



Getting Started Guide
Parallels Plesk
Panel 11
for your Windows Server

Getting Started Guide: Parallels Plesk Panel 11, Windows Server

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Introduction

Unlike normal hosting plans, which put many customers' accounts on a single server, dedicated servers are 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.

We also offer an Assisted Service Plan that shifts the responsibility of setup, monitoring, maintenance, security, and patching your server to our support team.

Assisted Service Plan servers do not have root/system-level 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.

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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.
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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 Panel.

To Reprovision Your Server

1. Log in to your Account Manager.
.....
2. Click **Servers**.
.....
3. Next to the account you want to use, click **Launch**.
.....
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 Panel. Alternatively, you may contact Customer Support directly.

To Open a Trouble Ticket

1. Log in to your Account Manager.
.....
2. Click **Servers**.
.....
3. Next to the account you want to use, click **Launch**.
.....
4. In the Hosting Control Panel, 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 click **Submit**.
.....

To Open a Chat Session

1. Log in to your Account Manager.
.....
2. Click **Servers**.
.....
3. Next to the account you want to use, click **Launch**.
.....
4. In the Hosting Control Panel, (in the top-right corner of the window) 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.
CentOS Documentation	http://www.centos.org You can find User Manuals on CentOS' website.

Setting up Your Server

Once you purchase your server and we complete initial configuration, you need to log in to your Hosting Control Panel to finish setting things up.

The Hosting Control Panel is an easy place for you to set up your server's host name, user name, 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 NAME, AND PASSWORD

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

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When setting up your server, you create a host name, user name, and password for your server. This is the user name and password 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 Name

A user name is the primary ID that you use to access your server. This is also the user name you use to access your server from an SSH or SCP program.

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CAUTION! Due to security reasons, you cannot log in directly to your server as root. However, you do have root access if you **did not** purchase Assisted Service Plan. To gain root access to your server, log in with your usual user name and then use the su – command.

To learn more about root access, see [Gaining Root Access on Your Servers](#).

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

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

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

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 name, lets you 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:

- Contain 7–14 characters
- Include 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 name, and password for your server, you can log in to your Hosting Control Panel and finish setting it up.

To Finish Setting up Your Server

1. Log in to your Account Manager.
.....
2. Click **Servers**.
.....
3. Next to the server you want to use, click **Launch**.
.....
4. On the Account Setup page, enter the **host name** for your server.
.....
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 in approximately 12 hours. We'll email you once it's ready.

Connecting to Your Server

In general, you can connect to your server in two different ways. You can use a Web-based interface like Plesk, or you can connect directly to your server using the Secure Shell (SSH) protocol.

Either way, you connect to your server using its IPv4 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.

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[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 IPv4 addresses, log in to your Dedicated Hosting Manager. Your Dedicated Hosting Manager lists your server’s IPv4 address on the first page you see after logging in.

Depending on how you configured your server, you might have multiple IP addresses to choose from; you can use any IPv4 address 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, including setting up domain, DNS, and email.

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 Dedicated Hosting Manager.

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.

