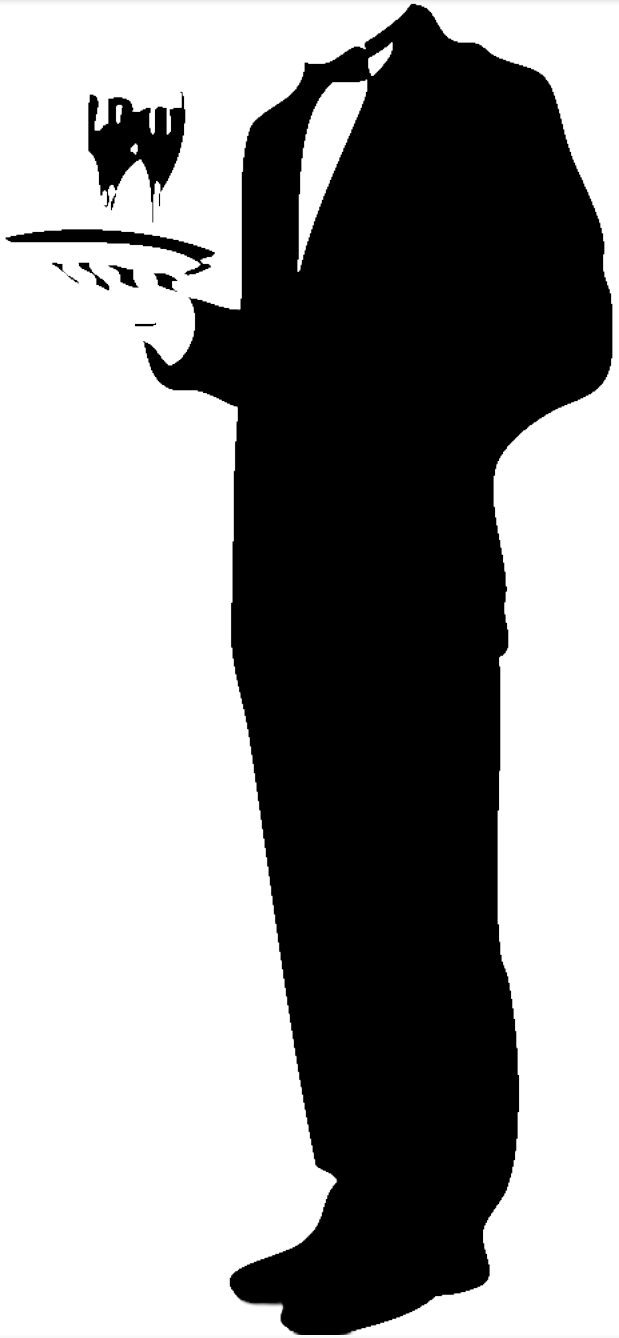

Getting Started Guide

Parallels Plesk Panel 10

for Your Windows Servers

Getting Started Guide: Parallels Plesk Panel 10

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Introduction

Unlike normal hosting plans, which put many customers' accounts on a single server, a server is reserved exclusively for the account and use of a single customer. This means that you have exclusive rights to the server's bandwidth, memory, and storage space.

When you purchase a server, you actually lease a server box that remains at our data centers, which you can configure and set up according to your preferences.

Assisted Service Plan is a server option that shifts the responsibility of setup, monitoring, maintenance, security, and patching of your server to our server support team.

Assisted Service Plan servers do not allow Remote Desktop access, but we allow control over all other aspects of the server. The Parallels Plesk Panel is installed for advanced server management tasks.

SECURITY INFORMATION

Compared to shared hosting, a server offers more power and more versatility. You can run and install virtually anything on your server. However, with this added control comes added responsibility.

You are responsible for the security, backup, and maintenance of your server, unless you have purchased an Assisted Service Plan and/or Managed Backup Services.

CAUTION! Remember to keep your administrative password secure. Anyone who has administrative access to your server can manipulate the software and content that runs on your server.

Unless you have Managed Backup Services with your server, we do not automatically back up your server. We do, however, offer an FTP backup service with our servers. For more information about our FTP backup service, please visit our website.

You can also purchase a hardware firewall for your server from us. You can use a hardware firewall to control the traffic to and from your server. For more information about our firewall service, please visit our website.

REPROVISIONING YOUR SERVER

If, at any time, you want to revert to a clean setup on your server, you can reprovision it. Reprovisioning erases all of the content on your server's hard drive. Your server resets to its state at the time you first purchased it. You can reprovision your server by using the Hosting Control Center.

To Reprovision Your Server

1. Log in to your account.
2. Under the **My Products** section, select **Servers**.

3. Click **Launch Manager** next to the server you want to reprovision. The Hosting Control Center displays.
4. Under the **Support** section, click **Reprovision Server**. The Reprovision Server page displays.
5. If you want to, enter a new **host name** and **user name**. These values default to the current host name and user name for the account.
6. Enter and confirm a new password, and then click **Continue**.

You receive a confirmation notice once your server is reprovisioned and ready to go. Typically, this takes less than five hours.

GETTING HELP

After you set up your server, you can easily get help by submitting a trouble ticket or initiating a chat session in the Hosting Control Center. Alternatively, you may contact Customer Support directly.

To Open a Trouble Ticket

1. Log in to your account.
2. Under the **My Products** section, select **Servers**.
3. Click **Launch Manager** next to the server you want to use.

4. In the Hosting Control Center, under **Support**, click **Trouble Tickets**.
5. Enter your **contact information**, including an email address and phone number.
6. Under **Trouble Ticket Description**, enter a summary and a detailed description of your issue.
7. Click **Continue**.
8. Review your trouble ticket information, and then click **Submit**.

To Open a Chat Session

1. Log in to your account.
2. Under the **My Products** section, select **Servers**.
3. Click **Launch Manager** next to the server you want to use.
4. In the Hosting Control Center, click **Chat Now!**

OTHER RESOURCES

Use these resources to learn more about managing your server:

Parallels Plesk Panel Manuals	http://www.parallels.com/products/plesk/resources/ You can find user manuals and Flash tutorials on Parallels' website.
Windows Server	http://www.microsoft.com/windowsserver You can find information about and documentation for Windows Server on Microsoft's website.

Setting Up Your Dedicated Server

Once you have purchased your server and we've worked on the initial configuration, you need to log in to your Hosting Control Center to finish setting things up.

The Hosting Control Center is an easy place for you to set up your server's host name, user ID, and password. You can also use it to schedule server maintenance, reprovision your server, view bandwidth stats, request additional IPs, and submit trouble tickets.

CHOOSING A HOST NAME, USER ID, AND PASSWORD

Servers with Assisted Service Plan require you to supply additional information, including the domain name you're using for your website's hosting and the email address for receiving server correspondence.

When setting up your server, you create a host name, user ID, and password for your server. This is the user ID and password that you will use to connect to your server in the future. It's a good idea to have this material ready when you log in for the first time.

Choosing a Host Name

The server's host name (also known as your account name) is a unique name for your server. If you have multiple servers, the host names help you differentiate among them.

