HEAnet has migrated its Webhosting Service from the old Linux/Apache/MySQL/PHP (LAMP) set up to a control panel environment based on Parallel’s Plesk Panel for Linux.

Webhosting clients will be provided with a login to the Control Panel (as above), which provides the ability to manage their hosted site; they can view their disk-space quota, create sub-domains, create and manage databases and install a host of applications such as Drupal, Wordpress, Moodle, Joomla etc.

Clients will also have the ability to create User accounts for colleagues, project partners or third-party contractors to provide them with access to update or manage the website.

This guide will take you through the Panel highlighting the various tasks for website management that you may wish to perform.

For additional reference, you can also consult the online documentation for Plesk: http://download1.parallels.com/Plesk/PP11/11.0/Doc/en-US/online/plesk-customer-guide/
Switching from one subscription to another

Clients can access multiple websites hosted with HEAnet through the same panel interface. You can switch between your subscriptions at the top of the Panel by clicking on the drop down menu beside Subscription and selecting the desired website.
Adding additional Users to the Panel

Webhosting clients can create additional user accounts in the Panel to give access to others to manage their website. This is particularly useful if you wish to give access to third-party contractors, project partners, colleagues etc. securely.

Customers can create Users in their subscription, which can have different levels of access to the control panel depending on the Role they are defined with. There are two default User Roles defined in Plesk under the Users tab:

- Owner (can create additional Users as well as manage the site)
- WebMaster (can only manage the website)

Customers can also define custom User Roles, e.g. Contractors to provide access for third party contractors to the Control Panel.

You can also restrict access to either one particular site, or to all sites, for each new User.
Managing Databases

Databases for your website can be managed by clicking on the **Websites & Domains** tab at the top of the page and selecting **Databases** (as highlighted below).

Once you click on **Databases** above, you are brought to a page where you'll see any databases currently in use.

You can also add new databases by clicking “Add New Database”. Then you'll be prompted to add a user & password for the new database. Please note that any database and database users created will be prefixed with the owner's login username.
Installing Applications

Clients have access to Plesk’s Application Vault where they can install a range of commonly used web applications for themselves. Popular choices are Drupal, Wordpress, Joomla, Typo3, Moodle, and phpBB.

Applications can be installed by clicking on the Applications tab across the top of the Panel and selecting All Available Applications and click Install beside your chosen package.

Clients also have access to manage installed applications through this tab.

Keeping Applications up-to-date

Plesk will notify you when there is an upgrade for your installed applications. It is highly recommended that you upgrade your website software as soon as possible when notified, to protect your website from unauthorized access and potential exploits.

Management of the Application comes with a caveat – it must be either done completely within Plesk, or else within the Application itself. If an Application is upgraded outside of Plesk, i.e. in its own admin interface, Plesk will no longer be able to manage it.

We would encourage Clients to upgrade Applications from within Plesk, but if a client has already upgraded an application in its own administrative interface, i.e. outside Plesk, then Plesk should not be used to upgrade any more. Native upgrades cause inconsistencies with Plesk, meaning it cannot be used to upgrade, and the panel lists an incorrect, older version of the application.
Backing up your website

Your Control Panel allows you to schedule and run your own backups for individual sites. These can be stored on the webhosting server, or on your own FTP server. These backups are easily run and restored from within the Websites & Domains tab.

Please note that these backups are counted as part of your total disk usage for quota calculations, so it is recommended to store these backups on your own FTP server to avoid filling this quota.

HEAnet run nightly backups of the entire webhosting server, from which your data is recoverable. This is meant for server-wide rollback, and not suitable for individual site recovery. Therefore, we highly recommend you run your own backups for heavily used sites.
Mail

Clients have the option of configuring mailboxes for their website in Plesk. If you run your own mail-server, you will need to turn mail off in Plesk, as Plesk defaults to delivering email locally.

To turn email for your domain on/off, select the Mail tab and click Settings. The first checkbox sets mail on/off.

Mailboxes

To create a new mailbox, select the Mail tab and click Create E-mail Address. Here you can set the address name, forwarding options, aliases, etc.