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

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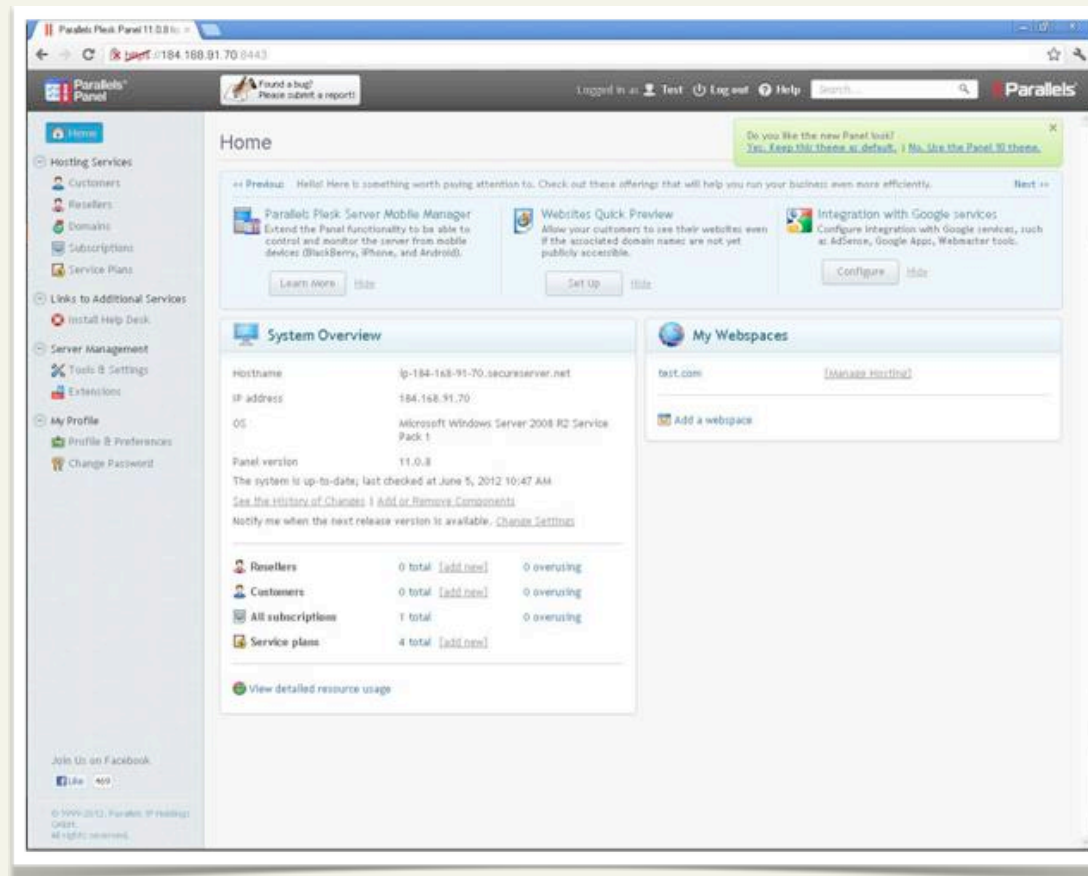
To Access Your Server Using Plesk

1. Open a Web browser and go to:
https://[[ipaddress]]:8443/
Where *[[ipaddress]]* is your server's IPv4 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 and accept the SWsoft 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 service 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 SWsoft website at: <http://www.swsoft.com/en/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**.

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** – Access Service Provider View

- **Step 2** – Create a Subscription in Plesk

- **Step 3** – 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 Dedicated Hosting Control Panel and click **Launch Plesk**, or go to the following URL:

`https://[[ipaddress]]:8443/`

Where *[[ipaddress]]* is your server's IPv4 address.

STEP 1 - ACCESSING SERVICE PROVIDER VIEW IN PLESK

In Plesk, there are several interface views available for you to choose from. Depending on which view you use, features and settings might be located in different places. To maintain consistency, we document our Plesk support documentation using the Service Provider view.

If your control panel has a navigation menu on the left, you are using Service Provider view. Otherwise, follow these steps to switch your view:

To Access Service Provider View in Plesk

1. Log in to your Parallels Plesk Panel as **admin**.
2. Click **Server**.
3. In the **Panel Appearance** section, click **Interface Management**.
4. Select **Service Provider** view, and then click **OK**.
5. Click **Home**.

STEP 2 - CREATING A SUBSCRIPTION IN PLESK

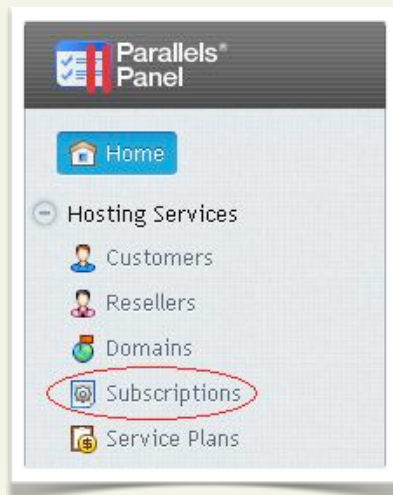
Before you add a domain to your server, you need to create a subscription in Plesk. All domains in Plesk have to be associated with a subscription. You can use one subscription to set up multiple domains on your server or each domain can have a unique subscription.

