



Plesk Panel HEAnet Customer Guide

Version 1.7
September 2013

The screenshot displays the HEAnet Plesk Control Panel. At the top, a dark navigation bar contains the HEAnet logo, user information (Subscriber: Orla McGann, Subscription: test-coeliac.heanet.ie), a search bar, and a 'Powered by Parallels' badge. Below this is a secondary navigation bar with tabs for Home, Users, Websites & Domains, Mail, Applications, Statistics, and Account. The main content area is divided into two columns. The left column features four sections: 'Statistics on Resource Usage' with progress bars for disk space (337 MB used of 20.0 GB) and traffic (17.1 MB/month used of 700 GB/month); 'Websites & Domains' for managing domains and SSL certificates; 'Mail' for creating email addresses and lists; and 'Users' for managing user accounts and roles. The right column features an 'Applications' section for installing and managing apps like Drupal, WordPress, and Joomla. The interface is powered by Parallels.

HEAnet has migrated its Webhosting Service from the old Linux/Apache/MySQL/PHP (LAMP) set up to a control panel environment based on Parallels' 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.

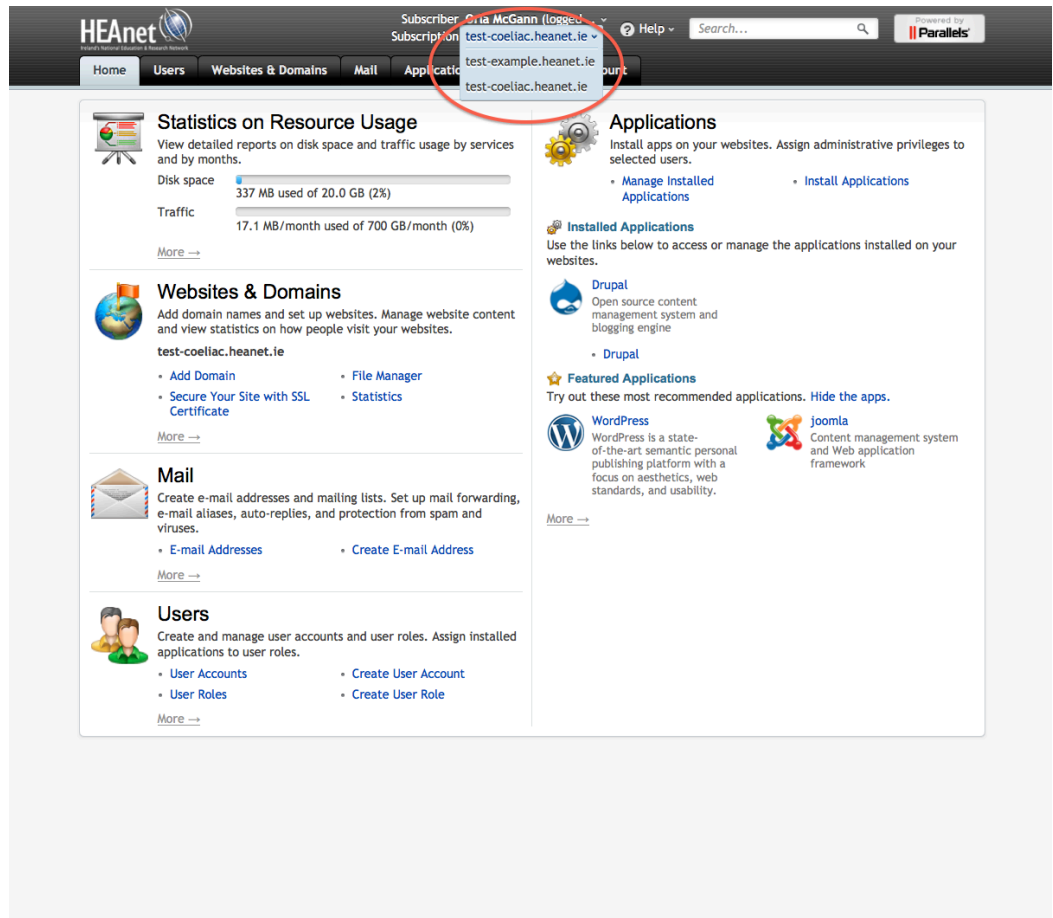
Clients will also have the ability to create User accounts for colleagues, project partners or third-party contractors to provide them with access to update or manage the website.

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.



The screenshot displays the HEAnet control panel interface. At the top, a navigation bar includes the HEAnet logo, a 'Subscriber' dropdown menu, a 'Subscription' dropdown menu, a 'Help' link, and a search bar. The 'Subscription' dropdown menu is open, showing a list of available subscriptions: 'test-coeliac.heanet.ie', 'test-example.heanet.ie', and 'test-coeliac.heanet.ie'. The 'test-coeliac.heanet.ie' option is highlighted. Below the navigation bar, the main content area is divided into several sections: 'Statistics on Resource Usage' (showing disk space and traffic usage), 'Websites & Domains' (with links for adding domains, SSL certificates, file manager, and statistics), 'Mail' (with links for creating email addresses and forwarding), and 'Users' (with links for creating user accounts and roles). On the right side, there is an 'Applications' section with links for managing installed applications and installing new ones, followed by a list of installed applications including Drupal, WordPress, and Joomla.

