains. Since these tools generate statistics only for HTTP traffic, it will always differ from control panel Summary Traffic readings.

## Traffic Limit

**Traffic Limit** defines how much traffic users can run up for one traffic month without being charged usage fee. Initially traffic limit equals free set for the plan. If users have or expect high hit rates, to prevent overlimit charges, they can reserve more traffic. With their traffic limit increased, each traffic month users will be accrued recurrent fee for the whole booked amount, which is usually lower than the usage (overlimit) payments.

## Traffic Pricing

Traffic prices are set with plan edit wizards.



- **Free\***: GB of traffic you allow your users to run up during one traffic month free of charge.

**Free** makes up initial traffic limit.

---

**Note:** free GB of traffic set explicitly for two and more month billing period are not divided by the duration of the billing period in months.

E.g.: setting 10GB free for two month billing period, you allow your customers to run each month 10GB (not 5GB) without being charged.

---

- **Recurrent:** payment accrued each traffic month for each GB of difference between the traffic limit and free units. If the traffic limit is the same as free units, no recurrent fee is charged.

If users increase their traffic limit in the middle of a traffic month, they are accrued **absolute** (not prorated) recurrent fee for the whole traffic month.

E.g.: increasing traffic limit by 5GB on the 15<sup>th</sup> day of the traffic month means that the user will be immediately charged the recurrent fee for the 5GB for the whole traffic month.

Recurrent payments are non-refundable if users fail to use the reserved traffic.

- **Extra or Usage:** overlimit payment accrued at the end of each traffic month for each GB consumed over traffic limit.  
The pricing for extra traffic is fractional, per KB. So if you set the price of \$1/GB, and the user consumes only 10MB overlimit, he will be charged \$0.01.
- When increasing plan's free traffic, use mass mail (on page 364) to let the customers under this plan know they need to increase their traffic limit to new free in their user CP without any charges.  
\* When decreasing plan's free traffic, use mass mail (on page 364) to let the customers under this plan know they need to decrease their traffic limit to new free, otherwise they will be charged recurrent fee.

## Restricting Traffic Usage and Traffic Limit

Traffic usage can be restricted, which means when end users run up a certain amount of traffic, their sites will get suspended, and visitors won't be able to see the pages, and mailboxes and virtual ftp accounts will stop working. To configure the system to suspend user accounts when their traffic limit is exceeded by certain percentage:

1. Select **User Warnings** in the **Settings** -> **Notifications** menu.
2. Check the **Suspend account if traffic limit exceeded** box.
3. Enter percentage of the traffic limit usage, exceeding which user accounts will be suspended.

Also, you can restrict the maximum possible traffic limit end users can set. To set the Max value:

1. Select **Manage** in the **Plans** menu.
2. Click **Resource** for the selected plan.
3. Click **Edit** for the **Summary Traffic** resource.
4. In the **Max** field, enter the maximum allowed traffic limit value (in GB).

## Charging for Traffic

Examples below, starting with easy further to more difficult, illustrate how end customers are charged for using traffic.

- **Staying within traffic limit** doesn't cause any overlimit charges:

Plan & Account Settings:	Traffic consumption:	System Behavior:
Free = 10GB; Recurrent = \$2; Usage = \$4; Traffic limit = Free	By the end of the traffic month user runs up 9GB.	<ul style="list-style-type: none"> <li>- Traffic month closes.</li> <li>- Traffic usage is calculated, but as user stays within traffic limit, he doesn't pay anything.</li> <li>- A new traffic month opens and traffic is reset to 0.</li> </ul>

- **Exceeding traffic limit** brings overlimit (or usage) charges:

Plan & Account Settings:	Traffic consumption:	System Behavior:
Free = 10GB; Recurrent = \$2; Usage = \$4; Traffic limit = Free	By the end of the traffic month user runs up 15GB.	<ul style="list-style-type: none"> <li>- Traffic month closes.</li> <li>- Traffic usage is calculated and user is accrued usage fee for 5GB overlimit (= 15GB run up - 10GB of traffic limit).</li> <li>- Usage fee accrued makes \$20 (= 5GB overlimit x \$4 usage price).</li> <li>- A new traffic month opens and traffic is reset to 0.</li> </ul>

- **Changing traffic limit** neither closes traffic month nor resets traffic already run up. Because of that:

- **when reserving more traffic than plan's free GB in the middle of the traffic month**, users are immediately accrued absolute (not prorated) recurrent fee for the whole traffic month.

Plan & Account Settings:	Traffic Consumption:	System Behavior:

<p>1 month billing period starts Jan 1;                  Free = 10GB;                  Recurrent = \$2;                  Usage = \$4;                  Traffic limit = 10GB</p>	<p>By January 15, the user runs up 9GB and increases traffic limit to 12GB.                  By January 30, the user runs up 13GB.</p>	<ul style="list-style-type: none"> <li>- Traffic month doesn't close on January 15.</li> <li>- User is accrued absolute recurrent fee for 2GB over free (=12GB of new traffic limit - 10GB free).</li> <li>- Recurrent fee accrued makes \$4 (= 2GB over free x \$2 recurrent price).</li> <li>- On January 31 traffic month closes.</li> <li>- Traffic usage is calculated, and user is accrued usage fee for 1GB (= 13GB run up - 12GB traffic limit).</li> <li>- Usage fee accrued makes \$4 (= 1GB x \$4 usage price).</li> <li>- A new traffic month opens, traffic is reset to 0 and user is accrued recurrent fee for 2GB over free (= 12GB of traffic limit - 10GB free).</li> <li>- Recurrent fee accrued makes \$4 (= 2GB over free x \$2 recurrent price).</li> </ul>
---	--	--

- **when downgrading account traffic limit to plan's free in the middle of the traffic month**, users are refunded absolute (not prorated) recurrent fee already prepaid at the beginning of the traffic month.

Plan & Account Settings:	Traffic Consumption:	System Behavior:
--------------------------	----------------------	------------------

<p>1 month billing period starts Jan 1; Free = 10GB; Recurrent = \$2; Usage = \$4; Traffic limit = 12GB</p>	<p>By January 15, the user runs up 4GB and decreases his traffic limit to 10GB. By January 30 the user runs up 9GB.</p>	<ul style="list-style-type: none"> <li>- On January 1 user is accrued absolute recurrent fee for 2GB over free (= 12GB of traffic limit - 10GB free).</li> <li>- Recurrent fee accrued makes \$4 (= 2GB over free x \$2 recurrent price).</li> <li>- Traffic month doesn't close on January 15 and 4GB of traffic already run up aren't reset. User is refunded absolute recurrent fee for 2GB of downgraded traffic limit.</li> <li>- Refund of recurrent fee makes \$4 (= 2GB over free x \$2 recurrent price).</li> <li>- On January 30 traffic month closes.</li> <li>- Traffic usage is calculated, but as the user stays within his traffic limit, he pays nothing.</li> <li>- A new traffic month opens, traffic is reset to 0.</li> </ul>
---	---	---

- **Changing billing period or switching to another plan** neither closes traffic month nor resets traffic already run up.

At such occasions the system checks account traffic limit and if:

- **traffic limit = current plan/billing period free GB**, updates it to new plan/billing period free GB:

<p><b>Plan &amp; Account Settings:</b></p>	<p><b>Traffic Limit and Traffic Consumption:</b></p>	<p><b>System Behavior:</b></p>
--	--	--------------------------------

<ul style="list-style-type: none"> <li>▪ <i>Source plan:</i> Free = 10GB; Recurrent = \$2; Usage = \$4; Traffic limit = 10GB; Traffic month starts January 1.</li>   <li><i>Target plan:</i> Free = 50GB</li> </ul>	<p>By the time the user switches to a new plan, he runs up 14GB.</p>	<ul style="list-style-type: none"> <li>- Changing plans doesn't close traffic month.</li> <li>- Traffic charge calculations don't take place.</li> <li>- Traffic already run up isn't reset.</li> <li>- Traffic run up for the rest of the traffic month under a new plan is added to 14GB run up under the former plan.</li> <li>- Traffic limit is upgraded to new plan's free 50GB.</li> <li>- If by the end of the traffic month user exceeds 50GB traffic limit, he is charged at the new usage price.</li> <li>- On January 31 a new traffic month opens and traffic is reset to 0.</li> </ul>
---	--	--

- **traffic limit > new plan/billing period free GB > current plan/billing period free GB,**  
updates it to new plan/billing period free GB. Users are refunded the absolute *recurrent fee* already prepaid at the beginning of the traffic month:

<p>Traffic Configuration for 1 and 2 Month Billing Periods:</p>	<p>Traffic Limit and Traffic Consumption:</p>	<p><u>System Behavior:</u></p>
---	---	--------------------------------

<p>Traffic limit = 6GB</p> <p><i>1 month billing period</i> Free = 5GB Recurrent = \$2</p> <p><i>2 month billing period</i> * set explicitly: Free = 12GB</p>	<p>By the time a user on 1 month billing period switches to a 2 month billing period, he runs up 10GB.</p>	<ul style="list-style-type: none"> <li>- At the beginning of the traffic month user is accrued recurrent fee for 1GB over free.</li> <li>- Recurrent fee accrual makes \$2 (= 1GB over free x \$2 recurrent price).</li> <li>- At the billing period change, traffic month isn't closed.</li> <li>- Traffic already run up isn't reset.</li> <li>- Traffic run up for the rest of the traffic month is added to 10GB run up before changing to a 2 month billing period.</li> <li>- Traffic limit is updated to 12GB free.</li> <li>- User is refunded absolute recurrent fee prepaid at the beginning of the traffic month.</li> <li>- Refund accrual makes \$2 (= 1GB over free x \$2 recurrent price).</li> <li>- If by the end of traffic month user exceeds 12GB traffic limit, he is charged at a new usage price.</li> </ul>
---	--	---

- **traffic limit > current and new plan/billing period free GB,** leaves it as it is. If the absolute recurrent fee calculated based on new plan/billing period free and the new recurrent price is bigger than the recurrent fee already prepaid, the user is accrued the difference. If it is smaller, the user is refunded the difference:

<p><b>Traffic Configuration for 1 and 2 Month Billing Periods:</b></p>	<p><b>Traffic Limit and Traffic Consumption:</b></p>	<p><b>System Behavior:</b></p> <hr/>
--	--	--------------------------------------

<p><i>1 month billing period</i> Free: 5GB Recurrent: \$2</p> <p><i>2 month billing period</i> * set explicitly: Free = 12GB Recurrent = \$3</p>	<p>By the time user on 2 month billing period with 14GB traffic limit switches to a 1 month billing period he runs up 15GB.</p>	<ul style="list-style-type: none"> <li>- At the beginning of the traffic month user is accrued recurrent fee for 2GB over free (= 14GB of traffic limit - 12GB free).</li> <li>- Recurrent fee accrual makes \$6 (= 2GB over free x \$3 recurrent price).</li> <li>- At the billing period change, traffic month isn't closed.</li> <li>- Traffic already run up isn't reset.</li> <li>- Traffic run up for the rest of the traffic month is added to 15GB run up before changing to a 1 month billing period.</li> <li>- Traffic limit remains 14GB.</li> <li>- As recurrent fee calculated based on 1 month billing period free (\$18 = 9GB over free x \$2 recurrent price) is bigger than recurrent fee already prepaid (\$6), the user is charged the difference of \$12.</li> <li>- If by the end of the traffic month user exceeds 14GB traffic limit, he is charged at the new usage price.</li> </ul>
--	---	--

## Traffic Configuration Changes

This example shows how changes to traffic configuration in plan edit wizard affect end user charges for traffic consumption:

**Plan and account settings:**

Free: 2GB  
 Traffic Limit: 4GB  
 Recurrent: \$3  
 Extra (usage): \$5  
 Billing period: 2 months

*At the beginning of the traffic month the user is accrued recurrent fee for 2GB over free (= 4GB traffic limit - 2GB free).*

*Recurrent fee accrual makes \$6 (= 2GB over free x \$3 recurrent price).*

*In the middle of the first traffic month traffic configuration is changed from the plan edit wizard:*

Increasing Prices		Decreasing Prices	
Free	2GB -> 5GB	Free	2GB -> 1GB
Monthly (recurrent)	\$3 -> \$4	Monthly (recurrent)	\$3 -> \$1
Extra (usage)	\$5 -> \$6	Extra (overlimit)	\$5 -> \$2

By the end of the traffic month the customer runs up 8GB.

<ul style="list-style-type: none"> <li>Traffic limit remains 4GB.</li> <li>Recurrent fee isn't recalculated. No refunds.</li> <li>Usage calculations are based on new Free as they cover traffic limit and new Extra price:                          8GB run up - free 5GB = 3GB overlimit                          3GB x Extra \$6 = \$18 usage fee.</li> </ul>	<ul style="list-style-type: none"> <li>Traffic limit remains 4GB.</li> <li>Recurrent fee isn't recalculated.</li> <li>Usage calculations are based on traffic limit and new Extra price:                          8GB run up - 4GB of traffic limit = 4GB overlimit                          4GB overlimit x Extra \$2 = \$8 usage fee.</li> </ul>
--	--

The traffic month is closed. User traffic is reset. A new traffic month is open.

<ul style="list-style-type: none"> <li>Traffic limit remains 4GB.</li> <li>User isn't accrued any recurrent fee as now his 4GB of traffic limit are covered with free 5GB. If by the end of the traffic month user exceeds his free units, he is charged for excess at new Extra price.</li> </ul>	<ul style="list-style-type: none"> <li>Traffic limit remains 4GB.</li> <li>User is accrued \$3 recurrent fee:                          4GB of traffic limit - free 1GB = 3GB;                          3GB x \$1 recurrent = \$3.</li> <li>If by the end of the traffic month user exceeds his 4GB traffic limit, he is charged for excess at new Extra price.</li> </ul>
--	---

**Tip:**



- when decreasing plan's free traffic, use mass mail feature available at the bottom of the search result page to let your customers know they will be charged recurrent fee unless they decrease their traffic limit to new free.
- when increasing plan's free traffic, use mass mail to let your customers know they can increase their traffic limit to new free without being charged.

## Tracking End User Traffic Consumption

To see how much traffic your customers consumed over a certain period, use Transfer Traffic Report (on page 312).

---

## Disk Space

Disk space in Parallels H-Sphere is allocated to customers through *quotas*, which are set separately for:

- user's home directory on the web server
- each user mailbox
- each user database

Quotas are obligatory plan resources and can't be disabled. Customers can't upload and store more MB than the resource quota allows (except for My/Pg SQL DBs) and will get an error message if they try to do so. If end users need to upload more MB than their resource quota allows, they can increase it. To keep users from increasing resource quota, it can be MAX restricted. This is done directly in plan edit wizards

All files with the owner's ID including those outside user's home directory (e.g. *Transfer*, *Referrer*, *Agent* and *Error* logs that are used for user website statistics) are counted toward used disk space. That's why quota usage may be different from the size of the user home directory.

---

**Important:** when creating a plan for MS SQL DB's service, don't set MS SQL quota of 0MB, as just created MS SQL databases already contain system information of 2MB (for MSSQ 2000) or 3MB (for MSSQ 2005) of disk space!

---

### Summary Disk Usage

Every 24 hours a cron script scans end user's FTP home directory, all mailboxes, and DBs to summarize the disk space and make up *summary disk usage for the last day*. Summary readings of each daily scan are added up and divided by days elapsed from the beginning of the billing month. The resulting amount makes up user's *average summary disk usage*.

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## Charging Users for Disk Space

There are two approaches to charge customers for disk space. To avoid double billing, don't use both of them in the same plan.

- **Charging for Increased Quotas**

Set free units and recurrent prices for quotas. If end users need to upload more MB than free quota allows, they have to increase it.

- When they increase FTP, mailbox and MS SQL quotas they will be charged recurrent fee for billing period resources.
- When they increase My/PG SQL DB quotas they will be they will be charged recurrent fee for monthly resources .

---

**Important:**

Unlike FTP/Mailbox/MS SQL db quotas, My/PG SQL db quotas can be exceeded. If by the end of the month users exceed their My/PG SQL db quotas, they are charged usage (overlimit) fees.

---

- **Charging for Increased and/or Exceeded Summary Disk Usage Limit**

Enable the summary disk usage resource and set free units, recurrent and extra prices for it. *Summary disk usage* free units make up user's initial *summary disk usage limit*. If by the end of billing month user's average summary disk usage exceeds it, they will be charged usage (overlimit) fees. To prevent it, users can increase their summary disk usage limit (unless it is MAX restricted) and be charged recurrent fee for monthly resources which is usually less than usage (overlimit) fees.

Customers are not refunded if they haven't used up all the reserved disk space. If customers reduce prepaid *quotas* or *summary disk usage limit*, they are refunded as described in Money Returns (on page 225).

## Enabling/Disabling Summary Disk Usage

	In a Certain Plan	In All User/Reseller Plans
<b>Enable</b>	<p>1. Include <b>Summary Disk Usage</b> in the plan.</p> <p>Log into each existing user account under this plan and in the <b>Control Area</b> on the left (or <b>Quick Access</b> page, the <b>Account</b> menu for the <b>Left Menu</b> design) press the <b>Add</b> button next to <b>Disk Usage</b>.</p>	<p>1. Log into the CP server as the cpanel user.</p> <p>2. Execute the SummaryQuotaUpdate class:  <pre>java psft.hsphere.converter.Summary QuotasUpdate—enable</pre></p> <p>3. Restart Parallels H-Sphere.</p> <p><i>Summary Disk Usage</i> free units will be set to equal <i>Free Disk Quota</i>, its <i>monthly</i> and <i>usage</i> prices will be removed.</p>
<b>Disable</b>	<p>Exclude <b>Summary Disk Usage</b> from the plan.</p>	<p>1. Log into the CP server as the cpanel user.</p> <p>2. Execute the SummaryQuotaUpdate class:  <pre>java psft.hsphere.converter.Summary QuotasUpdate—disable</pre></p> <p>3. Restart Parallels H-Sphere.</p>

---

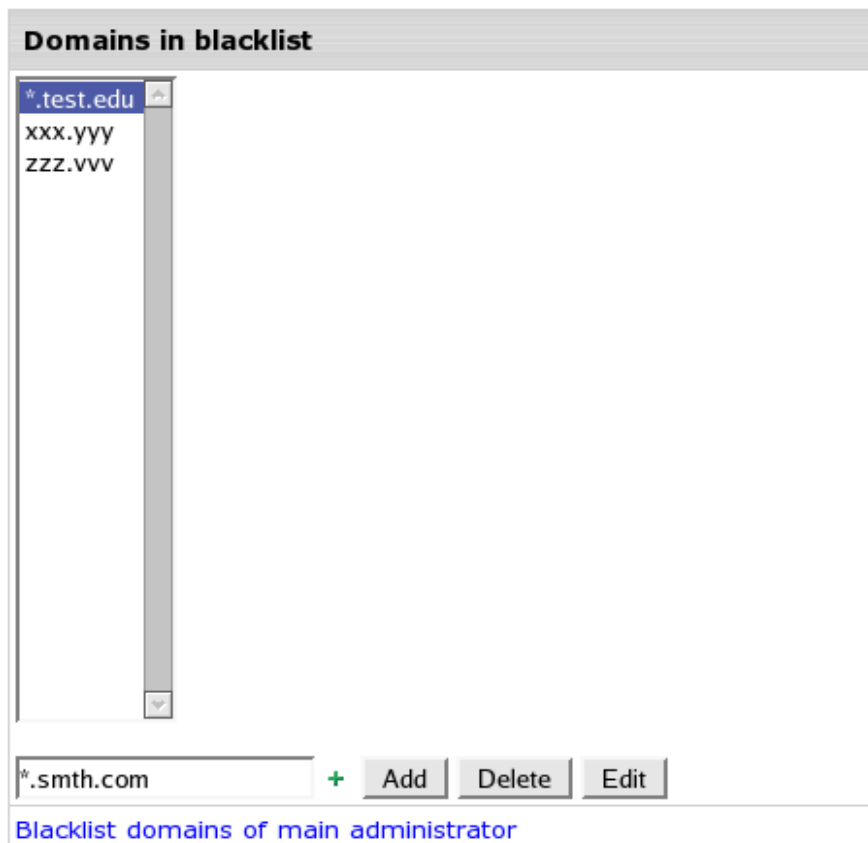
## Blacklists in Parallels H-Sphere

Master admin and resellers can create Black Lists directly from Parallels H-Sphere control panel.

If you want to make some domains, domain aliases or emails unavailable for end users, you have to include the domains/emails into blacklist. So when users try to add a domain (domain alias, etc.) or email from the blacklist, they will get a failure message - Domain {0} or it's pattern exists in black list (or Email {0} or it's pattern exists in black list).

### Domains in blacklist

Use blacklist controls in your CP to add/delete/edit a domain. For this, go to **Settings->Blacklists->Domains in Blacklist**, enter either the full domain name or a domain name with a wildcard (e.g. \*.smth.com) into the text box, and click on the corresponding button:



The screenshot shows a web interface titled "Domains in blacklist". It features a list of domain patterns: \*.test.edu (highlighted), xxx.yyy, and zzz.vvv. Below the list is a text input field containing \*.smth.com, followed by a green plus sign and three buttons: "Add", "Delete", and "Edit". At the bottom, there is a blue link that reads "Blacklist domains of main administrator".

**Blacklist domains of main administrator** text link allows you to see all the blacklisted domains of your main administrator only.

## Emails in blacklist

Use blacklist controls in your CP to add/delete/edit an email. For this, go to **Settings->Blacklists->Emails in Blacklist**, enter either the full email or an email with a wildcard (e.g. @smth.com) into the text box, and click on a corresponding button:

**E-mails in blacklist**

test@test.com

@smth.com + Add Delete Edit

[Blacklist e-mails of main administrator](#)

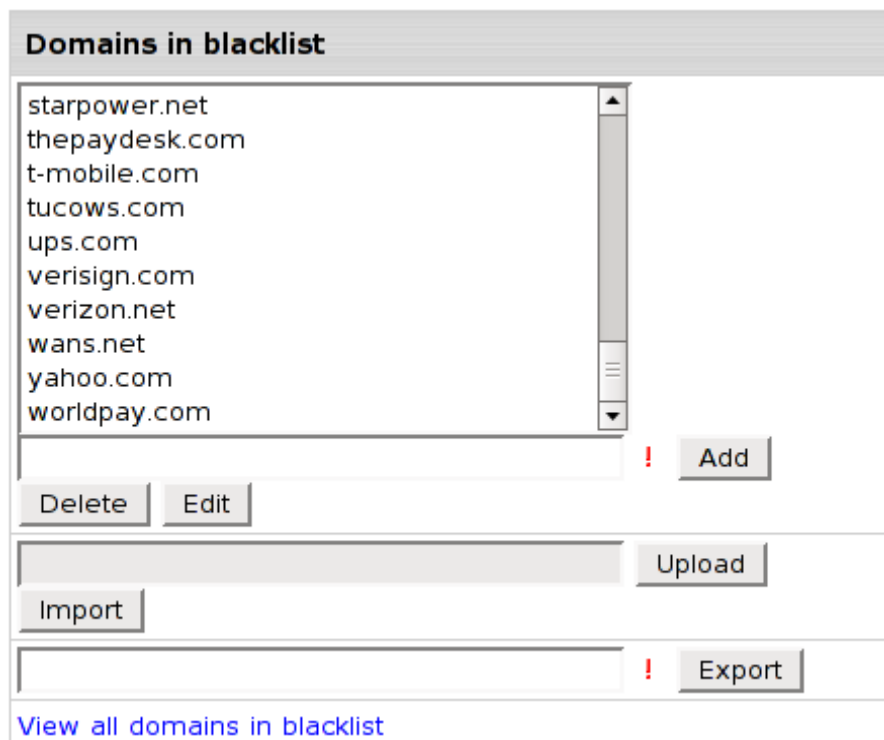
**Blacklist emails of main administrator** text link allows you to see all the blacklisted emails of your resellers.

## Uploading and Exporting Black Lists

Parallels H-Sphere allows uploading from a file or export to a file black lists of domains or emails.

➤ **To upload black lists from a file:**

1. Create a file with a list of domains/emails. Download a predefined list from <http://download.hsphere.parallels.com/downloads/blacklist.txt>
2. Go to **Settings->Blacklists->Domains in Blacklist** (or **Emails in Blacklist**) and click on the **Upload** button to choose the file.
3. **Import** a selected file:



➤ **To export black lists to a file:**

1. Go to **Settings->Blacklist->Domains in Blacklist** (or **Emails in Blacklist**)
2. Click on the **Export** button to save blacklisted domains or emails to a file.

# Plans

In Parallels H-Sphere a hosting plan determines the account type or, in other words, privileges and hosting resources/services granted to an account owner. Plans are created and edited with plan wizards and can be divided into three main categories:

Plan Category	Used to create:	Related docs	Available to:
Administrative	administrative and tech support accounts	Admin Plans Providing Technical Support	Master admin and resellers. Resellers can create administrative plans at the level of their reseller control panel.
Reseller	reseller accounts	Understanding Resellers Creating Resellers	Master admin only
End User	system (service) and customer accounts	Hosting Your Own Domain Signing Up Users	Master admin and resellers

*Reseller and User plans determine resource pricing if configured as pay plans.*

**User** plans can differ by platform: Unix, Windows, Real Unix, Real Windows, etc.

You can also create Demo plans that demonstrate the capabilities of Parallels H-Sphere without having to use real resources.

Customers can change their hosting plans. You can configure which plans customers can upgrade from and to as suggested in Compatible Plans.

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## Creating And Editing Reseller Plans

This chapter explains how to create and edit plan settings using plan creation and edit wizards.

### In this section:

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Simplified Plan Wizards.....	161

## Starting Plan Creation Wizards

In Parallels H-Sphere, plans are created with Plan Creation Wizards.

### ➤ *To start a plan creation wizard:*

1. Go to **Plans->Create** menu.
2. On the page that appears, choose the type of the plan.  
See the next sections for explanations on each plan type.
3. Go through the wizard following the instructions in a **A Typical Plan Wizard** section.
4. Newly created plans are disabled by default. Toggling the **ON/OFF** button in the **Signup** column next to the hosting plan, you allow or prohibit signups under this plan.



## Starting Plan Edit Wizards

Plans are edited with Plan Edit Wizards.

➤ **To start a plan edit wizard:**

1. Go to **Plans->Manage** menu.
2. In the list of plans that appears, click the name of the plan you would like to edit.
3. Go through the wizard following the instructions in the next sections.

## Simplified Plan Wizards

Starting with version 3.1 Beta 1, Parallels H-Sphere allows shortening the subsequent steps (on page 175) of Plan Wizards where you set the prices for the billing period. To remove the fields for the resources not to be charged for, uncheck the boxes for these resources. For this:

1. Go to **Plans->Simplified Plan Wizards**

Simplified Plan Wizard Settings	
Check the resources users will be charged for. The price fields will be displayed for these resources only.	
<b>VPS Templates</b>	<input type="checkbox"/> Set/Clear group
VPS Template DNS Server	<input checked="" type="checkbox"/>
VPS Template FTP Server	<input checked="" type="checkbox"/>
VPS Template Mail Server	<input checked="" type="checkbox"/>
VPS Template MySQL Database Server	<input checked="" type="checkbox"/>
VPS Template CP+	<input checked="" type="checkbox"/>
VPS Template PostgreSQL Database Server	<input checked="" type="checkbox"/>
VPS Template Windows Server	<input checked="" type="checkbox"/>

2. Uncheck the boxes next to the resources or the group of resources you are not going to charge for:

Other Domain Resources	<input type="checkbox"/> Set/Clear group
SubDomain	<input type="checkbox"/>
Stopgap Domain	<input type="checkbox"/>
Third level domain	<input type="checkbox"/>
Third level domain. (Mail Under Host Domain)	<input type="checkbox"/>
Hosting Domain Alias	<input type="checkbox"/>
Domain alias (old scheme)	<input type="checkbox"/>
Parked domain	<input type="checkbox"/>

3. Submit query

As a result, the Step 2 of Plan Creation Wizard and Steps 2 and 3 of Plan Edit Wizards will include the fields for the checked in **Simplified plan wizards** menu resources only:

**Unix Plan Creation Wizard. Step 2.**

Plan Name: Unix I

Set the prices for the DEFAULT BILLING PERIOD. These are BASE prices used to calculate prices for ACTUAL BILLING PERIODS (e.g. 2 weeks, 1 month, 2 month, 1 year, etc.)  
 SETUP - the single-time amount payable at the moment when a unit of the resource is purchased;  
 FREE - the number of resource units users get for free;  
 MONTHLY - the advance payment for one unit of this resource;  
 EXTRA - the payment for every resource unit used beyond the quota.  
 \*Leave fields blank instead of entering zeros.

**Quotas**

Summary traffic	Free <input type="text"/> ! GB Monthly <input type="text"/> + \$/GB Extra <input type="text"/> + \$/GB Max <input type="text"/> + GB
Disk space Quota	Free <input type="text"/> ! MB Monthly <input type="text"/> + \$/MB Max <input type="text"/> + MB

**Domain Resources** [?](#)

Domain	Free <input type="text"/> + Setup <input type="text"/> + \$ Monthly <input type="text"/> + \$ Max <input type="text"/> +
--------	--

**Other Domain Resources**

**Web Services**

**Statistics**

**Mail Services**

Mailbox quota	Free <input type="text"/> ! mb Monthly <input type="text"/> + \$/mb Max <input type="text"/> + mb
---------------	---

**E-Commerce Options**

**Other**

---

**Note:** if you have already set the price for a resource or the resource has a free value (e.g. disk quota, traffic etc.), the records on it will be represented in the subsequent steps regardless of your settings in **Simplified Plan Wizard**.

---

---

## A Typical Plan Wizard

Most plan wizards follow the same pattern and guide you through two or more steps:

- step 1:
  - including or excluding particular resources;
  - making them active by default;
  - configuring settings such as duration of the trial period, credit limit, money-back period, default type of IP, etc.
- subsequent steps:
  - setting custom prices for domain registration services in this specific plan;
  - setting free amounts and prices for each resource type for the **default** (1 month) and **actual** billing periods.

\* The number of subsequent steps depends on the actual billing periods for this plan.

### In this section:

Step 1. Selecting Resources and Configuring Plan Settings .....	164
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## Step 1. Selecting Resources and Configuring Plan Settings

On the first step, select which resources will be available and active in the plan. Note that Plan Wizards display only those resources that are enabled globally in the system. Read about Global Resources for more info.

- **Include:** check the box to have the resource available for users subscribing for the plan. If you leave this box unchecked, users of this plan will be unable to take advantage of this resource. Checking **Include** alone doesn't activate this resource by default; in newly created accounts it will be off.
  - **Activated** determines whether the resource should be enabled immediately at signup (checked) or activated later by the user (unchecked). If a pay resource has Activated unchecked, it won't be included in the signup bill, but users will be able to turn it on when necessary and will be charged for it at the moment of activation. But if a pay resource has Activated checked, it will be included in the signup bill, and will be charged for when users enable it in their control panel. If the activated resource has some pay child resources also activated in the plan wizard, they will be included in the signup bill and user will be charged for them at the moment of activating the parent resource.

Some of the plan's resources are integral to the system and cannot be excluded from the plan. They are not available on this page.

---

**Note:** If you exclude resources that are in use by some users, they'll remain functional but become inaccessible from the user control panel.

---













First, you enter **Plan name** for the plan you are creating. Later you can change the plan name in the Plan Settings (on page 189).










Unix Plan Creation Wizard. Step 1.

Plan Name	Unix I	+
-----------	--------	---










Then, Step 1 allows you to configure the following hosting resources:

Quotas	
Summary Disk Usage 	<input type="checkbox"/> Include
Domain Resources 	
Host Existing Site 	<input checked="" type="checkbox"/> Include
Domain registration 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Leave registrar prices as they are
Domain Transfer 	<input type="checkbox"/> Include <input checked="" type="checkbox"/> Leave domain transfer prices as they are
Other Domain Resources	
SubDomain 	<input checked="" type="checkbox"/> Include
Stopgap Domain 	<input checked="" type="checkbox"/> Include
Third level domain 	<input type="checkbox"/> Include
Third level domain. (Mail Under Host Domain) 	<input type="checkbox"/> Include
Domain alias 	<input checked="" type="checkbox"/> Include
Parked domain 	<input checked="" type="checkbox"/> Include
Service Domain 	<input type="checkbox"/> Include
Signup Without Domains	<input checked="" type="checkbox"/> Include

- **Summary Disk Usage:** unchecking this box will stop the system from billing end users for disk usage.
- **Host Existing Site :** allows to host domains registered outside Parallels H-Sphere without transferring them into supported registrars.
- **Domain registration:** allow users to create new standard domains through domain registration services supported in Parallels H-Sphere.
- **Leave registrar prices as they are:** Check this box to skip the second step of the wizard and use the default prices. To enter custom domain registration prices, don't check this box.
- **Domain Transfer:** allows users to transfer domains already registered outside Parallels H-Sphere with any registrar to OpenSRS or Enom.
- **Leave domain transfer prices as they are:** Check this box to skip the second step of the wizard and use the default prices. To enter custom domain transfer prices, don't check this box.
- **SubDomain:** allow users to create subdomains. Subdomains have the same functionalities as regular domains.
- **Stopgap Domain:** allow your customers to use hosting services without a real domain. Stopgap domains don't have DNS zones, and don't allow e-mail service. Still, users can access their sites using their instant domain aliases. Stopgap domains support web site management and FTP services. Also, IP-only access is possible with a dedicated IP.
- **Third level domain:** allow your customers to create third level domains based on the domain names you offer. E.g. if your domain name is example.com, a user can have a domain like thirdlevel.example.com. Third level domains have the same functionalities as second level domains, i.e. regular domains.
- **Domain alias:** (also referred to as stack domain) an extra domain name that points to a 'primary' domain. For example, the owner of the domain name example.com can register another domain name, e.g. example.net and have it point to the location of example.com. This means that every Internet user who goes to example.net will land in example.com. Domain alias can have its own DNS zone, custom DNS records and their own mail service.
- **Parked domain:** allow your customers to use Parallels H-Sphere DNS server for designating IPs to domain names serviced and hosted on other servers (not those of Parallels H-Sphere).
- **Service Domain:** should be included only for the administrative plans (like System plan) to host and manage your corporate web- site. To enable users register third level domains with the second level domain name of your corporate site, register it as a service domain. For example, the company offers third level domains at example.com, such as thirdlevel.example.com or userdomain.example.com. Naturally, the site of the hosting company should be available at example.com or [www.example.com](http://www.example.com).











Web Services	
CGI Resource 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
cgi-bin Resource 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Front Page 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
Server Side Include 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
PHP Module 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Redirect Url 	<input checked="" type="checkbox"/> Include
Directory Index 	<input checked="" type="checkbox"/> Include
Server Side Imagemap 	<input type="checkbox"/> Include
Throttle Resource 	<input type="checkbox"/> Include
mnogoSearch 	<input type="checkbox"/> Include
phpBB 	<input type="checkbox"/> Include
Error Document 	<input checked="" type="checkbox"/> Include
Logical Server Group (Unix web servers) 	<b>web servers</b>

- **CGI Resource:** allow your customers to map file extensions as CGI executables.
- **cgi-bin Resource:** allow your customers to create cgi-bin directory, so all the cgi-bin directory's content is treated as cgi executables which the server tries to run.
- **Front Page:** allow your customers to use FrontPage extensions on their web sites.
- **Server Side Include:** allow your customers to use interactive real-time features such as echoing current time, conditional execution based on logical comparisons, querying or updating a database, sending an e-mail etc., with no programming or CGI scripts.
- **PHP Module:** allow your customers to create dynamic web pages with PHP.
- **Redirect URL:** allow your customers to redirect visitors from one URL to another. When an Internet user tries to connect to a URL that is redirected, he is taken to the address this URL is mapped to.
- **Directory Index:** allow your customers to set their custom directory indexes
- **Server Side Imagemap:** allow your customers to have files with a specific extension regarded as map files
- **Throttle Resource:** allow your customers 'throttle' the use of traffic in their accounts by delaying or refusing requests to their sites.
- **mngoSearch:** allow your customers to use Parallels H-Sphere integrated search engine that searches their sites by keywords.
- **php BB:** allow your customers to use php BB, Parallels H-Sphere integrated, high powered, fully scalable, and highly customizable bulletin board package.
- **Error document:** allow your customers to configure their own error pages that are shown when the requested pages fail to open.
- **Logical Server Group:** appropriate resources under this plan will be created on a particular logical server group.

