



R e s e l l e r H o s t i n g S e r v i c e s

An Introduction to Linux and Windows Hosting Reseller Services

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Welcome

Dear Friend.

First and foremost we would like to welcome you as a new customer to Web24 and thank you for choosing us as your preferred hosting service provider. To make your experience as enjoyable as possible, we have prepared this introductory document to familiarise yourself with our systems and services and to provide you with some key information that you will need to setup and administer your hosting services.

Feedback

If you spot a typo in this guide, or if you have thought of a way to make this guide better, we would love to hear from you!

If you have a suggestion for improving the documentation (or any other relevant comments), try to be as specific as possible when formulating it. If you have found an error, please include the chapter/section/subsection name and some of the surrounding text so we can find it easily.

Please submit a report by e-mail to userdocs@web24.com.au.

Contact Information:

Support: support@web24.com.au
Customer Care: customercare@web24.com.au
Accounts: accounts@web24.com.au
Sales: sales@web24.com.au

Website References:

Web24: <http://www.web24.com.au>
Support: <http://support.web24.net.au>
Control Panel <https://hspc.web24.net.au/cp>

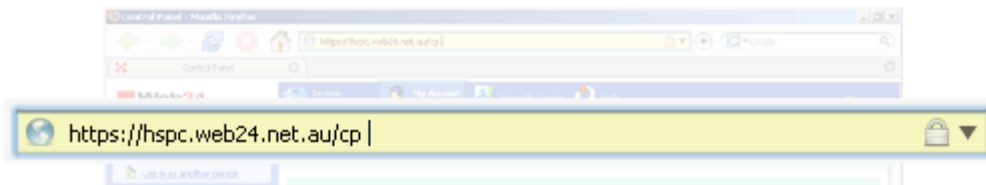
Your Control Panel

Logging into your Control Panel

You can access your Control Panel from any Internet connected computer using your choice of Web Browser such as Internet Explorer, Safari or Firefox.

To log in, please type the following URL into your web browser address bar

<https://hspc.web24.net.au/cp>



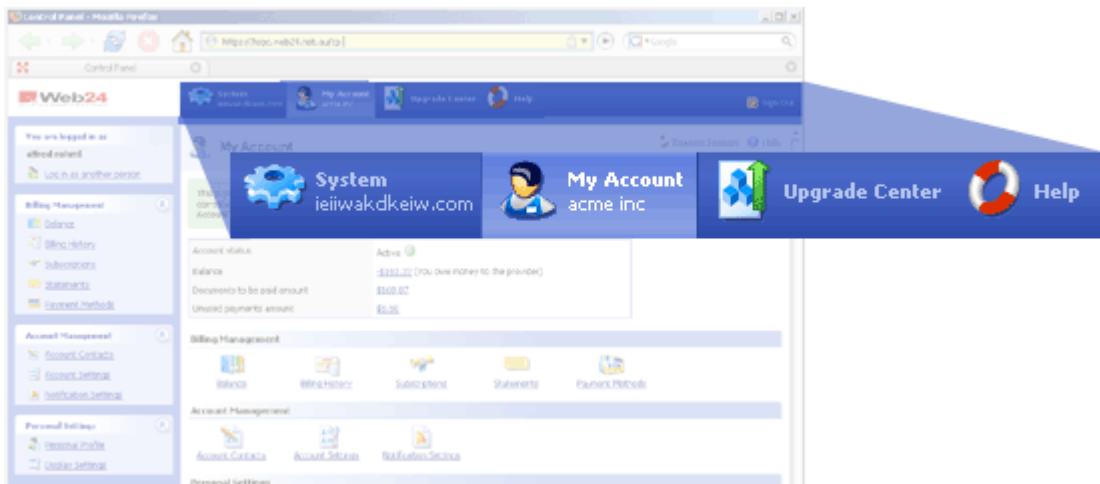
Control panel overview

Our control panel system provides you with a web based interface to manage all aspects of your hosting account. This control panel is divided into four distinctive sections.

The control panel “tabs” are

- My Account
- Upgrade Center
- Help
- System.

These are explained as follows:



My Account

The “My Account” tab provides you with access to your account information and contains three sub-sections. They are:

- **Billing Management.**
Use the billing management section to view your account balance, make payments, change and update credit card or payment information, download tax invoices etc.
- **Account Management**
Use the account management tools to manage and change your account contact information, increase or reduce the amount and types of notifications you receive from Web24.
- **Personal Settings**
Use your personal settings tools to change your login password, email address, name and address.

Help

Use the “Help” tab to access resources to assist you with troubleshooting or setup issues. From this screen you can access “Documentation”, “Knowledgebase” and “Trouble Tickets” Icons.

Help and Support



[Documentation](#)



[Support](#)



[Knowledgebase](#)



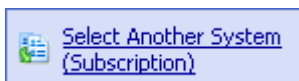
[Trouble Tickets](#)

- **Documentation.**
Documentation on Control Panel, Shared Hosting, Virtual Private Servers and more
- **Trouble Tickets**
Use this to view past tickets and to lodge new trouble ticket issues.
- **Knowledgebase**
Access our extensive knowledgebase on all aspects of our hosting services.

System

The System Tab provides the actual functionality you will use to configure and manage your subscriptions with Web24. The terminology of “System” is synonymous with “Subscription”. If you have a number of subscriptions with Web24, for example, one windows and one Linux hosting account, they will both be managed under the single “System” tab.