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.

The screenshot shows the 'User Role Properties' page in Plesk. The top navigation bar includes the HEAnet logo, subscriber information (Orla McGann), a search bar, and a 'Powered by Parallels' badge. The main navigation menu has tabs for Home, Users, Websites & Domains, Mail, Applications, Statistics, and Account. The 'Users' tab is active.

User Role Properties

Define access to installed apps or Panel services for all users with this role. If you grant a user access to an app, the app will become available to them in Control Panel.

Some operations may not be available for the following reasons: a permission for operation is not granted with the currently selected subscription, or the amount of allocated resources is not enough to perform an operation.

General

User role name: Webmaster

Access to Panel services

Manage users and roles	<input type="radio"/> Granted	<input checked="" type="radio"/> Denied
Create and manage sites	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Configure log rotation	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Create and manage scheduled tasks	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Configure spam filter	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Create and manage databases	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Configure and perform data backup and restoration	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
View statistics	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Install and manage applications	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Design sites in Web Presence Builder	<input type="radio"/> Granted	<input checked="" type="radio"/> Denied
Upload and manage files	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Manage DNS settings	<input checked="" type="radio"/> Granted	<input type="radio"/> Denied
Create and manage mail accounts	<input type="radio"/> Granted	<input checked="" type="radio"/> Denied

Access to apps

Drupal	Installed at http://test-coeliac.heanet.ie/
	<input checked="" type="radio"/> Granted <input type="radio"/> Denied
dotProject	Installed at http://test-example.heanet.ie/
	<input type="radio"/> Granted <input checked="" type="radio"/> Denied
simpleSAMLphp	Installed at http://test-example.heanet.ie/simplesamlphp/
	<input type="radio"/> Granted <input checked="" type="radio"/> Denied

* Required fields

OK Cancel

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).

The screenshot shows the HEAnet control panel interface. At the top, there's a navigation bar with tabs: Home, Users, Websites & Domains (selected), Mail, Applications, Statistics, and Account. The 'Websites & Domains' section is active, displaying a list of management tools: Applications, File Manager, Web Statistics, DNS Settings, Backup Manager, and Web Hosting Access. The 'Databases' link is circled in red. Below the tools, there's a section for 'Show Advanced Operations' and a list of domains. The domain 'test-coeliac.heanet.ie' is listed with a 'Website at httpdocs' link.

Adding Databases

The screenshot shows the HEAnet control panel interface for the 'Databases' section. The 'Databases' tab is selected, and the 'Add New Database' button is circled in red. Below the button, there's a table listing the current databases. The table has columns for 'Name' and 'Database server'. The first entry is 'coeliac_drupal_0', which is circled in red. The table also shows '1 items total' and 'Number of entries per page: 10 25 100 All'.

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

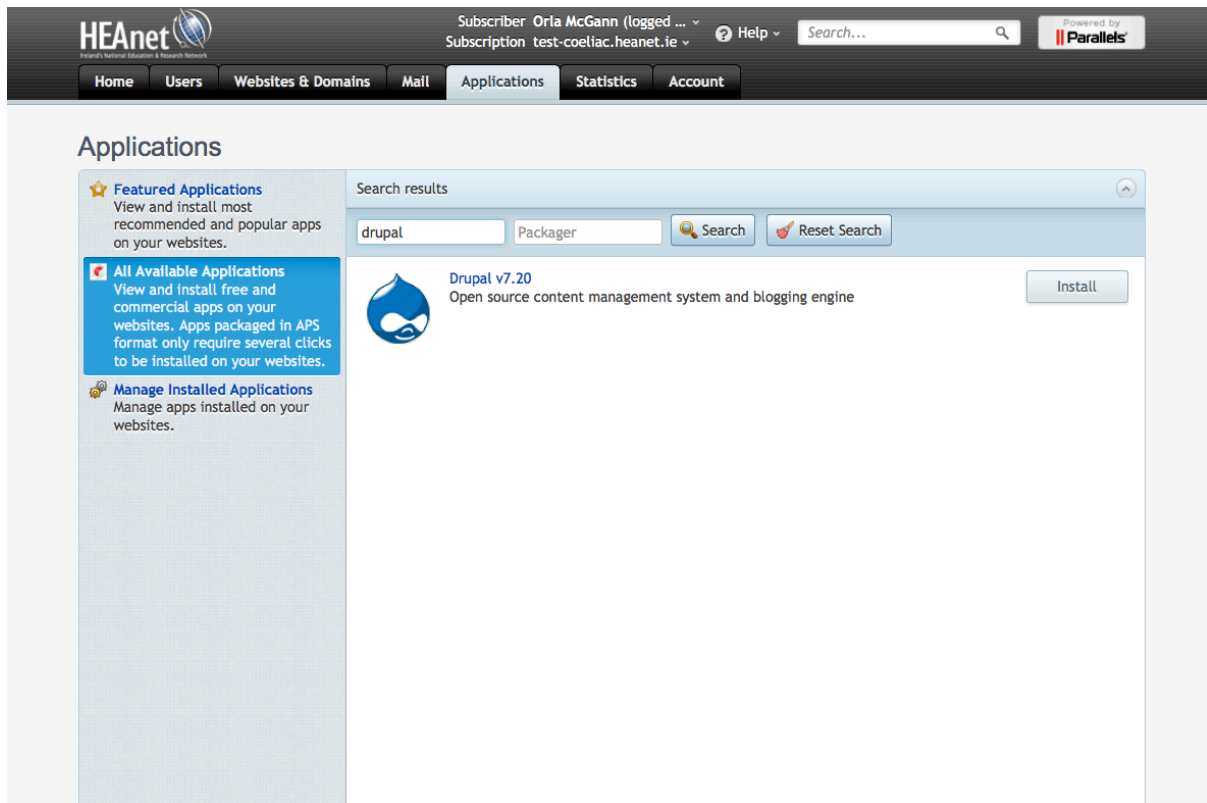
You can also add new databases by clicking "Add New Database". Then you'll be prompted to add a user & password for the new database. Please note that any database and database users created will be prefixed with the owner's login username.