Statistics	
Referrer Log 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Agent Log 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Error Log 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Webalizer Resource 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
Modlogan Resource 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Urchin 3 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
Urchin 4 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
AWStats 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
Transfer Log 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Web Stats Password Protection	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated









- **Referrer Log:** check the box to have separate referrer logs written into user directories. Referrer logs contain the URLs from which visitors were referred to your customer's site.
- **Agent Log:** check the box to have separate agent logs written into user directories. Agent logs contain data about visitors' browsers or any other Internet-based software, and related data.
- **Error Log:** check the box to have separate error logs written into user directories. Error logs store data about errors generated by the server (e.g. **Page Not Found** error) or by their cgi scripts.
- **Webalizer Resource** and **Modlogan Resource:** Check the boxes to install Webalizer and Modlogan into user directories. These freeware tools parse the transfer log and produce statistics reports in readable HTML format to be viewed through a browser.
- **Urchin3** and **Urchin4:** Make sure to have Urchin installed and configured before enabling it in the plan. Check the sysadmin guide for Urchin installation and configuration.
- **AWStats:** another free tool that generates advanced graphical web server statistics reports. AWStats is set up on each Unix/Linux and Windows web server with Parallels H-Sphere installation or upgrade.
- **Transfer Log:** check the boxes to have transfer logs written into user directories. Transfer logs include combined data about every visit to your customer's site, including:
  - Remote host IP (i.e. visitor's IP)
  - Time of request (i.e. when visitor requested the page)
  - First line of request
  - Error generated by request, if any
  - Size of message sent in response to the request
  - Referrer (i.e. from which page visitor was directed)
  - Agent ID (i.e. type of browser or another agent and related information, such as user's OS, etc.)
- **Web Stats Password Protection**, if enabled, will allow your users to password protect their sites' statistics compiled by Webalizer, AWStats and Modlogan.

Mail Services	
Email Auto Responder 	<input checked="" type="checkbox"/> Include
Mail Box Alias 	<input checked="" type="checkbox"/> Include
Mail Forward 	<input checked="" type="checkbox"/> Include
Mailing List 	<input checked="" type="checkbox"/> Include
Mail Domain Alias 	<input type="checkbox"/> Include
Mail Relay 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
AntiSpam 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
AntiVirus 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
Mail SPF 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
Logical Server Group (Mail servers) 	<b>mail servers</b>

Allow or disallow your customers to create the above mail resources:










- **Email Auto Responder:** to automatically reply to senders with a uniform response when mail arrives in a mailbox.
- **Mail Box Alias:** to have an alternative address to an existing mailbox.
- **Mail Forward:** to automatically forward all incoming mail to a list of remote addresses.
- **Mailing List:** to send mail to multiple recipients.
- **Mail Domain Alias:** to have an alternative domain name to a mail domain. This is an obligatory resource for **Email only** plans, and therefore it's not listed as an option in their wizards. **Important:** Mail Domain Alias in the **Email Only Plan** is the same as **Domain Alias**.
- **Mail Relay** enable this option to ensure incoming mail is kept on the mail relay server, if your primary mail server goes down.
- **AntiSpam** to set spam filtering for user mail domains.
- **AntiVirus** to set virus filtering for user mailboxes.
- **Logical Server Group (Mail servers):** appropriate mail resources under this plan will be created on the particular logical server group

E-Commerce Options	
SSL Module 	<input checked="" type="checkbox"/> Include
Comodo SSL 	<input checked="" type="checkbox"/> Include
Shared SSL 	<input type="checkbox"/> Include
Miva Empresa Engine 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
MIVA Resource 	<input type="checkbox"/> Include <input type="checkbox"/> Activated
osCommerce 	<input type="checkbox"/> Include

- **SSL Module:** enable your customers to use SSL (Secure Sockets Layer protocol) - a standard for transmitting confidential data such as credit card numbers over the Internet.
- **Comodo SSL:** allow buying and installing Comodo SSL directly from user CP.
- **Shared SSL:** provide SSL (Secure Sockets Layer) encryption and business authentication to Web business customers.
- **Miva Resource:** allow your users to create online stores with Miva Merchant. For more information visit [www.miva.com/products/merchant/](http://www.miva.com/products/merchant/)
- **osCommerce:** allow your users to create online stores using an open source e-commerce solution (osCommerce 2.1 release). For more information visit [www.oscommerce.com](http://www.oscommerce.com).

Other	
FTP sub-account 	<input checked="" type="checkbox"/> Include
Virtual FTP Server 	<input checked="" type="checkbox"/> Include
Anonymous FTP Server 	<input checked="" type="checkbox"/> Include
Custom DNS Record 	<input type="checkbox"/> Include
Shell Access 	<input type="checkbox"/> Include
Crontab 	<input type="checkbox"/> Include
Kanoodle 	<input type="checkbox"/> Include
RLimitCPU 	<input type="checkbox"/> Include
RLimitCPU Min	<input type="text" value="10"/> +
RLimitCPU Max	<input type="text" value="20"/> +
RLimitMEM 	<input type="checkbox"/> Include
RLimitMEM Min	<input type="text" value="6291456"/> +
RLimitMEM Max	<input type="text" value="6291456"/> +
RLimitNPROC 	<input type="checkbox"/> Include
RLimitNPROC Min	<input type="text" value="3"/> +
RLimitNPROC Max	<input type="text" value="5"/> +
SiteStudio 	<input checked="" type="checkbox"/> Include
MySQL 	<input type="checkbox"/> Include
Logical Server Group (MySQL servers) 	<input type="text" value="mysql_example"/> ▼
MS SQL	Not configured
PGSQL 	<input type="checkbox"/> Include
Logical Server Group (PostgreSQL servers) 	<b>PGSQL servers</b> Please note, there are no servers in the group currently available for signup.

- **FTP sub-account:** allow or disallow your customer to create additional logins and passwords to his directory so his friends or colleagues can independently use it.
- **Virtual FTP Server:** allow or disallow your customers to let their friends and colleagues download, upload or view files in the dedicated directories.
- **Anonymous FTP Server:** allow or disallow your customers to let anybody else download, upload or view files in the dedicated directories.
- **Custom DNS Record:** allow your customers to create new custom DNS records.
- **Shell Access:** allow your customers to access and operate their accounts through Shell.
- **Crontab:** enable your customers to clock and run their own Unix shell scripts automatically.
- **Kanoodle:** enable your customers to promote their website.
- **RLimitCPU:** checking the box will restrict the CPU usage by users' cgi scripts.
- **RLimitCPU Min** - set the soft resource limit in seconds per process.
- **RLimitCPU Max** - set the maximum resource limit in seconds per process.
- **RLimitMEM:** checking the box will restrict the memory usage by user' cgi scripts.
- **RLimitMEM Min** - set the soft resource limit in bytes per process.
- **RLimitMEM Max** - set the maximum resource limit in bytes per process.
- **RLimitNPROC:** checking the box will restrict the number of simultaneous processes per user.
- **RLimitNPROC Min** - set the minimum number of processes.
- **RLimitNPROC Max** - set the maximum number of processes.
- **Site Studio:** allow your customers to use a powerful site construction tool enabling them to create a professional-looking site in a matter of minutes.
- **MySQL, MS SQL, PGSQL:** allow or disallow your customers to create and use their own databases.

Settings	
Money Back Guarantee 	<input type="text"/> + Days <input type="checkbox"/> Enable
E-mail order confirmation 	<input checked="" type="checkbox"/>
Billing type 	<input checked="" type="radio"/> Paid <input type="radio"/> Trial Duration <input type="text"/> + Credit limit <input type="text"/> + <input type="radio"/> Without billing
Credit limit 	<input type="text"/> +
Default IP type 	<input checked="" type="radio"/> Shared <input type="radio"/> Dedicated
Shared IP Tag 	<input type="text" value="2"/>
Instant alias appearance for given shared IP tag 	<input type="text" value="dNNN.uNNN.techwriters.psoft"/>
Stopgap domain appearance for given shared IP tag 	<input type="text" value="username.uNNN.techwriters.psoft"/>
Demo only mode <b>Be careful!</b> 	<input type="checkbox"/>
<input type="button" value="Next"/>	

- **Money Back Guarantee:** the period in days after pay registration when users can claim back the recurrent fees they have paid if they decide to quit hosting services. The Money Back amount does not include the Setup Fees and is not affected by the refund percentage. The blank field sets it to zero, which disables the feature. Immediately takes effect and influences existent accounts. Recommended Value: less than 1 billing period.
- **E-mail Order Confirmation:** set the system to send e-mail copies of order confirmations to users registered under the plan. Note:
  - e-mail invoices are sent to the e-mail address user provides in his billing info or contact info (in the absence of the first)
  - the default can be overridden by individual user settings
  - toggling the option doesn't affect settings of the existing users
- **Billing Type:**
  - **Paid:** no trial period available. **Note:** don't switch to without billing.
  - **Trial:** paid plan with trial period available. Check the box to enable trial registration for this plan. If the box is checked, you will have to fill in the following fields too:
    - **Duration:** enter the duration of the trial period in days. Usually trial period does not exceed one month.
    - **Credit Limit:** maximum amount of credit a trial user can run up acquiring paid resources. If you set Trial Credit Limit to zero, trial users will be able to acquire only free resources. Usually this amount either equals the initial registration payment plus the recurrent fee for one payment period, or exceeds it a bit to enable trial users to buy some extra resources. After this amount has been reached, the user cannot purchase any more resources. When trial users become pay users, they are charged the amount they have run up during the trial period.  
Note: decreasing the trial period affects already signed up trial users so their trial time is 'cut'. Their accounts can be suspended if they have had their accounts more than the trial period is set to.
- **Without billing:** a totally free plan. Accounts registered without filling in the billing forms. Note: don't switch to paid.
- **Credit Limit:** amount of account's 'expenses' to be accumulated until it is charged.
- **Default IP type:** define the kind of IP user domains will get at signup (shared or dedicated). Each new user to signup for this plan will be given this kind of IP. Recommended value **Shared**. Note that:
  - In the case of dedicated IPs, when you run out of dedicated IPs, newcomers won't be able to signup.
  - Changing this parameter doesn't affect existent domains. Only new domains created under reconfigured plan will get the defined IP type. This is done either at signup or in the existent account.
- **Shared IP Tag:** a digital "mark" that is assigned to all accounts created under this plan. Don't change this value unless instructed to do so by your parent host. Recommended value 2.

---

**Note:** don't change the shared IP tag in Windows based plans if they have live accounts.

---

In Unix based plans changed shared IP tag immediately shows up in the system control panel interface, however it actually takes effect only when the changes to the server configuration are applied.

- **Instant alias appearance for given shared IP tag:** select a template to create user instant aliases. Instant aliases are based on your domain names and allow users to view their sites without using their own domains. The example of an instant alias appearance is `username.kNNN.example.com`, where `kNNN` is the name of the logical server, on which user's account is located. Changes to this parameter will apply only to new domains, while the existent domains will retain the 'old' shared IP tag.
- **Stopgap domain appearance for given share IP tag:** select a representation for user stopgap domains. Stopgap domains will allow users to maintain their sites and access them using instant domain aliases. Stopgap domain is not a real domain and does not allow the user to have any domain name, DNS zone, and e-mail service. However, stopgap domain users can have IP-only access if they purchase a dedicated IP. Changes to this parameter will apply only to new domains, while the existent domains will retain the 'old' shared IP tag.
- **Demo only mode** allow creating demo end user accounts to demonstrate the capabilities of Parallels H-Sphere without having to use real resources. In demo mode, resources and services aren't created or used, but their creation and usage is simulated in the user control panel. For instance, users can create mailboxes, and the control panel will behave as if the mailboxes have been created, but in fact they haven't.

## Subsequent Steps. Setting Prices

On subsequent steps, set prices and quotas for this plan. To enter the price configuration pages, don't check the **Leave registrar prices as they are** on step 1.

To limit amounts of resources users can obtain, set max values in the plan wizard:

Mailbox	Free	<input type="text" value="5"/>	+	Setup	<input type="text" value="10"/>	+	\$	Monthly	<input type="text" value="15"/>	+	\$	Max	<input type="text" value="100"/>	+
---------	------	--------------------------------	---	-------	---------------------------------	---	----	---------	---------------------------------	---	----	-----	----------------------------------	---

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## Unix RealMedia Plan Wizard

This plan type allows hosting RealMedia streaming audio content on Unix platforms.

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## MySQL Plan Wizard

The plans created with this wizard allow customers only to create and use MySQL online databases. The customer can authorize individual Internet users to connect to the MySQL database and use it from any remote location.

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## Windows Plan Wizard

Windows plans are created similarly to Unix plans (see Unix Plan Wizard). The only difference is that you can include:

- **MS Sharepoint** to allow your clients install Windows SharePoint Services on their domains
- **MS Sharepoint User** to allow your clients create users within their Windows SharePoint Services
- **Dedicated Application Pool** to enable your clients create dedicated application pools introduced by IIS 6.0 right from their user cp
- **Web Directory** to enable your clients create web directories with two authentication levels and different sets of permission right from their user cp
- **Web Application** to enable your clients assign web applications to web directories, in the same time choosing a shared or a dedicated pool for each application
- **Virtual Directory** to enable your users create virtual directories and reorganize data
- **ColdFusion Module** to enable your users to maintain sites created by ColdFusion (Third party commercial products such as ColdFusion, MS SQL server, Real Server, and Miva are purchased separately and should be installed prior to Parallels H-Sphere)
- **ASP** resource to enable your users maintain sites created by means of ASP
- **ASPSecured** to enable your users to manage access to their site resources creating their own groups and users
- **ASPSecuredLicense** to enable your customers to use ASPSecuredLicense for multiple sites
- **ASP.NET** to enable your customers to use .NET applications
- **MS SQL Manager** to enable your customers to manage their MS SQL databases through a web-interface with ASP Enterprise Manager
- **ODBC Service:** allow your customers to use ODBC resource and manage databases by means of its drivers.



- **ODBC DSN Record:** allow your customers to have system DSN records based on ODBC drivers.
- **CF DSN Record:** allow your customers to have system DSN records registered in ColdFusion.

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**Note:** you can't create Windows plans, unless you have 'Windows' physical servers. **Not configured** means that your system lacks servers pertaining to the services to be run under the plan.

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## Windows RealMedia Plan Wizard

You can't create Windows RealMedia plans unless you have a winbox with properly configured RealServer.

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## E-mail Plan Wizard

E-mail plans are created similarly to Unix plans (see Unix Plan Wizard). The only difference is that they don't include any resources other than domain, mail and Custom DNS record. Stopgap domains are not supported.

To set the maximum number of resource units a user can buy under this plan, go to **INFO -> Plans -> Resource -> Edit** (next to the selected resource) -> the **Max** field

---

## VPS Plan Wizard

VPS plans are created similarly to Unix plans (see Unix Plan Wizard). The only difference is that you can include

- **VPS memory limit:** check to restrict memory consumption by one VPS account.
- **VPS process limit:** check to set the maximum number of simultaneous system processes.
- **Summary Disk Usage:** mandatory resource. Users will be charged for the actual disk space used.
- **VPS context RSS limit:** the maximum resident/virtual memory usage for processes running and libraries loaded on a VPS server.
- **VPS files limit:** the maximum number of file handlers opened inside a VPS server.
- **VPS TCP sockets limit:** the maximum number of TCP connections established on a VPS server.
- **VPS CPU hard limit:** the maximum CPU usage (of all host server CPUs) for a VPS server.
- **Custom DNS Record:** check to enable creating custom DNS records.
- **VPS server details:** returns technical server info.

---

## Hosted Exchange Plan Wizard

Resellers can enable MS Exchange hosting by creating Hosted Exchange Plan.

Users signed up for this plan are allowed to manage MS Exchange Hosting in Parallels H-Sphere from their user CP.

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## Markup Plan Wizard

Markup plans are created on the base of other hosting plans configured to allow reselling.

1. To allow reselling of a plan, go to **Plans -> Manage**, click the **Settings** icon in the **Advanced** column next to the plan you would like to configure as available for reselling and turn on the option **“This plan can be resold”**. Otherwise when creating a markup plan it won't list this plan as available for reselling.
2. Go to **Plans ->Create** and choose **Create a markup plan** at the bottom of the form.
3. On the form you will be taken to, pick a base plan for your markup plan.
4. On the first wizard step can change only Settings options. You cannot exclude predefined resources.
5. On subsequent wizard steps set retail prices. Base plan prices are displayed in square brackets.

## Admin Plans

This document explains how to create and edit admin plans. Administrator plan wizards allow creating Tech Support, Billing and other admin plans.

### Creating Admin Plans

➤ **To create an admin plan:**

1. Select **Create** in the **Plans** menu.
2. Select **Administrator plan wizard**. Allow admins to do the following:

Admin Plan Creation Wizard. Step 1.	
Plan Name	Admin I <input type="text"/> +
Essential Resources	
Signup Admin	<input checked="" type="checkbox"/> Include
Compatible Plan Groups	<input checked="" type="checkbox"/> Include

**Plan name:** enter admin plan name.

**Signup Admin:** sign up new users.

**Compatible Plan Groups:** arrange compatible plans in groups.

Support Center Options	
Login as user	<input checked="" type="checkbox"/> Include
TroubleTicket Admin	<input checked="" type="checkbox"/> Include
Allow assignment of trouble tickets	<input type="checkbox"/>
Account Preview	<input checked="" type="checkbox"/> Include

**Login as user:** log into users' accounts.

**TroubleTicket Admin:** answer users' trouble tickets.

**Allow assignment of trouble tickets:** assign users' trouble tickets to other tech support members.

**Account Preview:** view users' contact and billing info and other account details.

Billing Management Options	
Merchant Gateway Manager	<input checked="" type="checkbox"/> Include
Admin Billing Manager	<input checked="" type="checkbox"/> Include
Daily Financial Report	<input type="checkbox"/> Include

**Merchant Gateway Manager:** configure merchant gateways.

**Admin Billing Manager:** administer users' billing: debit and credit users' accounts, view reports.

**Daily Financial Report:** create daily user reports.

Third Party Packages Management	
Kanoodle Manager	<input type="checkbox"/> Include
Site Toolbox	<input type="checkbox"/> Include

**Kanoodle Manager:** sign up as a Kanoodle.com Referral Partner from Parallels H-Sphere.

**Site Toolbox:** configure and enable Site Toolbox utility

**SpamAssassin Manager:** configure SpamAssassin.

System Management Options	
Admin DNS manager	<input checked="" type="checkbox"/> Include
Reseller Server Aliases	<input type="checkbox"/> Include
<input type="button" value="Next"/>	

**Admin DNS manager:** manage DNS settings.

**Reseller Server Alias:** access and create reseller server aliases.

3. Click **Next** to complete plan creation.
4. Once the plan is created, turn this plan ON in the **Signup Access** section on the plans page in order to allow signups.

Use this plan to create administrative plans for all purposes.

## Editing Admin Plans

### ➤ *To edit admin plan:*










1. Go to the **Plans -> Manage** page and select necessary plan.
2. On the **Plan Edit Wizard**, make necessary changes by checking/unchecking resources.
3. Click **Next** to confirm changes.

## Demo Plans

This section explains how to create demo plans using plan creation wizards. Demo plans allow creating demo end user accounts to demonstrate the capabilities of Parallels H-Sphere without having to use real resources. In demo mode, resources and services aren't created or used, but their creation and usage is simulated in the user control panel. For instance, users can create mailboxes, and the control panel will behave as if the mailboxes have been created, but in fact they haven't.

Demo plans, similarly to regular plans, are created with Plan Creation Wizards:

1. Select **Create** in the **Plans** menu.
2. In the list of plans select the plan.
3. On Step 1 of the wizard, enter a name for the plan and choose the resources you want to demonstrate in the user demo control panel.  
*Note:* In user control panels, many resources will show as disabled even if you include them into the plan. See below for their list.
4. Scroll down to the **Settings** section and check the **Demo Only Mode** box.

Settings	
Money Back Guarantee 	<input type="text"/> + Days <input type="checkbox"/> Enable
E-mail order confirmation 	<input checked="" type="checkbox"/>
Billing type 	<input checked="" type="radio"/> Paid <input type="radio"/> Trial Duration <input type="text"/> + Credit limit <input type="text"/> + <input type="radio"/> Without billing
Credit limit 	<input type="text"/> +
Default IP type 	<input checked="" type="radio"/> Shared <input type="radio"/> Dedicated
Shared IP Tag 	<input type="text" value="2"/> ▾
Instant alias appearance for given shared IP tag 	<input type="text" value="dNNN.uNNN.test242.psoft"/> ▾
Stopgap domain appearance for given shared IP tag 	<input type="text" value="username.uNNN.test242.psoft"/> ▾
Demo only mode <b>Be careful!</b> 	<input checked="" type="checkbox"/>
<input type="button" value="Next"/>	

---

**Important:** You won't be able to turn this option off in the plan editor later.

---

5. Click **Next** to proceed. Skip domain registration page if it appears.
6. Step 2 shows the fields to enter free amount of resources necessary for the system to operate.

Unix Plan Creation Wizard. Step 2.	
Plan Name: Unix I	
<b>Prices</b>	
<b>Quotas</b>	
Summary traffic	Free <input type="text" value="5"/> + GB
Disk space Quota	Free <input type="text" value="3"/> + MB
<b>Domain types</b>	
<b>Web Services</b>	
<b>Statistics</b>	
<b>Mail Services</b>	
Mailbox quota	Free <input type="text" value="2"/> + MB
<b>E-Commerce Options</b>	
<b>Other</b>	
<a href="#">CREATE Unix I</a>	

**Note:** You don't need to enter prices or free units.

---

7. Click **Next** to complete plan creation.
8. Once the Demo plan is created, go back to **Manage** in the **Plans** menu and turn the newly created plan ON for user signups.
9. If you want to create more payment periods for the plan, go to **Plans -> Manage -> Settings** and add as many payment periods as you need.

Now that the plan is created and enabled, users can sign up for it and navigate their control panels. If they like the system and want to go ahead and buy it, they will have to sign up again under a paid plan. Demo Mode doesn't allow switching plans.

Remember that a demo account takes a user license like any other Parallels H-Sphere user account.

Demo plans demonstrate how to:

- Transfer domains previously created
- Add subdomains
- Add Stopgap domains
- Create **Third level domains**
- Add domain aliases
- Create **Parked domains**
- Use Trouble Ticket support system
- Add **Front Page** extensions
- Change disk quota and traffic usage
- Change billing period
- Create MySQL, MS SQL and PgSQL databases
- Set **Summary Disk Usage**
- Create FTP sub-account - additional logins and passwords to main directory
- View Error, Transfer, and Agent logs

Demo plans don't allow to:

- Have a home directory on the web server
- Have mailboxes and other mail resources
- Have MySQL / PGSQL / MS SQL databases
- Register domains through the domain registrars
- Create **Service Domains**
- Use **Site Studio** site construction tool
- Use third party products such as Miva, osCommerce, Modlogan, Webalizer, cgi scripts, etc.



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## Access to Plans

This section explains how to set permissions to plans, i.e. who can create accounts under given plans.

Accounts can be created from outside the control panel (“from the street”) or from existing accounts in Parallels H-Sphere. An account can be created “from the street” if it has unrestricted access. You can also restrict plan access to users of selected plans or only to administrators.

➤ **To set up plan access:**

1. Select **Manage** in the **Plans** menu.
2. Click **Access** for the plan to restrict access to.
3. Check authorized plans:

**Unix II Access** [resources settings show](#)

*If no boxes are checked, full access to this plan is granted*



















































- Admin
- Tech Support
- Tech Support Admin
- Unix I
- Unix II
- Unix system
- VPS
- VPS I
- VPS NEW
- VPS\_Reseller

- **Admin only:** To make this plan available only to the administrator, check only **Admin**. For example, all Admin level plans should be unavailable to other users other than administrators.
- **Registered Users:** To make this plan available only to registered users under specific plans, check these plans in the list.
- **Full access:** To make this plan available “from the street”, uncheck all plans in the list.

## Plan Controls

This section describes the advanced plan controls. However it is recommended to avoid using them, if the same task can be done with the plan edit wizard.

To access plan controls, enter the admin Control Panel and go to **Plans** menu -> **Manage**. Here you can see a list of available plans and multiple control options to handle the plans:

Plans					
<u>Plan ID</u>	<u>Plan Description</u>	<u>Group</u>	<u>Signup Access</u>	<u>Advanced</u>	<u>Action</u>
3	Admin 		 	 	 
7004	PEN 		  (FULL) 	 	 
7001	Tech Support Admin 		 	 	 
7000	Tech Support		 	 	 
7003	Unix I test2 		  (FULL) 	 	 
7002	Unix system		  	 	 
7005	reseller 		 	 	 

[Signup Links](#)   [Deleted plans](#)

- Clicking the lens icon near the plan will start the signup wizard.
- **ON/OFF icon:** turn the plan ON to enable signup under the plan for all users including admin. Turning it OFF will disable signup and with it all plan settings will be preserved.
- **Access** - set permissions to create accounts under a plan for the users of other plans. FULL against the plan identifies that full access to this plan is granted.
- **Show:** select resources that will show on signup pages for the plan.
- **Settings** - configure template locations. This page is partly reserved for Parallels H-Sphere development and should not be used in production control panels.
- **Edit** in the **Action** section - click to open the Edit Plan wizard.
- **Copy:** create a copy of this plan. You may need this option to create a new plan based on the selected plan.
- **Delete:** delete a plan.

## Show

This pages shows all resources included into the plan in the Plan Creation Wizard. Here you can select resources that will show to users on signup wizard pages.

Check resources to display on signup pages for "Unix 1" plan [resources settings access](#)

- Server Side Include
- SSL Module
- Webalizer Resource
- Front Page
- Mime Type
- Email Auto Responder
- Mail Forward
- Anonymous FTP Server
- Virtual FTP Server

Simply check all necessary resources and click **Change**.

## Copy

Alternatively to the Plan Creation Wizard, you can use this feature to create custom plans based on the predefined plan samples. To create a new plan, click **Copy** for the selected plan sample. The newly created copy will appear in the plan list. You can now modify it according to your needs via Plan Edit Wizard or above discussed configuration tools.

## Delete

Although deleting plans is quite a rare procedure (as plans are essential part of the whole system), you may want to delete needless or harshly created plans.

To delete a plan, click the **Trash** icon in the selected plan entry.

---

**Warning:** Deleted plans cannot be restored by any means! Do not delete any of the system default plans because they serve to create custom plans!

---

It is impossible to delete a plan if there is at least one account created under it. In other words, you can delete only the plans without any accounts.

To see your deleted plans list, click the **Deleted Plans** link under the **System Plans** chart on the **Plans** page, **Info** menu.

---

## Plan Settings

Plan settings on the **Plans** page allow to configure template locations, payment intervals and promotions.


➤ **To access plan settings:**

1. Enter the admin Control Panel and select **Manage** in the **Plans** menu.
2. Click the **Settings** icon in the **Advanced** section for the target plan.
3. On the page that shows you can manage the following options:

**Unix I test2 Settings** [resources](#) [access](#) [show](#)

---

**Plan Configuration**

Plan Name	<input type="text" value="Unix I test2"/>	+	<input type="button" value="Change"/>
Default Template	<input type="text" value="design/info.html"/>	+	<input type="button" value="Change"/>
Template directory	<input type="text"/>	+	<input type="button" value="Change"/>
Contact Info			

This page is reserved for Parallels H-Sphere development and debugging and should not be used in production control panels.

- **Plan Name:** this is the only place where you can edit the name of the plan.
- **Default Template** defines the page that opens when a user logs into the control panel. To specify a custom page, enter the file name and the path relative to the template directory. If your template works incorrectly, you can remove it to return to the system defaults.
- **Template Directory** specifies the name of the directory with templates used by this specific plan. If a template is not found in this directory, the system takes generic Parallels H-Sphere template with the same filename.

For example, you have a plan called 'SPECIAL', where the Template Directory parameter is set to special/ and the current skin is set to 'No Menu'. When the system tries to find, for instance, the design/login.html template, it will first scan the ~cpanel/shiva/shiva-templates/nomenu/replacements/special/design/ directory, and if fails, it moves on to the ~cpanel/shiva/shiva-templates/nomenu/design/ directory in search of this template.

As seen from the above, the Template Directory parameter is NOT used for creating custom templates. Instead, when a new plan is added to the system, plan-specific templates are placed in this directory. Besides that, when you customize Parallels H-Sphere templates, you should check the replacements/ directory of each design location for plan-specific templates and customize them if necessary.

- **Contact info:** *it's highly recommended to use this feature only for admin plans!* With this feature turned OFF, user contact info will be unavailable which will disable billing for all accounts under this plan and sending system email notifications.

**Billing Configuration**

Credit limit:  +  
Change

Payment Intervals

	[Interval]	[Size]	[Setup D]	[Usage D]	[Recurrent D]	[Control]
	MONTH	1	%	%	%	

- **Credit limit:** enter a credit limit for the plan. Read more in Credit Limit (on page 217) documentation.
- **Payment Interval:** enter how far in advance recurrent fees for billing period resources are prepaid.

**Promotions management**

Promotions usage

**[Promotion name] [Billing description] [Control]**

**Promotions management:** assign flexible discounts to the particular plan. One plan can have several associated promotions.

**Custom Values**

menuld

**Add Custom Value**

Name

Value

- **Custom Values: menuld:** in Parallels H-Sphere, each plan type has its own corresponding menu configuration. These menu types are configured in the `/hsphere/local/home/cpanel/shiva/psoft/hsphere/menu.xml` file. We use the `menuld` variable to specify the menu type. These are the standard menu types for the corresponding Parallels H-Sphere plan types:

unix - Unix plan;  
 admin - Admin plan;  
 ttadmin - Trouble Ticket Admin plan;  
 bill - Billing plan;  
 reseller - Reseller plan;  
 winduz - Windows plan;  
 real - Real Server plan;  
 mysql - MySQL Only plan;  
 email\_only - E-Mail Only plan;  
 vps - VPS plan.

You can add your custom menu to `menu.xml` and specify the custom `menuId` in the form to assign it to the plan. In `menu.xml`, you should add the new `menudef` tag:

```
<menudef id="custom_menuId">
...
</menudef>
```

**Note:** Menu customization should be done very carefully, according to the *Menu Customization Documentation* (Customization Guide).

---

**WARNING:** If you set an incorrect value to `menuld` or leave this field empty in the form, the left menu in your Control Panel won't show up!

---

- **Add custom value:** don't add them unless you definitely know how to use them.




## Controlling RAM And CPU Usage

To prevent overconsumption of your server's resources by users' cgi scripts, you can use Resource Limit Controls. It allows you to control the usage of the CPU, memory and server processes on the box with the web server.

- RLimit Controls use directives of Apache 1.2.X modules and, therefore, are not applicable for Windows hosting.

## Enable RLimit in Plans

To apply RLimit to user scripts under a certain plan, scroll down to the **Other** section of the Plan Edit Wizard Step 1. It lists the following resources:

RLimitCPU 	<input checked="" type="checkbox"/> Include
RLimitCPU Min	10 +
RLimitCPU Max	20 +
RLimitMEM 	<input checked="" type="checkbox"/> Include
RLimitMEM Min	6291456 +
RLimitMEM Max	6291456 +
RLimitNPROC 	<input checked="" type="checkbox"/> Include
RLimitNPROC Min	3 +
RLimitNPROC Max	5 +



- **RLimitCPU** - restrict the strain of CPU usage.
- **RLimitCPU Min** - set the soft resource limit in seconds per process.
- **RLimitCPU Max** - set the maximum resource limit in seconds per process.
- **RLimitMEM** - restrict the memory used by processes run on the server.
- **RLimitMEM Min** - set the soft resource limit in bytes per process.
- **RLimitMEM Max** - set the maximum resource limit in bytes per process.
- **RLimitNPROC** restrict the number of the processes run simultaneously.
- **RLimitNPROC Min** - set the minimum number of processes.
- **RLimitNPROC Max** - set the maximum number of processes.

## Configure RLimit Values

In most cases the default values are the best to prevent overconsumption of system resources on the one hand and allow correct performance of cgi scripts on the other. To set custom values for these resources, select **Manage** in the **Plans** menu. Then, click the **resources** link next to the plan you would like to edit. On the page that appears, find:

<b>RLimitCPU</b>	The <b>Min</b> parameter sets the soft resource limit for all processes and the <b>Max</b> parameter sets the maximum resource limit. CPU resource limits are expressed in seconds per process.
<b>RLimitMEM</b>	The <b>Min</b> parameter sets the soft resource limit for all processes and the <b>Max</b> parameter sets the maximum resource limit. Memory resource limits are expressed in bytes per process.
<b>RLimitNPROC</b>	The <b>Min</b> parameter sets the soft resource limit for all processes and the <b>Max</b> parameter sets the maximum resource limit. Process limits control the number of processes per user.

*Don't change any parameters other than **Min** and **Max**.*

---

### **WARNING:**

Enabled RLimitMEM may affect the performance of certain CGI scripts and may result in FrontPage, Miva, and AWStats failures. Users may get the "premature end of script headers" message. Therefore, you should disable RLimitMEM if your customers use FrontPage, Miva, and AWStats, because these products use a lot of RAM. For more info, please refer to Apache Documentation: What does it mean when my CGIs fail with "Premature end of script headers"?

(<http://httpd.apache.org/docs/misc/FAQ-F.html#premature-script-headers>)

---

The above changes will be applied only to accounts created thereafter. If you need to apply these changes to a specific existing account, enter this account's control panel, go to the **Web Options** page, and click **Apply Changes**.

## Limiting Resource Use For Individual Accounts

➤ **To switch RLimitMEM OFF for one account in a plan where RLimitMEM is ON:**

1. Switch RLimitMEM OFF for the whole plan
2. Enter this accounts' control panel
3. Go to the **Web Options** page
4. Click **Apply Changes**
5. Go back to your admin control panel
6. Switch RLimitMEM back ON for the whole plan

The reverse procedure can be used to switch RLimitMEM ON for one account in a plan where RLimitMEM is OFF.

# Billing

One of Parallels H-Sphere's biggest assets is that it provides fully automated billing for credit card payment accounts. It also supports other types of payments including check payments, web payment systems, wire transfers, etc. This chapter provides an overview of all billing features in Parallels H-Sphere.

## Plans

Hosting resources and services are sold in plans, each having its own price scheme. In plan settings, the administrator needs to set:

- which resources will be available in the plan;
- prices, free units, and max units for each resource;
- credit limit, moneyback period, billing type, etc. More >> (on page 159)

## Billing Types

Plans in Parallels H-Sphere can be commercial and free. Free plans are typically used to host your corporate site, use an external billing system, or to disable billing for any other reasons. Commercial plans require payments by credit cards or checks. Commercial plans can allow trial hosting for a limited period of time. More >> (on page 210)

## Trial Hosting

Trial hosting enables users to sign up for a plan and use it for a certain number of days without paying. If a trial user decides to continue and become a pay user, Parallels H-Sphere charges (1) for the resources that were purchased/used during the trial period and (2) recurrent fees for the next billing period. If a user decides to quit, the account gets suspended when the trial period ends. More >> (on page 284)

## Billing Profiles

For the system to be able to charge customers for the resources and services, each pay user should enter the information about credit cards or check account. Such info is contained in user's billing profile. One billing profile can be used for several accounts. At the same time customers can have multiple billing profiles, but only one active at a time. Trial and free accounts don't have billing profiles. More >> (on page 210)

## Prices

The system charges users three types of fees:

- *Setup*: only when a user purchases a resource.
- *Recurrent*: at the beginning of the billing period or billing month.
- *Overlimit*: for resources used beyond the pre-paid limit (e.g. summary disk space usage, traffic, etc.).