You can choose between multiple subscriptions by clicking on the “Select another System(Subscription)” link



If your web hosting subscription is not currently selected, click on the “Select Another System(Subscription)” link and choose your “Hosting Plan” subscription

ID	Name ▲	System Type	Status	Server	Hosting Plan	Trial
1017	aaronstest.hosting24.com.au	Virtuozzo VE	<input type="radio"/> Pending	<input checked="" type="radio"/> Running	Ubuntu Starter VPS	✗
1014	ewerwer2324234.com	Shared Hosting	<input checked="" type="radio"/> Active	<input checked="" type="radio"/> Running	Sitebuilder	✗
1012	ieiwwakdkeiw.com	Shared Hosting	<input checked="" type="radio"/> Active	<input checked="" type="radio"/> Running	Linux Silver Hosting	✗

Upgrade Center

The Upgrade Center is a context sensitive menu system. The options available under the upgrade section are dependent on what subscription is selected under the System Tab

Current hosting plan

Linux Silver Hosting

Upgrade Management



[Change Hosting Plan](#)



[Buy Resources](#)



[Buy IP addresses](#)



[Add Application](#)





[Register New Domain](#)


Your Reseller Hosting Services.


To access your reseller hosting services, click on the “system” tab and select your reseller / Multi-Domain hosting account. Once your hosting subscription is selected, you will see a contextual menu similar to this.


Tools



Edit



Report



Preferences



Limits



Permissions



Branding



Custom Buttons



IP Pool



IIS Application Pool


Shared SSL


Skeleton


Add New Domain








Domain Templates




Traffic

Info

1 domains, 1 active domains, 0 B disk space used, 0 B traffic used

Domains

 [Remove Selected](#)
 [Group Operations](#)
 [Show Subdomains](#)
 [Show Domain Aliases](#)
 [Check Permissions](#)
 [Hide Search](#)

 [Search](#)
 [Show All](#)

1 Domains total Number of entries per page: [10](#) [25](#) [100](#) [All](#)

	P	S	H	Domain name ▲	Creation date	Subdomains	Domain Aliases	Disk usage	Traffic
<input type="checkbox"/>				mydomainwebs.com.au	July 31, 2007	2	0	0.00 MB 0.00 MB/Month	

1 Domains total Number of entries per page: [10](#) [25](#) [100](#) [All](#)

Summary of Options

- **Edit**

The edit facility will allow you to modify your Reseller hosting account information. Please note that this is what is displayed to your customers and is not the information used by Web24 for your account. To modify your Web24 Hosting account you should click on the “My Account” tab as explained earlier.

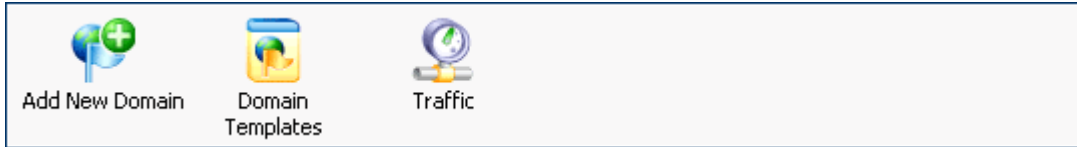
- **Report**
The report facility provides reporting on your hosted domains traffic and disk usage, and also provides a facility to have automated reports delivered to specific email addresses.
- **Preferences**
Allows you to set some basic Control Panel Preferences.
- **Limits**
The Limits option shows you what limits have been set for your reseller account. These limits can be modified by purchasing additional resource through the upgrade center, or by upgrading your hosting plan through the upgrade center.
- **Permissions**
The permissions icon shows you what permissions have been granted by Web24 for your reseller account.
- **IP Pool**
The IP pool function shows you what IP addresses have been allocated to your account. By default you will have a single IP address, however you can purchase additional IP addresses by visiting the Upgrade Center.
- **IIS Application Pool**
Enable CPU monitoring and recycle points for IIS application pool
- **Shared SSL**
Enable Shared SSL on a domain by domain basis.
- **Skeleton**
Create a default user directory skeleton for new hosting accounts created under you reseller account.
- **Branding**
Change the logo and URL for your control panel to provide a branded interface for your customers.
- **Custom Buttons.**
Create any number of custom buttons or icons in your hosting control panel linking to any website or application
- **Add New Domain**
The Add New Domain icon provides the functionality to create hosting accounts within your reseller interface.
- **Domain Templates**
Using Domain Templates you can create custom hosting plans for your customers
- **Traffic**
View individual domain traffic

Creating a New Hosting Account

Follow these basic steps to create a new domain for hosting.

1. If not already active, select your multi-domain subscription by clicking on the "System Tab" and clicking on your multi-domain subscription

2. Click on the “Add New Domain” Icon



3. Enter the domain name and select a template if available. If you have a static IP address you will be able to choose between a shared IP and a dedicated IP (SSL Certificates require a dedicated IP address). Ensure “Proceed to hosting setup” is checked to configure your hosting account.

Domain form

Domain name *

Select template

Select an IP address.

Proceed to hosting setup

* Required fields

4. Select the type of hosting required.

For this example, choose Physical Hosting and click OK.

- a. Physical hosting
This will create the actual hosting account for your domain and allow you to setup email and hosting services. This is the most common choice.
- b. Standard Forwarding.
Standard Forwarding will setup a URL redirect from the domain you are configuring to a URL of your choice
- c. Frame Forwarding
Frame Forwarding will also create a URL redirect, however the new URL will not be displayed in the browser address bar as it is hidden within a frameset.

5. Physical Hosting Setup

This is where you configure your domain settings. The options are as follows.