Configuring Webmail

First you need to activate the mail service for your domain by going to the Mail tab in the Panel and clicking on “Change Settings” and selecting the check box to “Activate mail service on domain”. Then select Horde as your webmail program.
DNS Changes

For mail to be delivered to these new addresses, you will need to add an entry to point the MX record to the Plesk server in your DNS zonefile. If HEAnet manage your domain for you, please send an email to noc@heanet.ie asking for this record to be added.

```
mydomain.ie  IN  MX  plesk-sharedip.heanet.ie.
```

You can access your webmail via this URL:
http://webmail.mydomain.ie.webhosting.heanet.ie/imp/login.php

If you want to access it from http://webmail.mydomain.ie you will need to add another DNS record to point at our webserver for this record:

```
webmail.mydomain.ie  IN  CNAME  webmail.mydomain.ie.webhosting.heanet.ie.
```

Logging in to Webmail

For the email address my-email@mydomain.ie the user is the full email address my-email@mydomain.ie.

You can set a new password when you click under Mail -> Select the Email Address -> Set Password.

Setting the Return-Path for Mail Scripts

Mail will then have FULL_USER_NAME<USER@DOMAIN> in Return-Path.

`-f` flag

PHP doesn’t explicitly set the Return-Path while sending mails. The solution is to add a `-f` flag to the optional_parameters part of the mail call. E.g.

```
mail($to,$subject,$message,$headers, "-fuser@email.com");
```
Adding Password Protected Directories

Plesk allows you to restrict selected areas of your website with password protection. This can be configured under the Websites & Domains tab, then click Advanced Options and then Password Protected Directories.

Adding an SSL Cert

Clients can add an SSL cert for their domain by going to Websites & Domains and clicking on Secure Your Sites.

If you don’t already have an SSL cert, you can obtain one through HEAnet’s TCS service (https://certificates.heanet.ie/) by liaising with your Computer Services department.

Known issues with older Browsers

Plesk supports SSL certs for sites hosted with HEAnet, but there is a known problem with lack of support with Internet Explorer on Windows XP when communicating with SSL enabled websites in a shared hosting environment.

IE in Windows XP does not support and will not support the new modern day standard of SSL/TLS SNI (Server Name Indication) - users will see an error with the SSL cert. This doesn't happen with up-to-date browsers and OS, which support SNI.
Firewall Ports

You may need to request that the following ports be opened to the Plesk server by your Computer Services department to fully utilise Plesk.

- 22 ssh/sftp (TCP)
- 80 http (TCP)
- 110 pop3 (TCP)
- 113 auth (TCP)
- 143 imap (TCP)
- 443 https (TCP)
- 465 smtps (TCP)
- 587 mail message submission (TCP)
- 990 ftps (TCP)
- 993 imaps (TCP)
- 995 pop3s (TCP)
- 3306 mysql (TCP)
- 8443 plesk-https (TCP)

Scheduled Tasks (cron jobs)

- Select "Websites & Domains" tab
- Select/expand "Show Advanced Operations"
- Select "Scheduled Tasks"
- Select the appropriate system user (this is your SFTP/SSH user, not the username you use to access the Control Panel. Typically it should be your site name instead of your own name; e.g. heanet).
- Select "Schedule New Task"

Create your scheduled tasks using the usual settings (min, hour, day, etc.) to run. The chroot environment is applied so the path to the file to run is a chroot path.

SSH/SFTP Access

If you wish to make changes to your website through Web development, such as Dreamweaver, you will need to set up a system account for your website. For added security we don’t permit FTP access, but you can use SFTP (secure FTP) instead.

Your system username and password is separate to the login details for the Control Panel and is unique to each website subscription. If you have multiple sites hosted with HEAnet you will be able to access them all from the Control Panel (as described above in Switching between Subscriptions) but you will need a separate system username & password for SSH/SFTP access. If you don’t have these details please contact webhosting@heanet.ie and we will set it up for you.

You can also log in using SSH/SFTP on the command line with your “system” username (typically your sitename) and password, and the server: www.sitename.ie; e.g. ssh heanet-ftp@ www.heanet.ie