A host name can be anything, as long as it:

- Contains 3-15 characters.
- Starts with a letter.
- Only includes letters, numbers, periods, or a hyphen.
- **Does not** start or end with a period or hyphen.
- **Does not** include any spaces or any other special characters.

Choosing a User ID

A user ID is the primary ID that you use to access your server. This is also the user ID you use to access your server with Remote Desktop Connection.

Your user ID can be between 4 and 32 lowercase alphanumeric characters. Your user ID **cannot**:

- Begin with a number
- Contain spaces, symbols, or capital letters

You **cannot** use the following reserved terms as a user ID:

adm	binftp	halt	nobody	rpc	system
admin	body	iusrlp	nscdntp	rpcuserrpm	uucp
administrator	games	mailnull	operator	smmsp	vcsa
anonymous	gopher	news	pcap	sshd	
backup	guest	nfsno	root	sync	

Choosing a Password for Your Server

Your server's password, along with your user ID, is used to connect to or gain root access to your server. Keep in mind that Assisted Service Plan servers do not allow root access.

To ensure your server is kept secure, your password must:

- Contains 7–14 characters
- Includes lowercase letters, uppercase letters, and numbers
- **Not** begin with a number or symbol
- **Not** contain backslashes, colons, single quotes, double quotes, spaces, ampersands (&), or the caret symbol (^)
- **Not** contain your user name

LOGGING IN TO YOUR MANAGER FOR THE FIRST TIME

Once you've selected a host name, user ID, and password for your server, you can log in to your Hosting Control Center and finish setting it up.

To Finish Setting Up Your Dedicated Server Account

1. Log in to your account.
2. Under the **My Products** section, select **Servers**.
3. Next to the server account you want to set up, click **Set up Account**.
4. On the Account Setup page, enter the **host name** for your server account.
5. Enter your **user name** and **password** for your account.
6. Click **Continue**.
7. Confirm your settings and click **Submit**.

Once you click Submit, your server should be ready to use in approximately 12 hours. You receive an email message once it is ready.

Connecting to Your Server

In general, there are two different ways you can connect to your server. You can use a Web-based interface like Plesk, or you can connect directly to your server using Remote Desktop.

Either way, you connect to your server using your server's IP address, the user name, and the password you specified when you set up your account. If you are connecting to your account using Plesk, log in with the user name "admin" instead of the user name you specified when you set up your account.

NOTE: If you have the Assisted Service Plan you will log in to Plesk with the user name that you picked during setup.

To find the IP addresses for your account, log in to your Hosting Control Center. Your Hosting Control Center lists the IP address for your server on the first page you see after you log in.

Depending on how you configured your server, you may have multiple IP addresses to choose from. You can use any of your IP addresses to connect to your server.

CONNECTING TO YOUR SERVER USING PLESK

Plesk is a web-based control panel that you can use to manage your server. More specifically, you can use Plesk to set up your domain, DNS, and email on your server. Make sure you have

your IP address ready before you try to log in to Plesk. You'll need to use your IP address to access Plesk on your server. You can find the IP address to your server in your Hosting Control Center.

This procedure explains how to log in to Plesk for the first time and includes some post-installation steps. You only need to perform these steps once.

NOTE: Not all Plesk options are available on servers with Assisted Service Plan. Assisted Service Plan server screens may differ slightly from those shown below.

To Access Your Server Using Plesk

1. Open a Web browser and go to:
   https://*[[ipaddress]]***:8443/**
   Where *[[ipaddress]]* is your server's IP address.
2. When the Plesk login screen displays, enter admin as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.
3. Read through and accept the **Parallels End-User License Agreement**.

4. The post-installation configuration page displays. In the **Full hostname** field you can leave the default hostname that Plesk created for you, or you can enter your own fully qualified domain name. For example, *host.coolexample.com*.

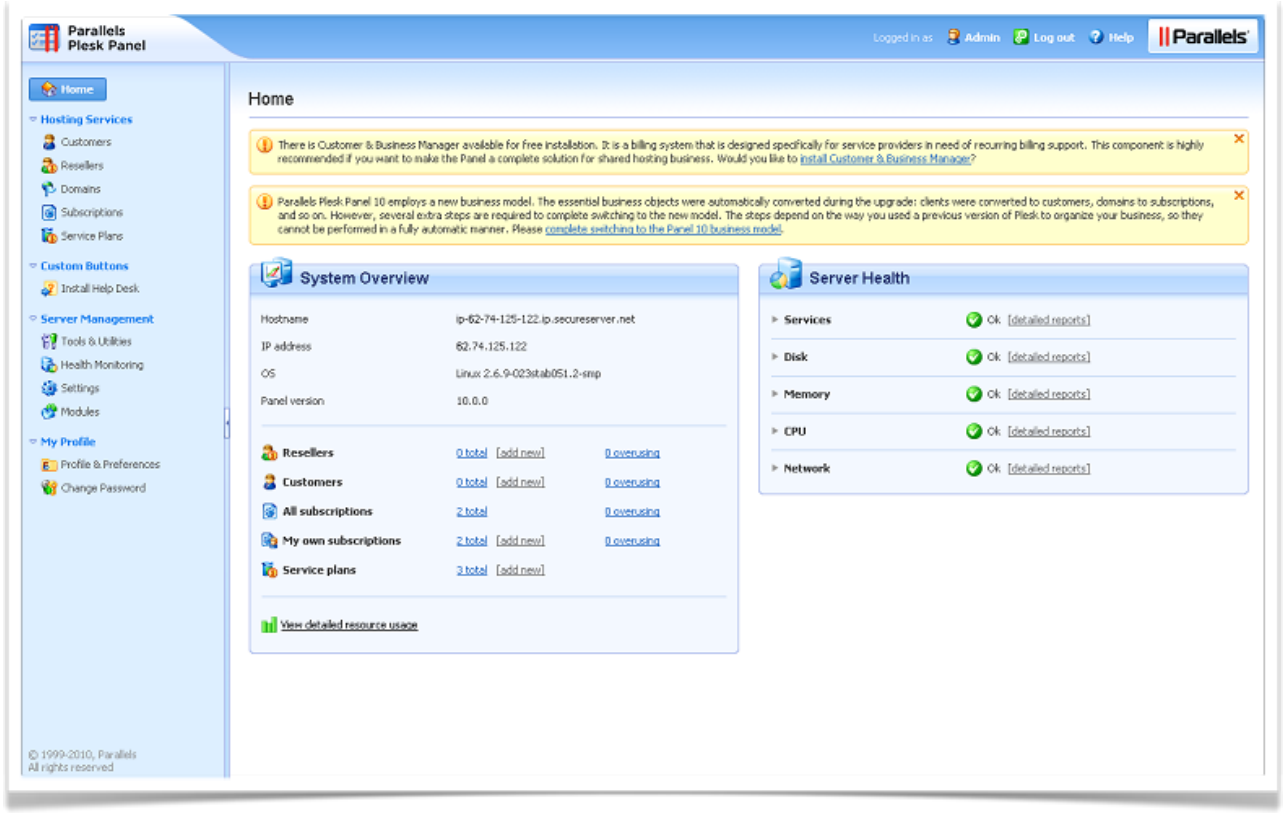
5. You can keep the default settings for the **Select shared IP addresses**. Plesk automatically fills in these fields based on your server and account information.