- a. IP Address
If you have purchased additional IP addresses you will be able to choose between shared and dedicated IP addresses for your account.
- b. Preferences
 - i. SSL Support
If the domain has a dedicated IP address, you will be able to enable SSL Support
 - ii. FTP/Microsoft Frontpage Login.
This is the FTP Username for the domain
 - iii. Password
Set or change the FTP password for the hosted domain
- c. Site Builder Support

- i. Publish with Sitebuilder
If your account has Sitebuilder services then you can allow this domain to publish using Sitebuilder.
- d. Microsoft FrontPage Support
Select this if you wish to enable FrontPage hosting services for your domain
- e. Services
This provides a list of checkboxes for various scripting and reporting services. You can add or modify these at any time by selecting your domain setup icon.
- f. IIS Application Pool
By enabling the "Use dedicated pool" option you can isolate your website from the actions of other hosting accounts.





Configuring your domain

Once your Physical Hosting options have been configured you can then manage your individual domain options.



















Domain

 Disable	 Domain Administrator	 Report	 Rename Domain	 Limits	 Domain Aliases	 Back Up
--	---	---	--	---	---	--


Services

 DNS Settings	 Databases	 Certificates	 ODBC Data Sources
---	--	---	--

Hosting (Domain has physical hosting on IP address 203.16.60.5)

 Setup	 Delete	 Web Users	 Subdomains	 Protected URLs	 Web Directories	 FTP Accounts
 Remote Desktop	 Scheduled Tasks	 Site Preview	 Application Vault	 ASP.NET Web Applications	 IIS Application Pool	 Performance
 Log Manager	 File Manager	 Shared SSL	 Hotlink Protection			

Custom buttons

 Remote Mail
--

Summary of Options

DOMAIN

- **Disable**
Disable the domain name. This will take the website offline and bounce email.
- **Domain Administrator**
If you wish to give your customer access to their domains control panel you will configure their access limits here. Please see the following section entitled “**How your customers can access their control panel**”
- **Rename Domain**
Allows you to change the hosted domain name
- **Limits**
Set the domains resource usage limits. By choosing “Unlimited” you allow all the reseller resource allocation to be assigned to this domain. By default you should allocate specific resource amounts so you can create further hosting domains.
- **Domain Aliases**
Create multiple domain aliases
- **Backup**
Create a local domain backup, or backup to an FTP server. You can also schedule domain backups at pre-determined times. If you have a backup file, you can choose to restore this backup file.
- **Custom Buttons**
Create custom buttons for your control panel

Services

- **DNS Settings**
Add, delete or modify your domains DNS records. This is an advanced feature and can cause your website to become unavailable if incorrectly configured.
- **Databases**
Create MySQL and MS SQL 2005 databases by selecting this option. You can also manage your databases through phpMyAdmin and SQL Webadmin interfaces.
- **Certificates**
Create Certificate signing requests (CSR) and install your SSL certificates
- **ODBC Data Sources**
Create ODBC data source connections

Hosting

- **Setup**
Configure the physical hosting options, add and remove services and change FTP usernames and passwords
- **Delete**
Delete the physical hosting for the domain
- **Web Users**
Web users is a legacy function from days of Unix where these users can have access to the hosting

account through the use of a tilde home directory. Creating Web Users will give them FTP access and ability to view their website in the format of `http://www.yourdomain.com/~webusername`

- **Subdomains**
Create subdomains under your main domain for site isolation.
- **Protected URL's**
Password protect files and directories
- **Web Directories**
Configure .NET preferences and create Virtual Directories. Create .NET applications and modify all related permissions.
- **FTP Accounts**
Create multiple FTP accounts for the hosted domain
- **Log Manager**
Configure log rotation and storage options
- **File Manager**
Use File Manager to create, modify and delete files with your website hosting account. You can also use this utility to modify IIS file permissions
- **Remote Desktop**
Disabled
- **Scheduled Tasks**
Schedule tasks through this facility to run at pre-determined times.
- **Site Preview**
If your domain name has not yet propagated, use the site preview function to view your website.
- **Application Vault**
Install from a list of available applications such as Mambo, gtChat, osCommerce, phpbb and more.
- **ASP.NET Web Applications**
Install from a list of available .NET applications such as Dot Net Nuke, Time Traker, Report Starter kit and more
- **IIS Application Pool**
Enable CPU monitoring and recycle points for IIS application pool
- **Performance**
Enable bandwidth throttling to limit the amount of data used by your account and limit the amount of concurrent website connections
- **Shared SSL**
Enable and configure a shared SSL certificate
- **Hotlink Protection**
Enable Hotlink protection so that only your domain can use images and files and avoid bandwidth theft.

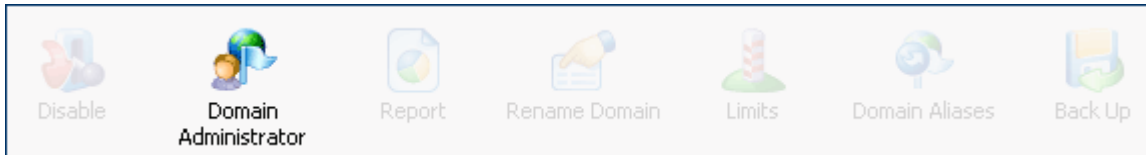
Custom Buttons

- **Remote Mail**
See following section "All about Email"

Your Customers Control Panel

In the instance where you are providing reseller hosting services, it is often desirable that you can provide branded control panel access to your customers. You can achieve this quickly and easily through the use of your reseller hosting account with Web24.

