

# Parallels<sup>®</sup> Plesk Panel

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## Switching to Panel 10

Administrator's Guide

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# About This Document

This document is intended for hosting service providers who are considering a migration or an upgrade to Parallels Plesk Panel 10 from earlier versions of Plesk Panel.

The document describes the changes in the business model and provides instructions on how to migrate to Panel 10 and transition accounts and domains to the new business model after upgrade or migration.

# Overview of the Main Changes in the Business Model

This chapter explains what steps you should take after upgrading to Panel 10 and guides you through the differences between Panel 9 and 10 hosting models.

## What to do first after upgrade

- *Switch on auxiliary user accounts (former domain administrator accounts).*  
Panel 10 replaces domain administrators with the new type of accounts - *auxiliary users* that are able to access Control Panel together with the customer who created accounts for them. If you had domain administrator accounts in the previous version of Plesk, they are most likely converted to user accounts and switched off. This is done for security reasons: a customer's user who is allowed to log in to Control Panel for managing websites is able to view and manage all sites belonging to the customer. For this reason, you should decide which of the users can be allowed to log in to Control Panel again, and then switch the corresponding accounts on.
- Complete the accounts and resources transition using the transition assistant in the Panel. Please note that clients who had several domains and who were allowed to adjust resource usage allotments and create new domains, can be converted either to resellers or customers. For more details, see **Overview of Automatic Conversion Schemes and Further Recommended Steps** (on page 32).
- Set up reseller plans (on page 38) and hosting plans (on page 43) corresponding to your service offerings.
- Associate the transitional accounts and subscriptions with the plans. (on page 49)

## Changes introduced in Panel 10

Compared to the previous versions of Plesk software (Plesk 9 and earlier), Parallels Plesk Panel 10 introduces the following changes:

- **User accounts.** In Panel 10, there are no client accounts and domain administrator accounts. For users who need to resell hosting services and host their own websites, you will set up *reseller accounts*. For users who do not need to resell hosting services, but only host their own websites, you will set up *customer accounts*.

Customers can create user accounts in the Panel if they want to allow other users to access the Panel for managing websites, installed applications, or use e-mail services. In Parallels Plesk Panel 10, customers can create any number of users for access to their Panel, and set up multiple additional FTP accounts for access to the webspace.

- **Service plans.** In Panel 10, there are no reseller, client, or domain templates. Instead, there are *service plans* that you create according to your service offerings: *Reseller plans* for signing up resellers, and *hosting plans*, for signing up customers who do not need to resell services. After plans are created, you create reseller or customer accounts and subscribe them to the plans - and the users are provisioned with the necessary resources and authorized to perform operations in the Panel. The most important change brought in by service plans is that, unlike old Plesk templates, they are not applied only once, during the initial resources provisioning, but remain connected to them, so that modifications of a plan change the provisioned resources and privileges.  
In addition to hosting plans, there are also *add-on plans*. You can use them to allocate more resources and services to customers.
- **Subscriptions.** Multi-domain hosting subscriptions replace domains. Instead of creating domains for your customers, you *subscribe* them to a hosting plan, or, in other words, you create a *subscription* for the customer. Actually, not only customers can be subscribed to hosting services and host their websites and mail, the Panel administrator and resellers can have their own subscriptions as well, which they may use for their own purposes.  
Subscriptions can be created based on service plans or configured manually.  
When subscribing a new customer to your services in Panel 10, you specify a domain name at the first step. A customer's subscription is always linked to a domain, which is identified by such attributes as domain name, IP address and system user account. All subscriptions are named after the domains to which they are linked. This link is permanent and cannot be broken in any way, so moving a domain from one subscription to another is impossible. However, you can still rename domains.  
You can host a number of websites under a single subscription, and you can create several subscriptions for a single customer account.
- **Allocation of resources.** In previous versions of Plesk, resources were allocated to reseller accounts, client accounts, and domains. In Panel 10, resources are allocated to resellers and hosting service subscriptions. Customer accounts in Panel 10 do not get any resource allocations directly, so they cannot redistribute them among subscriptions that they purchase. All resources allocated to a single subscription are shared among all websites hosted in the webspace associated with the subscription.
- **Two separate panels: Server Administration Panel and Control Panel.** System administration, and customer and reseller account management tasks are performed in *Server Administration Panel*. All operations related to managing websites, hosting features, and mail accounts are performed in *Control Panel*. Server Administration Panel provides links for access to Control Panel: You can use them to log in to Control Panel and manage websites on behalf of your resellers and customers.