Fees are calculated based on prices and billing periods. [More >>](#) (on page 219)

## Billing Periods

You can create many billing periods within a plan for customers to choose from. Billing periods allow you to set discounts for each individual price type - setup, recurrent, and overlimit. The bigger billing period, the bigger the discount. [More >>](#) (on page 211)

## Crediting Accounts

You can manually credit (put money to) individual accounts. Do this when you receive check or other non-credit-card payments from customers or when you need to refund a payment. These amounts are credited to the account balance, not credit cards. [More >>](#) (on page 301)

## Debiting Accounts

You can debit (take money from) individual accounts. Accounts are debited manually when you need to charge your customers extra amounts.

You can configure your system to debit accounts on regular basis for services offered outside Parallels H-Sphere, for instance, antivirus protection. [More >>](#) (on page 302)

## Billing Modes

Parallels H-Sphere allows you to switch between the two modes of charging: credit limit based and anniversary based. In credit limit based mode customers are charged every time their balance exceeds credit limit. In anniversary based mode charges are done at the end of each billing period or month, depending on type of the fee.

## Traffic

Actual use of traffic cannot be physically restricted, but can be regulated by charging higher prices for overlimit traffic consumption. At the beginning of the billing period customers pay for traffic they expect to run up. If they go over this pre-paid limit, they are charged for the excess gigabytes at the overlimit rate at the end of each billing month regardless the duration of the billing period. [More >> \(on page 143\)](#)

## Disk Space

Parallels H-Sphere offers two approaches to paying for disk space. **Disk Space Quota** is used to charge users for booked disk space. Web, mail, and database resources take separate quotas within the same account. Disk quota can't be exceeded, but users can raise it if they need more disk space. **Summary Disk Space** is used to charge users for actually used disk space. With summary disk space, users can exceed disk space limit, and pay for excess megabytes at the overlimit rate at the end of each billing month regardless the duration of the billing period.

## E-mailing Invoices

When creating plans, you choose whether you want Parallels H-Sphere to e-mail invoices to users immediately after they buy resources. With e-mail invoicing on, customers will receive invoices for every single bill entry, e.g. overlimit traffic. With e-mail invoicing off, customers will get no invoices, even at the end of the billing period. After signup, users can change this option for their accounts.

## Taxes

Parallels H-Sphere allows you to apply taxes, such as VAT, to customer charges. Taxes are added to the summary invoice amounts.

You can wave individual users from paying taxes. At signup, users enter tax exemption code, then you need to approve or reject it. [More >> \(on page 222\)](#)

## Promotions

You can apply promotions to plans. You can give a **promo code** to eligible users to offer them a discount. Or you can create an **unnamed promotion** that will apply to all accounts under this plan for a specified period of time, for instance the month before Christmas. [More >> \(on page 230\)](#)

## Suspending Debtors

You can set how many days your customers can stay in debt before they receive a negative balance warning, or get their account suspended or deleted. [More >> \(on page 307\)](#)

## Money Returns

On some account activities, such as quitting hosting, changing plans, or deleting paid resources, Parallels H-Sphere automatically returns recurrent charges by crediting customer's account balance. Refunds are calculated based on the moneyback period, refund percentage and the resource billing type. If a customer quits with positive balance, you need to send him the remaining amount by check. [More >>](#) (on page 225)

## Billing Statements

A billing statement is a detail cumulative record of paid activity reflecting all charges and credits incurred during a billing period. This means each billing statement represents user's paid activity during the billing period.

Billing statements get **sequential numbering**. In other words, each billing statement is identified by account id and statement id in the format `account_id-statement_id`. For example, `account_id-1`, `account_id-2`, ...

### In this chapter:

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---

## Reseller Billing

This document explains how you pay for resold resources and services. It complements the guides on billing that explain how you charge your end customers.

Reselling with Parallels H-Sphere doesn't accord one-to-one with the general concept of reselling. You don't buy resources before selling them. You pay AFTER you sell.

When a customer signs up for your plan and gets an account, physical resources are created, and the system charges him the fees you have set up in the plan. At the same time, your parent host charges you at their own prices. The difference between the resource price set by your parent host (wholesale price) and the price you set (retail price) makes your profit.

You can resell hosting services in a currency which is different from that of your parent hosting provider. This doesn't require currency conversion. You pay dollars, and charge whatever you set in the regional settings.

### In this section:

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## Wholesale Prices vs Retail Prices

There are two pages that tell you what you are going to be charged: Online Price and Reseller Price. **Online price** tells you what your provider charges you for your reseller account (CP Account), reseller traffic, and summary disk usage. The **In Use** column shows the summary disk usage limit and summary traffic limit you have set in your reseller control panel. **Reseller price** tells you the prices you will be charged for the resources purchased and used by your end customers.

To open the **Reseller price** page, log into your reseller account and go to **Billing -> Reseller Price**:

<input type="radio"/> <a href="#">Info</a>
<input type="radio"/> <a href="#">Support Center</a>
<input checked="" type="radio"/> <b>Billing</b>
<a href="#">Online Price</a>
<b><a href="#">Reseller Price</a></b>
<a href="#">Online Invoice</a>
<a href="#">Online Sum Invoice</a>
<a href="#">Billing Profile</a>
<a href="#">Money Back</a>
<input type="radio"/> <a href="#">Logout</a>



This will bring up a chart with the wholesale fees you will be charged for resources created and used under your end customers' accounts:

**Table 1.**

Resource prices for reseller							
Resource	Units			Fees			Refund Percentage
	Free	In use	Max	Setup	Recurrent	Usage	
Actual account	2	2	10	\$4.00	\$5.00		100%
Domain	0	3	5	\$2.00	\$3.00		100%
User Account	0	23	200	\$11.00	\$6.00		100%

## Units

- **Free:** the amount of resource units your parent host gives you for free. In other words you can distribute them between your end-customers and not be charged. E.g.: with 5 free actual accounts you can create one reseller administrative account, one account to host your own site, so called system account, and not pay for it. Besides, you can distribute the rest 3 accounts among your end-customers, either for free or as payable resource. In the latter case all the money you charge your end customers for account creation will make up your net profit, as you are not supposed to pay you parent host anything for them. When you run out of the resources allocated as free, you will have to pay your parent host the fee he set for each new account created by your end-customers.
- **In Use:** the amount of resource units your end users are already using. In case of quota resources such as Disk space Quota, this value shows the total of all end user quotas regardless of actual disk usage.
- **Max:** the amount of resource units you are restricted to distribute at most.

## Fees

- **Setup Fee:** the amount of money you are charged single-time by your parent host for creation of each payable resource unit under your end customer accounts.
- **Recurrent Fee:** the amount of money you are regularly charged by your parent host as monthly payment for maintenance of each payable resource unit created under your end-customer account.
- **Usage Fee:** not valid yet, reserved for future implementation.
- **Refund Percentage:** percentage of the recurrent fee to be returned to you in case your end customer decides to quit hosting and get his money back. This sum is adjusted to the time left to the end of the end-customer's billing period and is calculated according to the formula:

*money your parent host returns you = setup fee x days left to the end of the billing period x refund percentage / billing period duration in days / 100%.*

E.g.: if your customer quits hosting on the 15<sup>th</sup> day from the beginning of his 30 days billing period, with \$7 setup fee and 50% refund, parent host will return you \$1,75 (= \$7x15x50/30/100).

The example below shows how this works:

You created custom hosting plan “Bronze” and set such prices for the resources included:

	free	setup	monthly	usage (extra)
Account	0	\$20	\$8	N/A
Domain	0	\$2	\$11	N/A
Webalizer	0	\$0	\$4	N/A
Summary Traffic	1 GB	N/A	\$3	\$5

A user comes to your site and signs up for this plan. As soon as he is through with sign-up procedure with his domain transferred:

<b>You charge your customer (see table 2)</b>		<b>You are charged by your parent host (see table 1)</b>	
setup for account creation -	\$20	setup for creation of your customer account -	\$5
recurrent for account maintenance -	\$8	recurrent fee for maintenance of his account -	\$7
setup for domain transference -	\$2	setup for domain transference -	\$2
recurrent for domain maintenance -	\$11	recurrent for domain maintenance -	\$10
setup for creating Webalizer-	\$0	setup for creating Webalizer resource -	\$3
recurrent for using Webalizer -	\$4	recurrent for using Webalizer -	\$1

Then the user buys additional 2 GB of traffic because he doesn't want to pay you for overlimiting \$5 for 1 GB run up on his site.

recurrent for traffic increase	\$6	<b>A</b>	if you haven't distributed and run out of 10 GB free traffic you were restricted to by your parent host	\$0
		<b>B</b>	if you have distributed and run out of 10 GB free traffic you were restricted to by your parent host	\$2

Total=	\$51	Total=	\$28 (A) or
--------	------	--------	-------------

Use the following formula to calculate how much you finally net:

**Net money you make = money you charge your customers– money you pay to your parent host.**

$\$51 - \$28 = \$23$  (for A case)

or

$\$51 - \$30 = \$21$  (for B case)

## How do I view my billing history?

To learn how much you were accrued and charged, go to **Billing** -> **Online Invoice** or **Online Sum Invoice**. The latter allows you to view invoices for all your billing profiles, in case you use different credit cards or billing info for your checks on the contrary to online invoice which shows invoices only for your active billing profile you currently use:

Account Billing Info			
<b>Credit Limit</b> <a href="#">i</a>	\$10.00	<b>Balance</b> <a href="#">i</a>	\$91.10 CR
<b>Your current billing period started on</b> Apr 2, 2002 <b>and ends up on</b> Jun 2, 2002 <a href="#">i</a>			
Invoices <a href="#">i</a>			
Description <a href="#">i</a>			Total <a href="#">i</a>
<a href="#">Unix #1010</a> (4/2/02 <a href="#">i</a> - <b>Open</b> <a href="#">i</a> )			\$ 3.90
<a href="#">Unix #1010</a> (3/2/02 <a href="#">i</a> - 4/2/02 <a href="#">i</a> )			\$185.59
<a href="#">Unix #1010</a> (2/2/02 <a href="#">i</a> - 3/2/02 <a href="#">i</a> )			\$134.78

On the **Invoice** page you can learn your current billing period start and end dates, what your credit limit and current balance are:




- **Credit Limit** restricts your ability to buy new resources in case your credit card fails to be charged or you have run out of your balance money if you pay by check.
- **Balance** shows how much money you have at your disposal. A negative balance shows how much you owe for the services used. This is usually appropriate for users who pay by check and for credit card users whose credit cards failed to be charged.
- **Description:** your current account ID and plan. In brackets you are shown when a billing period was opened and closed.
- **Total:** debit accruals + taxes drawn against your account during the billing period. The amount isn't related to factual charges. And credits are ignored in calculation of Total as well.

For example:

with - \$2 opening balance and 10% tax you were accrued \$10 setup fee + \$1 tax. You then sent \$20 check and account was charged \$13, the Total will show \$11.00 (debit accrual + tax).

\* The initial setup fee is put in a separate invoice. To view details of any invoice in the billing history, click its ID link in the Description column. The picture below illustrates details for an invoice consisting of separate bills:

\* find explanations below the entries/cells they apply to.

Here is the statement for your Reseller Basic account from Apr 2, 2002 until Now 					
Account ID	Plan	Opening Balance	Changes	Closing Balance	
		money on your balance at the beginning of this billing period	the difference between opening and closing balance	money on your balance affected by billing transactions during this billing period	
1010	Reseller Basic	\$40.00 CR	\$91.60 CR	\$131.60 CR	
Your activity for your Unix account from Apr 2, 2002 until Now					
Date	Description	Debits	Credits	Taxes	Balances
time and date of the transaction	-type of fee - the period this transaction applies to -notes on what called the transaction	tax-free debit accrual	tax-free credit accrual	transaction tax	balance affected by this transaction and tax
4/2/02 3:21 PM	Monthly fee for Reseller Basic plan (4/2/02 - 5/2/02)	\$200.00		\$20.00	-\$180.00
4/2/02 3:21 PM	Recurrent reseller (4/2/02 - 6/2/02) 	\$36.00		\$3.60	-\$219.60
4/2/02 3:21 PM	Credit, Check # 123456789		\$350.00	\$0.00	\$131.60 CR
4/8/02 2:12 PM	Recurrent reseller (4/6/02 - 4/19/02) 	\$65.00		\$6.50	\$60.10
cancelled transaction is ignored in invoice calculations and doesn't affect it in any way					
<b>Ending balance as of: Apr 25, 2002</b>		<b>\$301.00</b>	<b>\$350.00</b>	<b>\$23.60</b>	<b>\$131.60</b>
		total tax-free debit accruals for this billing period	total tax-free credit accruals for this billing period	total taxes for this billing period	money on your balance affected by billing transactions during this billing period
				NDS(10.0%)	\$23.60
■ - charged, ■ - cancelled					

**Note:** if by the end of the billing period you are accrued the amount which doesn't exceed the credit limit, it isn't charged, but carried over to the next billing period and included into the proceeding charge.

To see what makes your 'end customers' charges or accruals, click the invoice icon in the **description** entry. This will bring you to the page similar to the one below:

User name	Account Id	Domain	Plan	Billing Period	Performed on	Type	Reseller Amount	Description	Amount	Start	End	E-mail
user1	7475	domain1	Win Plan	1 MONTH	Dec 28, 2001 4:46:38 PM	Recurrent	\$5.00	Recurrent [domain] (12/28/01 - 1/28/02)	\$0.00	Dec 28, 2001 4:46:38 PM	Jan 28, 2002 4:46:35 PM	<a href="mailto:user1@domain.com">user1@domain.com</a>
user1	7475	domain1	Win Plan	1 MONTH	Dec 28, 2001 4:46:46 PM	Recurrent	\$1.00	Recurrent [cgidir] (12/28/01 - 1/28/02)	\$0.00	Dec 28, 2001 4:46:46 PM	Jan 28, 2002 4:46:35 PM	<a href="mailto:user1@domain.com">user1@domain.com</a>
user2	7761	domain2	Win Plan	1 MONTH	Dec 28, 2001 4:46:46 PM	Recurrent	\$1.00	Recurrent [frontpage] (12/28/01 - 1/28/02)	\$0.00	Dec 28, 2001 4:46:46 PM	Jan 28, 2002 4:46:35 PM	<a href="mailto:user2@domain.com">user2@domain.com</a>
user1	7475	domain1	Win Plan	1 MONTH	Dec 28, 2001 4:46:55 PM	Recurrent	\$1.00	Recurrent [mailbox] (12/28/01 - 1/28/02)	\$1.00	Dec 28, 2001 4:46:55 PM	Jan 28, 2002 4:46:35 PM	<a href="mailto:user1@domain.com">user1@domain.com</a>

[\[Prev\]](#) [\[1\]](#) [\[2\]](#) [\[3\]](#) [\[4\]](#) [\[Next\]](#)

- **Reseller Amount:** the money that you charge or accrued your end users as the fee defined in the **Description** column.
- **Description:** what you charged your users for.
- **Amount:** the money that you were charged or accrued by your parent host.
- **Start/End:** the dates when end customers' billing periods started and end.
- Click the underlined column headers to sort the entries.
  - \* Under the chart you can find navigation links.














## How do I pay?

Your billing details, such as billing info (essential for checks) and credit card info (valid only for credit card payment), are stored in your billing profile.

- **Billing Info** comprises the details such as first and second names, company name, phone, e-mail and address you provided at the sign up aside from your contact info. This is where the admin mails bills if you has chosen to pay by check. This info is also used to contact the person responsible for the financial aspects of your account.
- **Credit Card Info** comprises the number, name and expiration date of user's credit card.

Having multiple billing profiles gives you an opportunity to use several check accounts or credit cards in turn, activating the one you currently would like to be used. Also, you can share one billing profile between your accounts. This means you can pay with one card / receive bills at one address for all your accounts. Settings are configured individually for each billing profile.

To create a new billing profile or view the settings of the existing profiles, select **Billing Profile** in the Billing menu. You would be taken to a page similar to this:

TT Billing profile 	
 New Billing Profile	Credit Card  <input type="button" value="Create"/>
 Receive the invoice by e-mail?	
 Change Billing Profile	Test, xxxxxxxxxxxxxx1111, 01/2003  <input type="button" value="Activate"/>
 Delete Billing Profile	Test, xxxxxxxxxxxxxx1111, 01/2003  <input type="button" value="Delete"/>
 Plan	Unix 
 Billing Period	2 MONTH 
Billing Info	
First name	Test2
Last name	Test2
Company	Test2
Address 1	Test2
Address 2	
City	Test2
State	Test2
Postal Code	5555
Country	United States
Phone	5555
e-mail	test2@psoft.net
<p>Please send the check to the following location:</p> <p style="text-align: center;"><i>"Check address"</i></p>	



- **New Billing Profile:** Here you can create a new billing profile. After you create it, it will become active.
- **Receive invoices by e-mail?:** Toggle the **ON/OFF** button to receive/unsubscribe from invoice e-mails that inform you of:
  - how much was accrued/charged for a) each paid operation, b) as recurrent and usage fee when passing to a new billing period;
  - your current balance status.
- **Change Billing Profile:** list of your inactive billing profiles. Select the profile you want to set instead of the current one and press **Activate**.
  - \* Information on your active profile is displayed in the lower **Billing Info** section.
- **Delete Billing Profile:** list of your inactive billing profiles. Select the profile you want to remove and press **Delete**.
- **Plan:** the plan your account is registered under.
- **Billing Period:** Your plan may have various payment intervals. It defines WHEN the system charges the fees. Each billing period may have different set of discounts. A new billing period opens:
  - when your account is activated after signup
  - when your suspended account gets resumed
  - when you switch to another plan
  - when you change your billing period

A billing period closes: - when you quit hosting  
- when your account gets suspended  
- when you switch to another plan  
- when you change your billing period

---

## Billing Types

Billing types indicate whether and how users pay for hosting services.

Generally, hosting in Parallels H-Sphere can be commercial and free. Free plans are typically used to host the corporate site of the hosting provider or to disable billing for any other reasons. Commercial plans require payments by credit cards or checks. Commercial plans can allow trial hosting for a limited period of time. Accounts in Parallels H-Sphere can have the following billing types:

**No Billing:** To disable billing in a plan, select **Without Billing** in the **Billing Type** field on the first step of the Plan Wizard, and any references to billing information will disappear from the signup wizard. Billing profiles won't be created, and users won't be charged for any resources or services including those provided by third parties, such as domain registration by Enom or OpenSRS. To collect payments only for Enom or OpenSRS services, create a paid plan and enter prices only on the second page of the wizard.

**Credit Cards:** Parallels H-Sphere begins to accept credit cards signups after you have added and configured at least one Merchant Gateway. Removing all merchant gateways will remove the credit card option from the signup wizard.

Credit card numbers can be encrypted (normally they are kept in clear text in the Parallels H-Sphere database) and are checked for cc verification number. But unlike CC numbers, it's not stored in Parallels H-Sphere DB upon the check-up to comply with legislation in force.

**Checks:** users send checks to the location you have specified. After you have received a payment, you should process it as suggested in Processing Check Payments (on page 337). You can also enable or disable check payments:

1. Select **Merchant Gateway** in the **Settings -> Payment Settings** menu.
2. Turn **Accept Checks** on or off.

Turning off check payments will affect the whole system, not individual plans. After you have disabled check payments, existing check payment users will still be able to use this form of payment, but new customers won't see this option in the signup forms.

**Online Payment Systems:** You can also collect payments with WorldPay, PayPal, 2Checkout, and GestPay. If your customers choose to pay with one of these systems, their credit card info won't be stored in their billing profiles and billing info won't show in the control panel.

**Trial:** Commercial plans can allow trial hosting for a limited period of time. Trial users are not charged for the resources they use, unless they decide to stay with you upon trial period expiration and become pay users. In this case they are charged for the resources they have used during the trial period and recurrent fees for an open billing period. Their custom settings remain unchanged.

---

## Billing Profiles

A *billing profile* is a set of billing details such as customer's credit card information and/or billing info (first and last name, company, address, phone, e-mail, etc.) It is required to collect payments from a customer.

One customer can have multiple billing profiles, but only ONE ACTIVE AT A TIME. For instance, a user can have two credit cards, VISA and MASTERCARD, and a check account. This user can have three billing profiles, two for credit cards and one for checks. If the VISA billing profile is set active, the MASTERCARD won't be charged and no check payments will be necessary.

One billing profile can be used for multiple accounts. This means a user with several accounts can pay with one card or receive all bills at one mailing address.

Trial users don't have billing profiles until they choose to become pay users. The system, however, tracks all trial user's purchases and includes them into the first bill.

When edited, the billing profile is not actually modified. Rather, a new version of billing profile is created, and the old version is preserved to allow tracking payments.

---

## Billing Periods and Discounts

Billing period determines how far in advance recurrent fees for billing period resources are prepaid.

In addition to a 1 month billing period coming with each new hosting plan, you can create multiple billing periods of different length for your customers/resellers to choose from at signup or switch between later. This allows you to configure pricing individually for each billing period.

## Default and Actual Billing Periods. Base Prices

When you create a new hosting plan, you can set prices and free units for the **one month default billing period**. These are the **base** prices and free units used in the calculation of **actual** prices and free units. When you have created a plan, you can go ahead and create actual billing periods for it. Unlike the default billing period, actual billing periods can be chosen by users. If you don't set a price or free units for an actual billing period, it will be calculated according to the corresponding *base* prices/free units and discounts.

## Monthly and Billing Period Resources

Accounting for such resources as *traffic*, *disk usage*, *MySQL* and *PGSQL quotas* is determined not by billing periods as it is for the rest resources, but by a *billing month*. Billing month equals the number of days in the billing period divided by billing period duration in months. That's why these resources are referred to as *monthly resources* as opposed to *billing period resources*.

## Opening a New Billing Period/Month

A new billing period/month opens:

- when a new account is activated upon signup or moderation, which makes it start differently for each individual account
  - when the billing period closes
  - on resuming suspended account after the end of the billing period
  - on changing account's billing period
  - on changing start billing date






On other events, the billing period doesn't close.

## Creating and Configuring Actual Billing Periods

Each new hosting plan comes with 1 month billing period, but you can create multiple actual billing periods.

➤ **To create or edit a billing period:**

1. Select **Manage** in the **Plans** menu.
2. On the page that appears, click **Settings** for the hosting plan to edit.
3. Make sure **Billing** is ON.
4. In **Payment Intervals**, the **Billing Configuration** section, click the **Add** icon if you want to create a new billing period, or **Edit** icon next to the existing billing period if you want to change its duration or discounts:

Payment Intervals	[Interval]	[Size]	[Setup D]	[Usage D]	[Recurrent D]	[Control]
	MONTH	1	%	%	%	
	MONTH	2	5%	%	%	
	MONTH	6	10%	%	%	
	YEAR	1	15%	%	%	
						

5. **Interval:** the time unit used to measure billing period duration.
6. **Size:** the number of such time units in this billing period.  
Make sure it is set to a positive value, otherwise it will mess up billing for accounts on this billing period.

7. **Setup D, Usage D, Recurrent D:** discounts for different types of fees.

In Parallels H-Sphere billing periods cannot be deleted, but you can change their duration. For instance, if you decide you don't need your yearly billing period, you can change its duration to two months.

---

**Warning:** Don't change the duration of a billing period if it has live accounts, as this will mess up billing for them. Instead you can create an identical plan with the same set of resources but different billing periods and move accounts to this plan. Once you know you have no accounts under this billing period, you can safely change its duration.

---

## Changing Account's Billing Period

If there are more than one actual billing periods, users can switch between them:

When switching to a billing period	
longer	shorter
than the time elapsed from the beginning of the current billing period, the user is transferred to a new billing period with the start date	
the same as of the one the he switches from.  <i>For example, a 1 month billing period starts on September 1. On September 15 a user switches to a 2 month billing period. He is then transferred to a 2 month billing period with the start date of September 1 and closure date of October 31.</i>	of the day he switches to a new billing period on.  <i>For example, a 2 month billing period starts on September 1. On October 5 a user switches to a 1 month billing period. The current 2 month billing period is interrupted, closed and a new billing period is open with the start date of October 5 and closure date of November 5.</i>
Refunds for the interrupted billing period are calculated as described in refund formulas and subtracted from	
new recurrent fees prorated to the time remaining to a new billing period closure.	new recurrent fees for a new billing period.
<p>If the resulting amount is:</p> <ul style="list-style-type: none"> <li>- <i>negative</i>, the account balance is credited the difference;</li> <li>- <i>positive</i>, the difference is charged as additional recurrent fee.</li> </ul>	

**Important:** New billing period start date is set to the current date on any billing period change for accounts whose start billing period date was moved to the past and the open billing period closes earlier than the current date. In such cases no refunds are issued for the interrupted billing period.

---

## Changing Billing Period Start Date

It is strongly recommended to avoid changing start billing date whenever possible, as it greatly affects customer billing.

If you set the same billing date for many customers, the system may become overloaded on this billing day.

Changing the billing period start day doesn't change the length of the billing period.

➤ **To change billing period start date:**

1. Find account (on page 291).
2. Click the **Date** icon in the **Billing** column for this user.
3. Enter the date you want this user billing period to start on.
4. Click **Submit**.

➤ **When you shift the start billing date to the past:**

1. Current billing period and billing month are interrupted and forced to close.
2. Usage fees (if any) are charged.
3. Refunds (if any) are issued.
4. A new billing period and billing month open.
5. Recurrent fees for an open billing period and billing month are charged. Thus, most likely, you will want to credit the extra charged amount back to user's account.

*\* The recurrent charges for traffic and summary disk usage are prorated to the period from the date the interrupted billing period should have normally closed to the closure date of an open billing period.*

Running into a negative balance upon opening a new billing period may result in suspending or even deleting the account, because by this date, the account is likely to have been in debt for more days than allowed in the managing debtors control. If you don't want the account to be automatically suspended, do either of the following:

- (a) prior to moving start billing date back, credit the amount that is going to put the account into a negative balance
- (b) set the Outstanding balance date, User's Billing Info, (available by clicking the User name in the Search result page) to the current date.

➤ **When you shift the start billing date forward:**

1. Current billing period and disk usage/traffic month are interrupted and forced to close.

2. Recurrent fees prepaid at the beginning of the interrupted billing period for billing period resources are refunded.

\* The refunds are prorated to the days remaining to the end of the interrupted billing period and adjusted to the refund percentage.

---

**Note:** Recurrent fees prepaid at the beginning of the interrupted disk usage/traffic month for monthly resources are not refunded.

---

3. Usage fees for traffic/disk overlimit usage are accrued if any.  
\* Usage fees are calculated as follows:  
Disk/traffic usage **minus** disk space/traffic free units prorated to the days elapsed from the resource month start date **multiply** by usage price.
4. Traffic and average summary disk usage are reset.
5. A new billing period and disk usage/traffic month open .
6. Absolute recurrent fees for billing period resources are accrued.
7. If a start billing date is set further than the date the interrupted billing period should have normally closed on, the user is accrued absolute recurrent fee for disk usage/traffic. If not, the user is accrued the recurrent fee prorated to the period from the date the interrupted billing period should have normally closed on to the closure date of the open billing period.

Shifting the start billing date forward, you create a gap between the billing periods. The system does not charge the customer recurrent fees for the time gap. Traffic and disk space used during this gap are tracked and taken into consideration when usage is calculated at the end of the billing period. If a user purchases some resources during the gap period, the system will charge the recurrent fee for these resources. However, it will calculate the price from the moment of purchase till the end of the new billing period. Say, you close the current billing period on November 11 and set the new starting date to December 1 (with a one month billing period. This way, the user doesn't pay recurrent fees for the remaining days of November. Still, if a user buys a resource on November 20, he/she will be charged the recurrent fee for the interval of 40 days (November 20 - January 1).



---

## Credit Limit

Credit limit is the maximum negative balance that can be reached before the customer is charged or treated as a debtor.

In Parallels H-Sphere credit limit serves two purposes:

- **cumulative:** This is applicable only to credit cards. All setup, recurrent and usage fees are accrued until their cumulative amount reaches or exceeds the credit limit. Only then is this amount charged. This approach minimizes referrals to credit card processing centers.

- **restrictive:** This is pertinent to check payments and invalid/expired credit cards. When the negative balance exceeds the credit limit, the account owner is considered to **run into debts** and is blocked from buying any resources, paid or free. Except for this, the functionality of the debtor's account isn't affected, unless you configure the system to suspend debtors. Recurrent and usage fees will be still accrued, and the debt will grow with every new billing period.

*Example: If you set the credit limit to \$10, a user with a \$0 balance purchasing \$5 resource won't be charged, even though his balance will become -\$5. This is also true of invalid credit card or check payments.*

Further, if this user decides to buy another \$10 worth of resources, he will get charged \$15, and his balance will become zero. But in case of an invalid credit card or a check payment, this user won't be able to buy these extra \$10 of resources, and his balance will remain -\$5. If this is the case, and if his usage fee equals \$20, at the end of the payment interval his debt will increase to ( \$5 + \$ 20 = ) \$25.

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## Setting Credit Limit in a Plan

➤ *To set plan's default credit limit:*

1. Launch plan edit wizard
2. On the first step at the bottom of the form you'll find the Credit Limit entry.  
\* If you leave the field empty, credit limit is set to 0. This results in immediate credit card account charges and doesn't allow check paid accounts acquire resources with no money on their balance.

Plan's default credit limit is the same for all accounts in this plan. However, you can increase or reduce credit limit for particular accounts by following the instruction below.

## Increasing Credit Limit for Individual Accounts

➤ *To increase or reduce credit limit for a particular account by a fixed amount:*

1. Find the account using the **Search** utility.
2. Click the credit limit value in the **Credit** column.
3. On the page that appears, enter the amount above plan's credit limit value. For example, the Credit Limit for the plan is \$10. To make it \$12 for a specific account, enter 2.
4. Click **Increase**. The search results page will now show the difference from the default, not the absolute credit limit.

## Resetting Credit Limit For All Users

Sometimes you need to reset credit limit for all accounts to the plan's default value. To do it in one go, do the following:

1. Select **Other** in the **E. Manager** menu.
2. Click **Reset Credit Limit** to eliminate credit limit increases in your customer's accounts.

---

**Note:** Remember that resetting credit limit for all accounts will set all increased credit limits, if any, to the plan defaults. They will show as zero on the Search result page in the **Credit Limit** section, where zero is the difference from the default plan value.

---

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## Fees Collected From Customers

In Parallels H-Sphere customers can be charged:

- plan fees
- custom debit fees (*separate document*)
- custom job fees (*separate document*)

### Plan Fees

Plan fees are the fees for user account services provided with its hosting plan. Plan fees, except for domain registration fee are charged for resources acquired beyond free units and are calculated based on prices set for the actual billing period. If a price or free units in the formulas below aren't set for the actual billing period, corresponding base price or free units are then used instead. Fees calculated on base prices are discounted.

- **Setup fee:** single time fee charged at the moment a unit of specific resource is acquired over free units.  
= *Setup* price for this specific resource
- **Recurrent fee** for billing period resources: service fee for resource maintenance during the whole billing period; charged in advance the moment it is acquired and since then at the beginning of each billing period.  
= *Monthly* price for the resource x units over free (for quotas) x days left to the end of the billing period / billing period duration in days  
\* if the base price is used, the fee is multiplied by billing period duration in months
- **Recurrent fee** for monthly resources: fee for each GB of traffic or MB of disk space reserved over free units; charged inprorated for the whole billing month in advance at the moment of purchase and since then at the beginning of each billing month.  
= *Monthly* price for a monthly resource x units over Free / billing period duration in months  
\* if the base price is used, it's not divided by billing period duration in months
- **Usage fee:** fee for each excessive GB of traffic or MB of disk space consumed over the user reserved limit; charged at the end of each billing month  
= *Extra* price for a monthly resource x units over the user reserved limit / billing period duration in months  
\* if the base price is used, it's not divided by billing period duration in months
- **Domain registration fee:** single time setup fee charged at the moment of OpenSRS or Enom domain registration / renewal performed through Parallels H-Sphere CP  
= Custom price for the term the domain is registered / renewed for  
\* if a *custom* price isn't set for a certain term, the fee equals then the default price set for a corresponding term.

## Taxes

Prices in your plans are net of any taxes. Parallels H-Sphere further calculates the amount to be added to the SUBTOTAL of the user invoice based on the tax value.

➤ **To adjust prices for taxes:**

1. Select **Taxes** in the **Settings** menu.
2. On the page that appears, click the **Add** icon.
3. Fill the form that appears:




**Add a new tax**

Description	VAT <span style="float: right;">+</span>		
Country	Inside <span style="float: right;">▼</span>		
	Any <span style="float: right;">▼</span>		
State	Inside <span style="float: right;">▼</span>	Any <span style="float: right;">▼</span>	<span style="float: right;">+</span>
Per cent	20 <span style="float: right;">+</span>	%	
<input type="button" value="Submit"/>			

- **Description:** enter the name of the tax that will show in user invoices.
- **Country:** choose a country this tax applies to and choose where this tax will take effect - inside or outside the country.
- **State:** choose the state from the drop-down box if the tax applies to USA or Canada. If other, enter the one of your own. Choose where this tax will take effect - inside or outside this state.
- **Per cent:** enter the tax amount. For instance, to apply a 12% VAT to your prices, enter 12.

4. Click **Submit**.

To delete a tax, click the **Trash** icon next to the tax:

<b>Taxes</b>			
Description	Applicable to country/state	Tax rate	Controls
VAT	Any	20.0 %	
Ukrainian taxes	UA	20.0 %	
			

Customer's online invoices will show taxes like this:

Statement #1064-20 for your account from Aug 8, 2007 until Now					
Account ID	Plan	Opening Balance	Changes	Closing Balance	
1064	TanyaL	€0.00 CR	-€16.26	-€16.26	
Your activity for your TanyaL account from Aug 8, 2007 until Now					
Date	Description	Debits	Credits	Taxes	Balances
8/10/07 2:27 PM	Setup fee for example123 FTP account Full amount : 10.00 Summary discount : 3.00 test : 2.0000 10% discount : 1.0000	€7.00		€1.40	-€8.40
8/10/07 2:27 PM	Monthly fee for example123 FTP account (8/10/07 - 9/8/07) Full amount : 9.35 Summary discount : 2.80 test : 1.8700 10% discount : 0.9350	€6.55		€1.31	-€16.26
<b>Ending balance as of: Aug 10, 2007</b>		<b>€13.55</b>	<b>€0.00</b>	<b>€2.71</b>	<b>-€16.26</b>
				VAT(20%)	€2.71
<span style="color: yellow;">■</span> - charged, <span style="color: orange;">■</span> - canceled					

Parallels H-Sphere provides detailed tax figures in majority of receipts. When there are several taxes, total tax amount is calculated in one line based on subtotal as in the following example:

BILLING STATEMENT		
SETUP	Setup Fee Mail Forward	\$15.00
RECURRENT	Monthly fee for Mail Forward (11/2/07 - 11/5/07)	\$0.48
SETUP	Setup Fee AntiSpam	\$20.00
RECURRENT	Monthly fee for AntiSpam (11/2/07 - 11/5/07)	\$0.97
<b>Subtotal</b>		<b>\$36.45</b>
<b>XYZ(15%), VAT(20%)</b>		<b>\$12.76</b>
<b>TOTAL</b>		<b>\$49.21</b>

The subtotal is \$36.45, 15% XYZ and 20% VAT make up 35% which constitutes \$12.76. \$36.45 subtotal and \$12.76 taxes result in \$49.21 total.

## Tax Exemption

Your users can sign up for tax-free accounts. The mode where taxes are not calculated for an account is called **tax exemption**. This feature is available for users from all countries, but particularly supported by European Union members due to certain peculiarities of EEC taxation.

➤ **To exempt users from taxes in Parallels H-Sphere, administrator should:**

1. Enable tax exemption in Admin Control Panel;
2. Set tax exemption mode during user signup;
3. Activate user accounts with tax exemption code entered.