1. Follow the preceding steps and create a physical hosting domain under your reseller subscription
2. Manage the newly created domain and click on the "Domain Administrator" icon



3. Check the box "Allow domain administrator access" and take note of the Login username. Enter a secure password into the New password and Confirm Password text boxes

Preferences	
Allow domain administrator access	<input checked="" type="checkbox"/>
Login	testdomain.com.au
Old password	None
New password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>
Button label length	<input type="text"/>
Domain administrator's language	ENGLISH (United States) ▾
Domain administrator's interface skin	WinXP Reloaded Compact ▾
Allow multiple sessions	<input checked="" type="checkbox"/>
Prevent users from working with the control panel until interface screens are completely loaded	<input checked="" type="checkbox"/>
Permissions (Select All / Clear All)	
Physical hosting management	<input checked="" type="checkbox"/>
Subdomains management	<input checked="" type="checkbox"/>
Domain aliases management	<input checked="" type="checkbox"/>

4. Complete the domain administrator and click OK

If the domain name is correctly configured your customer can now log onto their hosting account by typing the following URL into any web browser.

<https://www.testdomain.com:8443>



If the domain is not yet resolving you can use the domains IP address as a substitute.
Eg. <https://203.1.60.5:8443>

You will be presented with a Login Screen similar to this.

A screenshot of the Plesk 8.1 login screen. The header is blue with a key icon and the text "Log in to Plesk 8.1 for Microsoft Windows". Below the header, there is a white box containing the following elements:

- Instructions: "Enter the login name into 'Login' and password into the 'Password' fields respectively. Then click 'Log in'."
- Login field: A text input field containing "testdomain.com.au".
- Password field: A text input field containing "*****".
- Interface language: A dropdown menu showing "User default".
- Links: "[Forgot your password?](#)" and a "Log in" button.

Once your customer is logged in, they will be presented with a domain specific control panel that includes the ability to create and modify resources as defined by you in the domain limits options.

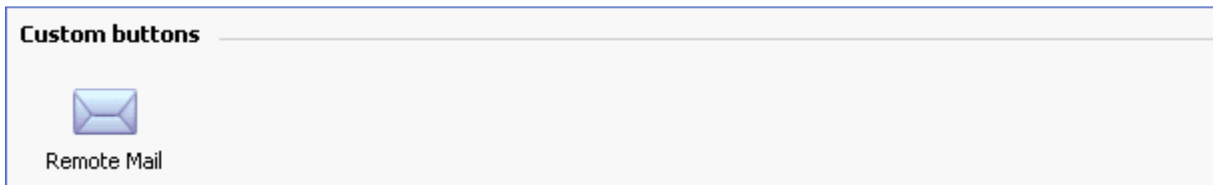
All about Email

One of the most common first steps in setting up your hosting account is to create your email address. This is achieved quickly and easily through the use of your Control Panel system.

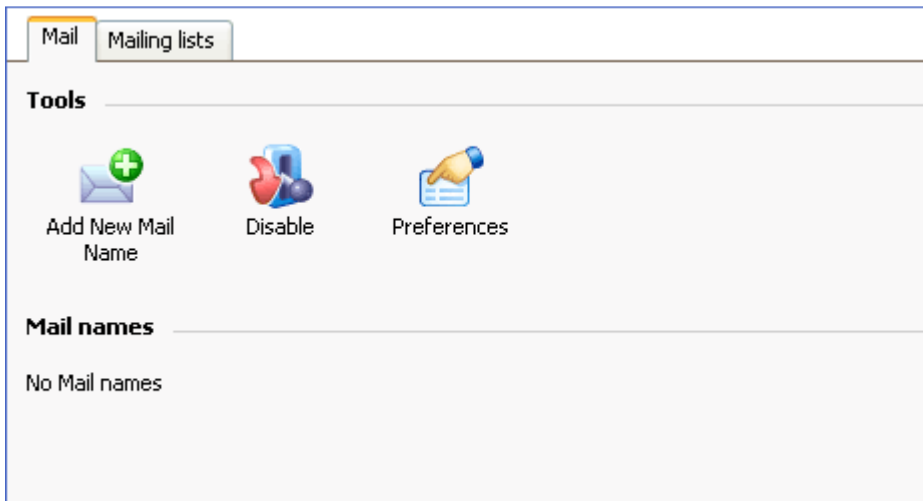
Overview. Mail is sent through the internet by a number of "Mail Servers" forwarding your message from location to location. To receive email you must create a "MailBox" as a final destination that can accept email addressed to you. This mailbox is created on one of Web24's Mail servers and stores your email until such a time as you connect to the Internet and "download" the mail to your computer.

How to create a mailbox:

Log onto your hosting control panel and select your hosting subscription (Click on the "System Tab"). You will be presented with a number of icons, click on the "Remote Mail" icon under Custom buttons



You will now see a new set of icons, click on the "Add New Mail Name"



Complete the form by entering your Mail Name and your password and click OK

Mail name form

Mail name * @ **ieiiwkdkeiw.com**

Old password

New password

Confirm Password

Control panel access

Button label length

Interface language

Interface skin

Allow multiple sessions


Prevent users from working with the control panel until interface screens are completely loaded.