To Create a Subscription in Plesk

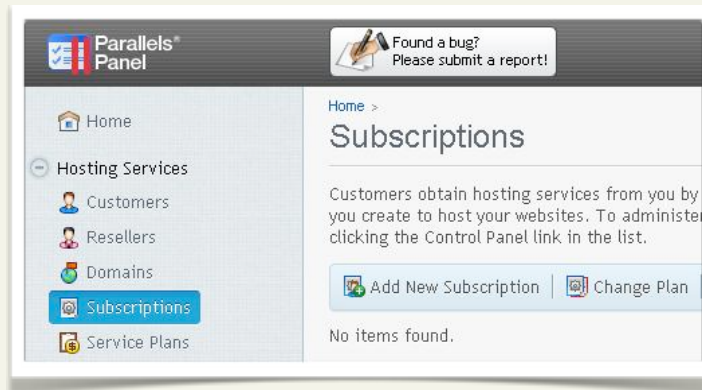
1. Log in to Plesk using **admin** as your user name (or the user name that you selected if you have the Assisted Service Plan). Enter the password you defined when you set up your server.

If this is the first time you have logged in to Plesk, read through and agree to the SWsoft End-User License Agreement and set up a new admin password for Plesk. See **Connecting to Your Server** on page 16 for more information.

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

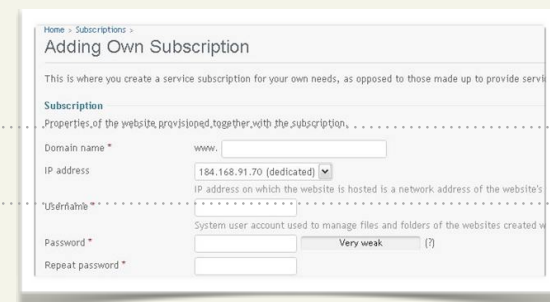


3. Click **Add New Subscription**.



4. To create a new subscription, enter the domain name, user name, password, and repeat password. 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 what features you want to enable on your hosting account. For example: SSL, disk space, SSH access, FrontPage extensions, SSI, PHP, CGI, and Web statistics.

You can also decide if you want to physically host your domain on this server or forward it to another domain.

In the following example, we set up a basic, physical 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 SWsoft's 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 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 **Manage hosting** to the right of the domain you want to configure hosting settings for.

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



<input type="checkbox"/>	Domain Name	Hosting Type	Subscriber	Setup Date	Renewal Date	Disk Usage	Traffic	
<input type="checkbox"/>	coolexample.com	Website	Admin, N/A	June 24, 2012	June 24, 2013	0 B	0 B/month	View Site Manage hosting

4. This is the management page for your domain in Parallels Plesk Panel. Click the **Websites & Domains** tab to get to your hosting area. In the **Domains list**, click the domain name you added.