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
Subscriber Orla McGann (logged ...)
Subscription test-coeliac.heanet.ie
Help Search...
Powered by Parallels

Home Users Websites & Domains Mail Applications Statistics Account

Backup Manager [Up Level](#)

Information: The process of backing up domain test-coeliac.heanet.ie was started.

Tools

- Back Up
- Scheduled Backup Settings
- Upload Files to Server Repository
- Personal FTP Repository Settings
- Refresh

Backups

Server Repository Personal FTP Repository Current Backup Tasks

Remove

Search Reset Search

1 backups total, size: 18.4 kb Number of entries per page: 10 25 100 All

<input type="checkbox"/>	O S	Creation date	Name	Comments	Size
<input type="checkbox"/>		Feb 28, 2013 04:15 PM	backup_test-coeliac.heanet.ie_info_1302281615.xml	Domain backup. Creation date: Feb 28, 2013 04:15 PM	18.4 KB

1 backups total, size: 18.4 kb Number of entries per page: 10 25 100 All

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.

HEAnet

Irish National Education & Research Network

Subscriber Orla McGann (logged ...
Subscription test-coeliac.heanet.ie

Help

Search...

Powered by Parallels

Home

Users

Websites & Domains

Mail

Applications

Statistics

Account

Mail

E-mail AddressesMailing Lists

Create and manage e-mail accounts associated with your domains. For each e-mail account, you can set up a mailbox, a number of additional e-mail addresses that will point to the same mailbox (e-mail aliases), an auto-reply, and mail forwarding to one or several e-mail addresses. You can also set up protection from spam and viruses, if these services are available for your account.

Create E-mail AddressChange SettingsRefresh Usage StatsRemove

1 items totalNumber of entries per page: 10 25 100 All

E-mail address ^	User	Usage
ms.developer@test-coeliac.heanet.ie	Ms. Website Developer	4.00 KB used of 10.0 MB

1 items totalNumber of entries per page: 10 25 100 All

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.

HEAnet

Irish National Education & Research Network

Subscriber Orla McGann (logged ...
Subscription test-coeliac.heanet.ie

Help

Search...

Powered by Parallels

Home

Users

Websites & Domains

Mail

Applications

Statistics

Account

Mail settings

Up Level

Mail service

Activate mail service on domain

Settings

What to do with mail sent to nonexistent users

Webmail

Use DomainKeys spam protection system to sign outgoing e-mail messages

Switch on greylisting spam protection for all mail accounts under this domain

Bounce with message

This address no longer acci

Forward to address

orla.mcgann@heanet.ie

Reject

Horde (4.3.11)

(Switched off according to the server policy)

(Switched off according to the server policy)

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*.

The screenshot shows the Plesk control panel interface. At the top, there's a header with the HEAnet logo, user information (Logged in as Orla McGann), subscription details (test-coeliac.heanet.ie), a search bar, and a 'Powered by Parallels' badge. Below the header is a navigation bar with tabs: Home, Users, Websites & Domains (selected), Mail, Applications, Statistics, and Account.

The main content area is titled 'Websites & Domains'. It contains several icons and links for managing websites, including Applications, File Manager, Web Statistics, DNS Settings, Backup Manager, Web Hosting Access, and Databases. Below these, there's a section for 'Hide Advanced Operations' which is expanded. In this section, the 'Password-protected Directories' option is highlighted with a red circle. It describes restricting access to selected areas of the website with password protection. Other options in this section include Website Scripting and Security, Scheduled Tasks, Learn How to Move a Site from Development to Production, Website Maintenance Mode, Learn How to Clone a Site to Development Environment, SSH/Shell Access, Website Copying, and Logs.

At the bottom, there's a section for managing domains and subdomains. It shows a table with one item: 'test-coeliac.heanet.ie' with a 'Website at httpdocs' link. The table has columns for 'Domain' and 'Hosting'.

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`