Mailbox












Mailbox quota Default for the domain (600 MB)
 Enter size kilobytes

* Required fields








Your mailbox is now created, and you are presented with your mailbox configuration options. You can leave the default settings, or customise it further to suite your purposes. Ie: Add aliases, enable spam and virus filtering setup autoresponders Etc..

ieiikwakdkeiw.com > Mail >
myemail@ieiikwakdkeiw.com  [Up Level](#)

Tools

 Add New Mail Alias	 Preferences	 Permissions	 Mailbox	 Redirect	 Mail Group
 Antivirus	 WebMail	 Groups	 Autoresponders	 Spam Filter	

Info

Control panel access	 On	Mailbox	 On
Redirect	 Off	Autoresponders	 Off
Mail group	 Off	SpamAssassin	 Off
Antivirus (Dr. Web)	 switched off		

Mail aliases

No Mail aliases

Summary of options:

- **Add New Mail Alias**
Allows you to setup additional email addresses that are delivered to this mailbox. Eg. myotherEmail@ieiikwakdkeiw.com
- **Preferences**
Use Preferences to change your mailbox password
- **Permissions**
Set permissions for this mailbox. Allow access to the control panel and allow spam filter management
- **Mailbox**
Set the size of the mailbox, the maximum amount of data this mailbox can hold. Disable and Enable the mailbox.
- **Redirect**
Redirect a copy of all email messages to another address (Note: if you setup a redirect and do not disable the mailbox then a message will be stored in your mailbox as well as sent to the redirection location).
- **Mail Group**
Set this email address up as a group address and deliver a copy of all in bound messages to all members of this group
- **Autoresponder**
Setup automatic response messages for out of office or vacation etc. Includes the ability to attach files

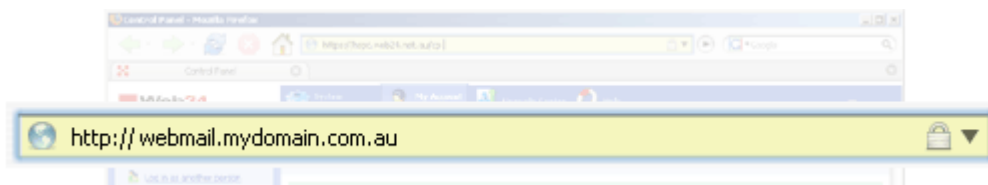
- **Spam Filter**
Configure your spam filtering options, set the spam score (the amount of items/phrases/urls thought to be spam) that are required to tag the message as spam. Add whitelists, blacklists and also train the Spam Filter based upon messages currently in your mailbox.
- **AntiVirus**
Enable Antivirus for inbound and outbound email messages.
- **Webmail**
Access your webmail (you can access your webmail from any Internet Web Browser by typing in the address <http://webmail.yourdomain.com.au>)

How to collect your email

To collect your email you can either use a Web Browser or a Mail Client such as Outlook Express.

Using a Web Browser:

Once you are connected to the internet, open your favourite web browser and type in the address of your webmail site:



You will be presented with a login dialog box, enter your full mailbox name and the password used when creating the mailbox.

Welcome to Horde

Username

Password

Language

Using Outlook Express

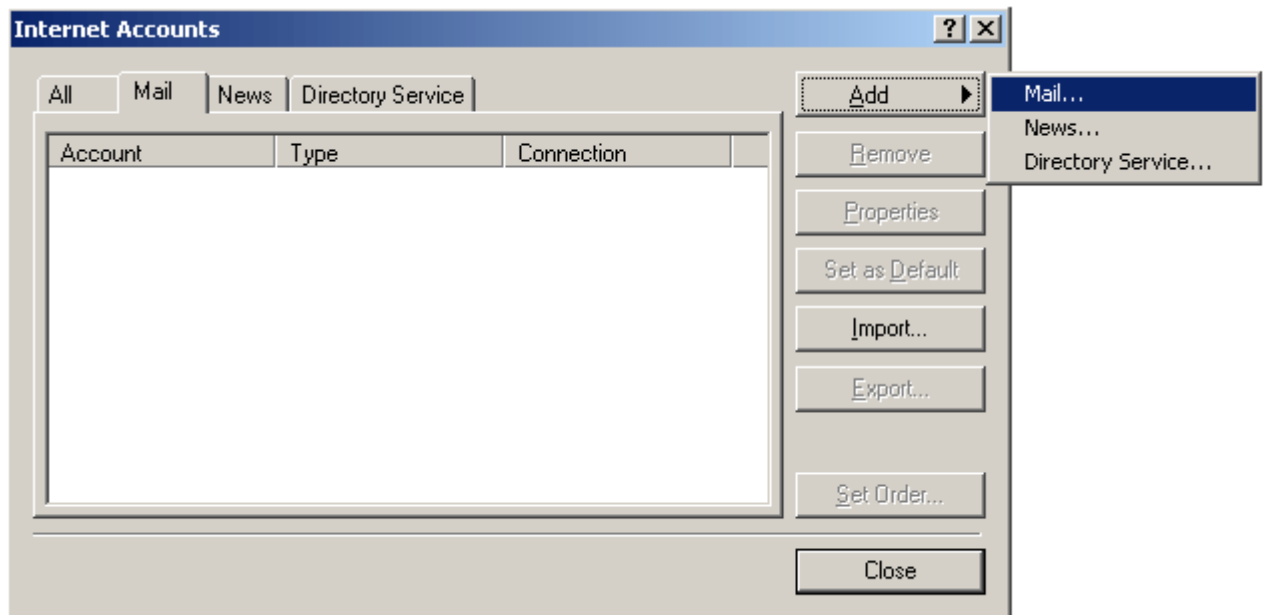
Overview: Outlook and other mail programs allow you to create, view and send email from your local computer, to other Internet mailbox locations. As mail is stored on an Internet Mail Server in a mailbox you created, Outlook needs to establish a connection to that Mail Server and download the stored messages to your local computer.