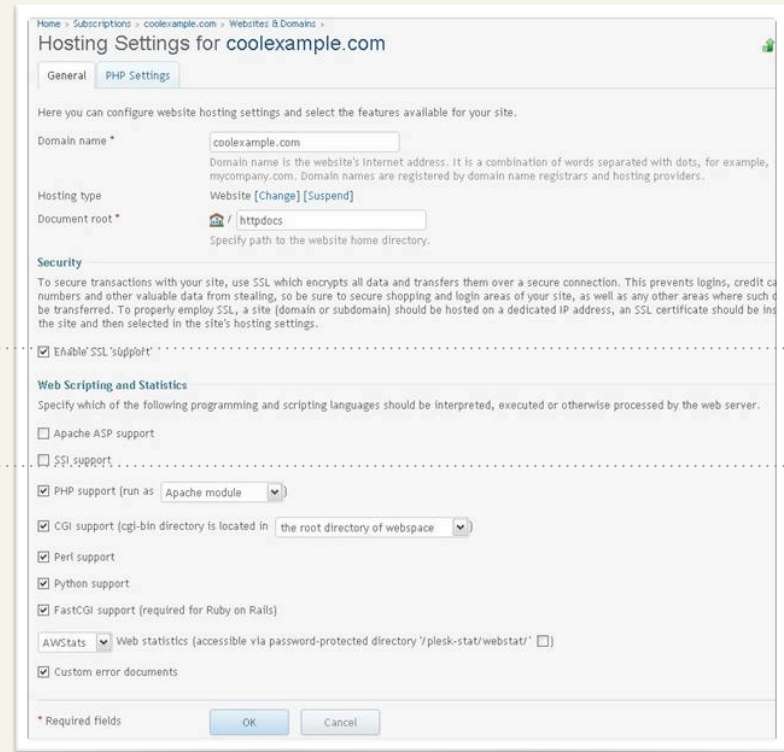
5. This is the hosting settings page for your domain. Here, you have a number of hosting options for your domain. Go through the list and select the features you want to enable for this domain. If you need to you can change **PHP Settings**, as well.

6. When you've finished selecting the features for your domain, click **OK**.

You can now access the directory for your domain and upload files using Plesk. However, 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 in to 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 SWsoft 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 will only configure the NS and A records for **ns.cooexample.com** (where *cooexample.com* is your domain name). To ensure that your domain resolves properly you will need to alter the **ns.cooexample.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**.
.....

- From your list of domains, click **Manage hosting** to the right of the domain you want to configure the domain hosts for.



- This is the management page for your domain in Plesk. Click the **Websites & Domains** tab to get to your hosting area. Then click **DNS Settings**.



5. Select the following entries, and then click **Remove**:

- cooexample.com NS ns.cooexample.com
- ns.cooexample.com A 62.74.125.122

6. Select **Confirm removal**, and then click **OK**. Then click **Update** to finish the zone file update.



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 period, and then the domain name you are using. For example, <i>ns1.coolexample.com</i> .

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 period, and then the domain name you are using. For example, <i>ns2.coolexample.com</i> .

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 and complete this step.

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

To Register Your Domain Hosts

1. Log in to your Account Manager.
2. From the **Domains** section, select **Launch**.
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, <i>ns1</i> .
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 second host name you created. For example, <i>ns2</i> .
Host IP 1	Enter your server's IP address

7. Click **Update** to finish the zone file update.



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 5 - 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.

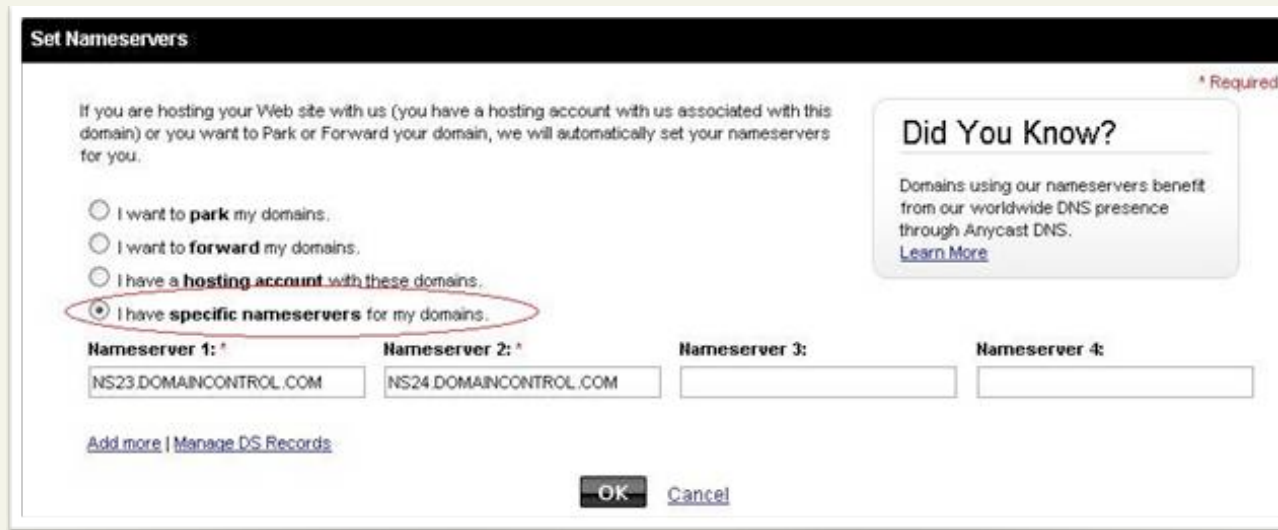
To Assign the Nameservers to Your Domain