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## Enabling Tax Exemption

Tax exemption option cannot be configured individually for each plan. You can either enable or disable it globally for all your plans. To do this:

1. Select **Taxes** in the **Settings** menu.
2. Check or uncheck the **Allow Tax Exemption** box in the **Optional Parameters** table below the list of taxes:

Optional Parameters	
Allow tax exemption codes	<input checked="" type="checkbox"/>
Display it as VAT Number	<input checked="" type="checkbox"/>
Always reject, store only	<input checked="" type="checkbox"/>
<input type="button" value="Submit"/>	

You can also choose whether to display customer's VAT number on a user's invoice. If the **Display it as VAT Number** option is checked, VAT Number will be displayed as a label, instead of Tax Exemption code; If the **Always reject, store only** option is checked, VAT number/exemption code will be stored, but marked as rejected (though rejection signs in UI are suppressed), taxes will be collected - but VAT Number will be recorded.

3. Click **Submit**.

## Setting Tax Exemption Mode at Signup

➤ *To set exemption from taxes for individual user at signup:*

1. Go to the **Signup** menu and click the plan to signup.
2. In the Signup wizard get to the **Payment Information** signup page.

Tax Exemption Code	<input type="text"/>
--------------------	----------------------

3. Enter user's own valid individual **Tax Exemption Code** in the corresponding field of the signup page.
4. Proceed with usual signup procedure (on page 269).

After signup, the created account is put into the list of accounts awaiting moderation, regardless of the type of payment.

## Activating User Accounts with Tax Exemption Code Entered

➤ *To activate the account with tax exemption option enabled:*

1. Go to the **Moderate** submenu of the **Signup** menu.
2. Choose the account to be moderated.
3. In the billing section of the table that appears, find the **Tax Exemption Code** line:

Tax Exemption Code	example_code	Not Approved	<a href="#">[Approve]</a>	<a href="#">[Reject]</a>		
--------------------	--------------	--------------	---------------------------	--------------------------	---	---

4. Call the corresponding tax office to verify the tax exemption code entered by the customer.
5. According to the result of the validation, approve or reject the tax exemption code by clicking the respective link. The customer would be immediately notified by email.

---

**Note:** If the customer has entered his or her tax exemption code incorrectly, you may edit that code by clicking the **Edit** icon.

---

6. Activate the account by clicking the **Create** link at the bottom of the form.

---

**Note:** You would not be able to activate the account until the tax exemption code is approved or rejected.

---

You may also approve or reject the customer's tax exemption code in the account profile:

1. Search for the account in the **Search** menu.
2. Click on the account's id link in the **Account ID** column.
3. In the form that appears in the upper frame of the new page, click **VIEW** in the **Contact&Billing Email** section. Scroll down to the **Tax Exemption Code** line:

Tax Exemption Code	<b>example_code</b>	Approved: Aug 10, 2007 5:29:52 PM	<a href="#">[Reject]</a>
--------------------	---------------------	-----------------------------------	--------------------------

4. Approve or Reject the tax exemption code by clicking the corresponding link.



---

## Money Returns

The money in Parallels H-Sphere is returned either by check or by crediting the account balance, but *can't be issued to credit cards!* This document focuses on the automatic account balance crediting which in the Parallels H- Sphere terms is called refunding. Only the latest billing period/month recurrent charges can be refunded. Other charges can be returned by crediting accounts manually. Refunds are listed in the user online invoice. The "Full refund" message in the account Online Invoice implies that it isn't adjusted to the refund percentage.

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## Events that Trigger Refunds

Refunds are issued on:

- quitting hosting during and after the moneyback period (on page 226)
- changing account's plan (on page 159)
- changing account's billing period
- changing account's start billing period date
- reducing quotas and limits (on page 227)
- deleting prepaid billing period resources
  - \* Recurrent fees prepaid for monthly resources are not refunded on monthly resource removal. See also reducing quotas and limits.

---

### Important:

- No refunds are issued for the removal of the resource units acquired for free.
- No refunds are issued for prepaid resource units that become free upon the removal of the resource units acquired for free.

**Example:** A customer uses 2 dedicated IPs. As a customer's account offers only one dedicated IP for free, he pays for the extra one. Removing one of them the user will be refunded only if it is the IP that he prepaid for. If the removed IP was acquired for free, no recurrent fees are returned for the prepaid IP that appears to be free now. The system will treat this resource as free starting from the next billing period.

In such cases users are advised to remove the resource to get the refunds and then add it again as free.

---

## Refund Formulas

Refunds for monthly resources, unlike billing period resources, are never prorated to the days remaining till the billing month closure. When refunded, recurrent charges for all resources are adjusted to refund percentage except for when users quit hosting during the Moneyback Period.

- Refunds for *billing period resources*  
= ( recurrent fee charged over the current billing period x days remaining to its closure x refund percentage ) / ( billing period duration in days x 100% )
- Refunds for *monthly resources*  
= ( recurrent fee charged over the current billing month x refund percentage ) / 100%

If recurrent price for resource was changed, the refund will be calculated based on prices used to calculate the latest recurrent fees prepaid.

## Moneyback Period

If users quit hosting *during* the Moneyback Period, they are refunded all recurrent charges that are neither adjusted to refund percentage nor prorated to the days remaining to the billing period closure. If users quit hosting *after* the MoneybackPeriod, refunds are calculated as described above.

### ➤ **To set the moneyback period:**

1. Select **Manage** in the **Plans** menu.
2. Click the name of the plan to start the wizard.
3. Scroll down to the **Settings** section and check **Enable** in the **Money Back Guarantee** field. Enter the duration of the Money Back period in days.
4. Scroll down to the bottom of the page and check Don't change resources prices.
5. Complete the wizard.

## Reducing Quotas and Limits

Refunds for decreased:

- FTP/Mail Box/MS SQL DB Quota  
= ( decreased MB of **prepaid** quota x recurrent price they were bought at x days remaining to the billing period closure x refund percentage ) / ( billing period duration in days x 100% )
- PG/My SQL DB Quota, Summary Disk Usage or Traffic Limit  
= ( decreased MB/GB of **prepaid** quota/traffic limit x recurrent price they were bought at x refund percentage ) / 100%

## Refund Percentage

The refund percentage defines how much of the recurrent charge will be returned to the user.

➤ ***To set the refund percentage:***

1. Select **Manage** in the **Plans** menu.
2. Click **Resources** for the plan.
3. On the page that appears, click **Price** next to the resource that you are setting refund percentage for.
4. In the **Refund Percentage** field, enter how much of the recurrent charge will be returned to the user

---

**Notes:**

- if no refund percentage is set for actual billing periods, refunds will be calculated based on refund percentage set for default billing period;
  - leaving the refund percentage field empty sets it to 100%;
  - if it is set to 0, no refunds will be issued.
-

## Managing Debtors

In Parallels H-Sphere terms a user runs into debt when their account negative balance exceeds credit limit.

## Punitive Measures

When users run into debts, they are automatically blocked from buying more resources. Except for this, the functionality of the debtor's account isn't affected. If you find this insufficient, use billing balance report to track down debtors and warn them with mass mail of expected punitive measures if they fail to pay off the debt. When the period to pay off the debts expires, you can suspend their account. This will close access to their control panel and display a *Suspended* page to their site visitors. If the debt is paid by check, you credit the paid amount and resume the account. If the debt is paid by credit card, the account will be resumed automatically. If the debtor fails to pay the debt, you can delete their account along with user's home directory content.

## Punitive Measures Automation

You can configure Parallels H-Sphere to apply punitive measures to debtors automatically:

1. Select **Managing Debtors** in the **Settings** menu.
2. You'll be taken to the **Managing Debtors** form:

Managing Debtors		
Outstanding Balance Notification	Notify after <input type="text"/> + days	<input type="checkbox"/>
Suspension Warning	Warn of probable suspension after another <input type="text"/> + and after another <input type="text"/> + days	<input type="checkbox"/>
Account Suspension	Suspend and notify after another <input type="text"/> + days	<input type="checkbox"/>
Deletion Warning	Warn of probable deletion after another <input type="text"/> + and after another <input type="text"/> + days	<input type="checkbox"/>
Account Deletion	Delete and notify after another <input type="text"/> + days	<input type="checkbox"/>
<input type="button" value="Save"/>		

3. Check the boxes next to the measures you'd like to apply to debtors.
4. Enter the number of days to pass since the last measure taken before the enabled option is applied. The notifications and warnings are sent to the customer's e-mail when a cron runs accounting for the user.

---

**Notes:** leave the **days** box empty, to apply enabled measure immediately without any prolongation periods.

---

5. Edit debtors warnings and notifications (on page 50).
6. Click the **Save** button at the bottom of the form.

## Start Date of Time in Debt

If you want to change the date since when the system starts treating user as a debtor to apply punitive measures to:

1. Find this user.
2. Click the username link on the search result page.
3. In the **Outstanding balance date** field enter the new date.
4. Click the **Set** button.

## Promotions

You can offer promotions (flexible discount or promotion plans) based on the default Constant Percent Discount calculator or on custom calculators. Promotions apply to entire accounts, not individual resources or domains.

## Promotion Types

*Promotion Codes.* At signup, a customer enters a promotion code, the system verifies it, and if it proves valid for the chosen plan, the user is billed with the discount. These promotions apply only to new signups; you can't apply them to existing accounts. An example of this promotion is the Constant Percent Discount that comes with Parallels H-Sphere by default. One account can use only one promo code.

*Unnamed Promotions.* You can create promotions that don't require promo codes. For instance, you can create a calculator that will apply Christmas discounts to all accounts under the given plan. One account can use multiple unnamed promotions.

## Calculating Promotion Discounts

If an account is affected by two or more promotions, each of the promotion discounts is calculated based on the full amount of charge.

*Example:* An account is affected by two promotions, each offering 20% off. When the user buys \$1 worth of resources, the first promotion takes 20 cents off the full amount making it 80 cents. The second promotion will apply to the full amount again, not to the remaining 80 cents, which means the final discounted charge will be 60 cents.

Promotion discounts are rounded to 3 digits after the decimal point, then added, and the final amount is rounded to 2 digits after the decimal point.

## Creating Promotions

This procedure explains how to create a promotion based on the default Constant Percent Discount calculator. Promotions based on other (custom) calculators may take a different set of forms.

To create a promotion, you need to have an administrative account with billing management permissions.

1. Select **Promo Management** in the **Settings** menu:

- Settings
- Look And Feel ▶
- Notifications ▶
- Payment Settings ▶
- Blacklist ▶
- Domain Registrar
- Comodo SSL
- Signup Guard
- Tech Support
- Reseller Client Support
- Managing Debtors
- Managing Trials
- Taxes
- Affiliate Program
- Promo Management
- Billing Settings

2. On the page that appears, click **Add new promotion**.
3. Enter promotion settings and click **Next**:

Add new promotion	
Promotion validator	Contunuous ▾
Promotion calculator	Fixed percent discount ▾
Promotion name	Discount For Musicians +
Billing description	5% Discount +
Promotion code	Gift4u + <input type="checkbox"/> This promo does not require code
Promotion covers the following types of charges	<input checked="" type="checkbox"/> Setup charge <input checked="" type="checkbox"/> Recurrent charge <input type="checkbox"/> Usage charge
Next	

**Promotion validator** - determines if the promo applies to a given account at the given moment in time

**Promotion calculator** - calculates the amount of the discount for the given account

**Promotion name** - this will appear throughout the control panel

**Billing description** - this will appear in invoices/bills and price estimators

**Promotion code** - string of alphanumeric characters, analogous to a password

4. On the next page, enter discount percentage and click **Next**:

Promotion configuration.....	
Percent of discount	<input type="text"/> -
Next	



5. Your discount now appears in the list of promotions. Now you need to associate the promotion with target plans.

## Associating Promotions With Plans

To take effect, promotions should be assigned to particular plans. One plan can have several associated promotions.

➤ ***To associate a promotion with a plan:***

1. In the list of plans, click **Settings** for the target plan.
2. On the page that appears, scroll down to the **Promotions Management**, select a promotion, and click **Add**.
3. If the promotion requires a code, make sure to communicate it to the potential customers. They will be able to enter it on the **Payment Information** page of the signup wizard

## Extra Packages

The **Extra Packages** function enables you to sell users the sets of predefined resources for which you can assign prices and bill users in the gross.

### Creating Extra Packs

Extra Packs are assigned for group of plans. Prior to creating an Extra Package, make sure there is at least one plan group.

➤ **To create an Extra Package:**

1. Go to **Plans -> Extra Packages -> Add New Extra Package.**
2. Configure Extra pack:

Define Extra Pack Resources Set			
<b>Basic Parameters</b>			
Extra Pack Name	Package 1		+
Plan Group	Unix ▾		
Extra Package Prices	Setup Fee	5	+
	Recurrent Fee	3	+
<b>Domains</b>			
<input checked="" type="checkbox"/>	Domain	Included	2 +
<input checked="" type="checkbox"/>	Third level domain	Included	2 +
<input type="checkbox"/>	SubDomain	Included	+
<input type="checkbox"/>	Stopgap Domain	Included	+
<input type="checkbox"/>	Parked domain	Included	+

- Set **Name** to the package
- Assign pack to necessary **Plan Group**
- Set **Setup** and **Recurrent** prices
- Select **resources** and set **Included** values for them

### 3. Click **Submit**.







The package will appear available for users signed up for the plans of this group.

If user wants to buy more resources than the package includes, the prices of the plan he signed up for will be in effect.

## Managing Extra Packs

Now, that a package is created, you can edit package name, prices and resources for the whole plan and set specific package prices for each plan under group.

Go to **Plans -> Extra Packages -> Available Extra Packages**.

Extra Packages				
Extra Pack Name	Setup Fee	Recurrent Fee	Plan Group	Controls
Package 1	5.0	3.0		  
Package 2	25.0	5.0	Unix	  

- Click **Edit** next to the chosen package to change Extra Pack name, prices and add/remove resources that will affect the whole plan group
- Click **Set Prices For Each Plan** if you want to set different Extra Pack prices for different plans under the plan group

**Define \$Package 1 Extra Pack Prices**

Extra Pack Resource Set		
Resources	Included	Max
Domain	2.0	2.0
Domain alias (old scheme)	2.0	2.0
Mailbox	10.0	10.0
IP Address	5.0	5.0
Third level domain	2.0	2.0

**Define \$Package 1 Extra Pack Prices**

Plan	Setup Fee	Recurrent Fee
Unix I	3 +	1 +
plan N1	6 +	2 +

- Click **Trash** to delete package.

---

**Important:** extra package used by at least one account cannot be deleted.

---

# Dedicated Servers

Dedicated servers feature automates your leasing entire servers, both your own and your provider's ones, to your end users granting them full control over the server.

Parallels H-Sphere performs complex billing procedures for dedicated hosting. However, it is not designed for physical administration of dedicated servers. Before adding a server to the system, prepare it according to your clients' preference: provide hardware, install operating system and software to ensure their web presence. If you apply any changes to dedicated servers via the interface, you have to effect them manually on the physical level. This means that if, for instance, extra IPs are added via the interface, the same physical actions have to be done. Or if a dedicated server was withheld from an account, you also need to block access to the server for the client who had been owing it and manually clean up the server to prepare it for future use.

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## Adding Network Switches

Network switches are used in Parallels H-Sphere to monitor the traffic load on dedicated servers and provide data to calculate bandwidth charges. They send traffic data to MRTG (The Multi Router Traffic Grapher) logical servers that display bandwidth graphs. The Round Robin Database Tool is used to store data on each network switch port in a separate RRD.

If you intend to lease your own dedicated servers to your clients, besides the ones that belong to your provider, and you want to monitor traffic on them, add your own network switches to the system.







Make sure switch is connected to network, prior to adding it via the interface. Parallels H-Sphere will operate with network interfaces (not physical network switches polled by MRTG servers) to collect statistics from all used ports: which ports are used by which particular dedicated servers.

➤ **To add a network switch:**

1. Go to **Dedicated Servers -> Network switches**
2. On the **Managing Network Switches** page click **Add new switch:**
3. Fill in the following data:

Adding New Network Switch	
Device (IP or host name)	<input type="text" value="192.168.112.200"/> +
Community Name	<input type="text" value="Cluster 1"/> +
Switch Description	<input type="text" value="test"/> +
Web URL	<input type="text" value="http://192.168.112.200/"/> +
Mrtg logical server	<input type="text" value="mrtg.250test.psoft"/> ▾
<input type="button" value="Submit"/>	

- **Device (IP or host name):** network switch IP or host name.
  - **Community Name:** enter the community name which was physically assigned to it. If other than 'public', it's displayed as \*\*\*\*. You can see this info only when editing the switch data.
  - **Switch Description:** field for additional info.
  - **Web URL:** implemented to let you access the switch from the interface by clicking the **URL** icon on the **Managing Network Switches** page.
  - **Mrtg logical server:** choose from available logical servers.
4. Click **Submit**. The newly-added switch should appear on the **Managing Network Switches** page:

Managing Network Switches						
Id	Device (IP or host name)	Community Name	Switch Description	Ports In Use	URL	Controls
2	<a href="#">192.168.114.31</a>	public	test	3		
4	<a href="#">192.168.112.10</a>	public	Real Psoft switch	1		
13	<a href="#">192.168.112.200</a>	****	test	0		 
<a href="#">Add new switch</a>						

On this page, you can edit your switches data (click **Edit** in the **Controls** column). Only unused switches can be deleted. Click numbers in the **Ports In Use** column to see dedicated servers connected to switches.

When you add dedicated server to the system, choose the network switch and its port assigned to the server. If you've done everything correctly, users of dedicated servers should be able to view traffic graphs from their control panels.



## Creating/Managing Dedicated Server Templates

If you intend to lease your own dedicated servers to your clients, besides the ones that belong to your provider, you have to create your own dedicated server templates. They simplify managing and billing servers of the same type. When creating a dedicated server plan, you can choose server template(s) for it. This way you can create, for instance, Windows, Linux, FreeBSD etc. dedicated server plans. Custom-built servers, on the other hand, are added to H-Sphere in one step and assigned to users directly (not distributed via plans). That is why you need to determine setup and monthly fee when creating a non-templated server.

### ➤ *To add a template:*

1. Go to **Dedicated Servers -> Manage Templates**
2. Click **Add server template**.
3. Fill in the form you will be taken to and click **Submit**

You can allow this template in plans right away or later using the **Manage Templates** menu. When you add a dedicated server template, it appears in the dedicated server templates list (the **Manage Templates** menu). Here you can choose for plans both your own server templates and the ones of your provider:

Dedicated Server Templates	
Check the templates you wish to allow in plans.	
Your own templates	
<input type="checkbox"/>	My template 2  
<input checked="" type="checkbox"/>	My template 1
Templates created by the upstream provider	
<input checked="" type="checkbox"/>	Template 1
<input type="checkbox"/>	Template 2
<a href="#">Add server template</a>	
<input type="button" value="Submit Query"/>	



- To edit a template, click the **Edit** icon in the template entry (the **Manage Templates** menu).  
You can't edit a template if at least one server added from that template was taken by a user. DS templates of your provider can't be edited as well.
- To remove a template, click the Trash can icon in the template entry  
You can't remove a template if at least one server was added from that template. DS templates of your provider can't be removed as well.
- To be able to use a template in plans, check the box in the template entry. Such templates will show in **Dedicated Server Plan Edit Wizard**.

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## Custom-built Dedicated Servers

If enabled in Globals, clients can request custom-built dedicated servers by simply clicking a link. When they do so, a trouble ticket is generated:

Ticket Thread
<b>[Sep 26, 2005 7:36:29 AM]</b>
<p><b>Q:</b> User "tkissres" requested to add a custom-built server to account #3140.</p> <p><i>Description:</i>  <i>Operating system: FreeBSD 5.3</i>  <i>RAM: 256</i>  <i>Disk space: 100 GB</i></p>

When you receive such requests, add non-templated servers (on page 246) and assign them to users by changing server's status to **In use**.

In your TT system, you receive requests for custom-built servers both from clients with your servers and from clients with your provider's ones. Forward the latter to your provider specifying the server details and id of the client who sent the request.

---

## Dedicated Server Plans

In this section we describe features specific to dedicated server plans. If any additional info on plans in Parallels H-Sphere is needed, please refer to Plans section of the Administrative Guide. Note that in our case there is only 1 month billing period in plan.

After a plan has been created, don't forget to enable signup access for it using the On/Off icon on the Plans page.

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## User Plans

### ➤ *To create a dedicated server plan:*

1. Launch plan edit wizard using **Plans -> Create** menu and choose **Dedicated Server Plan Wizard**.
2. On the first step of the wizard, include the necessary resources:

- |                 |   |
|-----------------|---|
| Backup resource | <input checked="" type="checkbox"/> Include |
|-----------------|---|

**Backup resource** provides users with a possibility to request regular backups for their dedicated servers.

- |                |   |
|----------------|---|
| DNS PTR Record | <input checked="" type="checkbox"/> Include |
|----------------|---|

DNS PTR-records resource allows users to create reverse DNS records for IPs used on their servers.

Choose Bandwidth Billing Type.

Bandwidth Billing Type	95th percentile (in + out), mbps
Custom DNS Record	95th percentile (in + out), mbps
MySQL	Average (in + out), mbps
Logical Server Group (MySQL servers)	95th percentile (in + out), GB
	Average (in + out), GB
	95th percentile (out), mbps
	Average (out), mbps
	95th percentile (out), GB
	Average (out), GB

**Note:** Think twice choosing the type as you won't be able to change it later, when there are customers under this plan.

- Choose dedicated servers templates to be available in the plan - your own and your provider's, and define their prices:

Your Dedicated Server Templates			
Default (1 Month)			
<input checked="" type="checkbox"/>	Windows Platinum	Setup <input type="text" value="450"/>	+ \$ Monthly <input type="text" value="450"/> + \$
Main Host Provider Dedicated Server Templates			
Default (1 Month)			<b>Main Host Provider Prices</b>
<input checked="" type="checkbox"/>	Windows Premium	Setup <input type="text" value="400"/>	+ \$ Monthly <input type="text" value="400"/> + \$
			Setup \$300.00 Monthly \$300.00
			<input type="button" value="Next"/>

- On the step 2 of the wizard, define fees for dedicated server related resources, and set free units:

Dedicated Server IP Range resource	Free <input type="text"/>	+ Monthly <input type="text"/>	+ \$
Backup resource	Free <input type="text"/>	+ Monthly <input type="text"/>	+ \$ Extra <input type="text"/> + \$

**Dedicated Server IP Range:** set number of IPs to acquire for free, and monthly fee per one IP.

**Backup:** set fees for clients' regular backups. Set monthly fee per a planned backup task and extra fee per a custom one.

Set quotas:

Quotas	
Summary traffic	Free <input type="text"/> ! GB Monthly <input type="text"/> + \$/GB Extra <input type="text"/> + \$/GB
DS Bandwidth	Free <input type="text"/> ! mbps Monthly <input type="text"/> + \$/mbps Extra <input type="text"/> + \$/mbps

**Summary traffic:** traffic to/from client server(s) via the provider's mail system.

**DS Bandwidth:** all incoming/outgoing traffic for client server(s) excluding the above summary traffic.

5. Step 3 of the wizard is the same as for regular plans.

## User's Choosing a Server at Signup

When user signs up to a dedicated server plan, he can pick up one dedicated server from templates which you enabled in the plan:

Pick a dedicated server template from listed bellow	
<input checked="" type="radio"/>	Windows Platinum
<input type="radio"/>	Windows Premium
Compare / view details	
<input type="radio"/>	Register without dedicated servers. Pick this option if you don't want to purchase a dedicated server right now, or if you want to order a custom-built dedicated server after the signup.

By clicking **compare / view details**, user can compare parameters of available servers as well as their prices:

Comparison of available servers						
Dedicated Server	OS	CPU	RAM	Disk Space	Setup Fee	Recurrent
Windows Platinum	Windows	Athlon 1000	128	100 GB	\$45.00	\$45.00
Windows Premium	Windows	Athlon 1000	128	10 GB	\$40.00	\$40.00
Close this window						

When user who chose a dedicated server at signup first enters his account, he finds that server in his cp and can use it. After the signup, you can notice this server status automatically changed from **Available** to **In use**.

Also user can choose to sign up without a dedicated server. In his cp, he can always add a templated server or send a request for a custom-built server. In this case you can create a non-templated server and assign it to the user's account by changing the server status to **In use**.

---

## Managing Dedicated Servers

This section provides information on how you can manage dedicated servers.

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## Adding Dedicated Servers

➤ *To add templated and non-templated (custom-built) servers:*

1. Go **Dedicated Servers** -> **Manage Servers** and click **Add new Dedicated Server**. If there are no dedicated server templates in the form that appears, you'll be able to add only non-templated servers.
2. Click the **Choose** icon next to the type of server you are adding.
  - **Adding Templated Servers**

Add Dedicated Server	
Sample2	
Name	Arizona Dreams +
OS	Windows
CPU	Athlon 1000
RAM	128
Disk space	10 GB
Main IP address	10.140.112.105 +
Network switch interface	device Choose network switch port +
Remote reboot url	http://test.remote.reboot +
Internal server ID	arizona +
Superuser login	sample +
Superuser password	sample1 +
Submit	

**Name:** this name will be used to identify the server in the system, both by you and your users.

**Main IP address:** when adding a dedicated server, you can assign only one IP to it. Read how to add extra IPs.

**Network switch interface** - choose a network switch from available in the system and its port assigned to the server.

**Remote reboot url** - url for online rebooting (reserved for future implementation).

**Internal server ID** - "secret" name you give to the server; it will be known only to you.

**Superuser login Superuser password** - superuser login and password that will be provided to a customer. This information is needed for you to support this server.













- **Adding Non-templated Servers**

Enter the same parameters as for templated servers and define **setup** and **monthly** fee.

When you've added a server, it becomes available which means it can be assigned to users under dedicated server plans. Templated servers can also be picked up by users from their control panels.

## Editing Dedicated Servers

Regardless of dedicated server status, you can edit the following settings using the **Dedicated Servers** -> **Manage Servers** menu. Don't forget to change the edited parameters physically. After you edit a taken server, make sure to inform its owner about the new server parameters.

Dedicated Server	
Id	11
Name	NT 1
Template	no template
OS	Windows
CPU	Athlon
RAM	128
Disk space	100 GB
Status	In use 
Main IP address	<input type="text" value="10.140.112.105"/> 
Extra IP addresses	<input type="text" value="192.168.102.2 - 192.168.102.11"/>   
Network switch interface	
Remote reboot url	<input type="text" value="http://remote.reboot"/> 
Internal server ID	<input type="text" value="nt1"/> 
Superuser login	<input type="text" value="nt1"/> 
Superuser password	<input type="text" value="nt1"/> 
Setup fee	<input type="text" value="18.0"/> 
Monthly fee	<input type="text" value="18.0"/> 
<input type="button" value="Submit"/>	



## Deleting Dedicated Servers

Only dedicated servers of **Disabled** and **Clean up** status can be deleted from the system.

---

## Custom-built Dedicated Servers

If enabled in Globals, clients can request custom-built dedicated servers by simply clicking a link. When they do so, a trouble ticket is generated:













Ticket Thread
<b>[Sep 26, 2005 7:36:29 AM]</b>
<b>Q:</b> User "tkissres" requested to add a custom-built server to account #3140.
<i>Description:</i> <i>Operating system: FreeBSD 5.3</i> <i>RAM: 256</i> <i>Disk space: 100 GB</i>

When you receive such requests, add non-templated servers (on page 246) and assign them to users by changing server's status to **In use**.

In your TT system, you receive requests for custom-built servers both from clients with your servers and from clients with your provider's ones. Forward the latter to your provider specifying the server details and id of the client who sent the request.

## Dedicated Server Status

Dedicated servers in the system may be successively assigned the five states that are seen under **Status** on the **Manage Servers** page:

Manage Servers								
<u><b>Id</b></u>	<u><b>Server name</b></u>	<u><b>IP Address</b></u>	<u><b>Admin created</b></u>	<u><b>Taken</b></u>	<u><b>Account Id</b></u>	<u><b>Reseller</b></u>	<u><b>Status</b></u>	<u><b>Controls</b></u>
4	Windows Premium 1	10.140.112.10	9/29/05				Disabled	  
5	Windows 1	10.140.112.11	9/29/05				Available	 
11	NT 1	10.140.112.105	10/5/05	10/6/05	8948		In use	 
13	Windows 1-1	10.140.112.130	10/5/05	10/5/05	8948		On hold	 
14	Windows 2	10.140.112.145	10/6/05				Clean up	  
[1]							<a href="#">Add new Dedicated Server</a>	

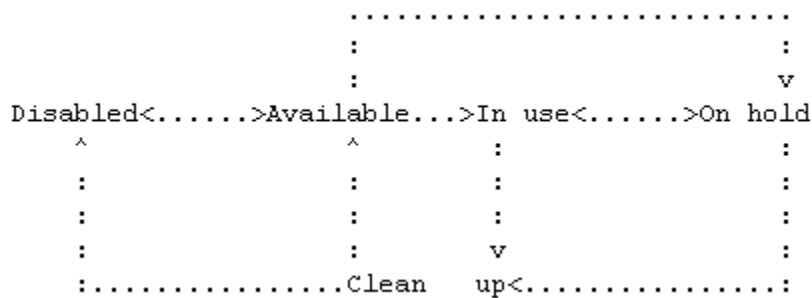
To change server status, go **Dedicated Servers ->Manage Servers** and click the **Change status** control against the server. Make the necessary changes and click **Submit**.

You can manage status of your own dedicated servers. Contact your upstream provider if there is a need to do this for his servers. This can happen, for instance, if user requests server upgrade/cancellation.

When setting **In use** and **On hold**, you will be taken to search accounts by dedicated server form. Find the account to assign the server to and click **Select** in its entry.

After you've assigned a server, the user will receive an email message with login, password, URL and IP of the server. Both **In use** and **On hold** indicate that the dedicated server belongs to account (is taken) and is billed.

There is a set sequence of changing dedicated server states. For instance, you can't change **In use** to **Available** in one click. First you need to Clean up the server as an intermediate step.



- **Available -> In use** is set automatically for dedicated server picked up at signup after the account it belongs to has been moderated. Set it manually for non-templated servers. Before assigning a templated server to an account, make sure that its template is enabled in the plan the account is created under. This is necessary if you want this server to be billed properly.
- **Available -> Oh hold** is set manually if you want to reserve a server.
- **Available -> Disabled** is set manually if you want the server to be unavailable to users and still remain in the system.
- **On hold -> In use** is set automatically when account the server belongs to gets resumed. Set it manually if you want to pass a reserved server to a user.
- **On hold -> Clean up** is set manually if you need to clean a used server, for instance, when upgrading the server.
- **In use -> On hold** is set automatically for dedicated servers if the account they belong to becomes suspended. If user requestes upgrade for his server, keep on hold (assign this status manually) both the upgraded server and the new one until the latter is ready for use.
- **In use -> Clean up** is set manually when user wants to cancel the server.
- **Clean up -> Available** is set manually after you've cleaned up the server and it is ready to be used again.
- **Clean up -> Disabled** is set manually if you want the server to be unavailable to users and still remain in the system.
- **Disabled -> Available** is set manually.

---

**Important:**

1. Parallels H-Sphere won't block access to dedicated servers after it cancels them or after you unassign them. Do it manually if you don't want your clients to use them anymore. The same relates to servers that go **On hold** after the system suspends accounts they belong to.
  2. Change dedicated server status with caution. Don't practise on taken servers, even for a short time. If you make a taken server available, this can cause disclosure of private information and even its loss. If you assign a server to an account, the latter will be charged a non-refundable setup fee.
-

# Assigning Additional IP Ranges

When a client signs up to a dedicated server plan, he receives a server with only one IP address. If allowed by the plan, he can always request additional IPs from his control panel. Clients' requests for additional IPs are received by the trouble ticket system.

IP ranges can be assigned only to dedicated servers which are **In use**. To assign/unassign IP ranges, perform the following steps:

## 1. Set Prices for Extra IPs in Plans

Set prices for **Dedicated Server IP Range resource** in your dedicated server plans. Allow number of free IPs and set monthly fee per one IP.

## 2. Add IP Subnet

1. Go **Dedicated Servers -> IP Pool**. The page similar to this appears:

Dedicated Servers IP pool						
Start IP	End IP	Network mask	Gateway address	Broadcast address	Reserved/Taken/Free	Controls
10.0.1.1	10.0.1.255	255.255.255.0	10.0.1.1	10.0.1.255	137/118/0	
192.168.200.129	192.168.200.255	255.255.255.128	192.168.200.128	192.168.200.255	3/102/23	
10.140.112.49	10.140.112.63	255.255.255.240	10.140.112.80	10.140.112.63	6/0/11	

[Add new IP subnet](#)

2. Click **Add new IP subnet**, enter subnet data and click **Submit**:

Adding new IP subnet		
Start IP	End IP	Network mask
192.168.102.2 +	192.168.102.254 +	<input type="text"/> + 24 +

**Start IP** - the IP next to the subnet broadcast address  
**End IP** - the IP preceding the subnet gateway address  
**Network mask** - a 32-bit number (e.g. 255.255.255.0) or a slash standard number (e.g. 24).

3. Parallels H-Sphere will define for you the IP range available for assignment setting the first IP in the subnet as the **Gateway address**, the last IP - the **Broadcast address**. If a case, it also defines unusable IPs which don't fit the mask. Click **Submit**:

Adding new IP subnet				
You've submit the following data				
Start IP	End IP	Network mask	Broadcast address	Gateway address
192.168.102.2	192.168.102.254			
Subnet calculated based on entered data				
Start IP	End IP	Network mask	Broadcast address	Gateway address
192.168.102.1	192.168.102.255	255.255.255.0	192.168.102.255	192.168.102.1
Defined IP ranges				
192.168.102.1 - 192.168.102.1			Gateway address	
192.168.102.2 - 192.168.102.254			Available for assignent	
192.168.102.255 - 192.168.102.255			Broadcast address	
				<input type="button" value="Submit"/>







The newly added IP subnet appears on the **Dedicated servers IP pool** page (see above).

### 3. Split IP Subnet to Smaller IP Ranges

1. Go **Dedicated Servers** -> **IP Pool** and click the **Edit** icon opposite the needed range:

192.168.101.1	192.168.101.255	255.255.255.0	192.168.101.1	192.168.101.255	2/0/253	
---------------	-----------------	---------------	---------------	-----------------	---------	---

2. Click the **Split** icon on the **Defined IP ranges** page:

Defined IP ranges				
Start IP	End IP	Type	Number of IPs	
192.168.101.1	192.168.101.1	Gateway address	1	
192.168.101.2	192.168.101.11	Available for assignment	10	  
192.168.101.12	192.168.101.254	Available for assignment	243	  
192.168.101.255	192.168.101.255	Broadcast address	1	

3. Enter the last IP in future range, depending on the number of IPs requested by user (10 in our case). Click submit:

Split IP range		
Start IP	Limit by which the range will be splitted. This limit will belong to first range.	End IP
192.168.101.2	<input type="text" value="192.168.101.11"/> +	192.168.101.254
		<input type="button" value="Submit"/>

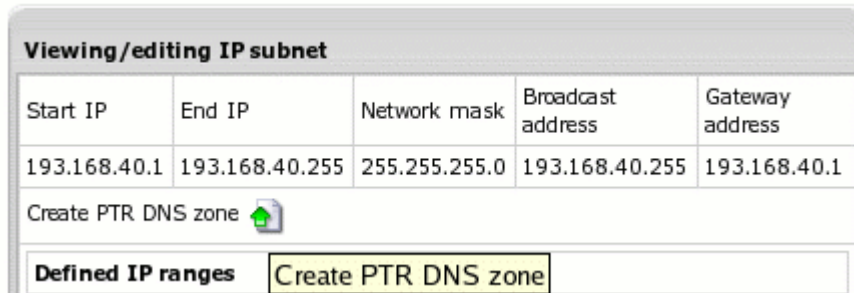
You come back to the **Defined IP ranges** page where you can further split the ranges by clicking red arrows (the **Split** icon). You can also merge the corresponding ranges by clicking green arrows (the **Merge** icon):

Merge the 192.168.101.8 - 192.168.101.11 range with:
<input type="radio"/> 192.168.101.12 - 192.168.101.254
<input checked="" type="radio"/> 192.168.101.2 - 192.168.101.7
<input type="button" value="Submit"/>

## 4. Create PTR zone for Reverse DNS Records


PTR zone is needed to store future reverse DNS records users will create for their IPs.