6. Under the **Shared IP addresses** section, select the primary IP address for your server in the list of **Exclusive IP** addresses, and click **Shared** >>. If you do not plan to host multiple domains on your server, you can skip this step.

7. Enter a password to use with the Plesk admin user. You can use the same password that you used to log in initially or create something new.

8. Click **OK** to finish the post-installation configuration and log in to Plesk.

This is what the administrator interface looks like when you log in to Plesk for the first time:



The Server Administration screen in Plesk is the main dashboard that you use to manage and monitor your server. From here you can create new domains and email accounts, manage IP addresses, and start and stop services on your server.

Plesk has numerous features that can help you manage your server. To find out more about Plesk and the other features that we do not cover in this guide, please visit the Parallels website at: http://www.parallels.com/products/plesk/

For information about how to set up a domain and email using Plesk, see **Adding a Domain to Your Server Using Plesk** and **Setting up Email on Your Server**.

CONNECTING TO YOUR SERVER USING REMOTE DESKTOP

NOTE: This section is not applicable to Assisted Service Plan servers.

If you are a more experienced user and are comfortable with server administration tasks, you can connect to your server using Remote Desktop. Remote Desktop allows you to install and configure additional software on the server, and make changes to the existing software.

NOTE: We recommend that you do not make any changes directly through Microsoft Internet Information Services (IIS) as this can cause problems with the functionality of Plesk and of websites set up through Plesk.

Remember, before you log in to your server, make sure you have your IP address ready. You'll need to use your IP address to access your server. You can find the IP address to your server in your Hosting Control Center.

To Connect To Your Server Using Remote Desktop:

1. From the **Start Menu** in Windows, select **All Programs** > **Accessories** > **Communications** > **Remote Desktop Connection**.
2. Enter the IP address for your server, and then click **Connect**.
3. Enter your user name and password, and then click **OK**:

User Name	Use either "Administrator" or the ID you entered when setting up your account.
Password	Use the password you entered when setting up your account.

Typically, only advanced users that are familiar with Windows Server administration should connect to their servers using Remote Desktop. You should be able to take care of most of your server management tasks using Plesk.

Mac users can download Microsoft's Remote Desktop Connection Client for Mac at the following URL: http://www.microsoft.com/mac/remote-desktop-client

Adding Domain Names to Your Server

As you probably already know, a domain name works a lot like an address forwarding service.

All of your website content sits on a computer with a unique address, your IP address. This is the same IP address that you use to connect to your server using Plesk. Your domain name directs visitors to your site using this IP address.

Before you set up a domain to host on your server, make sure you have already registered that domain through an accredited domain registrar.

To make the connection between domain name and IP address work, you need to first set up a domain and hosting on your server using Plesk. This section of the guide walks you through the necessary steps:

- **Step 1** – Creating a Subscription in Plesk
- **Step 2** – Setting up Hosting for Your Domain

LOGGING IN TO PLESK

There are two ways that you can access the Plesk control panel on your server. You can log in to your Hosting Control Center and click the **Launch Plesk** icon, or you can go to the following URL:

https://*[[ipaddress]]***:8443/**

Where *[[ipaddress]]* is the IP address for your server.

STEP 1 - CREATING A SUBSCRIPTION IN PLESK

Before you add a domain to your server, you need to create a subscription in Plesk. All domains in Plesk have to be associated with a subscription.

You can use one subscription to set up multiple domains on your server or each domain can have a unique subscription.

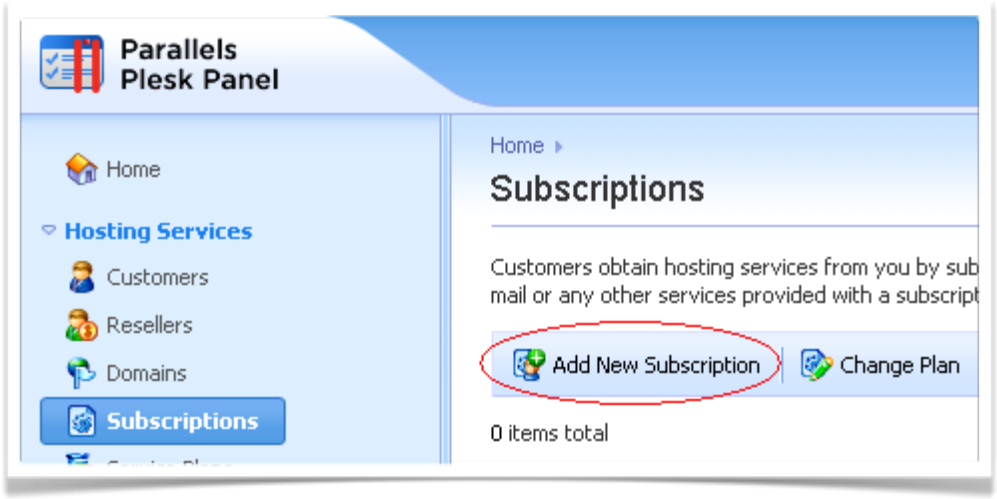
To Create a Subscription in Plesk

1. Log in to Plesk using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

   If this is the first time you have logged in to Plesk, you'll need to read through and agree to the Parallels End-User License Agreement and set up a new admin password for Plesk. See **Connecting to Your Server** for more information.

2. From the menu on the left, select **Subscriptions**.

3. Click **Add New Subscription**.



4. To create a new subscription, enter the domain name, user name, password, and password confirmation. The other fields on this page are optional.

5. Click **OK**.

STEP 2 – CONFIGURING HOSTING SETTINGS FOR YOUR DOMAIN

Using the hosting configuration section of Plesk, you can determine which features you want to enable on your hosting account such as SSL, ASP, ASP.NET, SSI, PHP, CGI, Perl, Python, web statistics, etc.

In the following example, we set up a basic hosting account for the domain we created in **Step 1 – Creating a Subscription in Parallels Plesk Panel**. For more information about the various hosting features in Plesk, you can take a look at the Plesk documentation on the Parallels website: http://www.parallels.com/products/plesk/docs/.