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

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



- 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*.

Set Nameservers * Required

If you are hosting your Web site with us (you have a hosting account with us associated with this domain) or you want to Park or Forward your domain, we will automatically set your nameservers for you.

- I want to **park** my domains.
- I want to **forward** my domains.
- I have a **hosting account** with these domains.
- I have **specific nameservers** for my domains.

Nameserver 1: * **Nameserver 2:** * **Nameserver 3:** **Nameserver 4:**

[Add more](#)

[Cancel](#)

Did You Know?

Domains using our nameservers benefit from our worldwide DNS presence through Anycast DNS.

[Learn More](#)

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 upload files to your website.

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To make your Web pages viewable, upload them to the "httpdocs" directory in your hosting account. This directory is the root directory of 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.

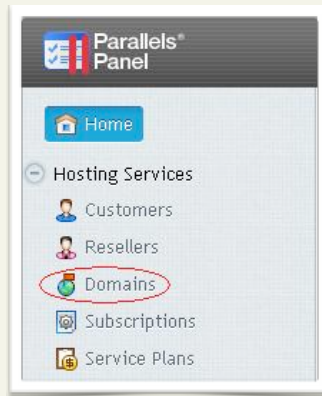
USING PARALLELS PLESK PANEL TO SET UP AN EMAIL ACCOUNT

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

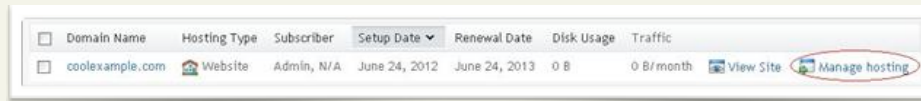
To Set Up Email Accounts for Your Domain in Plesk

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.
-

- From the **Hosting Services** menu, select **Domains**.



- From your list of domains, click **Manage hosting** to the right of the domain you want to use.



- Go to the **Mail** tab and 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 the size of the mailbox.
Password & Confirm	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.
POP3	mail.coolexample.com (where <i>coolexample.com</i> is your domain name).
SMTP Setting	mail.coolexample.com (where <i>coolexample.com</i> 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.

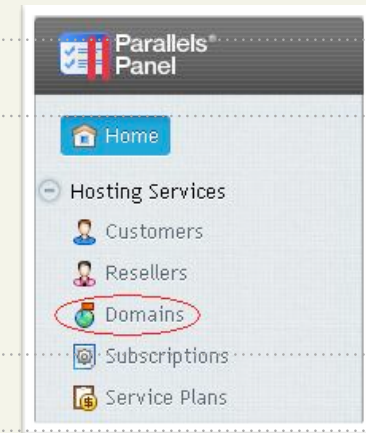
Setting up Databases on Your Server

Many websites need 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 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 **Manage hosting** to the right of the domain you want to use.