To create PTR zone, go **Dedicated Servers** -> **IP Pool** and click the **Edit** icon opposite the needed subnet and then click **Create PTR DNS zone**:



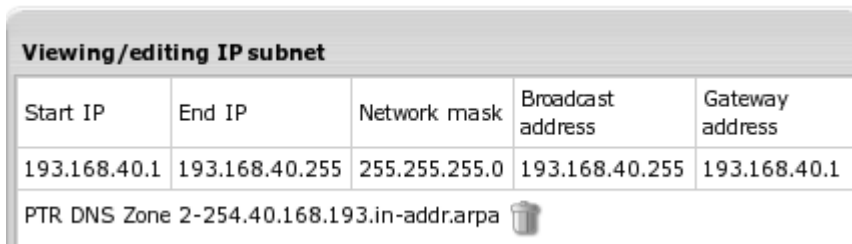
**Viewing/editing IP subnet**

Start IP	End IP	Network mask	Broadcast address	Gateway address
193.168.40.1	193.168.40.255	255.255.255.0	193.168.40.255	193.168.40.1

Create PTR DNS zone 


**Defined IP ranges**

Now it should appear on this IP subnet page:



**Viewing/editing IP subnet**

Start IP	End IP	Network mask	Broadcast address	Gateway address
193.168.40.1	193.168.40.255	255.255.255.0	193.168.40.255	193.168.40.1

PTR DNS Zone 2-254.40.168.193.in-addr.arpa 



This will allow owner of dedicated server to which IP range from this subnet will be assigned to create PTR record for each IP from this range.

---




**Important:** Setting up reverse DNS records is implemented only for class C network IPs.

---

## 5. Assign IP Range to Dedicated Server

### From the IP Pool page

1. Go **Dedicated Servers** -> **IP Pool**. Click **Edit** against the needed IP subnet. On the page that appears click **Assign** opposite to the IP range to be assigned:

192.168.100.2	192.168.100.10	Available for assignment	9	  
---------------	----------------	--------------------------	---	---

2. On the **Quick Search** page choose the server to assign the range to:

Quick Search		
4	Windows 1	
6	Windows 3	
13	Win gold 5	
16	Win G4	

3. Add your comment on the IPs usage and click **Submit**:

**How the IPs in assigned range will be used**

Add your comment.

4. After that, the IPs are added to the server, and the IP range appears in the **Defined IP ranges** section as **Assigned**:



192.168.100.2	192.168.100.10	Assigned 	9
---------------	----------------	--	---

Click **Assigned** to edit the dedicated server of the newly assigned range. By clicking the **Lens** icon, you can see the server info and the comment you've just added:

IP range assignee	
Assignee's reseller	admin
Assignee's account	2631
Assignee's DS	Windows 1
Usage info	Add your comment.

## From the Manage Servers page

1. Go **Dedicated Servers -> Manage Servers** and click **Edit** for the server to add IPs to:

4	Windows 1	10.140.112.10	9/19/05	9/19/05	2631		In use	 
---	-----------	---------------	---------	---------	------	--	--------	---

2. On the **Dedicated Server** page click **Assign IP** in the section:

Extra IP addresses	192.168.102.2 - 192.168.102.11 
--------------------	--

3. Select an IP subnet. A page similar to the following appears with IP ranges available for assignment. Choose one of them:

Defined IP ranges				
Start IP	End IP	Type	Number of IPs	
192.168.100.61	192.168.100.254	Available for assignment	194	

4. Repeat steps 3 and 4 above.

## 6. Unassign IP Range

1. Go **Dedicated Servers -> Manage Servers** and click **Edit** for the server to remove IPs from

2. On the **Dedicated Server** page click **Assign IP** in the section:

Extra IP addresses	192.168.102.2 - 192.168.102.11 
--------------------	--

---

**Important:** When assigning/unassigning IP ranges from the control panel, don't forget to effect these changes on the physical level.

---

## Dedicated Servers' Maintenance

Dedicated hosting is usually accompanied by a range of managed services, such as system administration, firewalls, backups, remote reboots etc. Parallels H-Sphere facilitates providing some of such services. The backup scheduling manager receives backup requests from client control panels and is ready to display them to you in a convenient manner. Attending to other user requests, such as remote reboots, adding extra IPs and server upgrades, is assisted by the trouble ticket system.



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## Regular Backups


Parallels H-Sphere implements backup scheduling manager for client dedicated servers.

To check backup schedule, go to **Backup Maintenance** in the **Dedicated servers** menu. After you choose search criteria, a page similar to this appears:

Backup Tasks Schedule									
Account ID	User name	Scheduled On	Processed On	Status	Task type	Object Type	Object Name	Balance	Controls
2631	tkiss	09/25/2005 12:00	Not processed	Scheduled for processing	Planned	Dedicated Server	Windows 1	(\$145.86)	 

After a user has filled out regular backup request form, his record appears in this form.

When you perform the backup manually, click the  (*Mark as complete*) icon, and the user will be notified that this task has been completed.

If you wish to cancel the user's backup request, click  (*Cancel the task*) icon, and the user will be notified that this task has been cancelled.

# Maintenance Requests

Besides regular backups, clients can request the following services from their interface:

- server upgrade
- extra IPs
- remote reboot
- server cancellation (other than automatic)

Such requests are received by the trouble ticket system:

<b>Id</b>	<b>Title</b>	<b>Priority</b>	<b>Created</b>	<b>Last Mod.</b>	<b>Type</b>	<b>State</b>	<b>Pick Up</b>
33 <input type="checkbox"/>	<a href="#">Account 3166 Requested Dedicated Server Cancellation</a>	75	Sep 21, 2005 8:41:32 AM	Sep 21, 2005 8:41:33 AM	P	New	<a href="#">Pick Up</a>
31 <input type="checkbox"/>	<a href="#">Account 3140 Requested Dedicated Server Reboot</a>	75	Sep 21, 2005 7:27:41 AM	Sep 21, 2005 7:27:41 AM	P	New	<a href="#">Pick Up</a>
30 <input type="checkbox"/>	<a href="#">Account 3140 Requested New IP Numbers</a>	75	Sep 21, 2005 7:11:49 AM	Sep 21, 2005 7:11:49 AM	P	New	<a href="#">Pick Up</a>
29 <input type="checkbox"/>	<a href="#">Account 3140 Requested Dedicated Server Upgrade</a>	75	Sep 21, 2005 7:03:46 AM	Sep 21, 2005 7:03:46 AM	P	New	<a href="#">Pick Up</a>

Add you comments to confirm or reject providing such services, or to specify the necessary details:

**Ticket Thread**

*[Sep 21, 2005 7:27:41 AM]*

**Q:** User "tkissres" account #3140 requested reboot of server "Windows Gold 4" (id #17) ASAP.

**Answer**

**In order to answer this ticket you should fill out the support admin info.**

**Notes**

Type in your comment and click "Submit".

[spellcheck]

When you open ticket thread, you can see the server name and id by which to easily find it on the **Manage Servers** page.

## Automatic Cancellation Settings


You can manage cancellation settings only for your own dedicated servers. Address your upstream provider if you receive requests for server cancellation from clients with his servers.

Automatic cancellation of a dedicated server can be set both by you and by the client who has been using it. While the client can schedule cancellation only for the end of the billing period, you are empowered to perform the following:

- appoint any date for automatic cancellation



Go **Dedicated Servers** -> **Manage Servers** and click **Edit** for the server you'd like to

cancel and then click  in the **Status** field. Set cancellation date:



**Server cancellation** 

You are about to schedule automatic cancellation for server "Windows 1".  
Please note, non-refundable fees can be lost.

Schedule automatic server cancellation for the day before the end of the account (#1103) billing period

Schedule automatic server cancellation for the date:   



- Now, on the **Manage Servers** page, you will see this server having specific sign to show you the cancellation date:

8	NT1	10.140.112.11	12/6/05	12/6/05 	1103	In use	 
[1]				Cancellation on: Jan 5, 2006		<a href="#">Add new Dedicated Server</a>	

If the server is due to be automatically canceled within the billing period, refunds will be issued according to your refund formulars.

- update cancellation settings

You can update both your own and your user's cancellation settings. To discard

cancellation, click  and confirm your intention. To rescheduled, click  and choose the new date.

- enable sending cancellation warnings

To enable sending e-mail notifications about automatic server cancellation, go **Dedicated Servers** > **Cancellation Settings**. On the **Dedicated Server Cancellation Settings** page check the smaller box and in the bigger box, type the number of days in advance to warn your customers:

**Dedicated Server Cancellation Settings**

Notify a customer about the scheduled automatic server cancellation	<input checked="" type="checkbox"/>	<input type="text" value="10"/> + days in advance
<input type="button" value="Save"/>		

Read how to edit e-mail notifications.

# Parallels Virtuozzo Containers

Parallels Virtuozzo Containers is the world's leading operating virtualization solution for Windows and Linux. Parallels Virtuozzo Containers creates isolated containers on a single physical server and OS instance. Compared to other virtualization technologies, Parallels Virtuozzo Containers offers the highest levels of density, performance and manageability. For more details, please visit the Parallels Virtuozzo Containers home page at <http://www.parallels.com/products/virtuozzo/>.

Parallels H-Sphere 3.4 provides dedicated server hosting based on Parallels Virtuozzo Containers. It is available for users signed up for special Virtuozzo hosting plans.

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## Creating Virtuozzo Plans

➤ *To create a new Virtuozzo plan for user hosting:*

1. Go to **Plans > Create**.
2. Click the icon next to **Virtuozzo Plan Wizard**.
3. On the first page of the Plan Wizard, configure the following Virtuozzo-specific options under the **Other** section:
  - **Access to Virtuozzo Container Control Panels.** Allows Parallels H-Sphere users to access Virtuozzo Control Panels.
  - **Virtuozzo container repair.** If the **Access...** option is included, allows users to repair their Containers through Virtuozzo Control Panel.
  - **Virtuozzo container backup.** If the **Access...** option is included, allows users to back up their Containers through Virtuozzo Control Panel.
4. Click **Next**. On the page that appears, you will be prompted to create a Virtuozzo plan based on one of the available Virtuozzo Container samples. Resellers will also see prices for each sample, in parentheses next to sample names. Choose a sample from the drop-down list and click **Next**.
5. Click **Next** to go to the price settings for the default billing period. Here, please notify the Virtuozzo-specific options:
  - **Virtuozzo container CPU limit.** Set prices for CPU limit (in percents) allocated for each Virtuozzo container.
  - **Virtuozzo container number of processes limit.** (*For Windows hosting only*) Set limits on the number of processes run by any Container.
  - **Virtuozzo container memory limit.** Set prices for memory limit (in MBs) allocated for each Container.
  - **Virtuozzo container IP address.** Take prices for IPs dedicated to Virtuozzo containers' hosting.
  - **Access to Virtuozzo Container Control Panels, Virtuozzo container repair, Virtuozzo container backup.** Set prices for the options explained above.
6. Click **Next** to complete the Plan Wizard.
7. The newly created plan will appear in the list of plans. It will be disabled for signup by default. To enable signup for this plan, click the red square icon in the **Signup Access** column for this plan. The icon will turn to the green triangle - that means, the plan is enabled for user signup.
8. To sign up a new user for this plan, click the looking glass icon next to the plan's name.



---

## Creating Virtuozzo Plan Groups

Virtuozzo plans can be grouped to provide Parallels H-Sphere users with a possibility to switch to other Virtuozzo hosting plans within a group.

➤ *To create a group of Virtuozzo hosting plans:*

1. Go to **Plans > Groups**.
2. In the **Available Plans** column, check boxes next to Virtuozzo plans you wish to group. Type in the name of a new group and click **Add Group**.
3. A new group will show up in the **Plan Groups** column. Now any user signed up to one of the plans in the group will be able to switch to another plan in this group.

---

## Signing Up Users for Virtuozzo Plans

Parallels H-Sphere provides the special signup wizard for Parallels Virtuozzo Containers users.

➤ *To sign up a new user for a Virtuozzo plan from the Parallels H-Sphere administrator control panel:*

1. Go to **Plans > Manage**.
2. Click the lookup icon next to the Virtuozzo plan you wish to sign up a user to.
3. The Virtuozzo plan signup wizard will start. Click **Next** to pass to the first step.
4. Check **Accept** to accept the license agreement and click **Next**.
5. Fill out your user information form and click **Next**.
6. Choose your Parallels H-Sphere user login and password and click **Next**.
7. Set your Virtuozzo container name and root password to the container. Click **Next** to complete the signup. The Virtuozzo container will be automatically created on one of the IPs within the IP range set in Parallels Virtuozzo Containers control panel.

Parallels H-Sphere administrator is also provided with a special search form for Parallels Virtuozzo Containers users. The form is available from the **Search > Virtuozzo Users** menu.

# Parallels Sitebuilder Integration

Parallels H-Sphere 3.4 and up introduces full integration with another Parallels product, Parallels Sitebuilder, a powerful and yet easy-to-use tool for creating and publishing user Web sites.

Parallels Sitebuilder bundled with Parallels H-Sphere is installed on the Control Panel physical server and is by default accessed at: <http://IP:8080/>, where **IP** is a separate IP bound to the Parallels H-Sphere Control Panel box specially for the Parallels Sitebuilder control panel.

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## Licensing Parallels Sitebuilder Accounts

By default, Parallels H-Sphere license purchased from the Parallels store also includes license for 3000 Parallels Sitebuilder sites. However, it is valid only in case of Parallels Sitebuilder built in Parallels H-Sphere.

To view the statistics on Parallels Sitebuilder accounts, hosts and sites in Parallels H-Sphere, and how many of them are covered by your license, go to **E.Manager > Sitebuilder > Site Admin Usage**.

---

## Configuring Access to Parallels Sitebuilder Plans from Parallels H-Sphere Plans

- ***To add Parallels Sitebuilder plans to be available from Parallels H-Sphere:***
  1. First, you should create plans in the Parallels Sitebuilder control panel. Log into Parallels Sitebuilder as *admin* (by default, the fresh Parallels Sitebuilder installation bundled with Parallels H-Sphere will have the user *admin* and password *admin*) and go to **Users > Plans > Add New Plan**. For details on creating plans in Parallels Sitebuilder please refer to Parallels Sitebuilder documentation at <http://www.parallels.com/products/sitebuilder/docs/>.
  2. Return to Parallels H-Sphere administrator panel and go to **E.Manager > Sitebuilder > Plans**. Plans that have just been created in Parallels Sitebuilder will be listed under the **Sitebuilder plans registered on the Sitebuilder side and not available for H-Sphere customers** section.
  3. Click the **arrow up** icon next to a respective plan to make it available in Parallels H-Sphere. It will immediately be shown in the **Sitebuilder plans that can be used by H-Sphere customers** section.
  4. To make these plans available to users, go to the **Plans** menu and either create a new hosting plan or click an existing plan to edit its resources. Under the **Other** section find **Sitebuilder** and check **Include** to include the Parallels Sitebuilder resource. Click **Next**. You will be forwarded to the page where you can select the available Parallels Sitebuilder plans and set **Setup** and **Monthly** prices for each available Parallels Sitebuilder plan.

**Important:** Parallels Sitebuilder plans sell packs of sites, while Parallels H-Sphere charges for accounts, not sites. It means that users will actually buy a pack of **X** sites managed by Parallels Sitebuilder, where **X** is the maximum number of sites set up in the selected Parallels Sitebuilder plan. So, if a Parallels Sitebuilder plan covers 10 sites, and your Parallels H-Sphere user plan provides only 3 domains for a user, this user will still pay for the 10-site Parallels Sitebuilder resource. Therefore, Parallels H-Sphere administrator should configure Parallels Sitebuilder plans in accordance with Parallels H-Sphere plans.

---

5. After you saved the Parallels H-Sphere hosting plan settings, users signed to these plans will be able to access the Parallels Sitebuilder resource. Users should go to **Domain Settings > Web Options** on their control panels and check the **Sitebuilder Site** resource to enable Parallels Sitebuilder for a domain. For details, please refer to *Parallels H-Sphere User Guide*.

---

## Migrating from Parallels SiteStudio to Parallels Sitebuilder

Users signed up to plans with Parallels Sitebuilder enabled are recommended to migrate their sites published by Parallels SiteStudio to Parallels Sitebuilder. Parallels H-Sphere administrator provides a trial period when a user could test Parallels Sitebuilder functionality. At the end of the trial period the user who wishes to go on with Parallels Sitebuilder will be charged according to the selected Parallels Sitebuilder plan.

➤ **To configure the trial period duration:**

1. Go to **E.Manager > Sitebuilder > Site Studio Migration**.
2. Set the trial period parameters:
  - **Trial period warning:** days of the trial period when the notification of its end will be sent to a user.
  - **Trial period end:** days after the notification when a user will be charged for the Parallels Sitebuilder resource.
3. Click **Submit**.
4. The migration itself will become available for Parallels H-Sphere users from their control panels. For details, please refer to the Parallels Sitebuilder section of the *Parallels H-Sphere User Guide*.

# Customer Signup

This chapter tells you how to manage customer signups.

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---

## Signing Up Users

### Requirements: **Signups are possible only under plans available for signup!**

This chapter introduces two ways of signing up users in Parallels H-Sphere:

- from the admin control panel
- “from the street”.

The registration “from the street” can be performed by the customer from your web site, without admin’s interaction. The registration from the admin control panel goes through exactly the same steps, but can be performed only by the administrator.

## In this section:

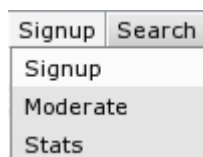
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## Signing Up Users from Admin Control Panel

Signup from the admin control panel is also the one and only way to create accounts that are unavailable “from the street”, regardless of whether they are tagged available or unavailable for signup, for instance admin and technical support accounts.

➤ **To sign up a new user from the admin control panel:**

1. Select **Signup** in the **Signup** menu:



2. On the page that shows, click **Select** next to the plan for the new account:

Select a plan:	
Ungrouped	
Admin	
Unix Money back	
Unix Trial	
Unix system	

If the list doesn't offer desirable plan, check if it is available for signup.

3. Signup Wizard page appears. Go through the **Signup Wizard**. Click arrows in the lower right corner of the page to proceed signup.
  - Enter your contact info in the form that shows (name, e-mail, address, etc.).
  - Select payment type in the drop-down box (credit card, check, online payments) or trial hosting.
  - If you have the Tax Exemption option enabled in the Taxes submenu of the Settings menu, you may enter the valid VAT code to set tax exemption mode for your account.
  - Enter payment information: credit card numbers, expiry date and etc. - for credit cards; address where the bills will be sent - for checks.
  - Enter username and password for this account.
  - Choose the type of domain you want to sign up with (or sign up without domain).
  - Agree to charges if any and complete the creation of account.

When you are through with the Signup Wizard, account will be either created or assigned for activation.

## Signing Up Users from the Street

To allow users to sign up directly from your website, instead of entering your Parallels H-Sphere start page, you should to put signup links on your own page.

To allow signing up users “from the street”, make sure that:

- plan is available for signups;
- plan has full access.

### ➤ *To find out what URL starts signup wizard for a particular plan:*

1. Go to the list of your plans in the **Plans** menu -> **Manage**.
2. At the bottom of the page, click **Signup Links** and the list of links that launch signup “from the street” will appear.

---

**Note:** To retrieve a link to a specific plan, click the “lens” icon to the left of a plan’s title and copy it from the address line.

---

3. Once you have signup links for plans, publish them on your website and allow users to go directly to the SignUp wizard of the chosen plan.

In case if any errors occur during user signup, Parallels H-Sphere places the account into the moderation section. Read about signup errors in the Moderating accounts guide.

---

## Moderating User Signups

Newly registered accounts do not get activated immediately. Some of them need to be activated manually by admin. This procedure is called account moderation. This document explains how to moderate signed up users, activate their accounts from the admin control panel and more.

## Moderated Signups

The following signups are moderated:

- **Check payment** signups regardless of Signup Guard or any other settings
- **Web payment** signups: WorldPay, PayPal, 2CheckOut, and GestPay networks depending on the Signup Guard settings
- **Credit card payment** signups are moderated when Moderated CC Signup is enabled in **Settings -> Payment Settings -> Merchant Gateway**. If it is disabled, account moderation is based on the Signup Guard rules
- **Failed** signups that returned errors:
  - Signups that experienced Parallels H-Sphere system errors. Such accounts will be placed into the regular Moderated Signup section, so you can activate the account after the problem is fixed.

- Credit card signups that experienced errors with processing centers. Such accounts are placed into the “Signups failed for unknown reason” section in the Moderated Signup submenu.  
*To see the error log, go to **Reports** -> **Charge Log** and from the drop-down box choose *Failed transaction result*.*
- Signups that failed due to other technical problems
- **Trial** signups are moderated if Signup Guard in the **Settings** menu is configured to put trial signups on moderation

Even if a signup fails, the user is still allowed to complete the registration procedure. The potential customer is notified of the temporary problems and the signup request lands in the moderate section.

## Email Notifications

In case of moderation, account owners receive two email notifications:

1. the first one is sent at signup completion and states that account *will soon be activated*.
2. the second one is sent upon activation stating that the account has been *registered* and can be accessed by the user.

## Activating Or Rejecting Signups

➤ **To activate or reject activation of an account:**

1. Select **Moderate** in the **Signup** menu. The list of accounts awaiting moderation shows.
2. Click the name of the account and check customer details in the signup info thoroughly.
3. Scroll down to the **Moderation actions** section and click **Create** or **Delete** at the bottom of the page:

Moderation Actions	
<a href="#">Create</a>	<a href="#">Delete</a>




If you delete an account, it can't be restored. In some cases accounts won't activate even after clicking **Create** and system will show the reason why it happened.


## Changing Details of Moderated Accounts

When an account gets to the **Moderate** signup section, you can change details of an account before it gets created, including:

- Contact Info: click the **Edit** button in the **Contact Info** section.
- Billing Info: click the **Edit** button in the **Billing Info** section.
- Domain name: click the **Edit** button in the **Other Signup Information** section.
- Control Panel Password: click the **Change** button in the **Other Signup Information** section.
- Hosting plan within its compatibility group:
  1. Scroll down to the **Plan name and billing period** section.

Plan name and billing period for User: test (Unix II) 	
Plan	Unix II
Billing Period	1 MONTH

2. Click the **Edit** icon next to the plan name and the following page shows:

Contact info for User : (Unix II)	
Plan	<input type="text" value="Unix II"/> 
	<ul style="list-style-type: none"><li>Unix system</li><li style="background-color: #e0e0e0;">Unix I</li><li>Unix II</li></ul>
	<input type="button" value="Save"/>

3. Chose a new plan from a drop-down box and click **Save**.
4. On the page that appears, chose a new billing period for this plan and click **Save**.
5. Make sure to click **Save** to save changes.

## Moderated Credit Card Signup

When the attempts to use stolen credit cards become frequent, the online processing center may close or suspend your account. To prevent this, you can switch to the **moderated credit card signup** mode and manually check each credit card, including its authenticity, address info, and other details, before allowing to create the account and charging the registration fee.

To enable moderated credit card signup, select Merchant Gateway in the **Settings** -> **Payment Settings** menu. On the page that appears, switch on **Moderated CC signup**:

Other	
Moderated CC signup	 
Accept checks	 <a href="#">Click to enable</a>

## Signup Guard Settings

In Parallels H-Sphere you can moderate signups using the **Signup Guard** feature. With Signup guard you can create rules to moderate accounts matching specific criteria and/or blacklist certain parameters that will put the account into moderation.

### Creating moderation rules

Once configured, this utility decides if the new account will be created right away or will be placed into the awaiting moderation list on the **SIGNUP -> Moderate** page with appropriate comments/warnings.

➤ **To configure moderation rules, do the following:**

1. Select **SignupGuard** in the **Settings** menu.

Signup Guard	
<input type="checkbox"/> Moderate Everything	<input checked="" type="checkbox"/> IP of a country should match billing country info
<input checked="" type="checkbox"/> Moderate On Domain Registration	<input type="checkbox"/> Moderate On Domain Transfer
<input type="checkbox"/> Moderate On Stopgap Domain	<input type="checkbox"/> Moderate On 3rd level domain
<input type="checkbox"/> Moderate On No Domain	<input checked="" type="checkbox"/> Moderate On Trial Account Signup
<input type="checkbox"/> CVV validation	
<input checked="" type="checkbox"/> Human Checker	
Max. Amount	<input type="text" value="100000.0"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	
Black Lists	
Domains	Remote IPs
Contact/Billing Emails	Phone #
Countries	Credit Card Numbers
Names	Usernames


2. On the page that appears, select which accounts will be placed in the awaiting moderation list and click **Submit**.

- **Human Checker:** enable the system to check if the signup is performed by human or by robot.

During signup user will be required to enter the validation letters:

Please enter the letters that appear in the image on the right.

Can't identify the image?  
Click it to get a new one.



- **Max Amount:** - accounts will be moderated if the total price for such signup is bigger than this amount.
3. Click **Submit Query**.

## Setting Signup Guard Blacklist

You can blacklist accounts by certain parameters: account names, email addresses, domains, IPs, countries, etc., i.e., categories included into the **BlackLists** section of the **Signup Guard** page. Accounts with parameters specified in these blacklists will be moderated after the signup.

➤ **To configure blacklists:**

1. On the **Signup Guard** page, in the **Black Lists** section, choose the parameters (e.g: **Countries**) to be tracked during signup.
2. On the page that shows, enter the list of parameters delimited with semicolons (;), commas (,), or line breaks:

Countries	
Enter Country Codes for which you want to moderate accounts	
AF; IQ; LB;	<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>

In the above example, all accounts from the countries specified in the blacklist (Afghanistan, Iraq, Lybia) will be automatically moved to the awaiting moderation section upon their signup.

---

**Note:** You cannot set the range of IPs or use wildcard symbols for names!

---

**3. Click Submit Query.**

From now on, make sure to check the awaiting moderation list regularly. It is available on the **SIGNUP -> Moderate** page.

---

**Note:** SignupGuard will never reject client signup, it will place all suspicious signups into the awaiting moderation list on the SIGNUP->Moderate page.

---

## Country Codes for the Signup Guard Blacklist

Here is the list of country codes for the Signup Guard blacklist:

Country	Code	Country	Code
---------	------	---------	------

Afghanistan	AF	Ecuador	EC
Albania	AL	Egypt	EG
Algeria	DZ	El Salvador	SV
American Samoa	DS	Equatorial Guinea	GQ
Andorra	AD	Eritrea	ER
Angola	AO	Estonia	EE
Anguilla	AI	Ethiopia	ET
Antarctica	AQ	Falkland Islands (Malvinas)	FK
Antigua and/or Barbuda	AG	Faroe Islands	FO
Argentina	AR	Fiji	FJ
Armenia	AM	Finland	FI
Aruba	AW	France	FR
Australia	AU	France, Metropolitan	FX
Austria	AT	French Guiana	GF
Azerbaijan	AZ	French Polynesia	PF
Bahamas	BS	French Southern Territories	TF
Bahrain	BH	Gabon	GA
Bangladesh	BD	Gambia	GM
Barbados	BB	Georgia	GE
Belarus	BY	Germany	DE
Belgium	BE	Ghana	GH
Belize	BZ	Gibraltar	GI
Benin	BJ	Greece	GR
Bermuda	BM	Greenland	GL
Bhutan	BT	Grenada	GD
Bolivia	BO	Guadeloupe	GP
Bosnia and Herzegovina	BA	Guam	GU
Botswana	BW	Guatemala	GT
Bouvet Island	BV	Guinea	GN
Brazil	BR	Guinea-Bissau	GW
British Indian Ocean Territory	IO	Guyana	GY
Brunei Darussalam	BN	Haiti	HT
Bulgaria	BG	Heard and Mc Donald Islands	HM
Burkina Faso	BF	Honduras	HN
Burundi	BI	Hong Kong	HK
Canada	CA	Hungary	HU
Cambodia	KH	Iceland	IS
Cameroon	CM	India	IN
Cape Verde	CV	Indonesia	ID
Cayman Islands	KY	Iran (Islamic Republic of)	IR
Central African Republic	CF	Iraq	IQ
Chad	TD	Ireland	IE
Chile	CL	Israel	IL
China	CN	Italy	IT
Christmas Island	CX	Ivory Coast	CI
Cocos (Keeling) Islands	CC	Jamaica	JM
Colombia	CO	Japan	JP
Comoros	KM	Jordan	JO
Congo	CG	Kazakhstan	KZ
Cook Islands	CK	Kenya	KE
Costa Rica	CR	Kiribati	KI
Croatia (Hrvatska)	HR	Korea, Democratic People's	KP
Cuba	CU	Republic	KR
Cyprus	CY	Korea, Republic of Kuwait	KW
Czech Republic	CZ	Kyrgyzstan	KG
Denmark	DK	Lao People's Democratic Republic	LA
Djibouti	DJ	Latvia	LV
Dominica	DM	Lebanon	LB
Dominican Republic	DO	Lesotho	LS
East Timor	TP	Liberia	LR

Country	Code	Country	Code
---------	------	---------	------



Libyan Arab Jamahiriya	LY	Samoa	WS
Liechtenstein	LI	San Marino	SM
Lithuania	LT	San Tome and Principe	ST
Luxembourg	LU	Saudi Arabia	SA
Macau	MO	Senegal	SN
Macedonia	MK	Seychelles	SC
Madagascar	MG	Sierra Leone	SL
Malawi	MW	Singapore	SG
Malaysia	MY	Slovakia	SK
Maldives	MV	Slovenia	SI
Mali	ML	Solomon Islands	SB
Malta	MT	Somalia	SO
Marshall Islands	MH	South Africa	ZA
Martinique	MQ	South Georgia	
Mauritania	MR	(The South Sandwich Islands)	GS
Mauritius	MU	Spain	ES
Mayotte	TY	Sri Lanka	LK
Mexico	MX	St. Helena	SH
Micronesia, Federated States	FM	St. Pierre and Miquelon	PM
Moldova,	MD	Sudan	SD
Republic of Monaco	MC	Suriname	SR
Mongolia	MN	Svalbarn and Jan Mayen Islands	SJ
Montserrat	MS	Swaziland	SZ
Morocco	MA	Sweden	SE
Mozambique	MZ	Switzerland	CH
Myanmar	MM	Syrian Arab Republic	SY
Namibia	NA	Taiwan, Province of China	TW
Nauru	NR	Tajikistan	TJ
Nepal	NP	Tanzania, United Republic of	TZ
Netherlands	NL	Thailand	TH
Netherlands Antilles	AN	Togo	TG
New Caledonia	NC	Tokelau	TK
New Zealand	NZ	Tonga	TO
Nicaragua	NI	Trinidad and Tobago	TT
Niger	NE	Tunisia	TN
Nigeria	NG	Turkey	TR
Niue	NU	Turkmenistan	TM
Norfolk Island	NF	Turks and Caicos Islands	TC
Northern Mariana Islands	MP	Tuvalu	TV
Norway	NO	Uganda	UG
Oman	OM	Ukraine	UA
Pakistan	PK	United Arab Emirates	AE
Palau	PW	United Kingdom	GB
Panama	PA	United States	US
Papua New Guinea	PG	United States minor outlying	UM
Paraguay	PY	islands	UY
Peru	PE	Uruguay	UZ
Philippines	PH	Uzbekistan	VU
Pitcairn	PN	Vanuatu	VA
Poland	PL	Vatican City State (Holy See)	VE
Portugal	PT	Venezuela	VN
Puerto Rico	PR	Vietnam	VG
Qatar	QA	Virigan Islands (British)	VI
Reunion	RE	Virgin Islands (U.S.)	WF
Romania	RO	Wallis and Futuna Islands	EH
Russian Federation	RU	Western Sahara	YE
Rwanda	RW	Yemen	YU
Saint Kitts and Nevis	DN	Yugoslavia	ZR
Saint Lucia	LC	Zaire	ZM
Saint Vincent and the	VC	Zambia	ZW

## Viewing Signup Info

This document shows how to track information about signups in your control panel including signup IPs (the IPs of the computers signups came from) and signup statistics.

## Signup IPs

To prevent the use of fraudulent credit cards, check the IPs of the computers where signups came from against the country in the billing info.

### ➤ *To see the signup IP:*

1. Go to **Moderate** in the **SIGNUP** menu.
2. Click the account to view account info.  
In the **Other signup information** table **REMOTE\_ADDR** entry shows this account signup IP:

Other signup information for User: test (Unix II)	
REMOTE_ADDR	192.168.112.154

**Note:** The section **Other signup information** also shows Domain Registration Billing and Owner Information. You can change it before account is created.

## Signup Statistics

Signup statistics includes data about accounts created and deleted by each admin. Signups “from the street” are not included into this statistics, they can be viewed in Signup reports.

### ➤ *To view signup statistics:*

1. Choose **Stats** from the **Signup** menu. The following page will show:

Signup Statistics					
<u>Creator's Id</u>	<u>Created by</u>	<u>Account description</u>	<u>Live accounts</u>	<u>Deleted accounts</u>	<u>Total</u>
1	admin	Admin Account	11	137	148
[1] <a href="#">[export]</a>					

2. Click the underlined number in the **Live accounts** column to display details on these accounts.
3. Click the underlined columns' captions to sort the entries.

The **Export** link under the chart enables you to save the chart data in \*.csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiters.

# Trial Hosting

## Introduction to Trial Hosting

Trial registration allows users to sign up and evaluate a full featured account for a set number of days (trial period) without being charged the fees to be paid for account setup and activity during the trial period if they decide to continue hosting with you. Trial registration can be enabled in any pay plan. Upon trial period expiry, the trial account automatically gets suspended.

To continue hosting with your company, a trial account's owner needs to become a pay user. If a trial account's owner becomes a check-pay user by the time their trial account has been suspended, resume their account, because it doesn't get automatically resumed, as opposed to credit card paid accounts.

---

**Important:** If a trial user happens to enter his valid credit card info, he will be immediately charged according to Billing Statement.

---

## Managing Trial Accounts

You can configure your system to automatically:

- warn trial account owners of approaching trial period expiry and account suspension;
- warn owners of suspended trial accounts of probable account deletion;
- delete suspended trial account.

➤ **To enable any of the above options:**

1. Go to **Settings -> Managing Trials**.
2. Select the corresponding option checkbox:

Managing Trials		
Trial Expiry Warning	Warn of trial expiry <input type="text" value="5"/> + and <input type="text" value="3"/> + days before trial expiry	<input checked="" type="checkbox"/>
Suspension Warning	Warn of account suspension <input type="text" value="5"/> + and <input type="text" value="3"/> + days before trial expiry	<input checked="" type="checkbox"/>
Deletion Warning	Warn of probable deletion <input type="text" value="2"/> + days after account suspension and <input type="text" value="1"/> + days after the first deletion warning	<input checked="" type="checkbox"/>
Account Deletion	Delete and notify <input type="text" value="2"/> + days after the second deletion warning	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>		

3. Set the option timing.
4. Click **Save**.























































➤ **To edit the corresponding warning/notification message:**

1. Click the **Edit** icon next to the selected checkbox.
2. Follow instructions on how to edit mail messages to users (on page 50).