To Configure Hosting Settings for Your Domain in Plesk

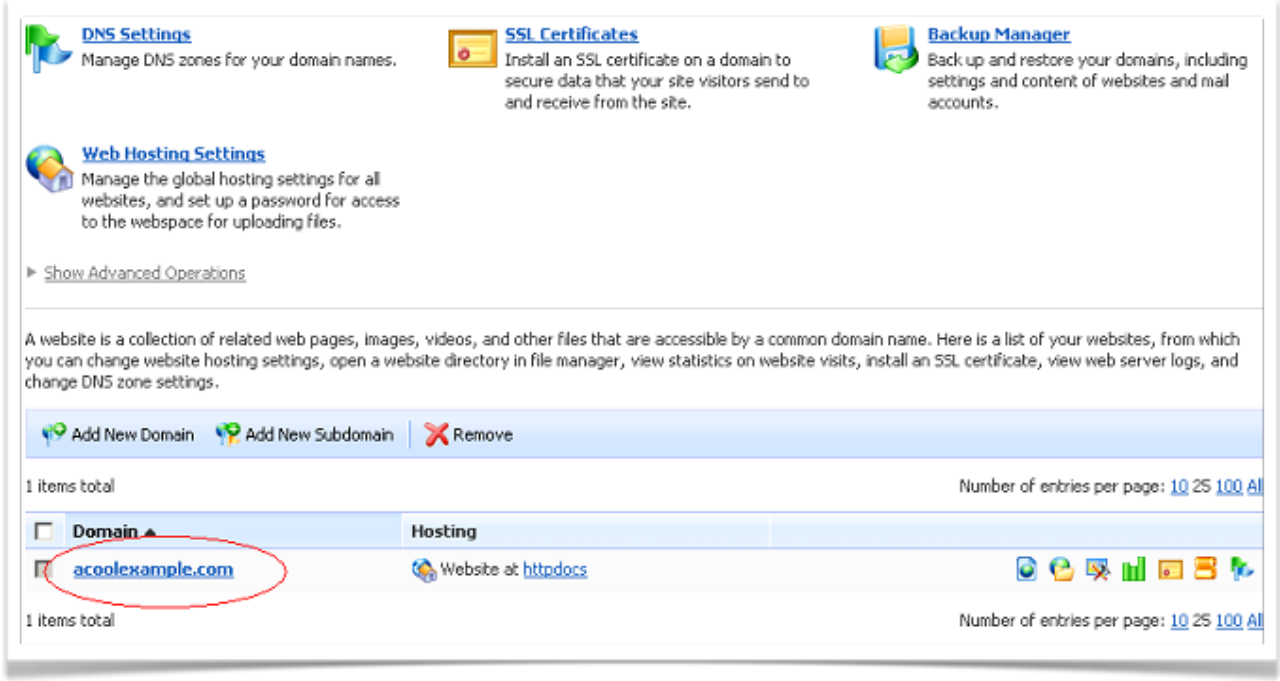
1. If you're not already logged in to Plesk, log in to Plesk using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

2. From the menu on the left, select **Domains**.

3. From your list of domains, click **Control Panel** to the right of the domain you want to configure hosting settings for.

   In this example, we set up hosting for *coolexample.com*.

4. Go to the **Websites & Domains** tab. This is the management page for your domain in Parallels Plesk Panel. Click the domain that you added at the bottom of this page.



5. Select the features for your domain, and then click **OK**.

You can now access the directory for your domain and upload files using the Plesk File Manager. However, in order for people to see your website online, you need to configure the DNS for your site.

The next section of this guide, **Setting up DNS for Domains on Your Server**, walks you through DNS setup. Once you configure the DNS for your site, you can FTP into your website hosting directory in the same way that you would with a traditional hosting account.

Plesk has numerous features that can help you manage your server. To find out more about Plesk and the other features that we do not cover in this guide, please visit the Parallels website at: http://www.parallels.com/products/plesk.

Setting up DNS for Your Domains

Nameservers are the Internet's equivalent to a phone book. A nameserver maintains a directory of domain names that match certain IP addresses.

This makes it possible for people across the Internet to access your website using a familiar domain name, instead of having to remember a series of numbers.

This section of the guide walks you through setting up your server as the nameserver for your domain and covers the procedure for assigning this nameserver to your domain.

After you set up your DNS, it can take up to 48 hours before your domain resolves to your IP address. This period is referred to as the propagation period.

We do not directly control the propagation period for your domain. While it should take no more than 48 hours, we cannot guarantee this time frame.

This section of the guide walks you through the necessary steps:

- **Step 1** – Creating a Zone File for Your Domain Name
- **Step 2** – Correcting the Nameserver Records in the Zone File
- **Step 3** – Creating and Registering Your Domain Hosts
- **Step 4** – Assigning the Nameservers to Your Domain

STEP 1 - CREATING A ZONE FILE FOR YOUR DOMAIN

To use your server as a nameserver, all of the domains on your server must have a zone file. A zone file is the file that maps your IP address to your domain name. It's easy to set up a zone file for your domain in Plesk, because Plesk automatically creates a zone file for any domain you set up.

If you have not set up your domain in Plesk, please see **Adding a Subscription to Your Server Using Plesk** before proceeding.

STEP 2 - CORRECTING THE NAMESERVER RECORDS IN THE ZONE FILE

Although Plesk creates a zone file by default, it only configures the NS and A records for **ns.***coolexample.com* (where *coolexample.com* is your domain name). To ensure that your domain resolves properly, alter the **ns.***coolexample.com* records as well as add an additional set of records to match the domain hosts you will create in **Step 3 – Creating and Registering Your Domain Hosts**.

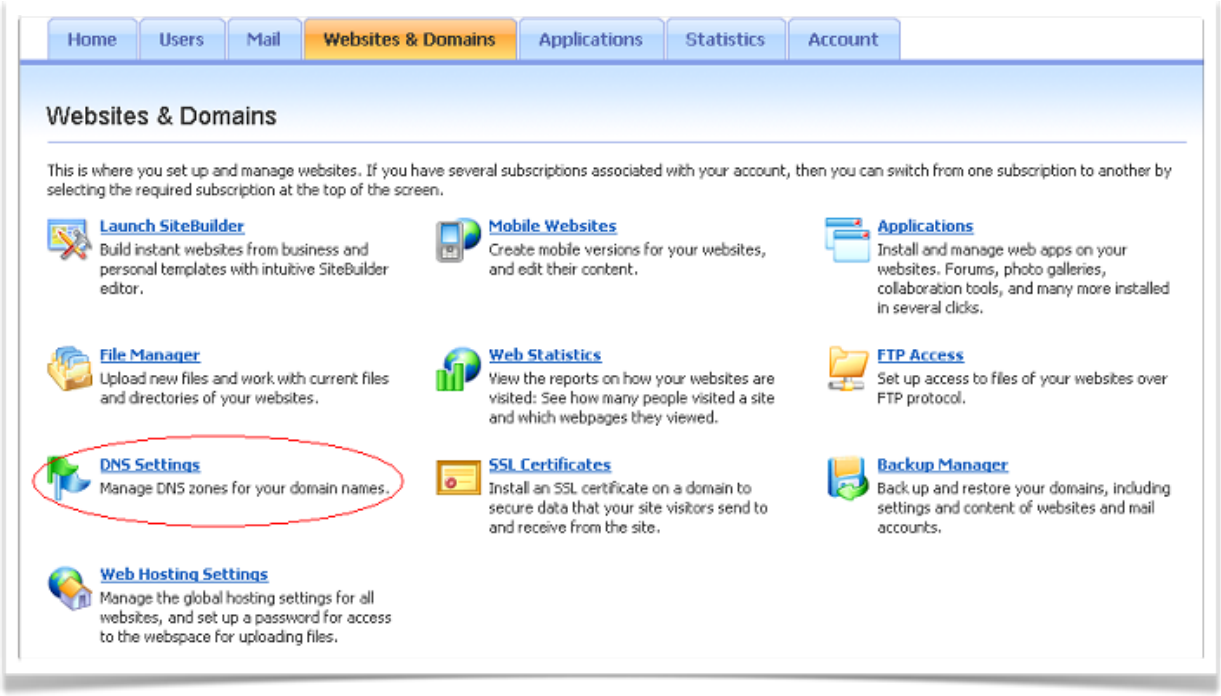
To Correct the Nameserver Records in the Zone File

1. If you're not already logged in to Plesk, log in using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

2. From the menu on the left, select **Domains**.

3. From your list of domains, click **Control Panel** to the right of the domain you want to configure the domain hosts for.