<input type="checkbox"/>	Domain Name	Hosting Type	Subscriber	Setup Date	Renewal Date	Disk Usage	Traffic	
<input type="checkbox"/>	coolexample.com	Website	Admin, N/A	June 24, 2012	June 24, 2013	0 B	0 B/month	View Site Manage hosting

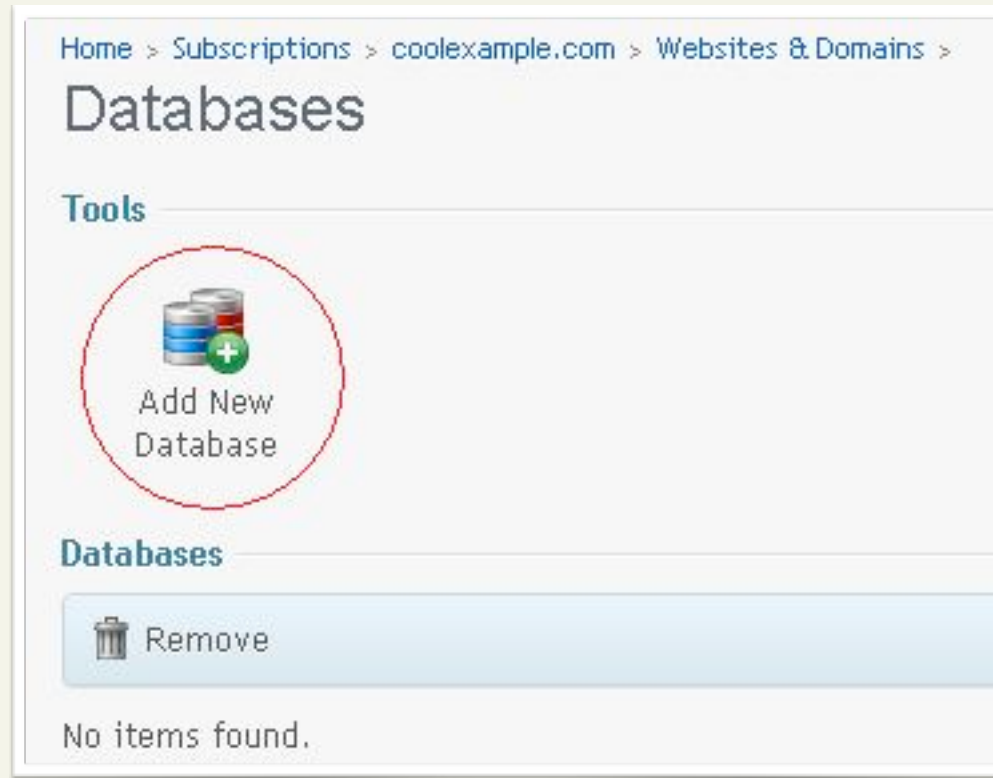


4. Click the **Websites & Domains** tab to get to your hosting area.

5. Click **Databases**.



6. Click **Add New Database**.