## Enabling Trial Registration

To enable trial hosting for an individual plan, do the following:

1. Select **Manage** in the **Plans** menu and click the plan name to start the plan edit wizard:

Plans					
Plan ID	Plan Description	Group	Signup Access	Advanced	Action
3	Admin 		 	 	 
7004	PEN 		  (FULL) 	 	  
7001	Tech Support Admin 		 	 	 
7000	Tech Support		 	 	 
7003	Unix I test2 		  (FULL) 	 	  
7002	Unix system		  	 	  
7005	reseller 		 	 	  

[Signup Links](#)   [Deleted plans](#)

1. On the page that appears, scroll down to the last section and select **Trial** as the Billing Type.
2. In the **Duration** field, enter the days of the trial period. If you leave the field empty, the duration of the trial period will be set to zero, and all accounts under trial registration will be suspended immediately after signup. Usually trial period does not exceed one month.
3. In the **Credit Limit** field, enter the maximum negative balance you want to allow for one trial user. Trial Credit Limit is the maximum amount of credit a trial user can run up acquiring paid resources. If you leave the field empty, the Trial Credit Limit is set to zero, and users can acquire only free resources. For trial periods of up to one month, this amount is usually set to slightly exceed the initial registration payment plus the recurrent fee for one payment period to disallow free use of extra resources. If you set Trial Credit higher, trial users will be able to acquire more resources than it is offered with the standard plan configuration. For trial period of more than a month, you need to set a higher credit limit to ensure that the trial account has enough balance to pay subsequent recurrent fees.
4. Scroll down to the bottom of the form. Check the **Don't change resources prices** and click **Next**.

## Grouping Trial Plans

To ensure correct transition from one plan to another, you should always group plans based on their compatibility, so plans with the same settings belong to the same group. Don't group plans of different nature (for example Windows and Linux hosting), as this will lead to unexpected results. A very common mistake is to create dedicated Unix and Win2000 trial plans and put them in a separate trial plans group. On the one hand, this will not allow trial users to switch to pay plans, as they are in a different group. On the other hand, when switching from Win2000 Trial to Unix trial, a user will lose the settings that are unavailable under Unix plan, such as ASP and ODBC service.

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## Managing Trial Accounts

You can configure your system to automatically:

- warn trial account owners of approaching trial period expiry and account suspension;
- warn owners of suspended trial accounts of probable account deletion;
- delete suspended trial account.

➤ **To enable any of the above options:**























































1. Go to **Settings -> Managing Trials**.
2. Select the corresponding option checkbox:

Managing Trials		
Trial Expiry Warning	Warn of trial expiry <input type="text" value="5"/> + and <input type="text" value="3"/> + days before trial expiry	<input checked="" type="checkbox"/>
Suspension Warning	Warn of account suspension <input type="text" value="5"/> + and <input type="text" value="3"/> + days before trial expiry	<input checked="" type="checkbox"/>
Deletion Warning	Warn of probable deletion <input type="text" value="2"/> + days after account suspension and <input type="text" value="1"/> + days after the first deletion warning	<input checked="" type="checkbox"/>
Account Deletion	Delete and notify <input type="text" value="2"/> + days after the second deletion warning	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>		

3. Set the option timing.
  4. Click **Save**.
- **To edit the corresponding warning/notification message:**
1. Click the **Edit** icon next to the selected checkbox.
  2. Follow instructions on how to edit mail messages to users (on page 50).

## Enabling Trial Registration

- **To enable trial hosting for an individual plan:**
1. Select **Manage** in the **Plans** menu and click the plan name to start the plan edit wizard:

Plans					
<u>Plan ID</u>	<u>Plan Description</u>	<u>Group</u>	<u>Signup Access</u>	<u>Advanced</u>	<u>Action</u>
3	Admin 		 	 	 
7004	PEN 		  (FULL) 	 	  
7001	Tech Support Admin 		 	 	 
7000	Tech Support		 	 	 
7003	Unix I test2 		  (FULL) 	 	  
7002	Unix system		  	 	  
7005	reseller 		 	 	  

[Signup Links](#)   [Deleted plans](#)



2. On the page that appears, scroll down to the last section and select **Trial** as the Billing Type.
3. In the **Duration** field, enter the days of the trial period. If you leave the field empty, the duration of the trial period will be set to zero, and all accounts under trial registration will be suspended immediately after signup. Usually trial period does not exceed one month.
4. In the **Credit Limit** field, enter the maximum negative balance you want to allow for one trial user. Trial Credit Limit is the maximum amount of credit a trial user can run up acquiring paid resources. If you leave the field empty, the Trial Credit Limit is set to zero, and users can acquire only free resources. For trial periods of up to one month, this amount is usually set to slightly exceed the initial registration payment plus the recurrent fee for one payment period to disallow free use of extra resources. If you set Trial Credit higher, trial users will be able to acquire more resources than it is offered with the standard plan configuration. For trial period of more than a month, you need to set a higher credit limit to ensure that the trial account has enough balance to pay subsequent recurrent fees.
5. Scroll down to the bottom of the form. Check the **Don't change resources prices** and click **Next**.

## Grouping Trial Plans

To ensure correct transition from one plan to another, you should always group plans based on their compatibility, so plans with the same settings belong to the same group. Don't group plans of different nature (for example Windows and Linux hosting), as this will lead to unexpected results. A very common mistake is to create dedicated Unix and Win2000 trial plans and put them in a separate trial plans group. On the one hand, this will not allow trial users to switch to pay plans, as they are in a different group. On the other hand, when switching from Win2000 Trial to Unix trial, a user will lose the settings that are unavailable under Unix plan, such as ASP and ODBC service.

# Account Management

In this chapter you will find information on how you can manage accounts in Parallels H-Sphere.

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---

## Finding User Accounts

To perform any operations with an individual account, you need to find it in the system. You can search users and accounts:

- by generic criteria
- by domain name
- by contact info
- in resellers
- among suspended
- among deleted
- by dedicated servers (version 2.5 and higher)
- by VPS hostname (version 2.5 and higher)

Also, you can generate reports to find users and accounts:

- by account balance
- by estimated balance exhaustion date
- by merchant gateway transactions
- by invoice/balance entries
- by credit card charges
- by transfer traffic
- by disk usage
- by CC failed processing attempts
- by logical and physical servers
- by resellers transfer traffic
- by reseller disk usage

On the reports pages, however, you can't perform most operations, so once you know the username or account ID, retrieve the account using the **Search** utility.

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## Generic Search

Use generic search to find your direct customers, not customers of your resellers.

➤ **To run generic search:**



1. Click the **Search** menu.
2. Enter search criteria and click **Search**:

Generic Search	
Payment type	Any ▾
Status	Any ▾
Plan	Any ▾
User name	<input type="text"/>
Account ID	<input type="text"/>
E-mail	<input type="text"/>
Email type for Mass Mail	<input checked="" type="radio"/> Contact Info <input type="radio"/> Billing Info
<b>Registration Date</b>	
From	01/31/2000 
To	<input type="text"/> 
Entries Per Page	5 ▾
<input type="button" value="Search"/>	

## Search in Resellers

➤ *To find an account under a specific reseller:*





1. Select **In Resellers** in the **Search** menu.
2. Enter search criteria and click **Search**.

Search In Resellers	
Reseller	Any ▾
User name	<input type="text"/>
Account ID	<input type="text"/>
E-mail	<input type="text"/>
Email type for Mass Mail	<input checked="" type="radio"/> Contact Info <input type="radio"/> Billing Info
<b>Registration Date</b>	
From	01/31/2000 
To	<input type="text"/> 
Entries Per Page	5 ▾
<input type="button" value="Search"/>	

## Search Deleted Accounts

➤ *To find a deleted account:*

1. Select **Deleted** in the **Search** menu.
2. Enter search criteria and click **Search**.

Search Deleted Accounts	
Payment type	Any ▼
Plan	Any ▼
Account ID	<input type="text"/>
E-mail	<input type="text"/>
Email type for Mass Mail	<input checked="" type="radio"/> Contact Info <input type="radio"/> Billing Info
<b>Registration Date</b>	
From	01/31/2000 
To	<input type="text"/> 
<b>Was deleted</b>	
From	01/31/2000 
To	<input type="text"/> 
Entries Per Page	5 ▼
<input type="button" value="Search"/>	





## Search Dedicated Server Accounts

To find dedicated server accounts, go to **Search** -> **By D. Servers**, and enter search criteria.

## Search Suspended Accounts

➤ *To find a suspended account:*

1. Select **Suspended** in the **Search** menu.
2. Enter search criteria and click **Search**.

Search Suspended Users	
Payment type	Any ▼
Plan	Any ▼
User name	<input type="text"/>
E-mail	<input type="text"/>
Email type for Mass Mail	<input checked="" type="radio"/> Contact Info <input type="radio"/> Billing Info
<b>Registration Date</b>	
From	01/31/2000 
To	<input type="text"/> 
<b>Was suspended</b>	
From	01/31/2000 
To	<input type="text"/> 
Entries Per Page	5 ▼
<input type="button" value="Search"/>	

## Search by Contact Info

➤ *To find an account by user's Contact Info:*

1. Select **By Contact Info** in the **Search** menu.
2. Enter search criteria and click **Search**.

Search By Contact Info	
First name	<input type="text"/>
Last name	<input type="text"/>
Company	<input type="text"/>
E-mail	<input type="text"/>
City	<input type="text"/>
Country	Any <input type="button" value="v"/>
State	Any <input type="button" value="v"/>
Postal Code	<input type="text"/>
Entries Per Page	5 <input type="button" value="v"/>
<input type="button" value="Search"/>	

## Search by Credit Card Charges

➤ *To find accounts by summarized debits and credits for each credit card charge:*

1. Select **Monetary Transactions** in the **Reports** menu.
2. Enter search criteria and click **Search**.



## Search by Disk Usage

➤ *To find accounts by disk usage consumed by customers over a specified period of time, do the following:*

1. Select **Disk Usage** in the **Reports** menu in your admin control panel.
2. Enter search criteria and click **Search**.

---

**Note:** in the list of accounts that shows, click the **Edit** icon in the **Controls** section. On a page that appears you will be able to login into the accounts.

---

## Search by Domain Name

➤ *To find an owner of a domain name:*

1. Select **By Domain** in the **Search** menu.
2. In the **Domain Name** field, enter a search string. For instance, typing **music**, you retrieve all accounts with domain names containing 'music':

music.funhosting,  
 musicians.funhosting,  
 instruments.music.funhosting,  
 instruments.musical.funhosting,  
 music.instruments.funhosting,  
 musical.instruments.funhosting

Search By Domain Name	
Email type for Mass Mail	<input type="radio"/> Contact Info <input type="radio"/> Billing Info
Domain name	<input type="text"/>
Entries Per Page	5 <input type="button" value="v"/>
<input type="button" value="Search"/>	

## Search by Invoice/Balance Entries

➤ *To find accounts by individual debits and credits to account balance, such as fees and refunds:*

1. Select **Billing Entries** in the **Reports** menu.
2. Enter search criteria and click **Search**.

## Search by Logical and Physical Servers

➤ *To find accounts by logical or physical servers and to generate a report by accounts located on these servers:*

1. Select **Users** in the **Search** menu.
2. Choose search criteria and click **Search**.

Search Users	
Group	web servers ▾
Physical Server	ns2.test242.psoft ▾
Logical Server	Any ▾
Entries Per Page	5 ▾
<input type="button" value="Search"/>	

## Search by Merchant Gateway Transactions

➤ *To find accounts by de facto transactions with the processing center in a given time period:*

1. Select **Charge Log** in the **Reports** menu.
2. Enter search criteria and click **Search**.

## Search by Reseller Traffic

This feature allows you to retrieve data on transfer traffic consumed by resellers and/or users of the reseller. This report is available only to admins. To do this:

1. Select **Reseller Traffic** in the **Reports** menu.
2. Enter search criteria and click **Search**.

---

**Note:** checking the “**Show user details**” box will show reseller’s users accounts directly. Leaving this box unchecked will show resellers accounts only.

---

## Search by Resellers Disk Usage

➤ *To find reseller accounts by the amount of disk space that resellers or reseller’s users consumed over a specified period of time:*

1. Select **In Resellers Disk Usage** in the **Reports** menu in your admin control panel.
2. Enter search criteria and click **Search**.

---

**Note:** checking the “**Show user details**” box will show reseller’s users accounts directly. Leaving this box unchecked will show resellers accounts.

---

## Search by Transfer Traffic

➤ *To find accounts by overall traffic generated over the specified period of time:*

1. Select **Transfer Traffic** in the **Reports** menu.
2. Enter search criteria and click **Search**.

Traffic readings in this report is different from the Summary Traffic in the user control panel, as it shows traffic for the period defined in the search criteria, whereas the user control panel shows traffic generated during the current billing period.

---

## User Details

➤ *To view details of a particular user or account:*

1. Find the account using the **Search** utility.
2. Click the username to view contact info and billing info.
3. Click the account ID to view account details, custom jobs and admin notes.
4. Click the **View** icon in the **Balance** column to view balance details.

---

## Admin Notes

Admins can make and view notes to particular user accounts. These notes will not be visible to users.

➤ *To make an admin note for specific account:*

1. Find the account using the **Search** utility.
2. Click the **Account ID** to go to the account details:

<u>User name</u>	<u>Account ID</u>
dimtest	1226

You will see all information about the user: contact&billing e-mail, billing information, FTP login, used disk quota and traffic, mail and domains information.

3. To view/post admin notes for this account, click the **Notes** link in the **Control Panel User** section.

Account Preview	
Control Panel User:	dimtest [ <a href="#">Signup Info</a> ] [ <a href="#">Custom Jobs</a> ] [ <a href="#">Notes</a> ]

4. On the page that appears, enter a note in the text box and click the **add a note** button. You will also see the notes added before.

---

## Crediting Accounts

Credited amounts are never added to credit card balances. Parallels H-Sphere can't put money on credit cards. Instead, credited amounts are put on the account balance.

➤ **To credit a fixed amount to an account:**

1. Find the account using the **Search** utility.
2. Click the **Credit** icon in the **Billing** column.
3. Enter the amount:

Credit to account	
Amount	<input type="text" value="20"/> +
Description	<input type="text" value="CHECK"/> ▼
ID String	<input type="text"/>
Comment	<input type="text"/>
<input type="button" value="Submit"/>	

- **Amount:** don't enter negative amounts; instead, debit the account (on page 302).
- **Description:** the reason for crediting the account. It can be Check, Manual CC Charge, Promotion and Other.
- **ID String:** the explanation to the transaction that will show up in the invoice and the balance statement.
- **Comment:** any comment.

---

## Debiting Accounts

When you debit a **check** payment user, the amount is subtracted from the account balance. When you debit a **credit card** payment user, the amount is first subtracted from the account balance, and when the credit limit is reached, all the negative balance is charged to the credit card. Once you have debited an account, you can't put the money back to the credit card, you can only credit the account balance or send this amount by check.






➤ **To debit an account once or periodically:**

1. Find the account using the **Search** utility.
2. Click the **Service+** icon in the **Billing** column next to the necessary user.
3. Fill out the selected debit option and click **Add**:
  - One-time debit
  - Month based debit
  - Billing period based debit

Later on you can also view existing custom debits.

### One-time debit

With this type of debit an account will be debited once.

One-time debit	
Description 	<input type="text" value="webstatistics resources"/> 
Note 	<input type="text"/>
Price 	<input type="text" value="100"/> 
E-mail order confirmations	<input checked="" type="checkbox"/>
Include taxes	<input checked="" type="checkbox"/>
<input type="button" value="Add"/>	

**Description:** the title of the charge displayed in user' billing and balance statements.

**Note:** the comment displayed in small font in user' invoice and balance statement.

**Price:** debit amount.

**E-mail order confirmations:** email a separate billing statement for this debit.

**Include taxes:** apply taxes to this debit.

## Month based debit

In this case accounts will be debited every month for regular premium services.

Month based debit ?	
Description ?	tech support +
Duration ?	+ month(s) or Infinite <input checked="" type="checkbox"/>
Frequency ?	billed once in 1 + month(s)
Start ?	<input type="radio"/> on the first day of the month, pro-rated <input type="radio"/> on the first day of the month <input checked="" type="radio"/> right now
Note ?	
Admin note ?	user billed for extra tech support
Price ?	100 +
E-mail order confirmations	<input checked="" type="checkbox"/>
Add	

**Description:** the title of the charge displayed in user's billing and balance statementS.

**Duration:** when this period expires, debit charges are discontinued.

**Frequency:** the charge cycle; leave 1 to charge the account every month.

**Start:** choose one of three options when to start debiting the account:

- **on the first day of the month, pro-rated:** account is debited on the 1<sup>st</sup> of each charge cycle, except for the first time. The first debit charge is conformed with the time left to the end of the charge cycle.  
Example: enabled - 20 April; frequency - 2 months; price - \$6  
On 20 April the first debit charge will be applied. Account will be charged \$4 (\$3 for May + \$1 for ten days of April). The next debit charge (\$6) will be applied on 1 June.
- **on the first day of the month:** account is debited on the 1<sup>st</sup> of each charge cycle. The whole debit amount is charged without being pro-rated.  
Example: enabled - 20 April; frequency - 2 months; price - \$6  
On 20 April the first debit charge will be applied. Account will be charged \$6. Next \$6 charge will occur on 1 June.
- **right now:** account is debited on the day you enabled it each charge cycle.  
Example: enabled - 20 April; frequency - 2 months; price - \$6  
On 20 April the account will be debited \$6. Next \$6 charge will occur on 20 June, then on 20 August, and so on.

**Note:** the comment displayed in small font in user' invoice and balance statement

**Admin note:** this note won't be visible to the user, for admin's use

**Price:** debit amount

**E-mail order confirmations:** email a separate billing statement

## Billing period based debit

In this case accounts will be debited at the beginning of each billing period for regular premium services.

Billing period based debit ?	
Description ?	upgrade services +
Note ?	
Admin note ?	user billed for software upgrade
Price ?	45 +
Add	



**Description:** the title of the charge displayed in user' billing and balance statement.





**Note:** the comment displayed in small font in user's billing and balance statement.

**Admin note:** this note won't show to the user, for admin's use.

**Price:** debit amount.

## View debits

Now you can views all debits you have added. Active debiting rules are listed at the top of the page:

Existing custom debits 		
<b>One-time debit</b>	<b>Price</b>	
webstatistics resources	\$100.00	
<b>Month based debit </b>	<b>Price</b>	<b>Action</b>
Technical support <i>* Admin note: user billed for extra tech support [Infinite, Frequency: billed once in 1 month(s)]</i>	\$45.00	
<b>Billing period based debit</b>	<b>Price</b>	<b>Action</b>
update service <i>user billed for software update</i>	\$15.00	

You can remove debits by clicking the **TRASH** icon.

---

## Deleting Accounts

➤ *To delete an individual account permanently:*

1. Find the account using the **Search** utility.
2. Click the **Delete** icon in the **Controls** column. You will be taken to the **Remove Account Option** form:

**Remove account 61388 (user underres1) ?**

Perform billing (refund/usage) without charging the credit card

Perform billing (refund/usage) and charge end balance amount

Don't perform billing (refund/usage), only charge current balance amount

[Yes, remove the account](#)

[No, don't remove the account](#)

- **Without billing actions:** no billing implied.
- **Perform billing (refund/usage) without charging:** refunds and usage fees are accrued, however account isn't charged.
- **Perform billing (refund/usage) with charging end balance amount** (applied to CC accounts only): refunds and usage fees are accrued first. If the resulting balance is negative and it has reached the account's credit limit, it is charged off the account.
- **Charging end balance amount** (applied to CC accounts only): any negative balance, if it reached the account's credit limit, is charged off the account.

Even after account is deleted, contact and billing information about this user still remains in Parallels H-Sphere database and so sometimes will appear in reports.

---

**Warning:** When deleting a reseller account, make sure to delete this reseller's customers first.

---



Admin	+	+	+	+	+	+	-	+
Reseller	-	+	+	+	+	+	-	+
Overlimit Cron	-	-	-	-	-	-	-	-
Suspend Cron (account of a suspended reseller)	-	-	-	+	-	-	-	-
Suspend Cron (account in debt)	-	-	-	-	+	+	-	-
Trial Cron	-	-	-	-	-	-	-	-
MoneyBack Request	-	-	-	-	-	-	-	-
Trtoin (account moved from trial payment to instant)	-	-	-	-	-	+	-	-
ExemptionCode Approve	-	-	-	-	-	-	-	+
ExemptionCode Reject	-	-	-	-	-	-	-	+

*Legend:*

- + resumer can resume account
- resumer can't resume account

Parallels H-Sphere implements Auto Resuming that allows or disallows Suspend cron to resume accounts.

➤ **To allow/disallow:**

1. Go to **Settings->Auto Resuming**
2. Click the **On/Off** icon to allow/disallow:

**Note:** After the Parallels H-Sphere installation, Auto Resuming is enabled by default. Upon the Parallels H-Sphere update, it is disabled.

---

➤ ***To view the history of the suspension process:***

1. Find the account using the **Search** utility
2. Click the account ID
3. Click the **Suspend History** link in the **Account Status** field
4. On the page that appears, you will see the info on suspender/resumer, the reason for suspension/resumption, and other related info.

**In this section:**

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Resuming Accounts .....	310

## Suspending Accounts

➤ **To suspend any individual account:**

1. Find the account (on page 291).
2. Click the **Suspend** icon in the **Controls** column.

You can, also, configure your system to suspend debtors automatically (on page 228) in case of trial hosting and exceeding resource limit.

## Resuming Accounts

Resuming suspended accounts “unlocks” the Control Panel and stops redirecting site visitors to **Suspended account** page.

➤ **To resume suspended account:**

1. Find the suspended account. (on page 291)
2. Click the **Resume** icon in the **Controls** column.

There are several billing cases caused by resuming account:

before the billing month ends	after the billing month ends	after the billing period ends
You will be charged according to your Billing Statement prior to suspension.	You are charged overusage fees of the previous and monthly fees for the next billing month, for monthly resources (e.g. quota and traffic).	A new billing period starts and the start billing period date is set to the current one. You are charged overusage fees (for quota and traffic) of the previous and recurrent fees for the next billing period.

*Resuming expired* trial account will automatically suspend it again within 24 hours. To activate this account, you should pay for hosting by creating a valid billing profile

## Restoring Accounts

In Parallels H-Sphere deleted accounts are not completely erased from Parallels H-Sphere. Information about deleted accounts and their resources is stored in the `deleted_account_xmls` of the system database.

➤ **To restore accounts:**

1. Go the **Search** menu and choose **Deleted Accounts**:

Search Deleted Accounts								
<u>Account ID</u>	<u>Plan</u>	<u>Created</u>	<u>Deleted</u>	<u>E-mail</u>	<u>Payment type</u>	<u>Balance</u>	<u>Credit</u>	<u>Controls</u>
1308	Unix plan	Jun 23, 2006 3:11:11 PM	Jun 23, 2006 3:13:16 PM	test@sample.com	Check	\$0.00 CR	\$0.00	1308 🔍 Restore account

[1]

You will see the list of deleted accounts.

2. Click the **Restore account** icon in front of an account to be restored. This will create a new account with a **new account id** (not with the deleted account id) but of the same structure that the deleted account. Note that deleted account data does not include the account's Web/mail/database content, so you need to manually copy the content from the backup once the account is restored.

---

**Note:** Account can be restored only if exists more than 10 minutes. Parallels H-Sphere considers an account as created if it's more than 10 minutes old.

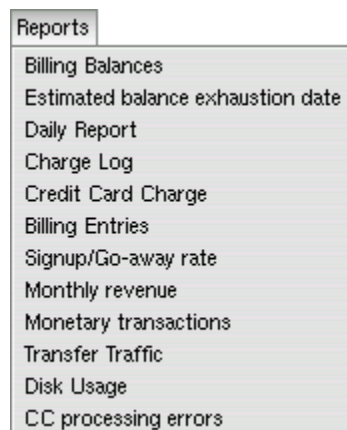
---

---

## Reports

Reports help you monitor accounts in the system, find necessary accounts by specific parameters, and view details on these accounts. Most of reports can be exported and viewed as a spreadsheet on your computer. Parallels H-Sphere suggests several search methods, each serving its purposes.

To access reports, select **Reports** in the navigation menu:



In Parallels H-Sphere seven additional reports can be installed as a package. It adds the following reports:





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## Billing Balance

The Billing Balance feature enables you to keep track of users' balances. You can customize your search by the following criteria:

Search Balance	
Plan	Any <input type="button" value="v"/>
Payment type	Any <input type="button" value="v"/>
Balance	Debt <input type="button" value="v"/> >Value <input type="text" value="0"/>
Days in Debt	<input type="text"/>
Entries Per Page	10 <input type="button" value="v"/>
<input type="button" value="Submit"/>	

- **Plan:** the plan under which the accounts were created.
- **Payment Type:** the type of payment for the services provided.
- **Balance:**
  - **Debt:** defines users with debt.  
Important: Parallels H-Sphere regards debt as negative balance exceeding credit limit.
  - **Deposit:** defines users with positive balance.
- **>Value:** the balance threshold. For example, if you select Debt and set >Value to \$10, the search will retrieve only the accounts with the debt of \$10 or more.
- **Days in Debt:** days in debt that exceeds the credit limit. If you enter 7, the search will retrieve only accounts with the debt that appeared 7 or more days ago.
- **Entries Per Page:** set the number of matching accounts to be listed at a time on the Search Results page.

The results of the search are organized as follows:

Search Balance								
<u>User name</u>	<u>Account ID</u>	<u>Plan</u>	<u>Billing Period</u>	<u>Days in Debt</u>	<u>Type</u>	<u>Balance</u>	<u>Suspended</u>	<u>E-mail</u>
<a href="#">ftpuser</a>	1375	Unix	1 MONTH		CC	(\$36.00)	Active	<a href="#">olesya@xxxxxxxxxx.ua</a>
<a href="#">ptest</a>	1430	Unix	1 MONTH		CC	(\$36.00)	Active	<a href="#">dimitry@xxxxxxxxxx.ua</a>
<a href="#">UnixOne</a>	1216	Unix	1 MONTH	9	Check	(\$209.22)	Dec 15, 2004 2:40:14 AM	<a href="#">olesya@xxxxxxxxxx.ua</a>
<a href="#">user22</a>	1254	Unix	1 MONTH		CC	(\$24.00)	Active	<a href="#">olesya@xxxxxxxxxx.ua</a>

[1] [\[Export\]](#) [\[Mass Mail\]](#)

- **Username:** the user's login. Click it to view user's Contact Info.
- **Account Id:** the system ID of the account. Click it to view the account properties.
- **Plan:** the plan this account was created under.
- **B.Period:** the frequency of payments for hosting services of this account.
- **Days in Debt:** days in debt over the credit limit. If you enter 7,, the search would only show the accounts with the debt that appeared 7 or more days ago. The empty cell means that the debt hasn't reached the Credit Limit yet.
- **Type:** the type of payment.
- **Balance:** positive balance shows how much the user has paid in advance (usually when paying by check or canceling some resources). Negative balance shows how much the user owes you and is displayed in brackets, e.g. (\$104).
- **Suspended:** the day and the time when this account was suspended. All account settings are saved, but the access to these accounts is disabled. 'Active' means the account is not suspended. More on suspending and resuming accounts

You can sort search results by clicking underlined column captions.






The **Export** link enables you to save the chart data in \*csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiter separators.

## Estimated balance exhaustion date

From time to time you might need to inform your check users about when their account balances are likely to become negative. In other words, let them know when approximately they will run out of their balance money, in case they will pay off their outstanding debts and won't purchase any more paid resources. Use this report tool for these purposes:

**From/To:** the search will retrieve all the accounts with estimated exhaustion balance date within the time frame set.

The results of the search are organised in the following way:

Estimated Balance Exhaustion Date							
<u>User name</u>	<u>Account ID</u>	<u>Plan</u>	<u>Billing Period</u>	<u>E-mail</u>	<u>Balance</u>	<u>Exhaustion date</u>	<u>Controls</u>
<a href="#">reseller</a>	<a href="#">171851</a>	Kirill	2 MONTH	kato@xxxxxxxxxxxxxx.ua	\$55.85	Apr 29, 2005 12:00:00 AM	
<a href="#">testjldjdsbdsweilew</a>	<a href="#">166357</a>	Kirill	1 WEEK	maxim@xxxxxxxxxxxxxx.ua	\$23.92	Feb 18, 2005 12:00:00 AM	
<a href="#">maxtest</a>	<a href="#">168822</a>	Win	1 MONTH	maxim@xxxxxxxxxxxxxx.ua	\$195.08	Jul 18, 2005 12:00:00 AM	
<a href="#">testiki</a>	<a href="#">168984</a>	Res-kirill-1	1 MONTH	kato@xxxxxxxxxxxxxx.ua	\$56.98	May 6, 2006 12:00:00 AM	
<a href="#">psofttest</a>	<a href="#">169948</a>	Reseller	1 MONTH	maxim@xxxxxxxxxxxxxx.ua	\$77.00	Apr 6, 2011 12:00:00 AM	

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- **Username:** the user's login. Click it to view user's Contact Info.
- **Account Id:** the system ID of the account. Click it to view the account properties.
- **Plan:** the plan this account was created under.
- **Billing Period:** the frequency of payments for hosting services of this account.
- **Email:** the contact info account's e-mail address.
- **Balance:** the current agriniamount of money on user's balance.
- **Exhaustion date:** approximate time when the user's balance indicated on the left runs out and becomes zero. This is only true if that user won't buy any more paid resources.
- **Controls:** Click the **Edit** icon to Credit / Debit / Increase Credit Limit / Change Billing Period Start Date /Login / Suspend (Resume) / Delete the account.

Upon getting the search results, you can send a mass email to all users in the report. To do this, click the **Mass Mail** link at the bottom of the report page.

## Daily Report

The Daily Report feature allows you to keep track of subscribed users and total signup payments, as well as users that have canceled their hosting and total refunds.

To keep track of accounts created during a certain period of time, select **Daily Report** in the **Reports** menu.

Set the **From/To** period and the search will retrieve all the newly created, canceled and failed accounts grouped by plans and billing periods:

Report for period from 11/02/2004 to 12/15/2004 (new hosting)				
Plan	Period	Signup pays	Signup pays	1 year pays
Unix I	1	2	\$48.00	\$312.00
Demo Reseller	1	2	\$0.00	\$0.00
Pay	1	1	\$0.00	\$0.00
Total new accounts		5	\$48.00	\$312.00

Report for period from 11/02/2004 to 12/15/2004 (canceled hosting)				
Plan	Period	number of accounts	Refunded	1 year losses
Total failed accounts		0	\$0.00	\$0.00

Report for period from 11/02/2004 to 12/15/2004 (failed hosting)				
Plan	Period	number of accounts	Refunded	1 year losses
Total failed accounts		0	\$0.00	\$0.00

Report for new hosting shows:

- **Plan:** the plan under which retrieved accounts were created or canceled.
- **Period(month):** the duration of the billing period in months.
- **Signup pays** the total amount of recurrent payments
- **1 year pays:** expected annual income from new hosting

Report for canceled and failed hosting also shows:

- **number of accounts** in the system both under this plan and with this billing period created or canceled between the requested dates.
- **Refunded:** refunds for these accounts.
- **1 year losses:** deficiency from canceled hosting.

## Charge Log

To view the messages that Parallels H-Sphere exchanged with the Credit Card Online Processing Center, select **Charge Log** in the **Reports** menu.

**Enter Account ID, User name, Plan, Transaction result, Performed on date and run this report.**

The retrieved information is organized in the chart with the following columns:

Charge Log										
User name	Account ID	Plan	Period	E-mail	Performed on	Amount	Transaction Type	Details	Result	
reseller	164092	Reseller	2 MONTH	maxim@parallels.com	Feb 6, 2004 5:04:41 PM	37.66	Charge	Tucows	Successful	
reseller	164092	Reseller	2 MONTH	maxim@parallels.com	Feb 6, 2004 5:03:11 PM	37.66	Charge	Tucows	Failed Transaction failed on AVS check: 306	
reseller	164092	Reseller	2 MONTH	maxim@parallels.com	Feb 6, 2004 4:55:10 PM	37.66	Charge	Tucows	Failed Connect error, There was a problem processing transaction: unsupported currency ('currency'): [840]	
vserhiy	165016	Kirill	1 WEEK	v_serhiy@parallels.net	Feb 5, 2004 11:36:23 AM	0.46	Charge	Dummy Gateway	Successful	
vserhiy	165016	Kirill	1 WEEK	v_serhiy@parallels.net	Feb 4, 2004 1:07:07 PM	0.46	Charge	ThePayDesk	Failed CARD TYPE ERROR (31)	

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- **Username:** user login. Click the link to view user's contact info.
- **Account ID:** account's system Id.
- **Plan:** account's plan.
- **Period:** account's billing period.
- **E-mail:** account's contact e-mail address.
- **Performed on:** the time and the date when the transaction was executed.
- **Amount:** transaction fee.
- **Transaction Type:**
  - Charge - pay transaction.
  - Authorize - request for transaction approval.
  - Void - canceled authorize transaction.
- **Details:** merchant gateway the transaction was processed by.
- **Result:** transaction confirmation / errors for failed transactions.

## Web Payments Log

You can perform search in your WebPayment transactions logs:

Web Payment Log								
<u>User name</u>	<u>Account ID</u>	<u>Plan</u>	<u>E-mail</u>	<u>Performed on</u>	<u>Amount</u>	<u>Transaction Type</u>	<u>Details</u>	<u>Result</u>
<a href="#">reseller</a>	<a href="#">1331</a>	Reseller	<a href="#">maxim@.....</a>	Jul 7, 2005 3:54:10 PM	\$0.11	Redirect Request	<a href="#">PayPal</a>	ERROR
<a href="#">reseller</a>	<a href="#">1331</a>	Reseller	<a href="#">maxim@.....</a>	Jul 7, 2005 4:27:36 PM	\$0.11	Payment Notification Request	<a href="#">PayNova</a>	OK
<a href="#">user</a>	<a href="#">1029</a>	Unix S	<a href="#">maxim@.....</a>	Aug 29, 2005 2:13:57 PM	\$1.00	Redirect Request	<a href="#">WebMoney</a>	OK

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## Registrar Log

This report will show all the requests to domain registrars and responses from them.

Select **Registrar Log** in the **Reports** menu, enter search criteria and click **Submit**.

Enter **Domain**, **Account ID**, **User**, **Plan**, **Transaction result**, **Performed on** date and run this report.

---

**Note:** Check the **Only Live Users** box to exclude canceled accounts from the search.

---

The retrieved information is organized in the chart with the following columns:

Registrar Log								
Domain	account id	User	Transaction Type	Date	Period	Details	Error message	Transaction Result
enom-psofttest.com	164628	unixtest	Lookup	Aug 25, 2004 7:20:33 PM		Enom		success
enom-psofttest.com	164628	unixtest	Register	Aug 25, 2004 7:22:43 PM		Enom	Invalid Domain Name or Nameserver	fail
enom-psofttest.com	164628	unixtest	Lookup	Aug 25, 2004 7:34:31 PM		Enom		success
enom-psofttest.com	164628	unixtest	Register	Aug 25, 2004 7:35:20 PM	2	Enom	Invalid Domain Name or Nameserver	fail
enom-test.com	164628	unixtest	Lookup	Aug 25, 2004 7:34:18 PM		Enom		success
enomtestttvvv.com	164628	unixtest	Register	Aug 17, 2004 6:53:07 PM	1	Enom	Invalid Domain Name or Nameserver	fail

[1] [\[Export\]](#) [\[Mass Mail\]](#)

- **Domain:** the domain name of the site.
- **Account ID:** account's system ID.
- **User:** the name of the user who owns the domain
- **Transaction Type:**
  - **Register:** domain registration
  - **Renew:** renewing the existing domain registration
  - **Lookup:** checking if the domain name the user has chosen already exists
  - **Change contacts:** changing domain name contact info
  - **Change password:** changing user access info
  - **Change nameservers:** changing nameservers
- **Date:** account's billing date
- **Period:** domain registration period in years
- **Details:** the domain registrar of the domain involved
- **Error message:** an error message returned by the domain registrar
- **Transaction Result:** confirmation of successful or failed transaction

## Credit Card Charge

Use **Credit Card Charge** report to find all, successful or failed credit card transactions by specified period, credit card type or user.