When sending email, the reverse is applicable, Outlook needs to connect to an "outgoing" Mail Server (Simple Mail Transfer Protocol or SMTP) and pass your message on for delivery. This "outgoing" connection is usually made to the mail server of your Internet Service Provider (ISP).

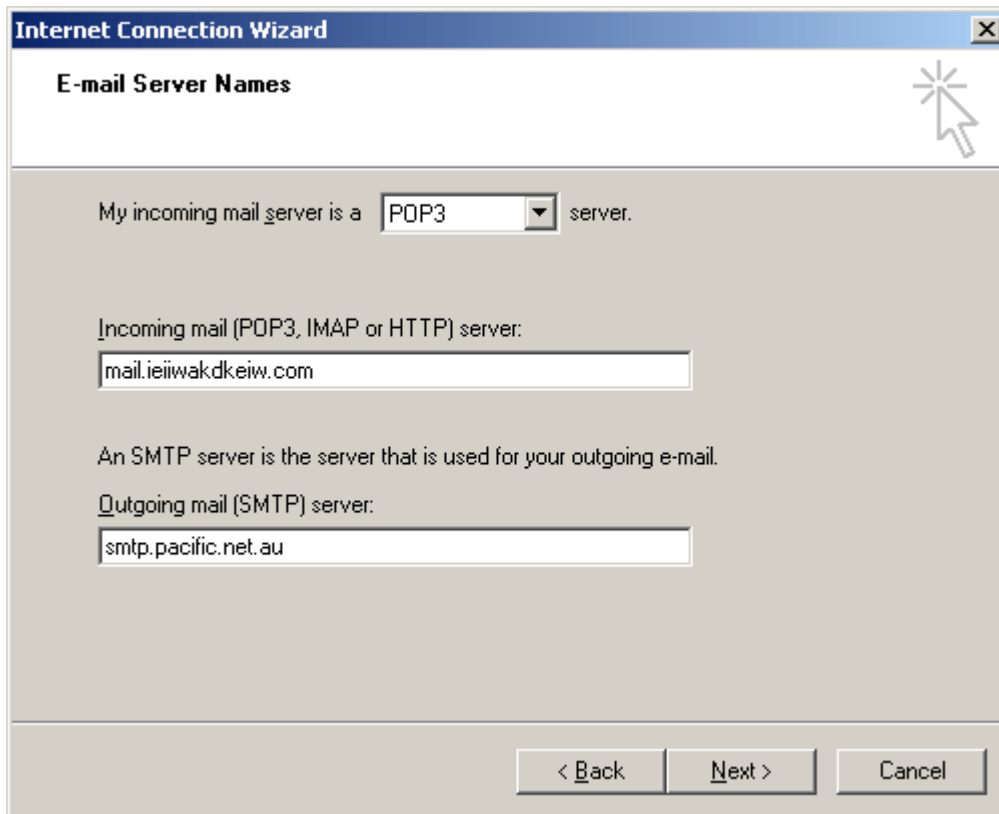
Outlook express is available free with all Windows based PC's. To start Outlook Express, click on Start > All Programs > Outlook Express

If this is the first time you have used Outlook Express, you will be presented with a setup wizard. The following information is pertinent for this wizard and can be substituted in place. If you wish to follow this document, simply cancel the wizard and proceed with the following steps.

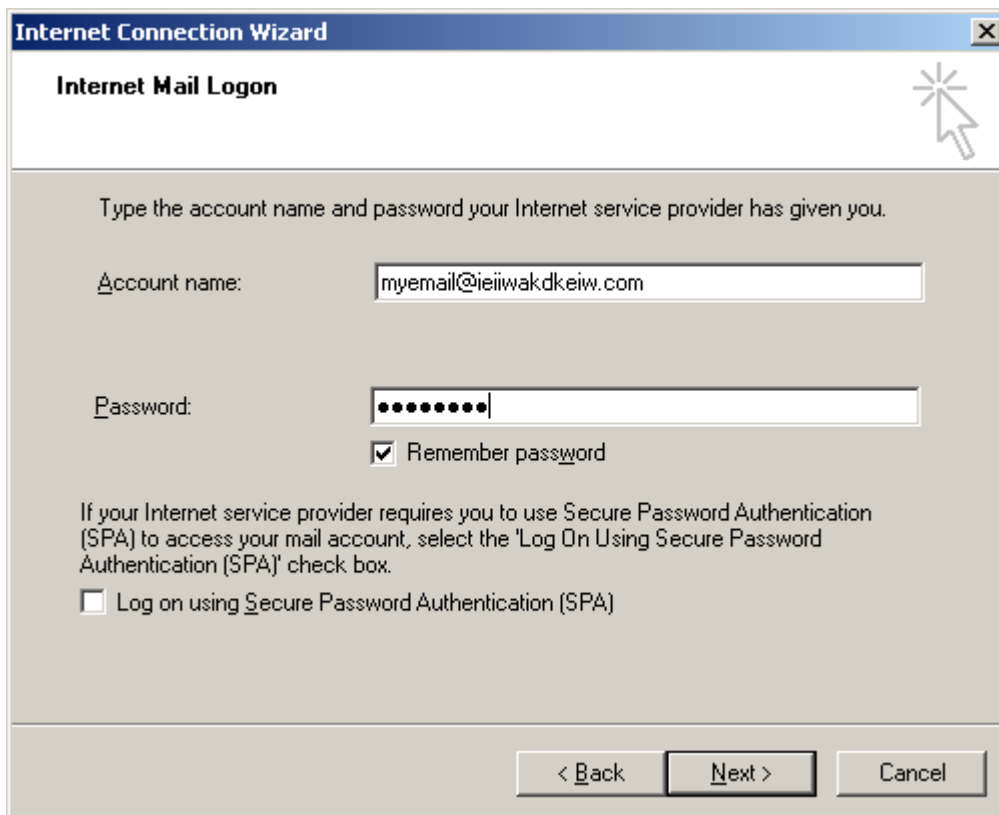
1. Click on Tools > Accounts and then click on the "Mail" Tab
2. Click on the "Add" button and select "Mail"