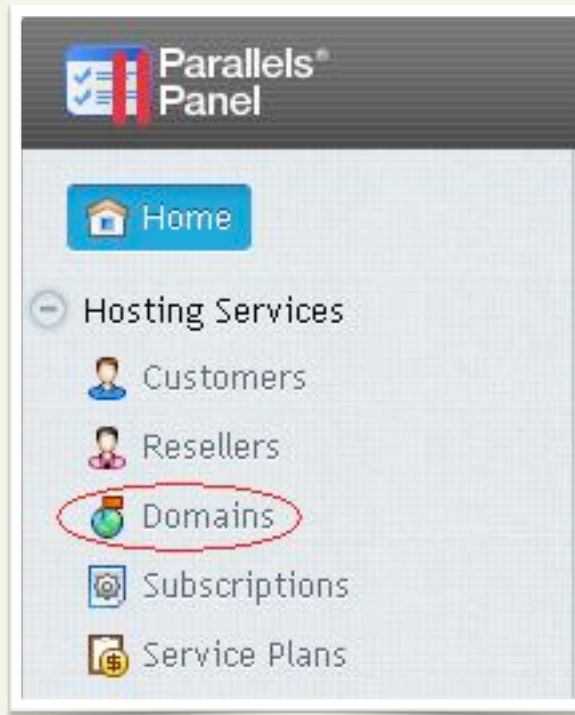


7. Enter a **Database name**, and then click **OK**. The other fields on this page are optional.

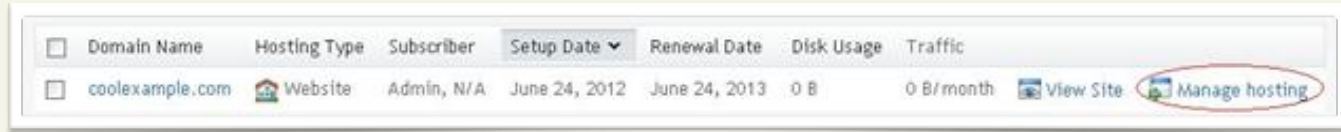
To Create a MySQL Database User in Plesk

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**.



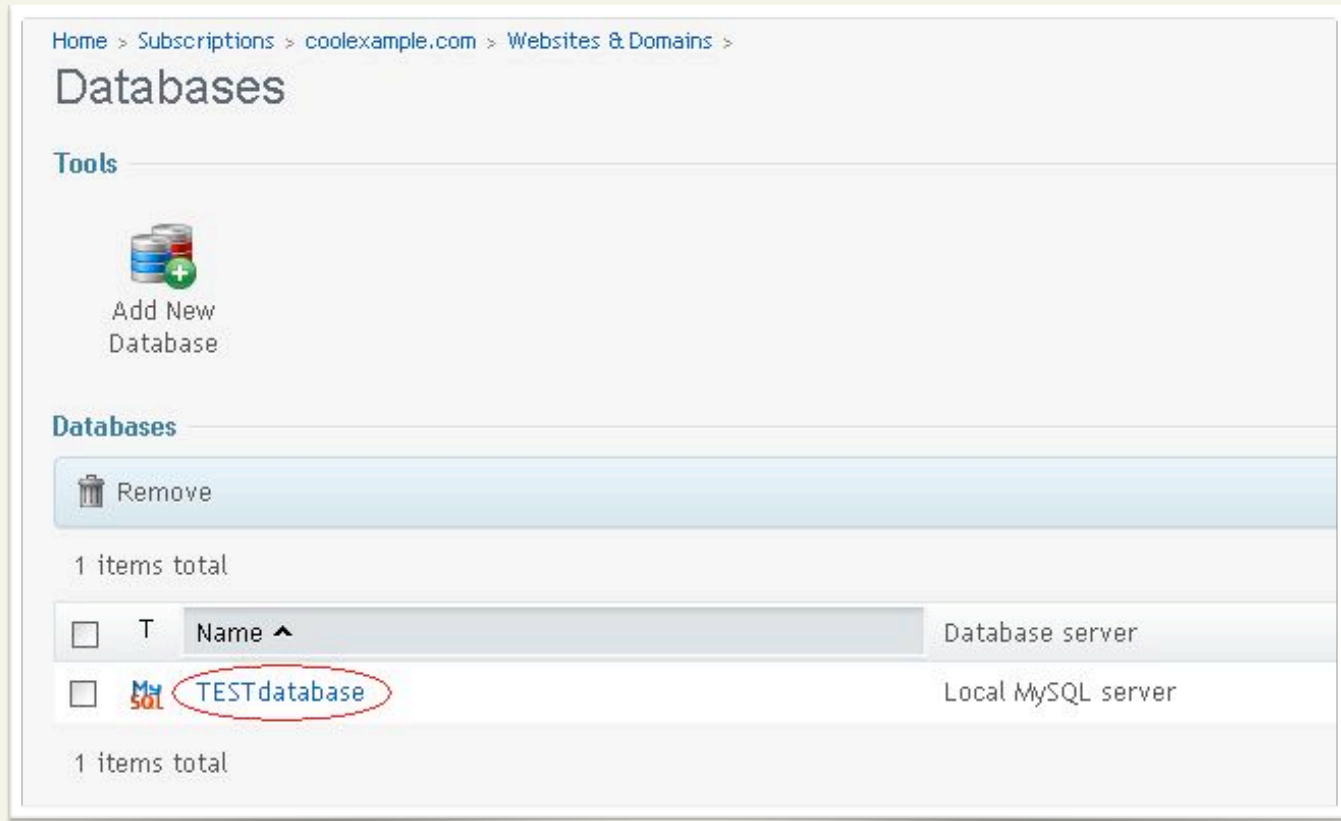
- From your list of domains, click **Manage hosting** to the right of the domain you want to use.