4. Click on the **Websites and Domains** tab, and then click **DNS Settings**.



5. Select the following entries, and then click **Remove**:
   coolexample.com. NS ns.coolexample.com.
   ns.coolexample.com. **A** 62.74.125.122

6. Select **Confirm removal**, and then click **OK.**

7. Click **Add Record**, complete the following fields, and then click **OK:**

Record Type	Select **A**.
Domain Name	Enter the first domain host you want to use. We recommend NS1, but you can enter anything.
IP address	Enter your server's IP address.

8. Click **Add Record** again, complete the following fields, and then click **OK:**

Record Type	Select **A**.
Domain Name	Enter the second domain host you want to use. We recommend NS2, but you can enter anything.
IP address	Enter your server's IP address.

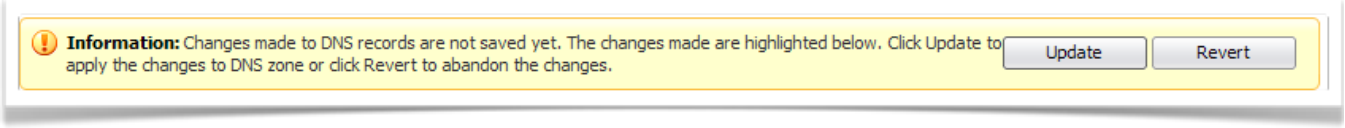
9. Click **Add Record** again, complete the following fields, and then click **OK:**

Record Type	Select **NS**.
Domain Name	Leave this field empty.
IP address	Enter your first domain name host, followed by a dot, and then the domain name you are using. For example, *ns1.coolexample.com*.

10. Click **Add Record** again, complete the following fields, and then click **OK**:

Record Type	Select **NS**.
Domain Name	Leave this field empty.
IP address	Enter your second domain name host, followed by a dot, and then the domain name you are using. For example, *ns2.coolexample.com*.

11. When you are done adding the new DNS records, click **Update** in the yellow Information box at the top of the page.



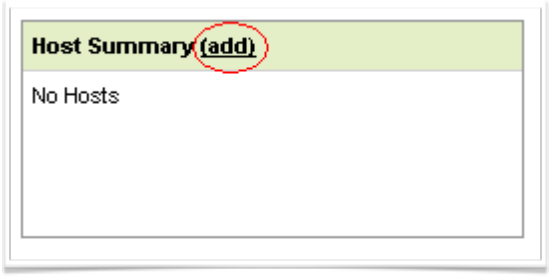
STEP 3 - CREATING AND REGISTERING YOUR DOMAIN HOSTS

Once you set up a domain and create a zone file in Plesk, you need to create and register two domain hosts for your domain at the registry. If your domain is registered with us, you can log in to your account manager to complete this step.

If your domain name is registered with another company, you need to contact them for instructions regarding domain host registration.

To Create and Register Your Domain Hosts

1. Log in to your Account Manager.
2. From the **Domains** section, select **Domain Manager**.
3. Click the domain name you want to host on your server.
4. On the bottom-left of the page, next to **Host Summary**, click **(add)**.



5. Complete the following fields, and then click **OK**:

Host name	Enter the first host name you created. For example, *ns1*.
Host IP 1	Enter your server's IP address.

6. Click **(add)** again, complete the following fields, and then click **OK**:

Host name	Enter the first host name you created. For example, *ns2*.

Host IP 1	Enter your server's IP address.

These domain hosts can be used for other domains hosted on your server. You do not need to create new domain hosts for each of your domains.

STEP 4 – ASSIGNING THE NAMESERVERS TO YOUR DOMAIN

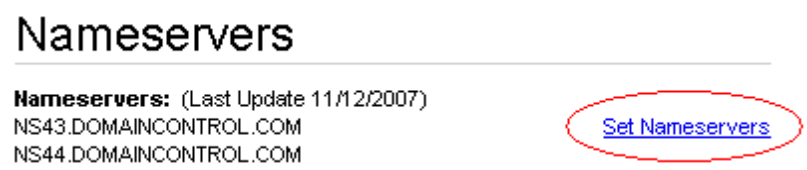
Now that you created and registered two domain hosts, you need to change the information for your domain to use these new servers. If your domain is registered with us, you can log in to your account manager to complete this step.

If your domain name is registered with another company or you manage the DNS for your domains with a third-party tool, you'll need to contact them for information about assigning nameservers to your domain.

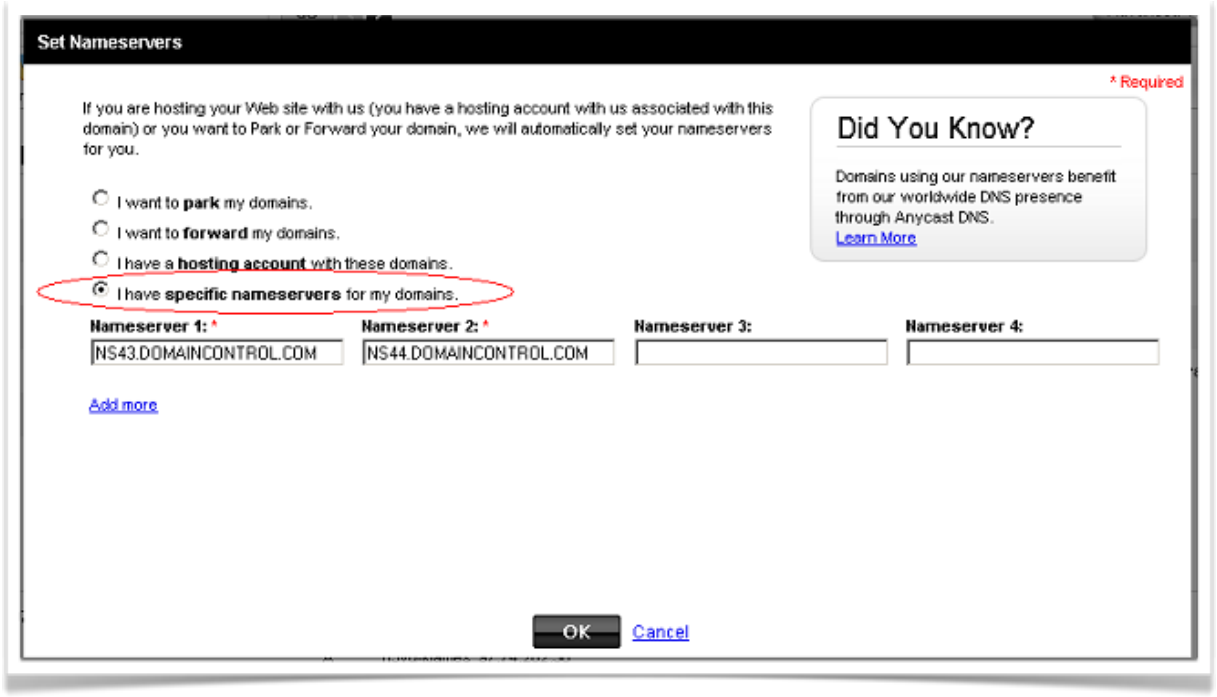
To Assign the Nameservers to Your Domain

1. Log in to your Account Manager.
2. From the **Domains** section, select **Domain Manager**.
3. Click the domain name you want to host on your server.