3. Enter your "Display Name"
4. Enter your e-mail address which is exactly the same as your Internet Mailbox name
5. Enter your "Incoming mail server" name and "outgoing" SMTP server name.
Incoming Mail is the "mail.yourdomain.com.au" (substitute yourdomain.com.au for your actual domain name) and Outgoing Mail is that of your ISP. Eg: smtp.bigpond.com, smtp.pacific.net.au, mail.internode.on.net eg (Please contact your ISP for your smtp server name if unsure)

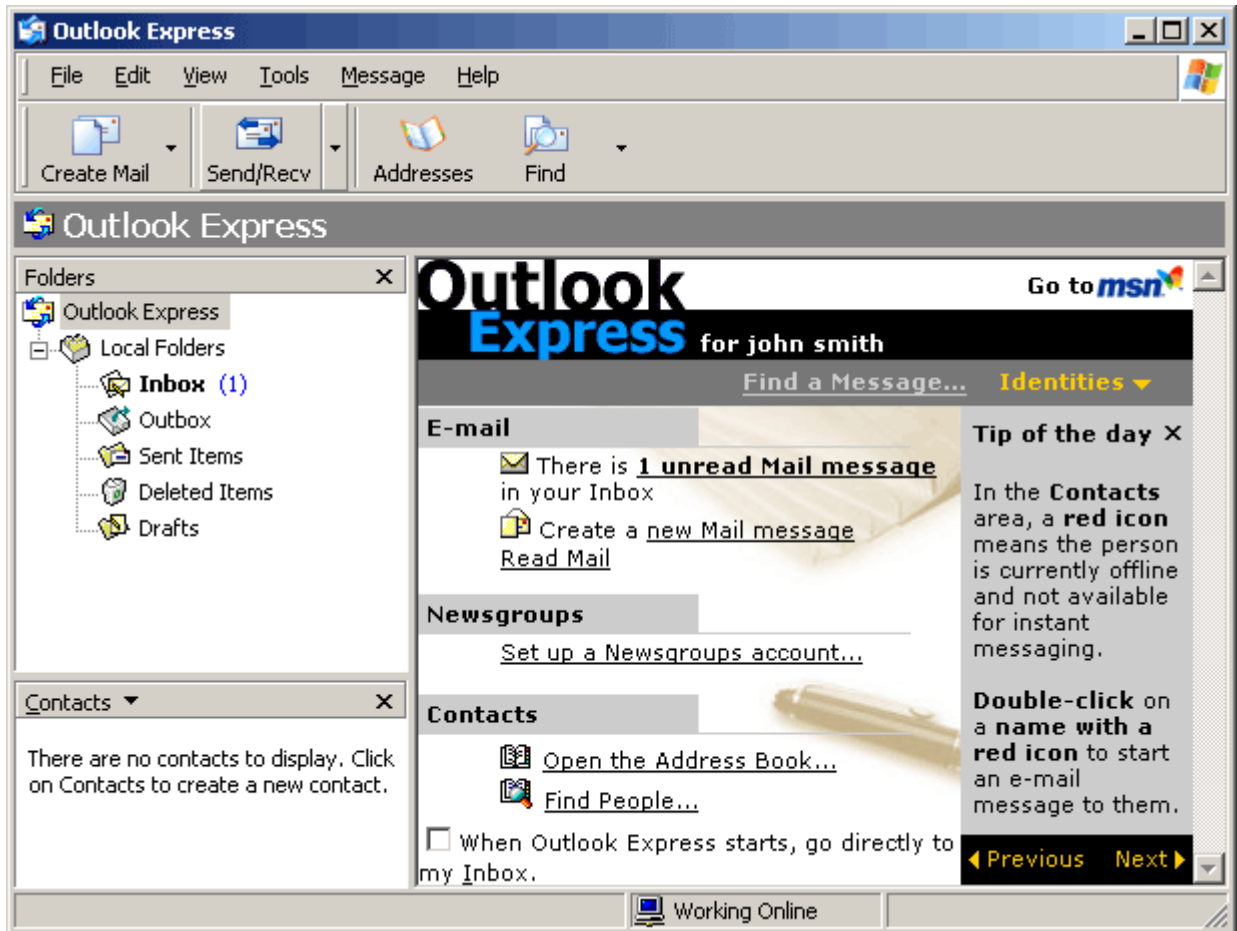


6. Internet Mail Logon – Enter your Full email address and the password you used when creating your mailbox



7. You have finished setting up your mailbox, click Finish and then close the Internet Accounts Dialog box.

8. Congratulations! You can now click “Send/Recv” to send and receive your email.



Creating Your Website

There are a huge number of website creation packages available to you to start creating your website. Web24 provides a “Sitebuilder” tool for customers that wish to use a set of professional customizable templates and an easy to use “What You See Is What You Get” (WYSIWIG) editor. This is available by visiting our website at www.web24.com.au

If you wish to have finer control over your website, you can use commercial programs such as DreamWeaver, Golive and others. There is also a large number of “free” or “OpenSource” software alternatives such as Nvu (pronounced N-View) <http://www.nvu.com/index.php>

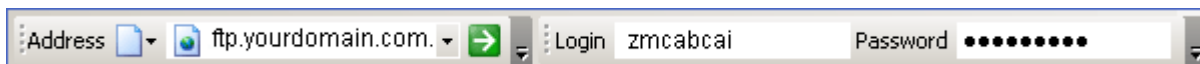
To create your website using non Sitebuilder creation tools you will need to have a basic understanding of HTML. HTML is a very simple and easy to use markup language. To learn more about HTML visit one of the many online tutorial websites such as <http://www.w3schools.com/html/>

Uploading your Website Files

Once you have created your website, you will need to move the files from your local computer to the hosting server. This is called “uploading” your files and you can do this in a number of ways.