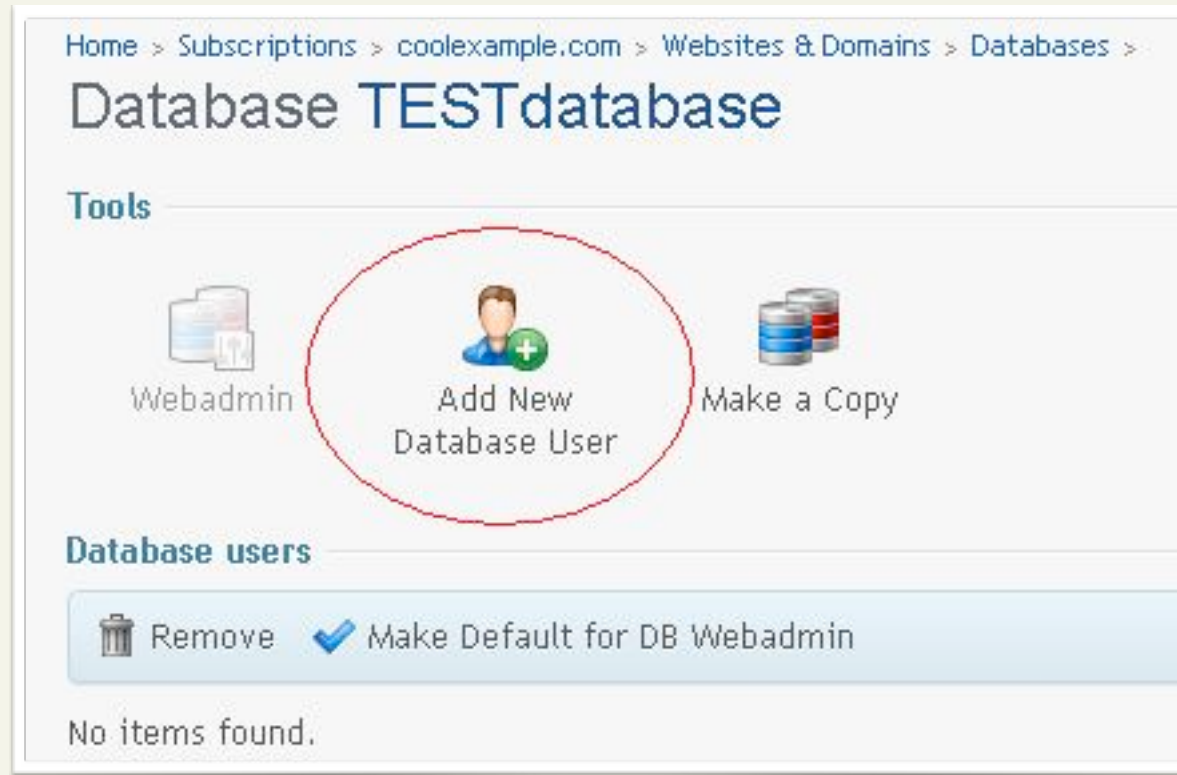
- Click the **Websites & Domains** tab to get to your hosting area.
- Click **Databases**.



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



7. Click Add **New Database User**.



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

9. Click **OK**.