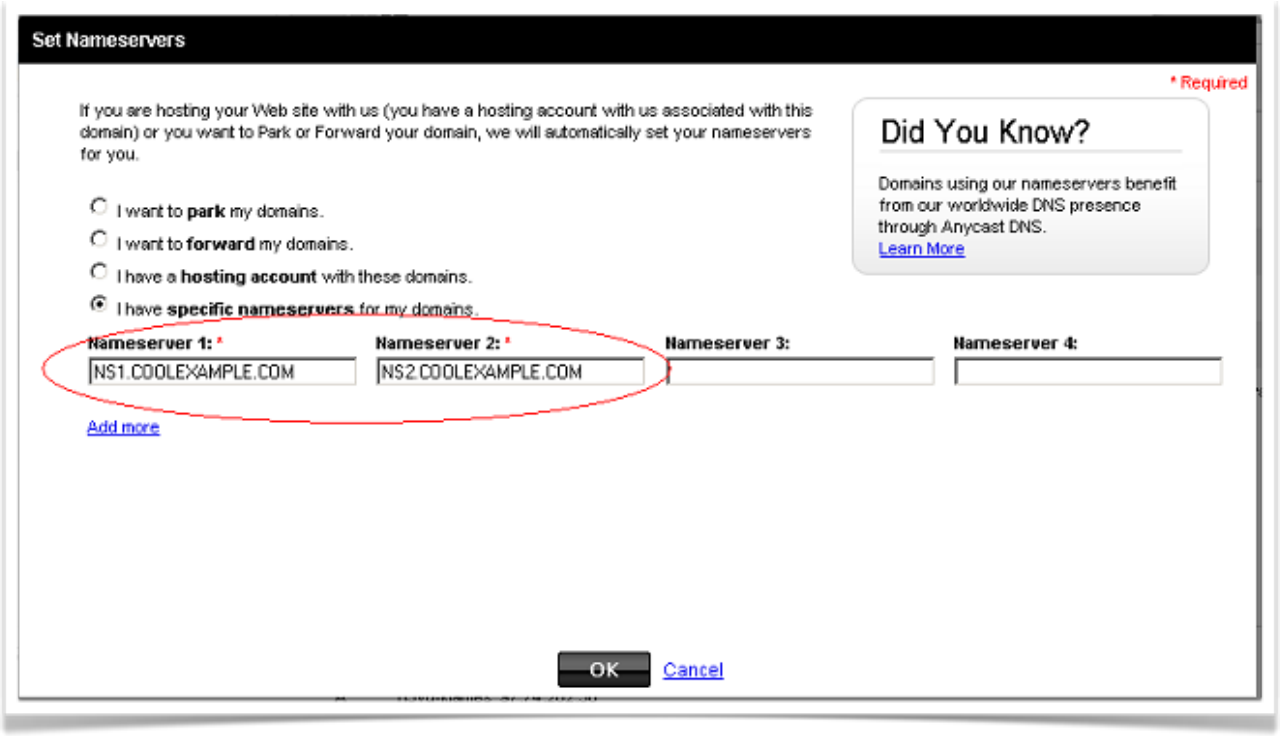
4. From the **Nameservers** section, click **Set Nameservers**.



5. Select **I have specific nameservers for my domains**.



6. In the **Nameserver 1** and **Nameserver 2** fields, enter the names of the domain hosts you created previously. For example, *ns1.coolexample.com* and *ns2.coolexample.com*.



7. Click **OK**.

ACCESSING YOUR DOMAIN USING FTP (UPLOADING FILES)

After you set up your DNS, it can take up to 48 hours before your domain resolves to your IP address. This period is referred to as the propagation period.

Once your domain resolves, you will see the default Parallels Plesk Panel index page when you type your domain name into a browser. This is an example of the default Parallels Plesk Panel index page.

When this page displays, you can connect to the hosting account for your domain using FTP or through Parallels Plesk Panel to delete the default Plesk files from the **`httpdocs`** folder and upload your website's files to that folder.

To make your Web pages viewable, upload them to the **`httpdocs`** directory in your hosting account. This directory is the root directory for your website.

Setting up Email on Your Server

Once you have set up your domain and hosting, setting up email accounts in Plesk only takes a few steps.

If you followed the procedure in the previous section of this guide to set up the DNS for your domain, you do not need to modify your MX records to set up email accounts in Plesk.

SETTING UP EMAIL IN PARALLELS PLESK PANEL

The easiest way to set up an email account for a domain on your server is using Parallels Plesk Panel.

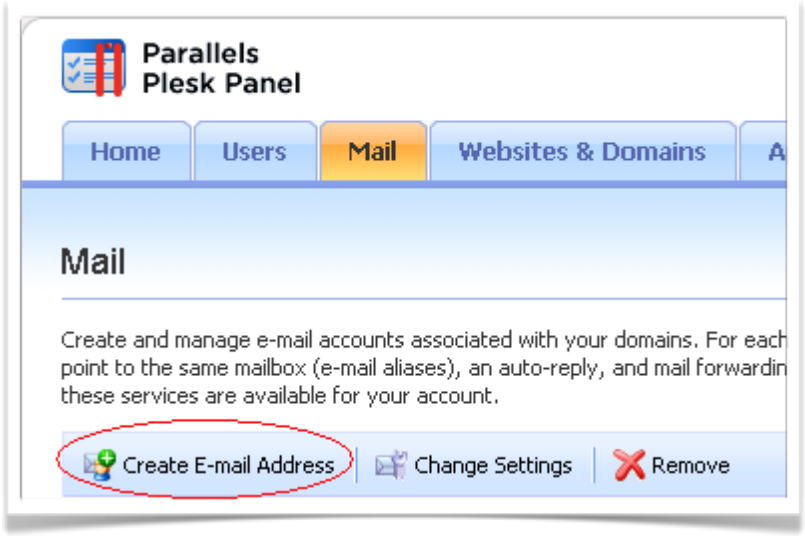
To Set Up Email Accounts for Your Domain in Plesk

1. If you're not already logged in to Plesk, log in using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

2. From the **Hosting Services**, select **Domains**.

3. From your list of domains, click **Control Panel** to the right of the domain you want to create an email account for.

4. Go to the **Mail** tab, and then click **Create E-mail Address**.



5. Complete the following fields, and then click **OK**:

E-mail address	Enter the email address you want to create at the domain name.
Mailbox	Select **Mailbox**, and then select its size.
Password & **Confirm Password**	Enter the password for the email account.