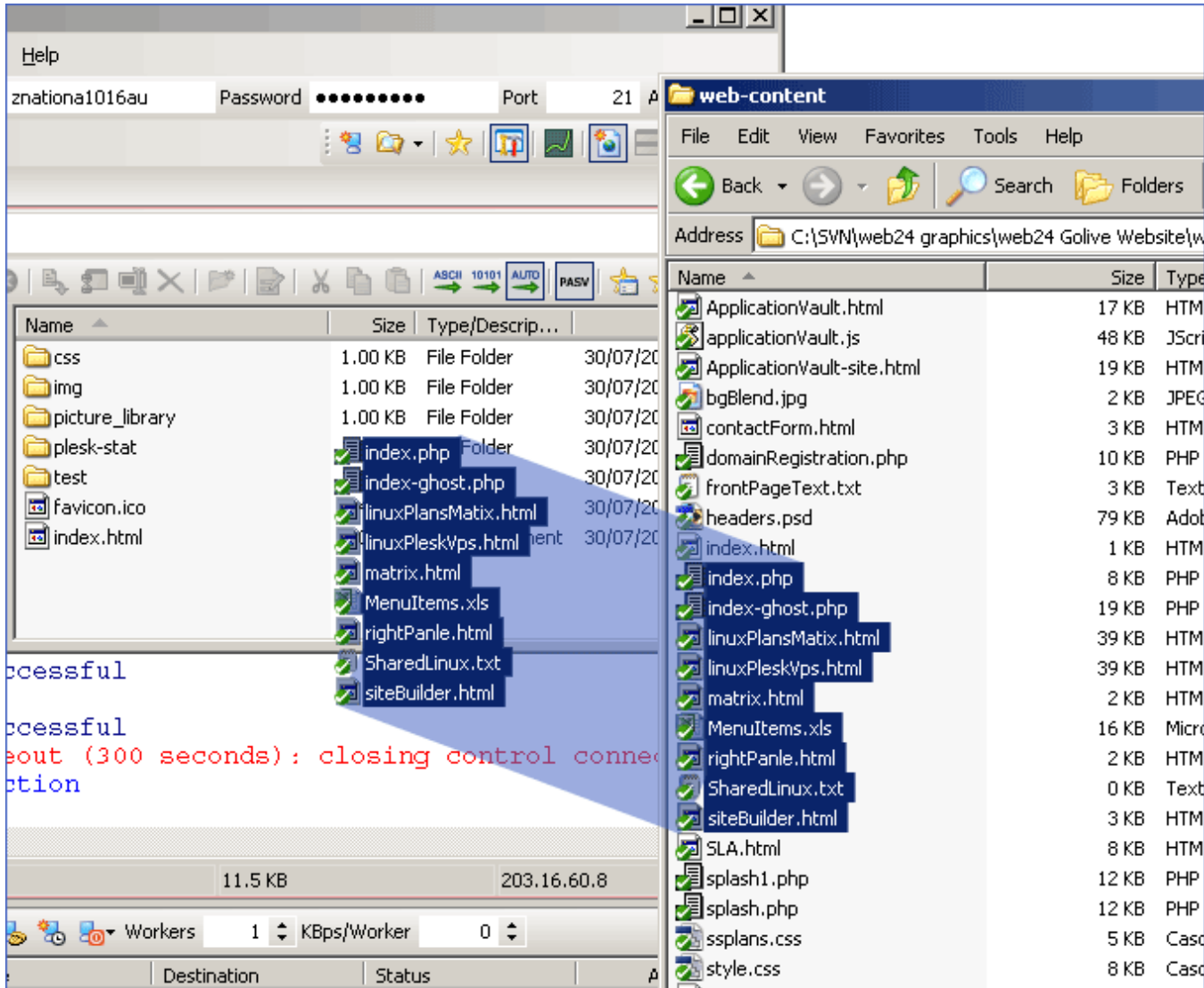
Using SmartFTP

1. Download and install the latest version of SmartFTP from <http://www.smartftp.com/download/>
2. Personal and Educational Users can use SmartFTP free of charge, commercial users can purchase a license after 30 days
3. Start the SmartFTP program
4. Enter the website address in the address bar and enter the Login and Password as per the domain configuration”



5. Once you have logged in you will see the remote folders, double click on the “httpdocs” to open it.

- Now you can copy and paste or drag and drop files from your local computer to the remote folder.



- For a complete set of video tutorials on using SmartFTP please visit <http://www.smartftp.com/support/howto/>

Viewing Your Website

Once your website is uploaded to the /httpdocs folder you will be able to use a Web Browser to view your new website. Once connected to the Internet, type the website address into your favourite Web Browser address bar and you will see your new site.

If you cannot see your site, check that you have typed in the correct address and have uploaded an index.html file as a minimum.