Enter **Account ID**, **User name**, **Credit Card Type**, **Transaction result**, **Performed on date** and run this report.

Credit Card Charge	
Account ID	<input type="text"/>
User name	<input type="text"/>
Credit Card Type	VISA <input type="button" value="v"/>
Transaction Result	Failed <input type="button" value="v"/>
Performed on	From <input type="text" value="06/10/2004"/> <input type="button" value="c"/> To <input type="text" value="06/12/2004"/> <input type="button" value="c"/>
Only live User	<input type="checkbox"/>
Entries Per Page	10 <input type="button" value="v"/>
<input type="button" value="Submit"/>	



## CC Processing Errors Report

This feature allows you to generate a report on failed credit card attempts to be connected or charged by credit card processing center. This report is available only for credit pay users.

➤ **To generate a report:**

1. Go to the **Reports** menu in your admin control panel.
2. Select **CC Processing Errors**.
3. Enter **Search Criteria**:
  - State of the account, plan, username and account ID are mentioned above.
  - Email type for Mass Mail: select whence in your control panel email address for mass mailing will be taken from - contact or billing info.

CC Processing Errors	
State	Active ▾
Plan	Any ▾
User name	<input type="text"/>
Account ID	<input type="text"/>
E-mail	<input type="text"/>
Email type for Mass Mail	<input checked="" type="radio"/> Contact Info <input type="radio"/> Billing Info
Entries Per Page	5 ▾
<input type="button" value="Search"/>	

#### 4. Click **Submit**.

**Note:** Upon the search results, you can send a mass email to all users in the report. To do this, click the Mass Mail link at the bottom of the report page.

## Billing Entries

The Billing Entries feature allows you to find accounts by several criteria. Select **Billing Entries** in the **Reports** menu and then enter the search parameters in the form that appears.

Check the **Only Live Users** box to exclude canceled accounts from the search.

When you submit your query, the billing entries will be shown in the following chart:

Search Billing Entries											
User name	Account ID	Description	Domain	Plan	Billing Period	Performed on	Type	Amount	Start	End	E-mail
upiter	3304	Setup fee for Unix plan	upiter.test	Unix	1 MONTH	Sep 23, 2004 12:00:00 AM	Setup	\$2.00	Sep 23, 2004 12:00:00 AM		sasha@xxxxxxxxxx
upiter	3304	Monthly fee for Unix plan (9/23/04 - 10/23/04)	upiter.test	Unix	1 MONTH	Sep 23, 2004 4:05:44 PM	Recurrent	\$3.00	Sep 23, 2004 12:00:00 AM	Oct 23, 2004 12:00:00 AM	sasha@xxxxxxxxxx
upiter	3304	Setup fee for upiter.test domain	upiter.test	Unix	1 MONTH	Sep 23, 2004 12:00:00 AM	Setup	\$3.00	Sep 23, 2004 12:00:00 AM		sasha@xxxxxxxxxx
upiter	3304	Monthly fee for upiter.test domain (9/23/04 - 10/23/04)	upiter.test	Unix	1 MONTH	Sep 23, 2004 4:05:48 PM	Recurrent	\$4.00	Sep 23, 2004 12:00:00 AM	Oct 23, 2004 12:00:00 AM	sasha@xxxxxxxxxx
upiter	3304	CREDIT, CHECK #	upiter.test	Unix	1 MONTH	Sep 26, 2004 12:26:48 PM	Credit	(\$130.00)			sasha@xxxxxxxxxx



[Prev] [1] [2] [3] [4] [5] [6] [7] [8] [Next] [Export] [Mass Mail]

- **Username:** the user's login. Click it to view the Contact Info.
- **Account ID:** the system ID of the account. Click it to view the account properties.
- **Description :** billing entry description.
- **Domain:** the domain name of the site.
- **Plan:** the plan under which this account was created.
- **Billing Period:** the frequency of payments for hosting services for this account.
- **Performed on:** the date and the time when the transaction was performed.
- **Type:** the type of transaction
- **Amount:** the amount of transaction. Outflow transactions are displayed in brackets.
- **Start** indicates according to the type of transaction
  - **Setup** - the beginning of the billing period. In this case it coincides with the **Performed**.
  - **Recurrent** - the beginning of the billing period.
  - **Usage** - the beginning of the billing period. It coincides with the **Performed**.
  - **Refund** - the beginning of the billing period.
  - **Charge** - the beginning of the billing period.
  - **Credit** - the beginning of the billing period.
  - **Moneyback** - the beginning of the billing period.
  - **Debit** - the beginning of the billing period.
- **End** indicates according to the type of transaction -
  - **Setup** - not applicable.
  - **Recurrent** - the time and the date of the end of the billing period.
  - **Usage** - the time and the date of the end of the billing period. It coincides with the **Performed**.
  - **Refund** - the end of the billing period.
  - **Charge** - not applicable.
  - **Credit** - not applicable.
  - **Moneyback** - not applicable.
  - **Debit** - not applicable. Each transaction is represented in a separate billing entry. You can sort them by clicking underlined column captions.











## Tax/Refund Report

This report can list either total tax or total refund (depending on search criteria) along with links to billing statements of the billing period they were accrued over.

To run the report choose **Tax Report** in **Reports**, select either **Tax** or **Refund** and enter the period you want to search it for:

Tax Report	
Closed:	From <input type="text"/>  To <input type="text"/> 
Tax Report	<input checked="" type="radio"/> Taxes <input type="radio"/> Refund
<input type="button" value="Submit"/>	

The search result will be similar to the following:

Tax Report						
<u>Billing statement</u>	<u>Account ID</u>	<u>Amount</u>	<u>Taxes</u>	<u>Tax Exemption Code</u>	<u>Country</u>	<u>State</u>
1287-1 	<a href="#">1287</a>	\$370.00	\$0.00		AF	
1287-3 	<a href="#">1287</a>	\$70.00	\$0.00		AF	
1611-1 	<a href="#">1611</a>	\$250.00	\$0.00		AF	NA
1611-3 	<a href="#">1611</a>	\$50.00	\$0.00		AF	NA
1633-1 	<a href="#">1633</a>	\$550.00	\$0.00		AF	NA
1633-3 	<a href="#">1633</a>	\$50.00	\$0.00		AF	NA
1658-1 	<a href="#">1658</a>	\$550.00	\$0.00		AF	NA
1658-3 	<a href="#">1658</a>	\$50.00	\$0.00		AF	NA
1968-1 	<a href="#">1968</a>	\$424.00	\$21.20		AF	NA
2098-1 	<a href="#">2098</a>	\$327.50	\$16.38		AF	NA
[Prev] [1] [2] [3] [4] [5] [Next] [Export]						

- Billing statement ID is modified to indicate the order number of the billing statement in the billing statement history.

## Signup/Go-away Statistics

This feature enables you to get month statistics for each specific plan. Open **Signup/Go-away rate** in the **Reports** menu, then select the month and the year to view the statistics.

Monthly Signup/Go-away Rate By Plan				
Monthly Signup/Go-away rate By Plan for <input type="text" value="October"/> <input type="text" value="2004"/> <input type="button" value="Get"/>				
	Initial amount	Signup accounts	Go-away accounts	Closing amount
Unix I	0	0	0	0
<b>Subtotal:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Ungrouped	Initial amount	Signup accounts	Go-away accounts	Closing amount
Admin	1	0	0	1
Tech Support	0	0	0	0
Tech Support Admin	0	0	0	0
Unix II	0	0	0	0
Unix system	2	0	0	2
VPS	10	2	2	10
<b>Subtotal:</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>13</b>
<b>Total</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>13</b>

- The first column presents plans grouped by their compatibility.
- **Initial amount:** the number of accounts under this plan at the beginning of the month.
- **Signup accounts:** the number of accounts under this plan registered during this month.
- **Go-away accounts:** the number of accounts abandoned during this month.
- **Closing amount:** the number of active accounts by the end of the month.

## Monthly Revenue

To view the financial report on each month, select **Monthly Revenue** in the **Report** menu. The page that opens presents data in the following table:

Monthly revenue By Plan							
For <input type="text" value="November"/> <input type="text" value="2004"/> <input type="button" value="Get"/>							
	Setup	Domain Registration	Recurrent	Usage	Refund	Money back	Total
Unix I	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Subtotal:</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
Ungrouped	Setup	Domain Registration	Recurrent	Usage	Refund	Money back	Total
Unix II	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Subtotal:</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

- the first column presents plans grouped by their compatibility.
- **Setup**: the total signup payments for the accounts registered under this plan during the selected month;
- **OpenSRS**: the gross amount received for domain name registration with OpenSRS. For example, if you charged users the total of \$300, while your payments to OpenSRS were \$280, the table will show \$300.
- **Recurrent**: the total recurrent payments for this month. For example, if a user selected a 6 month billing period and was charged the recurrent fee at the beginning of the first month, all this amount will be included in the first month; the remaining five months will show zero recurrent payments.
- **Usage**: the total usage payments for this month. For example, if a user selected a 6 month billing period, he would be charged at the end of the last month; all this amount will be included in the last month's usage fee, and the remaining five months will show zero usage payments.
- **Refund**: the total amount of money refunded during this month.
- **Money back**: the total amount of money returned to the users who claimed their money back during the Money Back period.
- **Total**: overall money received for the month.

## Monetary Transactions

Choose **Monetary Transaction** from the **Reports** menu. Combine **Account Id**, **Username**, **Plan** and **Created** search criteria to retrieve monetary transaction statistics organized in chart which consists of the following columns:

Monetary transactions													
User name	Account ID	Domain	Plan	Billing Period	Charged on	Setup	Domain req.	Recurrent	Usage	Refund	Charge	Type	E-mail
wwwuser	1025	demo242.psoft	Unix system	1 MONTH	Oct 15, 2004 5:24:16 AM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	Check	webmaster@demo242.psoft
UnixOne	1216	example.com	Unix I	1 MONTH	Oct 26, 2004 5:41:03 AM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	Check	<a href="#">[Redacted]</a>
tkiss	1531		Demo Reseller	1 MONTH	Nov 17, 2004 3:49:37 AM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,000.00	Check	<a href="#">[Redacted]</a>

[1] [\[Export\]](#) [\[Mass Mail\]](#)

- **Username:** user login.
- **Account Id:** account's unique system Id number.
- **Domain:** domain name.
- **B.Period:** account's billing period.
- **Charged on:** the time and the date the sum indicated in the **Charge** column was charged.
- **Setup:** setup fee accrued.
- **Domain reg.:** OpenSRS domain registration fee accrued.
- **Recurrent:** recurrent fee accrued.
- **Usage:** usage fee accrued.
- **Refund:** refund accrued.
- **Charge:** final amount charged. This amount is the sum of all accrued fees and current negative balance less the refund.
- **Type:** type of payment /\*CC stands for credit cards/.






Each row in the chart represents an invoice for a separate payment. You can sort entries by clicking underlined column captions.

The **Export** link enables you to save monetary transaction statistics in the \*.csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiters.

## Transfer Traffic Report

To generate report by overall traffic generated over the specified period of time:

1. Select **Transfer Traffic** in the **Reports** menu.


Transfer Traffic	
Plan	Any 
Traffic type	Any 
User name	<input type="text"/>
Account Id	<input type="text"/>
E-mail	<input type="text"/>
<b>Traffic run up dates</b>	
From	01/31/2000 
To	<input type="text"/> 
Entries Per Page	10 
<input type="button" value="Submit"/>	

2. Enter **Search criteria**

- **Traffic Type:** overall traffic or specific transferred (HTTP, FTP, mail, Real Server) traffic.
- **Plan, username, account ID and email** are explained above.

3. Click **Search**.

Report shows a list of users matching your search criteria, plan they are signed up under, email and transfer traffic consumed over the specified period.

Transfer Traffic					
<u>User name</u>	<u>Account ID</u>	<u>Plan</u>	<u>E-mail</u>	<u>Total traffic</u>	<u>Controls</u>
<a href="#">wwwuser</a>	1025	Unix system	webmaster@demo242.psoft	877.1 KB	
[1] <a href="#">[Mass Mail]</a>					



By clicking the **Edit** icon in the **Controls** section, a login page shows and you will be able to login into this account.

---

**Note:** Upon retrieving a report, you can send a mass email to all users displayed in the report. To do this, click the Mass Mail link at the bottom of the report page and send a message.

---

Traffic reading in this report is different from the Summary Traffic in the user control panel, as it shows traffic for the period defined in the search criteria, whereas the user control panel shows traffic consumed during the current traffic cycle which is one month.

Transfer traffic report can also be used as a search utility to find accounts by overall traffic.













## Disk Usage Report

This feature allows you to retrieve data about disk space consumed by users over a specified period of time. The obtained numbers don't reflect the state for this moment in time. They show disk space usage averaged for the selected time period. To get the latest registered disk usage, limit your search to one day only.

➤ **To generate a report, do the following:**

1. Go to the **Reports** menu in your admin control panel.
2. Select **Disk Usage**. The following page will show:
3. Enter **Search Criteria**:
  - **Usage Type**: overall disk usage or disk space consumed on specific (mail, web, DB) server.
  - **Plan, username, account ID and email** are the same as for other reports.
4. Click **Search**.

On the page that shows, you can see a list of users, their accounts that match your search criteria, plans they are signed up under, emails and disk usage consumed during the mentioned period.

Disk Usage					
User name	Account ID	Plan	E-mail	Disk usage	Controls
<a href="#">ftpuser</a>	<a href="#">1375</a>	Unix I	<a href="#">olesya@xxxxxxxxxx</a>	0.17 Mb	 
<a href="#">wwwuser</a>	<a href="#">1025</a>	Unix system	<a href="#">webmaster@demo242.psoft</a>	0.21 Mb	 
<a href="#">ptest</a>	<a href="#">1430</a>	Unix I	<a href="#">dimitry@xxxxxxxxxx</a>	0.17 Mb	 
<a href="#">ismith</a>	<a href="#">1055</a>	Unix - No billing	<a href="#">ismith@example.com</a>	0.73 Mb	 
<a href="#">UnixOne</a>	<a href="#">1216</a>	Unix I	<a href="#">olesya@xxxxxxxxxx</a>	0.24 Mb	 
<a href="#">Deleted user</a>	<a href="#">1254</a>	Unix I	<a href="#">olesya@xxxxxxxxxx</a>	0.21 Mb	 
<a href="#">[1] [Mass Mail]</a>					

Clicking the Edit icon in the Controls section you are taken to the page from where you can login into selected account. You can also use this feature as a search utility to find account by disk space used for a period of time.

---

**Note:** Upon the search results, you can send a mass email to all users displayed in the report. To do this, click the Mass Mail link at the bottom of the report page.

---

## Reports Installed in a Package

In H-Sphere seven additional reports can be installed as a package.

### ➤ *To use additional reports:*

1. Download AccountingReports .hsp package from <http://download.hsphere.parallels.com/downloads/index.html#billing> (for Java 1.4 and higher)
2. Install the package as suggested in our instruction on *Installing Parallels H-Sphere Packages* in Developer Guide .

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**Note:** Upon installing the package, the built-in Billing Entries report will be replaced with the one that comes with the package.

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## Suspended

This report shows info about suspended accounts by reason, date and user info.

Enter **Payment type**, **Plan**, **User name**, **Account ID**, **Registration Date**, **Suspention date** and run this report.

The search result will be similar to the following:

Search Suspended Users								
<u>Account ID</u>	<u>User name</u>	<u>E-mail</u>	<u>Plan</u>	<u>Company</u>	<u>Name</u>	<u>Suspension Date</u>	<u>Reason</u>	<u>Balance</u>
165044	test09808080	test@yahoo.com	Kirill	t	tt	Sep 22, 2004 5:52:08 PM	Suspend test	(\$15.64)
170049	paypaltest22	maxim@xxxxxxxxxxxxxxxxxx	Unix System	t	testt	Sep 22, 2004 6:03:43 PM	Suspend Debtor	(\$12.00)
170140	test777666444	maxim@xxxxxxxxxxxxxxxxxx	Unix System	t	testt	Sep 22, 2004 6:03:43 PM	Suspend Debtor	(\$110.00)
170152	testmmm34567890	maxim@xxxxxxxxxxxxxxxxxx	Unix System	t	testt	Sep 22, 2004 6:03:44 PM	Suspend Debtor	(\$110.00)
170490	testmmm098098098098	maxim@xxxxxxxxxxxxxxxxxx	Unix System	t	testt	Sep 22, 2004 6:03:54 PM	Suspend Debtor	(\$110.00)


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## Billing Statement History

This report shows account activity: billing statement totals, additionally grouped by billing statement ID and age in days.

Enter **Payment type**, **Plan**, **User name**, **Account ID**, **Registration Date** and run this report.

The search result will be similar to the following:

Billing Statement History							
<u>Account ID</u> <u>User name</u> <u>Plan</u> <u>Company</u> <u>Name</u> <u>E-mail</u>	<b>Billing Statements</b>  Note: The last 4 columns show billing statement totals grouped by their age in days						
Account ID : 164092 User name : reseller Plan : Reseller Company : Doe Name : JohnDoe E-mail : maxim@xxxxxxxxxxxxx	Billing Statement ID	Date	Total	0 - 30	31 - 60	61 - 90	90+
	164096	Nov 14, 2003 12:00:00 AM	\$2.00				\$2.00
	164099	Nov 14, 2003 12:00:00 AM	\$53.00				\$53.00
	166582	Dec 14, 2003 12:00:00 AM	\$1.00				\$1.00
	166930	Dec 23, 2003 12:00:00 AM	\$112.55				\$112.55
	167671	Jan 14, 2004 12:00:00 AM	\$316.20				\$316.20
	169088	Mar 14, 2004 12:00:00 AM	\$89.35				\$89.35
	170208	May 14, 2004 12:00:00 AM	\$245.00				\$245.00
	172858	Jul 14, 2004 12:00:00 AM	\$274.37				\$274.37
	<b>Summary</b>		\$1,093.47	\$0.00	\$0.00	\$0.00	\$1,093.47

## Cash Receipts Reports

This report shows info about payments and credits by payment type, amount and date.

Enter **Payment type**, **Plan**, **User name**, **Account ID**, **Date** of payment and run this report.

The search result will be similar to the following:

Cash Receipts										
Account ID	User name	Plan	Company	Name	E-mail	Date	Amount	Discount	Payment type	Payment Description
164092	reseller	Reseller	t	JohnDoe	maxim@xxxxxxxxxxxx.ua	Nov 14, 2003 5:43:22 PM	\$100.00	\$0.00	CC	CREDIT, CHECK #
164092	reseller	Reseller	t	JohnDoe	maxim@xxxxxxxxxxxx.ua	Dec 30, 2003 1:36:42 PM	\$100.00	\$0.00	CC	CREDIT, CHECK #
164092	reseller	Reseller	t	JohnDoe	maxim@xxxxxxxxxxxx.ua	Jan 29, 2004 7:17:38 PM	\$15.55	\$0.00	CC	PayNova Payment
164092	reseller	Reseller	t	JohnDoe	maxim@xxxxxxxxxxxx.ua	Jan 29, 2004 7:25:49 PM	\$0.11	\$0.00	CC	PayNova Payment
164092	reseller	Reseller	t	JohnDoe	maxim@xxxxxxxxxxxx.ua	Jan 29, 2004 7:26:54 PM	\$0.11	\$0.00	CC	PayNova Payment

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## Refunds

This report allows getting information on all refunds addressed to your users by refund description, billing profile, amount etc.

To run a report, enter parameters for **Payment type**, **Plan**, **User name**, **Account ID**, **Date** of refund.

The search result will be similar to the following:

Refunds									
Account ID	User name	Plan	Company	Name	E-mail	Registration Date	Amount	Billing Profile	Payment Description
164092	reseller	Reseller	t	JohnDoe	maxim@xxxxxxxxxxxx.ua	Dec 23, 2003 12:00:00 AM	(\$0.03)	CC (VISA xxxxxxxxxxxx0006)	Refund reseller (11/14/03 - 12/23/03)
166105	billingtest	Kirill	billingtest	billingtestbillingtest	kato@xxxxxxxxxxxx.ua	Dec 16, 2003 8:13:28 PM	(\$0.55)	Check	The difference between the recurrent fee for the current and the new CGI Directory /nsphere/local/home/billingtest.com (12/16/03 - 2/3/04)

## Billing Statements

This report shows billing statements ID, status, amount (of all billing entries in the billing statement) that includes refunds.

Enter **Payment type**, **Plan**, **User name**, **Account ID**, **Performed on** and **Registration Date** and run this report.

The search result will be similar to the following:

Billing Statements									
<u>Performed on</u>	<u>Billing Statement ID</u>	<u>Account ID</u>	<u>User name</u>	<u>Plan</u>	<u>Company</u>	<u>Name</u>	<u>Amount</u>	<u>Discount</u>	<u>Status</u>
Sep 18, 2004 12:00:00 AM	175335	166406	testlhdfsdldktgior	Kirill	t	tt	\$1.38	\$0.00	Open
Sep 16, 2004 12:00:00 AM	175360	167742	testmmreseller	Reseller	test	testmmtest	\$2.00	\$0.00	Closed
Oct 16, 2004 12:00:00 AM	175626	167742	testmmreseller	Reseller	test	testmmtest	\$2.00	\$0.00	Open
Sep 17, 2004 12:00:00 AM	175362	168822	maxtest	Win	t	testt	\$21.00	\$0.00	Closed
Oct 17, 2004 12:00:00 AM	175628	168822	maxtest	Win	t	testt	\$21.00	\$0.00	Open

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## Balance History

This report shows what was the account balance for a certain user for a certain date.

Enter **Payment type**, **Plan**, **User name**, **Account ID**, **Performed on** date and run this report.

The search result will be similar to the following:

Balance History						
<u>Account ID</u>	<u>User name</u>	<u>Plan</u>	<u>Company</u>	<u>Name</u>	<u>E-mail</u>	<u>Balance</u>
165016	vserhiy	Kirill	v_serhiy	v_serhiyv_serhiy	xxxxxxxxxxxxxxxxxxxx	(\$4.60)
165044	test09808080	Kirill	t	tt	test@yahoo.com	(\$15.64)
165702	test000112l	Kirill	t	tt	xxxxxxxxxxxxxxxxxxxx	(\$70.54)
165749	mmmrtyyui	Kirill	t	testt	xxxxxxxxxxxxxxxxxxxx	(\$14.60)
165822	testmmkdodfujdn	Kirill	t	testtt	xxxxxxxxxxxxxxxxxxxx	(\$70.54)

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## Bill Entries

This report lists billing entries along with payment type, billing profile, billing statement ID for all accounts.

Enter **Payment type**, **Plan**, **Transaction Type**, **User name**, **Account ID**, **Performed on date** and run this report.

The search result will be similar to the following:

Bill Entries													
Account ID	User name	Plan	Company	Name	E-mail	Registration Date	Billing Statement ID	Net Amount	Vat Amount	Gross Amount	Billing Profile	Payment type	Payment Description
164628	unixtest	Unix System	t	maximt	maxim@xxxxxxxxxxxxxx	Nov 18, 2004 3:10:42 PM	175772	(\$8.40)	(\$3.60)	(\$12.00)	Lanote	Debit	tax test
164628	unixtest	Unix System	t	maximt	maxim@xxxxxxxxxxxxxx	Nov 18, 2004 3:10:43 PM	175772	\$11.93	(\$0.00)	\$11.93	Lanote	Charge	Charge to Credit Card VISA # xxxxxxxxxxxxxxx1111 Exp. 01/2005
175725	promotiontest	Unix with Promotions	t	test123test	maxim@xxxxxxxxxxxxxx	Nov 9, 2004 7:36:38 PM	175754	(\$2.50)	(\$0.00)	(\$2.50)	Check	Recurrent	Monthly fee for additional 5GB of traffic (10/29/04 - 11/29/04)
175725	promotiontest	Unix with Promotions	t	test123test	maxim@xxxxxxxxxxxxxx	Nov 9, 2004 7:36:49 PM	175754	(\$3.75)	(\$0.00)	(\$3.75)	Check	Recurrent	Monthly fee for additional 5GB of traffic (10/29/04 - 11/29/04)
175725	promotiontest	Unix with Promotions	t	test123test	maxim@xxxxxxxxxxxxxx	Nov 9, 2004 7:37:15 PM	175754	\$1.00	(\$0.00)	\$1.00	Check	Credit	CREDIT, CHECK #

[1] [\[Export\]](#) [\[Mass Mail\]](#)



**Note:** Upon installing the package, the built-in Billing Entries report will be replaced with the one that comes with the package.

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## Processing Check Payments

This document discusses how to process payments by checks, wire transfers, and other methods that don't involve credit card processing and web payment systems.

If a user chooses to pay by check or wire transfer, the account registration and operation will include the following steps:

1. The user goes through the registration wizard.
2. Upon the completion of the wizard's last form, the account is not activated. An invoice is e-mailed to the user. A copy of this invoice is sent to your admin address (see *Setting E-mail* below on how to specify this e-mail address). The invoice includes mailing address for check payments or bank details for wire transfers.
3. The user sends you a check or wires the amount specified in the invoice.
4. You receive user's check or wire and enter the received amount into the system.
5. Next you moderate the account, it becomes active, and the system sends user an e-mail notification that the account has been created.
6. User receives the notification e-mail and can log into the control panel.
7. Further, user sends checks or makes wire transfers to pay the bills. Upon their receipt, you enter the payments into the system.
8. When the billing period closes, the account is not suspended and continues to operate, and the payment owed becomes user's negative balance. When user's negative balance exceeds the credit limit, this user will become unable to purchase more resources, which does not allow the negative balance to grow too high over one billing period.
9. When necessary, you can turn off check payments for the entire system.

# Technical Support

Generally, customer support can be carried out from two kinds of accounts: the main *admin account* that you use to configure and manage your hosting system and *support account* created under administrative plans.

Customer support is accomplished via trouble tickets or TTs, which are:

- your customers' questions sent from their control panel support center
- system error reports;
- customer questions sent to support e-mail set in **Settings - >Tech Support**

These are delivered to POP3 support mailbox ([e.g.support@example.com](mailto:e.g.support@example.com)) specified in **Settings - >Tech Support** and then submitted to your Client Support Center.

Web-based customer support has been profoundly improved. New Client Support Center is now equipped with:

- Security Administration allowing to set permissions per admin
- Reseller Client Support allowing admin to process resellers end user tickets and charge for it.
- Task System which allows assigning tech admins tasks with due date
- Private Messaging System for better communication between Tech Support Admins
- Merging trouble tickets

It also allows:

- main admin to bill reseller per customer, per ticket and by reseller custom pricing
- main admin to assign a ticket to a reseller account based on end user details
- to assign new tickets to users based on history
- to ignore pop3 errors when using TTMailClientCron

Client Support Center is intended to manage TTs and is integrated into main administrative control panel and support accounts provided the **TroubleTicket Admin** resource is included into the plan they are registered under.

*To configure Client Support Center, go to **Settings** menu -> **Tech Support** and follow instructions of Configuring Your Support Center.*

*To configure Reseller Client Support, go to **Settings** menu - > **Reseller Client Support** and follow instructions of Client Support Center.*

*To enter Client Support Center, go to **Support Center** menu - > **Client Support Center**:*

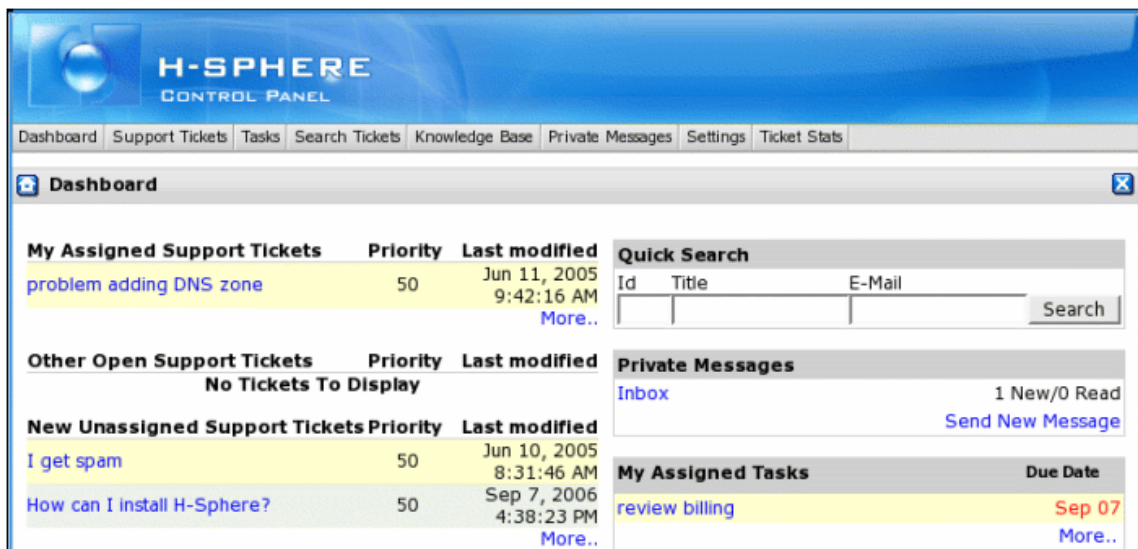
You will be taken to a new window, separate from CP. On the Client Support Center you will see the top navigation menu and also several sections with **My Assigned Tickets**, **New Unassigned Tickets**, **Other Open Tickets**, **Quick ticket search**, **Private Messages** and **My Assigned Tasks**

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# Client Support Center

When you enter TT system through **Support Center** menu - > **Client Support Center**, you will be taken to a separate window with the support dashboard.



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## Configuring Administration Security

Administrator Security	
Select a Different Admin	<div style="display: flex; align-items: center;"> <div style="border: 1px solid gray; padding: 2px;">admin ▼</div> <div style="margin-left: 10px; border: 1px solid gray; padding: 2px 5px;">Change Admin</div> </div> <div style="border: 1px solid gray; margin-top: 2px; padding: 2px;">                 TTadmin                  admin             </div>
Editing Security Settings For: admin	
Can Use Ticket System	<input checked="" type="checkbox"/>
Can Pickup New Tickets	<input checked="" type="checkbox"/>
Can Be Assigned To Trouble Tickets	<input checked="" type="checkbox"/>
Can View Tickets Assigned To Other Admins	<input checked="" type="checkbox"/>
Can Pickup Tickets Assigned To Other Admins	<input checked="" type="checkbox"/>

As a main admin, you can set permissions for every admin in your Client Support Center. You can allow or disallow your support admin to use or administrate task system, private messaging system, knowledgebase, assign tickets to other admins, etc.

To configure Administrator Security, go to **Settings -> Administrator Security**. Check the security settings your admins can have and click **Save**. these settings will be applied immediately in their admin accounts.

To answer and assign tickets, enter Tech Support Admin Info: go to **Settings -> My Profile** and fill in the form.

# Managing Trouble Tickets

You, as main admin, or your support technicians may need to create your own TTs. For instance, if a customer TT contains several different questions and should be assigned to different support technicians, you can divide it and make each question go to a separate TT.

To create a new ticket, go to **Support tickets** - > **Make a New Ticket**. Fill in the form.

To view and process existing tickets, click the name in the list of **My Assigned Tickets** or **New Unassigned Tickets**. The ticket will look as follows:

Ticket Info		Ticket History	
<b>Ticket #12: How can I install H-Sphere?</b>			
<b>Ticket Id Number</b>	12		<a href="#">Edit Ticket Details</a>
<b>Title</b>	How can I install H-Sphere?		<a href="#">Pickup This Ticket</a>
<b>Ticket Opened</b>	Sep 7, 2006 4:38:23 PM		<a href="#">Close This Ticket</a>
<b>Last modified</b>	Sep 7, 2006 4:38:23 PM		<a href="#">Delete This Ticket</a>
<b>Assigned To</b>			<a href="#">Merge This Ticket</a>
<b>User name</b>	admin		<a href="#">Change User</a>
<b>E-Mail</b>	jsmith@example.com		<a href="#">Account Info</a>
			<a href="#">Search For User</a>
			<a href="#">Login As User</a>
<b>Assign To</b>	<b>Status</b>	<b>Queue</b>	<b>Priority</b> <b>Sticky</b>
nobody ▾	New ▾	resellers ▾	50 + <input type="checkbox"/> <a href="#">Change</a>

*Editing ticket* can be done in the **Ticket Info** section.

- **Assigned to:** change Tech Support Assistant the ticket is assigned to. When assigned to “nobody”, it means it’s not picked up by any of tech support admins.
- The **Status** of resolving the ticket. Setting “Resolved” or “Closed” states will remove the ticket from the list.
- The **Queue** the ticket belongs to.
- The **Priority** of resolving this ticket from ‘0’ to 100% by entering new priority level.

The **Change User** icon allows to change the ticket owner: the account this ticket is tied to. Simply find this user through search and click **Choose User**

The **Edit Ticket Details** icon allows to change the ticket title and email.

To answer a ticket, it must be assigned or picked up and TT Admin Info must be entered in **Settings -> My Profile** .



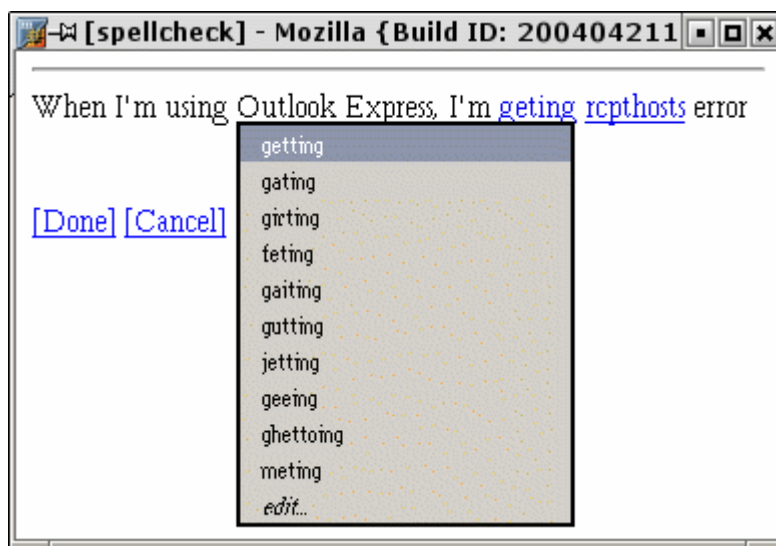
**Answer**

E-Mail CC:

[spellcheck]

## You can also add Attachment and a Note to your ticket

To spellcheck your answer, click the **spellcheck** link under the message field. Pop-up window shows with misspelled words, if any, being underlined:



Point your mouse to a misspelled word and a number of suggestions shows. Choose the correct variant and click **Done**.

**To assign ticket**, choose the TT Admin from the **Assign To** drop down box, change Priority and Status, if necessary and click the **Change** button.

Select the **Sticky** option if you want the ticket to remain assigned to the same tech support admin in case of client's reply. If **Sticky** is not set, the ticket with customer's reply appears as "not assigned".

To assign yourself a TT, click the **Pick Up** link on the right to the TT's title. Assigned TT moves to the **My Assigned Tickets** section.

**Releasing TTs** in Parallels H-Sphere terms is removing your TT ownership. Released TTs return to the **New Unassigned Tickets** section and can be picked up again. To release an assigned ticket back to a main queue, click the **Release** link in the rightside menu of the ticket.

**Close a ticket** if you've answered it and don't need it any further. To do it, click the **Close** button in the rightside menu.

Closed trouble tickets are regarded as deleted and are not available for your viewing, but remain in the TT database and remain open in the user's interface until the user closes it. In case the user decides to post a follow-up message on the same issue, the TT will show up on the interface in the **Open Tickets** section. You may access closed TTs through the Search option.

You can have your trouble tickets closed automatically after they have been answered. You can choose whether you want them to close immediately after they are answered (the default Parallels H-Sphere option) or close after a certain number of days after they are answered:

1. In TechSupport Admin CP, select **Tech Support** in the **Settings** menu.
2. Enter the number of days when your tickets are to be closed.