ACCESSING YOUR ACCOUNT WITH AN EMAIL CLIENT

To access your email account using an email client, such as Outlook, Thunderbird, or Entourage, you need this information:

User Name	The name of the email account you created in Parallels Plesk Panel, for example: *admin@coolexample.com*.
Password	The password you specified in Parallels Plesk Panel when you set up your email account.
POP3 Setting	mail.*coolexample.com* (where *coolexample.com* is your domain name).
SMTP Setting	mail.*coolexample.com* (where *coolexample.com* is your domain name). The outgoing (SMTP) server requires authentication and uses the same user name and password as the incoming (POP3) server.

For more information about setting up mail accounts in Parallels Plesk Panel, you can look at the Parallels Plesk Panel documentation on Parallels' website.

USING WEBMAIL TO ACCESS YOUR EMAIL

Instead of accessing your email using a traditional email client, you can access your email on the Web using a standard Web browser.

If you have Webmail enabled in Parallels Plesk Panel, you can access your email at:

http://webmail.*coolexample.com* (where *coolexample.com* is your domain name).

Log in to your account using the user name and password you set up in Parallels Plesk Panel or provided to you by your administrator.

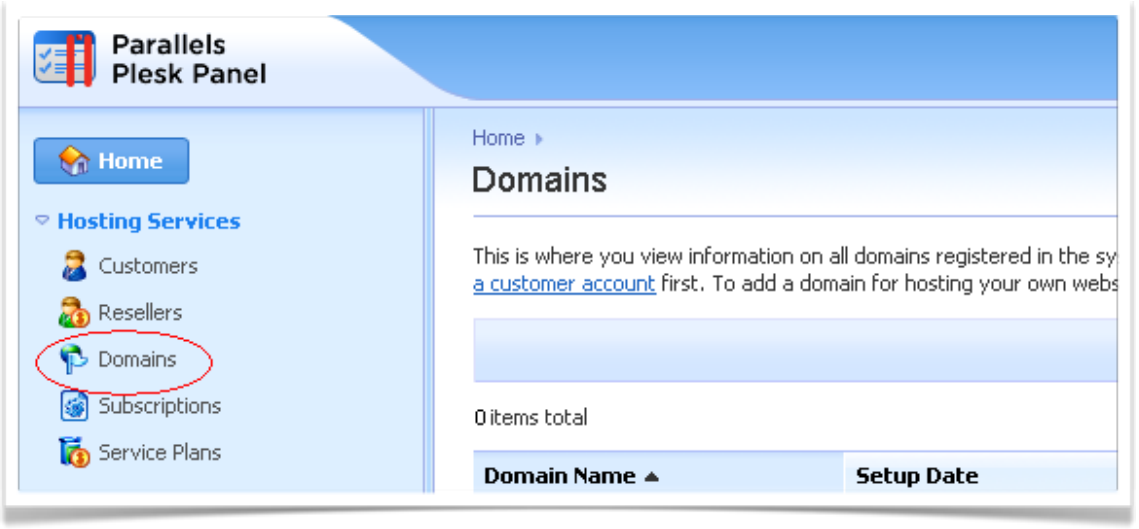
CREATING UP DATABASES

Many websites use databases to function properly. Plesk lets you create databases and database users in your server's control panel.

To Create a MySQL Database in Plesk

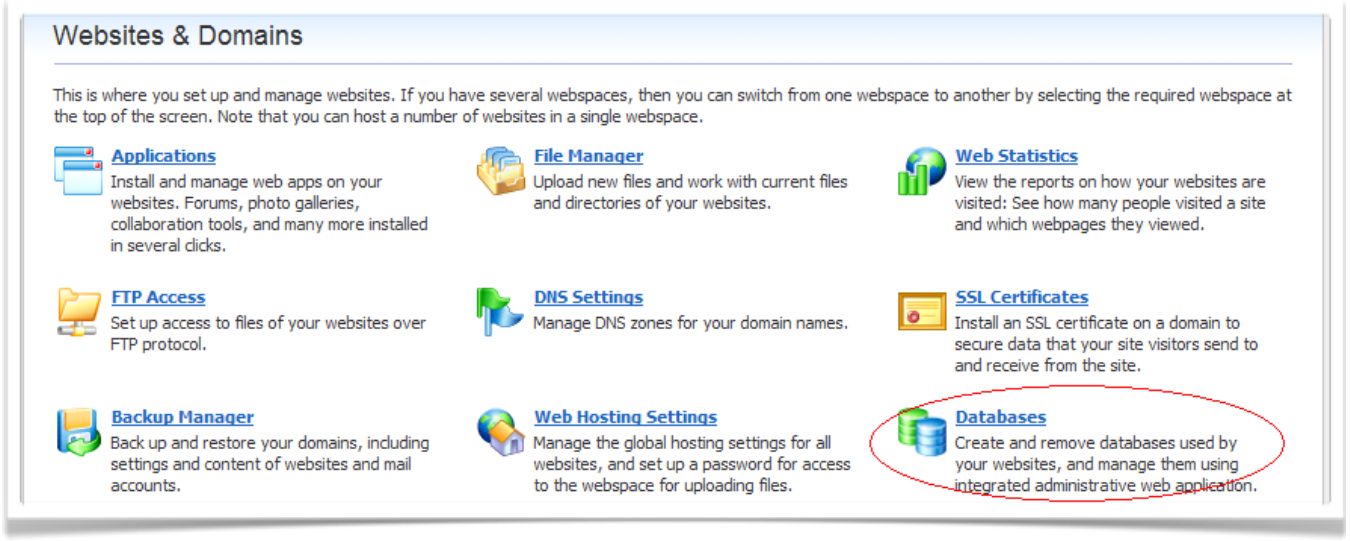
1. If you're not already logged in to Plesk, log in to Plesk using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

2. From the menu on the left, select **Domains**.

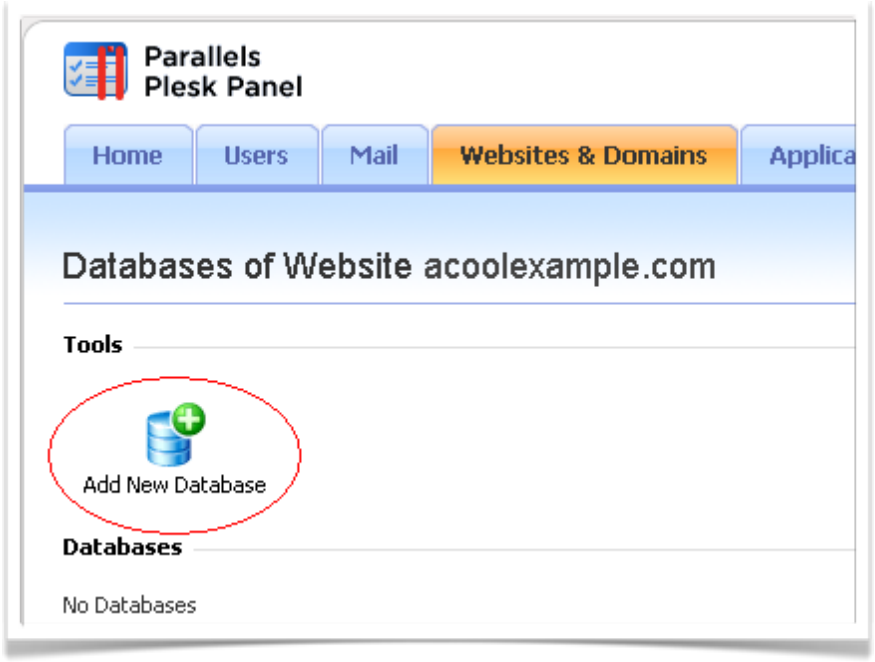


3. From your list of domains, click **Control Panel** to the right of the domain you want to use.

4. Select the **Websites & Domains** tab, and then click **Databases.**



5. Click **Add New Database**.

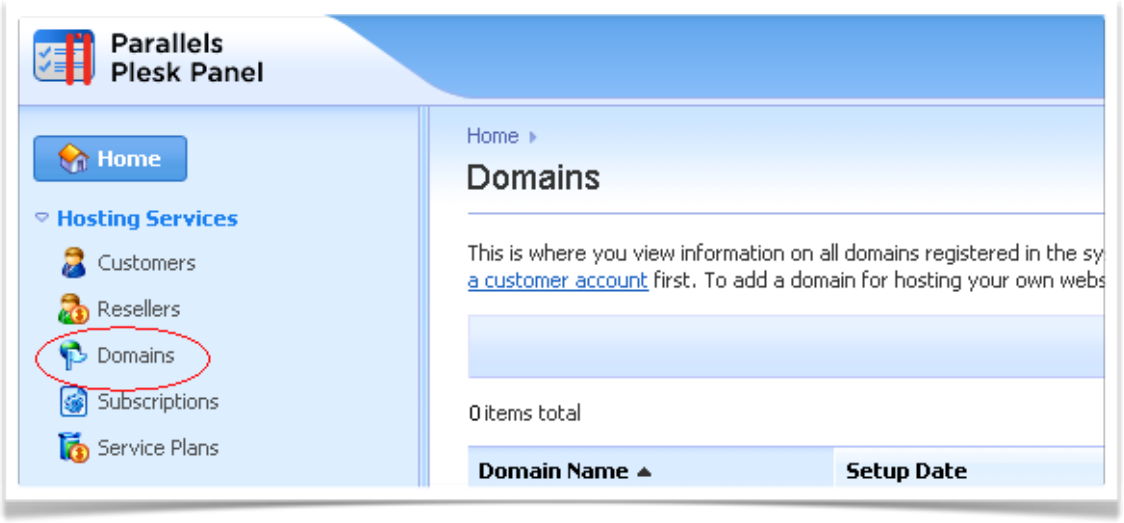


6. Enter a **Database name**, and then click **OK**. The other fields on this page are optional.

To Create a MySQL Database User in Plesk

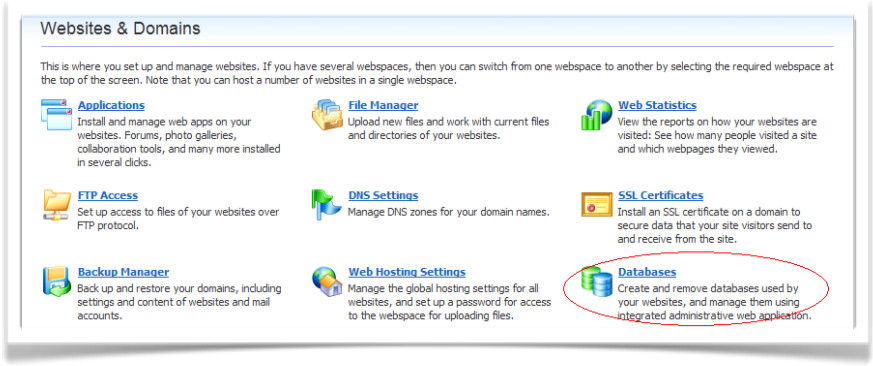
1. If you're not already logged in to Plesk, log in using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

2. From the menu on the left, select **Domains**.

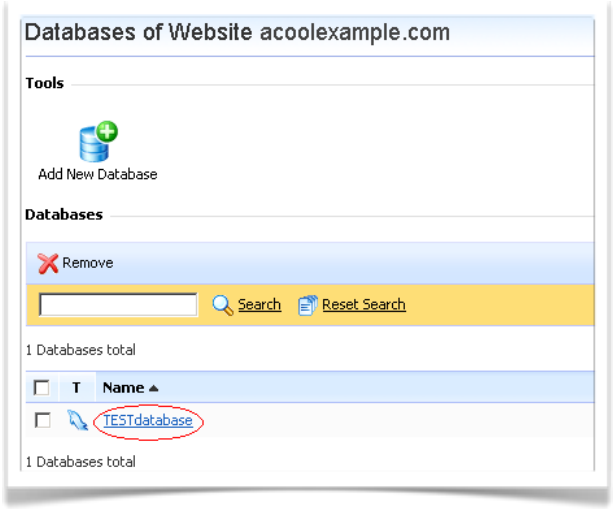


3. From your list of domains, click **Control Panel** to the right of the domain you want to configure a database for.

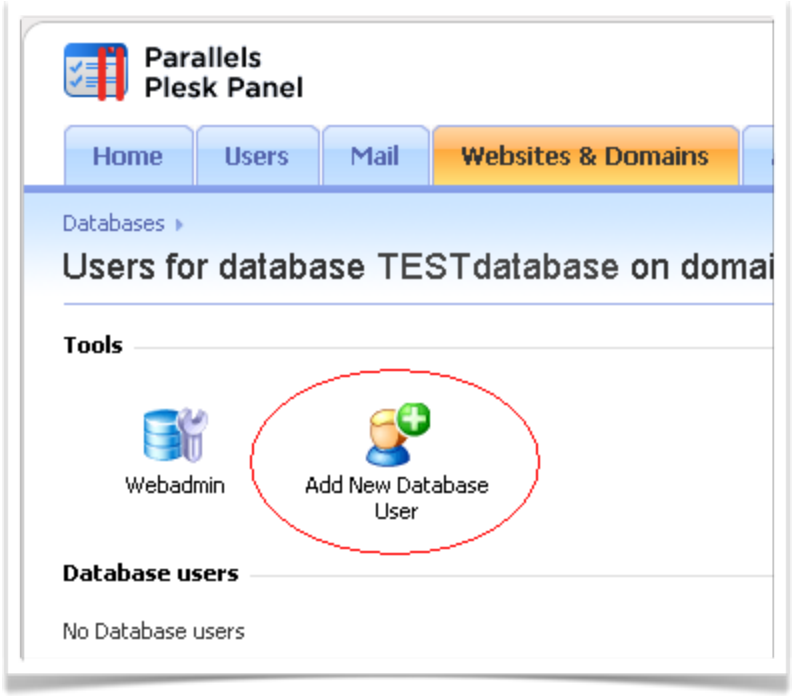
4. Select the **Websites and Domains** tab, and then click **Databases.**



5. Click the name of the database that you want to use.



6. Click **Add New Database User**.



7. Enter a **Database user name**, **New password**, and **Confirm password**.

8. Click **OK**.