Tickets can also remain in open status. If you want all answered tickets to remain open in the system, enter -1 in the field, as shown on the image below:

Automatically Close Answered Tickets After This Many Days	<input style="width: 50px;" type="text" value="30"/> (Use -1 if you don't want option to be enabled)
---	--

**Deleting trouble tickets** will remove TT permanently, unlike with closing trouble tickets which remain in the database, and you can always retrieve them with the **Search Tickets** utility.

➤ **To remove multiple TTs permanently:**

1. Find necessary tickets with the **Search Tickets** utility.
2. Click **Mass Action** link at the bottom of the page.
3. In the Action field, select **Delete** from the drop-down box.
4. Click **Submit** and tickets will be removed permanently.

**Merging tickets** is necessary when you get two and more tickets from the same customer on the same issue.

➤ **To merge tickets:**

1. Click **Merge this Ticket** link in the rightside menu.
2. Find the ticket to be merged with via the **Search** utility.
3. On the result page that shows, against the target ticket click **Merge With This Ticket** link:

Search Result							
<b>Id</b>	<b>Title</b>	<b>Created</b>	<b>Last Mod.</b>	<b>Type</b>	<b>Assigned</b>	<b>State</b>	
2	<a href="#">New TT system doesn't work</a> (vlad@psoft.lviv.ua)	Jun 9, 2005 6:19:11 PM	Jun 9, 2005 6:25:44 PM	P	admin	Closed	<a href="#">Merge With This Ticket</a>
5	<a href="#">problem adding DNS zone</a> (olesya@psoft.lviv.ua)	<b>Jun 11, 2005 9:23:31 AM</b>	<b>Sep 7, 2006 6:47:14 PM</b>	P	admin	<b>Need More Info</b>	
12	<a href="#">How can I install H-Sphere?</a> (jsmith@example.com)	<b>Sep 7, 2006 4:38:23 PM</b>	<b>Sep 7, 2006 6:25:22 PM</b>	P	admin	<b>In Progress</b>	<a href="#">Merge With This Ticket</a>

[1]



Merging tickets will cause the original ticket to be deleted.

## Task System

Task System allows main admin to run more effective Client Support by assigning tasks to support technicians, determining Due Dates and adding notes to it. It helps to keep track of the support process.

### To create a new task, go to Tasks menu -> Make New Task

Choose the task assignee from the drop-down box, set Due Date, task title and details and click **Create Task**.

To view assigned tasks, go to **Tasks** menu -> **My Assigned Tasks**.

To administer tasks, go to **Tasks** menu -> **Task Administration**:

Open Tasks		Completed Tasks				
Open Tasks						
<u><b>Id</b></u>	<u><b>Task Title</b></u>	<u><b>Assigned By</b></u>	<u><b>Assigned To</b></u>	<u><b>Created</b></u>	<u><b>Last Modified</b></u>	<u><b>Due Date</b></u>
3	<a href="#">review billing</a>	admin	admin	Jun 11, 2005 10:12:32 AM	Sep 8, 2006 11:32:33 AM	Sep 22, 2006 12:00:00 AM
4	<a href="#">find out the issue with DNS zone</a>	admin	admin	Sep 8, 2006 11:32:04 AM	Sep 8, 2006 11:32:04 AM	Sep 11, 2006 12:00:00 AM

[1]

To see the task details, click the task name. On the Task Info page, you can change **Due Date** and add a note.

## Searching Trouble Tickets

Among all trouble tickets received from users, you can select those that match your specified criteria.

Trouble Ticket system allows searching tickets via **Search Tickets** (advanced search) and **Quick Search** (directly from the dashboard) and **In Resellers** (tickets of your reseller) .


To perform advanced search, select **Search Tickets** in the top menu. Enter or choose the search criteria and click **Submit**.

To search trouble tickets Via Quick Search, go to the dashboard and fill the **Quick Search** section:

Quick Search		
Id	Title	E-Mail
	email problem	
		<input type="button" value="Search"/>

To quick search tickets, just enter its ID, title or email address and click **Search**.

To search trouble tickets In Resellers, select **Search In Resellers** in the top menu. The search page is the same as the common search form, except for the additional **Reseller** field at the top of the form:

Search Trouble Tickets	
Reseller	Any 

To find reseller enduser tickets, you need to set necessary reseller first: in the **Reseller** field, click the **Change** icon. Find the reseller in a separate form.

Once you've chosen reseller, you can find its end user tickets: enter **ticket ID**, **Title** or **email address** into the corresponding field. Click **Submit**.

On the search result page you can open, view, export, sort and also perform mass actions with reseller tickets.

# Exchanging Private Messages

Communication between support technicians is carried out by Private Messages System.

To create a private message, go to the dashboard and click **Send a New Message**:

**Send A New Message**

Send To: TTadmin ▾

Message Subject: Please check user quota

Message Body: Could you check disk quota for user 'pro123'?

Choose admin to send the message to, enter subject and message text and click **Submit**. *Important:* The admin you sent the message to will receive email notification.

To view all sent or received messages, go to the **Private Messages** -> **My Inbox** or to the dashboard.

**Private Messaging**

Change Folder: Inbox ▾

Inbox		From	Sent
Message Subject		From	Sent
<input type="checkbox"/>	<a href="#">fix user quota</a>	admin2	Sep 8, 2006 4:08:14 PM
<input type="checkbox"/>	<a href="#">check moderated users</a>	admin	Sep 6, 2006 4:21:45 PM
[1]			<input type="button" value="Delete Selected"/>

You can delete received messages: check the box and click **Delete Selected**.

## Supporting Reseller End Users

Support Center allows main admin to provide Reseller End User Support and to bill reseller *per total customer count, per ticket and with custom pricing per reseller*.

To allow Reseller Client Support, log into your Admin Control Panel and go to **Settings** menu - > **Reseller Client Support**

Reseller End User Support	
Offer End User Client Support To Resellers	<input checked="" type="checkbox"/>
Default Pricing Structure For Reseller Client Support	Per Ticket
Default Price Per Unit	10.0
<input type="button" value="Save"/>	

### Click Offer End User Client Support To Resellers **ON**.

To be able to charge reseller for supporting his users, choose **Pricing Structure** from the drop-down box: **Per ticket** or **Per customer** and set **Default price per unit**. Click **Save**.

**Custom Reseller Support Prices** can be set for some specific reseller:

Custom Reseller Support Prices			
Reseller Name	Reseller Price	Unit Of Measure	
No Custom Reseller Prices Defined			
Add Custom Reseller Price			
Select Reseller	reseller1 (r6.res.test155.psoft)		
Unit Of Measure	Per Ticket		
Reseller Price	0.50		
<input type="button" value="Save"/>			

Choose reseller from the drop-down box, set unit of measure and enter price. Click **Save**.

# Ticket Statistics

To view trouble ticket statistics for the chosen period of time, click the **Ticket Stats** option in the top menu and set the stats date range. Click **Submit**.

TT System Statistics
✕

**Stats Date Range:**

to

Per Admin Stats		
Admin Name	Responses	Tickets Closed
TTadmin	0	0
admin	3	2

Basic Stats	
Tickets Opened	2
Admin Responses	2
Customer Responses	0
Tickets Closed	1

On the **TT System Statistics** page **Per Admin Stats** shows admin's activity in the Support System, **Basic Stats** shows general activity, **Ticket System Averages** shows average indicators and **Reseller Support Stats** shows reseller related activity.

## Ticket Queues

If you have different support departments, for instance sales or billing, each with its own email address, you will probably want each department to receive only relevant tickets, but still have all tickets centralized in one support center. To ensure this, create a ticket queue for each department. For instance, the Sales queue for tickets sent to [sales@example.com](mailto:sales@example.com) or the Billing queue for tickets sent to [billing@example.com](mailto:billing@example.com).

Queues may serve one of search ticket criteria in the Search Tickets form.

A support admin can see and answer tickets in the queue he is entitled to and also tickets in the default queue, or tickets that are assigned to him regardless of the queue.

---

**Important:** Messages sent to one of these queue email addresses will appear and be processed in your Trouble Ticket system only if these messages are redirected to the main support e-mail address configured in the **Settings** -> **Tech Support** menu. Thus, queue e-mail addresses should be configured mail aliases/redirects to the main support address.

**Note:** We recommend using support e-mail addresses outside the Parallels H-Sphere cluster, so that you'll be able to receive tickets even if Parallels H-Sphere fails.

---

To create a ticket queue, go to the **Queue Administration** in the **Settings** menu and click **Create New Queue** on the page that appears:

Ticket Queues			
resellers	(Default Queue)	Subscribe Admins	 
sales	Set as Default	Subscribe Admins	 
<a href="#">Create new queue</a>			

Fill in the form that appears: enter **Name** of the queue, **E-Mail**, the mailbox to be polled for this queue and autoreponse messages that will be sent to customers: **New ticket auto response** and **Resolved/closed ticket auto response**

When you delete a queue, you will be prompted either to delete all its tickets, or move them to another queue. You can't delete the last queue remaining in the TT system.

---

## Configuring Support Center

Parallels H-Sphere periodically polls the specified POP3 support mailbox (e.g. [support@example.com](mailto:support@example.com)) and extracts its content to generate Trouble Tickets and submit them to the Support Center. Then the messages are removed from the mailbox. If any of the required parameters is not specified correctly or is missing, the mail will not be collected.

Since the trouble ticket system doesn't provide the functionality to view attachments and mail headers, it is also recommended to have support e-mail forwarded to another mailbox for archiving purposes.

➤ **To configure your Support Center:**

1. Log into your Tech Support Admin account control panel
2. Select **Tech Support** in the **Settings** menu
3. On the page that shows, configure your Support Center:

Tech Support Setting	
<b>Mass Mail</b>	
<i>Once you define the "Default Email From" value, each time you are going to send mass e-mail messages to your customers, the "From" field will be prefilled with this default value. If necessary, you will be able to change it to any e-mail you need.</i>	
Default Email From	<input type="text" value="admin@example.com"/> +
<input type="submit" value="Submit"/>	

- **Default Email From:** This email address will be automatically filled in as the **From** email for Mass Mail. It can be changed if necessary.

<b>Trouble Tickets</b>	
Support Email	<input type="text" value="admin@example.com"/>
POP3 Host	<input type="text" value="admin.example.com"/>
POP3 User	<input type="text" value="user@example.com"/>
POP3 Password	<input type="password" value="*****"/>
Automatically Close Answered Tickets After This Many Days	<input type="text" value="30"/> (Use -1 if you don't want option to be enabled)
Report on Ticket Screen	<input checked="" type="radio"/> Show by User <input type="radio"/> Show by Email
Max. Latest Tickets to Show	<input type="text" value="5"/> ( Maximum number of newest tickets from the same account/email to display on the ticket page )
Default Knowledge Base	<input type="text" value="N/A"/> ▼
Default Support Knowledge Base	<input type="text" value="HT-FAQ"/> ▼
Max Suggestions	<input type="text" value="5"/> (Max number of suggestions to show next to trouble ticket)
Don't send confirmation emails for received Trouble Tickets	<input type="checkbox"/>



- **Support Email:** Your primary support e-mail address (e.g. [support@example.com](mailto:support@example.com)) It is the address your customers write to, and replies are sent from.
- **POP3 Host:** Name of the POP3 mail server
- **POP3 User:** The login to the mailbox polled by the support center, e.g.: [example\\_user@example.com](mailto:example_user@example.com). If it is different than the **Support Email**, make sure all mail is forwarded from **Support Email** to this address. Different email addresses are used to allow forwards of trouble tickets to multiple addresses.
- **POP3 Password:** Password to the POP3 mailbox (POP3 User).
- **Automatically Close Answered Tickets After x Days**
  - Enter days to keep answered trouble tickets open. Tickets will be closed after these many days once you answer them.
  - Leave this field empty if you want answered tickets to be closed immediately.
  - Enter -1 if you want all answered tickets to remain open in the Tickets Center.
- **Ticket Center Settings:** You can choose “Answered” and “On Hold” sections to show/hide in the Tickets Center.
- **Default KnowledgeBase:** This knowledge base will be **available to your end users** as well as Tech Support admins and Tech Support assistants in the control panel from **Support Center -> KnowledgeBase**.
- **Default Support KnowledgeBase:** This knowledge base will be used to suggest trouble ticket answers to all Tech Support admins and Tech Support assistants.
- **Max Suggestions:** The maximum suggested trouble ticket answers from the KnowledgeBase.
- **Don't send confirmation emails for received Trouble Tickets:** With this box unchecked, the system will send receipt confirmations to e-mail senders. Please be careful with this option, because if the sender has an autoresponder enabled, you'll end up exchanging endless receipt confirmations with him.

Do not check e-mail address	<input type="checkbox"/>
Highlight E-Mails	<input type="text" value="@example1.com"/> <input type="text" value="@example2.com"/>
Spam addresses	<input type="text" value="@example3.com"/> <input type="text" value="@example4.com"/>
PGP private key:	<input type="text" value="exampleexample"/> <input type="button" value="←"/> <input type="button" value="  "/> <input type="button" value="→"/>
PGP code phrase:	<input type="text" value="exampleexample"/> <input type="button" value="←"/> <input type="button" value="  "/> <input type="button" value="→"/>
<input type="button" value="Save"/>	

- **Do not check e-mail address:** When an e-mail message arrives to the support address, its **from** address and subject are checked to see if it's a follow up to an earlier response. If you enable **Do not check e-mail address**, incoming messages will be checked only by the subject. In this way, a reply from a different e-mail address won't be treated as a new support request if the subject remained unchanged.
  - **Highlight E-mails:** E-mails received from the domains you entered here will be highlighted with red in the main queue of trouble tickets. This is typically used for customers with priority support but can also be used for other purposes, for instance, to emphasize on brand new customers, etc.
  - **Spam E-mails:** E-mails received from the domains you entered here will be blocked as spamming emails. You can use it to stop spamming attempts.
  - **PGP private key, PGP code phrase:** Enter the private key and code phrase generated with pgp encryption program you are using, so your trouble ticket system can decode customer messages encrypted with a publicly available pgp public key.
4. Now that your Support System is configured, click **Save** to apply settings.

---

# Knowledge Base

Created as a combination of FAQ and search utility, the KnowledgeBase system helps to improve customer support.

Knowledge Base is implemented in the control panel TechSupport System. It helps TechSupport admins and TechSupport assistants to compose answers to customer questions and problems. Technically, the KnowledgeBase system checks the trouble ticket against the knowledge base to find the most relevant suggested replies that appear on the trouble ticket page.

There are 2 knowledge base utilities in the **Support Center** menu:

- Knowledge Base Admin allows creating, editing and removing knowledge bases. This option is available under TechSupport Admin account only.
- Search Knowledge Base option allows only viewing records and searching suggestions. This option is available under TechSupport and TechSupport Admin accounts.

You can't use your host's knowledgebases. You need to create or import a knowledgebase of your own.

Knowledge base can be created only under Admin and Tech Support Admin plans. We presume you have already created Tech Support Admin account as a necessary step to create knowledge base and configure your technical support system.

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# Creating Knowledge Bases

Knowledge base works as a standard search system. When creating knowledge base records, make sure to compose logical entries that contain important keywords and avoid wordiness.

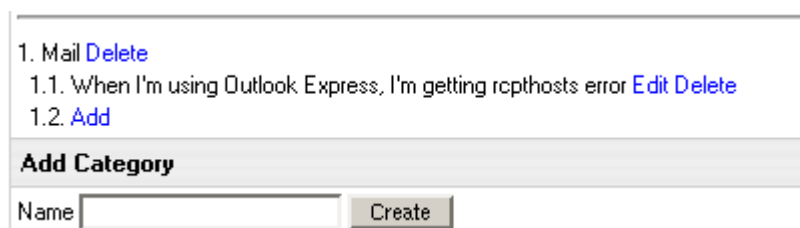
➤ **To create a knowledge base:**

1. In your admin control panel, select **KnowledgeBase Admin** from the **Support Center** menu.
2. On the page that shows, enter the name of the knowledge base in the **Create Knowledge Base** section.
3. Click the **Create** button. The newly created knowledge base appears in the **Existing Knowledge Bases** section.
4. To create a category in this knowledge base, click the **Edit** link next to the new knowledge base.
5. On a page that shows, enter a category name in the **Add Category** section.
6. Click **Create**. New category appears in the list of existing categories.
7. To create actual records in knowledge base categories, click **Add** in the necessary category.
8. Enter the problem in the **Question** field and a solution in the **Answer** field.
9. Click **Submit Query**.

# Editing and Removing Knowledge Bases

You can edit existing knowledge bases, e.g: add and remove categories, edit and remove posted records, move records between categories. To edit a knowledge base, do the following:

1. In your Tech Support Admin account control panel, select **KnowledgeBase Admin** from the **Support Center** menu;
2. Click the **Edit** link next to the knowledge base. On the page that shows, you can:



The screenshot shows a web interface for managing a knowledge base. At the top, there is a list of records with their IDs and titles, and links for 'Delete', 'Edit', and 'Add'. Below the list is a section titled 'Add Category' which contains a text input field labeled 'Name' and a 'Create' button.

1. Mail <a href="#">Delete</a>
1.1. When I'm using Outlook Express, I'm getting rcpthosts error <a href="#">Edit</a> <a href="#">Delete</a>
1.2. <a href="#">Add</a>

**Add Category**

Name

- Delete categories by clicking the **Delete** link next to it
- Edit records by clicking **Edit** next to it, and, when done, clicking **Submit Query**.
- Remove records by clicking **Delete** next to it
- Switch records between categories:
  1. Click **Edit** against the necessary record;
  2. In the drop-down box, select the category;
  3. Click the **Change** button. The record moves to the selected category.

---

**Note:** think twice before removing categories and records, they won't be restored.

---

**Important:** after you made significant changes in your knowledge base, like removing a number of records or adding a lot of new entries, the search system needs to be re-indexed and updated to a number of new keywords. To do it, click **Fix** against the modified knowledge base.

To remove an existing KnowledgeBase, simply click the **Delete** link next to it.

## Exporting Knowledge Base

You can export existing knowledge bases from your Parallels H-Sphere control panel and download them to a chosen location. All knowledge bases are downloaded from Parallels H-Sphere in 'jar' format. To export a Knowledge Base:

1. In your Tech Support Admin account control panel, select **KnowledgeBase Admin** from the **Support Center** menu.



2. Click the **Export** link next to a Knowledge Base and the standard dialog window shows.
3. Perform common steps to download file: choose location and click **Save**.

# Importing Knowledge Bases

You can import knowledge bases that have been previously backed up or created on other Parallels H-Sphere systems. An imported knowledge base is automatically added to Parallels H-Sphere.

➤ **To import a knowledge base:**

1. In your Tech Support Admin account control panel, select **KnowledgeBase Admin** from the **Support Center** menu;
2. Click the **Browse** button next to **Import Knowledge Base**:



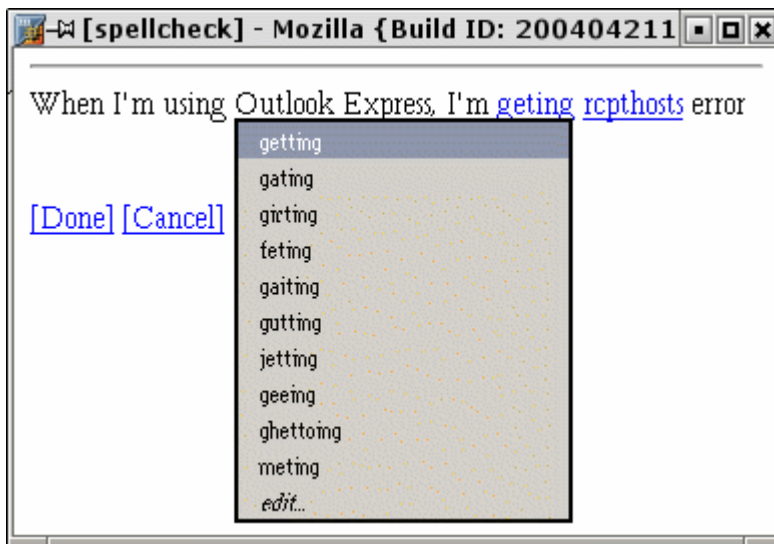
3. Select the database file, then click **Upload**.

# Spellcheck

Knowledge Base allows checking answers to trouble tickets and knowledge base records for spelling.

➤ **To spellcheck records:**

1. Click the **spellcheck** link under the message field. Pop-up window shows with misspelled words, if any, being underlined:



2. Point your mouse to a misspelled word and a number of suggestions shows.
3. Choose the correct variant and click **Done**.

# Search

Knowledge base has a search function. It allows not just viewing suggestions in trouble tickets, but also searching the queries with the search utility.

➤ **To find an answer to your question:**

1. Go to **Search Knowledge Base** in the **Support Center** menu. At the top of the page, **Search** function shows.  
Alternatively, go to **KnowledgeBase Admin** and click **Edit** next to the knowledge base. At the top of the page, **Search** function shows.



Knowledgebase: H-Sphere

Search

2. Enter query in the **Search** field.
3. Select the category from the drop-down box.
4. Click **Search**. The list of search results appears showing relative categories in brackets.

# Settings

Here you will learn how actually to make knowledge base work in your trouble ticket system. You can set a default knowledge base and the number of suggestions it will put in trouble tickets. To do this:

1. Select **TechSupport** in the **Settings** menu.

Default Knowledge Base	<input type="text" value="H-Sphere"/>
Default Support Knowledge Base	<input type="text" value="H-Sphere"/>
Max Suggestions	<input type="text" value="5"/> (Max number of suggestions to show next to trouble ticket)

2. On the page that appears, choose the Default Knowledge Base that will be available for **end users** as well as TechSupport admins and TechSupport assistants in the control panel from Support Center -> KnowledgeBase.
3. Choose the Default Support Knowledge Base that will be used to suggest trouble ticket answers to all TechSupport admins and TechSupport assistants. Clicking the necessary suggestion will automatically fill out answer box for the ticket.

---

**Note:** you can choose between other suggestions, edit and change your answer to make it most suitable for the question.

---

4. Set the maximum number of suggestions to show in trouble tickets.
5. Click **Save**.

---

## Custom Jobs

Custom Jobs allow you to track the additional services you offer to your customers. This could be any type of job such as web design and development, installations, support, or even marketing services. You can use it to track services you offer both for resellers and end users. Resellers also have this facility to work with their end users.

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# Adding Custom Jobs

➤ *To assign a Custom Job to a particular account:*

1. Find the account using the **Search** utility.
2. Click the **Account ID** to go to the account details:

<u>User name</u>	<u>Account ID</u>
dimtest	1226

3. Click **Custom Jobs** in the **Control Panel User** section:

Account Preview			
<b>Control Panel User:</b>	devmars <a href="#">[Signup Info]</a> <a href="#">Custom Jobs</a> <a href="#">[Notes]</a>	<b>Plan</b>	Unixt
<b>Contact &amp; Billing e-mail:</b>	basyllev@yahoo.com <a href="#">[VIEW]</a>		
<b>Billing Type</b>	Check	<b>Billing Period</b>	1 MONTH
<b>Account Status:</b>	OK	<b>Balance</b>	\$0.00 CR <a href="#">[VIEW]</a>

In the bottom frame, the **Custom Jobs** form will appear.

4. Enter the description of the custom job and add it by clicking the button:

Add Custom Job	
Subject	<input type="text" value="Website development"/>
Description	<input type="text" value="Create a dynamic website"/>
<input type="button" value="Add Custom Job"/>	

The custom job will appear in the list right above the form you have filled out.

5. Click the ID of the custom job you have just created. You will see the details and a form to add tasks to the custom job.

## Adding Tasks to Custom Jobs

A custom job consists of tasks. Task involves its own duration in hours and rate per working hour.

➤ **To add a task to a custom job:**

1. Click the ID of the custom job. The following form will appear:

Add Task	
Description	<input type="text" value="Homepage Sketch"/>
Rate	<input type="text" value="25"/> + \$/hour
Time (hours)	<input type="text" value="5"/> +
Note	<input type="text" value="This should take up to 2 days"/>
<input type="button" value="Add Task"/>	

**Description:** enter the essence of the task.

**Rate:** enter the fee for this task per hour.

**Time:** enter time in hours necessary to complete this task.

**Note:** optionally, enter note about this task.






2. Click **Add Task**. The task will appear above the form.






3. Optionally, add a note to this custom job in the **Add a Note** field.

Mind that tasks as well as custom jobs will appear in the user control panel. This way your customers can see what should be or has been done.

## Tracking Custom Job Status

You can use controls to set the status of the custom job. This status will reflect on the user control panel. To set status, click the custom job ID on the Custom Jobs page and refer to the **Status field**:

Custom Job# 36	
Subject	test
Entered By	admin
Started	Jul 19, 2005 3:53:56 PM
Ended	-
Time	0.0
Amount	0.0
Description	test
Status	NEW     

- Click **Finish**  if the job is completely done. It will show as FINISHED on the user panel.  
Note: Upon clicking **Finish**, the corresponding billing entry will immediately appear in customer's online invoice and user will be charged total fee for the Custom Job. It will also show the time when the job was completed in the **ENDED** field on the Custom Job page.
- Click **Start**  to mark the job as active. It will show as IN PROGRESS on the user panel.
- Click **Cancel**  to mark the job as stopped. It will show as CANCELED on the user panel.
- Click **Abort**  to mark the job as ABORTED. This won't delete the job from the list
- Click **On Hold**  to mark the job as pending. It will show as ON HOLD on the user panel.

Custom job entries will be accessible by your customers in **Support Center** -> **Custom Jobs**.

---

# Mass Mail

Ofentimes, you will need to send emails to multiple users, e.g: newsletters. Mass mail feature allows to send one message to a number of users.

➤ **To send a newsletter to a group of customers:**

1. Select accounts using the **Search** utility.
2. Click the **Mass Mail** link at the bottom of the search results page:

jsmith	1055
[1] <a href="#">[Mass Mail]</a>	

3. Compose the message or choose the system notification template (on page 50):

Mass Mail	
From	admin@example.com +
Use charset from settings	<input type="checkbox"/>
AutoInserts	<input type="checkbox"/> Use message templates <span>Trial Registration</span> ▼
	<input checked="" type="radio"/> Subject Company <span>name</span> ▼ <input type="button" value="Insert"/> User <span>first name</span> ▼ <input type="button" value="Insert"/> <input type="radio"/> Message
Subject	Promotion
Message	<div style="border: 1px solid #ccc; padding: 5px;"><p>Enjoy our fall promo!</p><p>We offer good deals for Domain registration for the period of 2 years and more.</p><p>More information at: <a href="http://www.example.com">www.example.com</a></p></div> <p>[spellcheck] Send the message as <span>Plain text</span> ▼ One Message Per Email Address: <input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<input type="button" value="Send"/>	

- **From:** the e-mail address messages will be sent from.

---

**Note:** This email is automatically filled in from **Settings -> Tech Support -> Default Email From**. You can change it if necessary.

---

- **Use charset from settings:** message encoding will be set based on the language selected by the customer.
- **Use Message Templates:** check this box to send system notifications. In this case, any info you enter in the message body will be ignored.
- **Autoinserts:** Use this feature to convert your mass mails into personalized letters. When composing a mass mail, insert generic variables that will be replaced with individual recipient's name, e-mail address, etc.
- **Subject:** enter a subject of the message.
- **Message:** enter a message to be sent to all customers. Remember: if you use message templates, this message will be ignored.
- **Spellcheck:** allows checking your mail messages for spelling. To do it:
  1. Click the **spellcheck** link under the message field. Pop-up window shows with misspelled words, if any, being underlined:
  2. Point your mouse to a misspelled word and a number of suggestions shows.
  3. Choose correct variants and click **Done**.
- **Send the message as:** Select **HTML** to apply formatting to your message, e.g.:  
<i>text in italic</i><br>  
<b>text in bold</b>  
<ul>  
<li>unordered list (bullet)</li>  
<li>unordered list (bullet)</li>  
</ul>
- **One Message Per Email Address:**
  - Yes** - only one message will be sent to an address, regardless of how many accounts use it.
  - No** - the message is sent to every account's e-mail address even if it is the same for different accounts.

4. Click **Send** to send the message.

# Comodo SSL Manager

Comodo SSL Manager allows you to sell Comodo InstantSSL certificates right from the Parallels H-Sphere CP. If you are a Comodo CA Web host reseller, you can enter your reseller data in Parallels H-Sphere and then turn on **Comodo SSL** in the plans.

If you enable **Comodo SSL** in the plans, your customers will get the option to buy and install Comodo InstantSSL certificates in one step without generating a self-signed certificate, forwarding it to a trusted authority, and receiving a permanent certificate in return. Parallels H-Sphere will automate the entire procedure on behalf of the end user.

As hosting administrator, you won't need to perform manual payment procedures every time a user buys a certificate. Parallels H-Sphere will do them automatically via your Comodo CA Web Host Reseller account, which your users even won't be aware of.

Comodo SSL Manager implements a number of new functionalities:

- PositiveSSL support
- Ability to bundle TrustLogo and CardPayments TrustLogo with certificates
- Possibility for resellers to resell ComodoSSL certificates. For this, enable **Reseller CP SSL** in **Plan->Globals** and set prices in Reseller Plan Wizard.
- ComodoSSL certificate renewal

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## Step 1. Register as a Comodo CA Web host reseller

*Skip this step if you have already joined the Comodo CA Web Host Reseller Program.*

1. On your admin CP home page, go to **Settings->Comodo SSL**.
2. At the top of the **Your Comodo Reseller Login And Password** page, click **Join the Web Host Reseller Program now**. You will be redirected to the Comodo CA Reseller Partners page, where you can get familiar with the Program and get registered as the reseller.
3. Click **Join the Web Host Reseller Program now** at the bottom of the page.
4. Follow step-by-step sign up process as a new Comodo CA customer. At the end of the process, your reseller account will be registered, and you'll receive your Comodo CA Web Host Reseller login and password.

---

## Step 2. Configure prices for various certificate types

1. At your admin CP home page, go to **Settings->Comodo SSL**.
2. On the page that appears enter your Comodo CA Web Host Reseller login and password and press **Submit Query**:

Your Comodo Reseller Login And Password	
Login	<input type="text"/> !
Password	<input type="password"/> !
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

3. You'll receive a page with the following **Define Terms/Prices** form:



<b>Define Terms/Prices</b>		
<b>Name</b>	<b>Duration in years</b>	<b>Price</b>
Instant SSL	1	<input type="text"/> +
Instant SSL	2	<input type="text"/> +
Instant SSL	3	<input type="text"/> +
Instant SSL Pro	1	<input type="text"/> +
Instant SSL Pro	2	<input type="text"/> +
Instant SSL Pro	3	<input type="text"/> +
Premium SSL	1	<input type="text"/> +
Premium SSL	2	<input type="text"/> +
Premium SSL	3	<input type="text"/> +
Elite SSL	1	<input type="text"/> +
Elite SSL	2	<input type="text"/> +
Elite SSL	3	<input type="text"/> +
Gold SSL	1	<input type="text"/> +
Gold SSL	2	<input type="text"/> +
Gold SSL	3	<input type="text"/> +
Platinum SSL	1	<input type="text"/> +
Platinum SSL	2	<input type="text"/> +
Platinum SSL	3	<input type="text"/> +

4. Fill in the form by entering your reseller prices for each Comodo certificate type. If you leave empty any price box against any type, clients won't see it as an option when choosing a certificate type to acquire.



## Step 3. Enable SSL Support in plans

1. On your CP home, go to **Info->Plans**.
2. Press the **Edit** button against the plan you want to enable Comodo SSL in.
3. On the 1<sup>st</sup> step of the **Plan Edit Wizard**, include **SSL Module** and **Comodo SSL** under the **E-Commerce Options** section:

E-Commerce Options	
SSL Module 	<input checked="" type="checkbox"/> Include
Comodo SSL 	<input checked="" type="checkbox"/> Include

*If you forget to include SSL Module, your clients won't be able to perform any action with regard to SSL certificates, including purchasing Comodo SSL certificates.*

4. On the 2<sup>nd</sup> 3<sup>rd</sup> step of the wizard, set fees for **SSL Module** resource.

## Step 4. Manage your customer requests

InstantSSL certificates won't be issued to your customers right away after they purchase them, because Comodo CA needs some time to validate their requests. It doesn't give a "success" or "rejected" response immediately and returns an "unknown status" response. When Parallels H-Sphere gets this response, it:

- creates an entry in the list of pending jobs in **E. Manager -> Background Jobs -> Async. Manager**:

Async. Manager				
Description	User	Last Check	Interval (HOURS)	State
ComodoSSL #324507 for test-cmodo.com	testcomodo	3/27/05 9:44 PM	4	Timeout <a href="#">cancel</a> <a href="#">reset</a> <a href="#">check</a>
ComodoSSL #325042 for testmail.trustix.psoft	testmail	3/29/05 5:00 PM	4	In Progress <a href="#">cancel</a> <a href="#">reset</a> <a href="#">check</a>

- creates a background job which polls Comodo CA for a response every 4 hours.

*Success:* Once Parallels H-Sphere gets a confirmation about successful certificate issuance, it notifies the user, removes the task from **Async. Manager**, and sends the administrator an email with the list of all completed requests.

*Rejected:* If Parallels H-Sphere gets this response, it shows this certificate issuance as rejected and cancels the billing entry.

**Async. Manager** offers the following controls:

- **cancel** - cancel the billing entry. Use this option if the customer decided not to buy the certificate due to the difficulties with its issuance.
- **reset** - reset waiting time for a response from Comodo CA.
- **check** - poll **Async. Manager** to get most up to date task status.

# EasyApp Collection: Providing Third-Party PHP/MySQL Applications

Users can easily set up various applications directly in their user CP. You can provide the applications for them by compiling packages using the EasyApp SDK tool and installing those packages on your admin CP.

Versions of the EasyApp package don't depend on the versions of Parallels H-Sphere. EasyApp package can be updated more often than Parallels H-Sphere to offer newer versions of included applications.

For your convenience, we have compiled the EasyApps Collection package consisting of over 30 PHP/MySQL applications, such as blogs, CMS portals, forums, e-commerce engines, etc.

Install the package and make the set of applications available to your users as a resource.

Integration of EasyApp Collection into Parallels H-Sphere involves installing the package, disabling/enabling applications and making applications available for users.

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## Installing/Updating the Package

- **Windows:**

*Installation:* Download the msi-package for Windows from the Parallels site and run it.

*Update:* Download the msi-package for Windows from the Parallels site and run it. If it was your first installation, do not forget to specify `SMTP` and `sendmail_from` keys in your `php.ini` file (in the Windows folder).

- **Linux:**

1. Download EasyApp Collection package from Parallels site (<http://download.hsphere.parallels.com/downloads/index.html#easyapp>).
2. Login to CP server as cpanel user.
3. Install the package as described in Customization Guide. If updating the package, run the installer with [--upgrade] option.
4. Restart CP.

After you install the package, it will be added to the list of installed packages in your admin Control Panel, in the **Settings->Packages** menu:

Packages			
Package Name	Package version	Package vendor	Short description
easyapp	0.91 0	Positive Software	EasyApp PHP/MySQL applications

This is helpful to find out whether all package files are installed correctly.

## Disabling/Enabling Applications

All EasyApp applications are enabled by default upon installation. You may want to to disable certain applications and make them unavailable for users.

➤ **To disable some applications:**

1. At your CP home go to **Settings->EasyApp**

On the page that shows uncheck unnecessary applications

2. Click **Apply** to save changes.

Disabled applications won't be available for users. Later you can enable applications again.

## Making Applications Available for Users

➤ *To add the resource to an existing Plan:*

1. At your CP home go to **Plans->Manage**.
2. On the Plans page that appears, press the **Edit** button near the plan you want to enable the resource in.
3. On Unix Plan Edit Wizard Step 1:
  - include EasyApp
  - check MySQL
  - check PHP
4. On Step 2, configure prices for the resource.

In the same way you can enable the EasyApps resource in all newly created plans.

Now your users can install applications from the EasyApp Collection on their domains.