- **Changes in organization of subdomain-related directories.** Due to safety reasons, Panel now stores content and configuration of hosted subdomains in separate directories:
  - /<VHOST>/<**subdomain\_name**>, the directory that contains HTTP/HTTPS documents (unlike the earlier versions that separated HTTP and HTTPS documents).
  - /<VHOST>/<subdomains>/<subdomain\_name>, the service directory that keeps subdomain configuration. *We strongly recommend that you do not change the content of this directory.*

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**Note:** For detailed description of the Parallels Plesk Panel business model, refer to the Administrator's Guide, chapter titled Serving Your Customers and Employing Resellers.

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## What Happens When You Upgrade or Migrate to Panel 10

When you upgrade or migrate to Panel 10, accounts, domains, users, and domain templates are transformed according to the following schemes:

- Reseller accounts are transferred without changes, and resources are allocated to them by means of custom subscription, which are not bound to plans.
- Client accounts become customer accounts, and after upgrade or migration is finished, you need to perform either of the following operations to make sure that the accounts fit in the new business model:
  - Redistribute former clients' resources among the subscriptions belonging to them.
  - Convert customers to resellers and assign the existing subscriptions to them. This can be done if the customer accounts did not belong to a reseller before upgrade or migration.
- Domains are converted to individual subscriptions. The subscriptions are assigned to the administrator, resellers, or customers, depending on whom the former domains belonged to.
- Domain administrator accounts are converted to user accounts, which are assigned to the customers who own the corresponding domains.
- Domain templates belonging to the server administrator and resellers are converted to hosting plans.
- Reseller templates are converted to reseller plans.

The following table summarizes the conversion of business objects.

Objects in previous versions of Plesk	Objects in Panel 10
Reseller account	Reseller account
Client account	Customer account
Domain	Subscription (Custom)
Domain administrator account	User account
Reseller template	Reseller plan
Domain template	Hosting plan

# Moving to Panel 10

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## Upgrading to Panel 10

For information on the upgrade prerequisites and procedures, refer to the following documents available at <http://www.parallels.com/products/plesk/documentation/>:

- **Parallels Plesk Panel Installation and Upgrade Guide.**
- **Provider's Guide to Deploying Panel 10.**

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# Preparing for Migration from Plesk-managed Servers

To perform migration, you need to install Migration Manager, a Parallels Plesk Panel component not included in typical installations.

You can obtain and install Migration Manager using the following ways:

- Through the Server Administration Panel.  
To install it through the Server Administration Panel, go to **Tools & Utilities > Updates**. The Parallels Installer web interface will open in a new window or tab. In the Installer window, click **Cancel updating**, click **Add Components**, select the checkbox corresponding to the **Parallels Panel Migration Manager** component, and click **Continue**.
- By using a console installer.  
For instructions on installing the Migration Manager through the console installer, refer to the **Installation and Upgrade Guide**, chapter **Upgrading the Panel**, section **Upgrade from the Command Line**. The guide is available at <http://www.parallels.com/products/plesk/documentation/>.

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## Preliminary Windows-Specific Operations

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## Configuring Firewall and Windows to Enable Migration

If a source or destination Windows server is behind a firewall, you need to properly configure the firewall to allow the migration data exchange.

The following conditions must be observed:

- Ports (with specific protocols enabled) required by SSH and Migration Manager are opened.
- The *Workstation* service must be running on destination server.
- The *Server* service must be running on source server.
- Administrative shares (admin\$, c\$, d\$) must exist on the source server.

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## Opening ports for SSH and Migration Manager

When you are migrating from Linux/UNIX-based servers, Migration Manager uses SSH for network connections. SSH and Migration Manager require certain ports to be opened to enable proper network connectivity for migration.

Specifically, the following ports must be open and the data exchange protocols enabled on the ports.

Software	Port	Protocol
Parallels Plesk Panel Migration Manager	6489 (or other)	TCP
SSH	22 (or other)	TCP

## Checking if the Components Client for Microsoft Networks and the File and Printer Sharing for Microsoft Networks Windows Are Installed

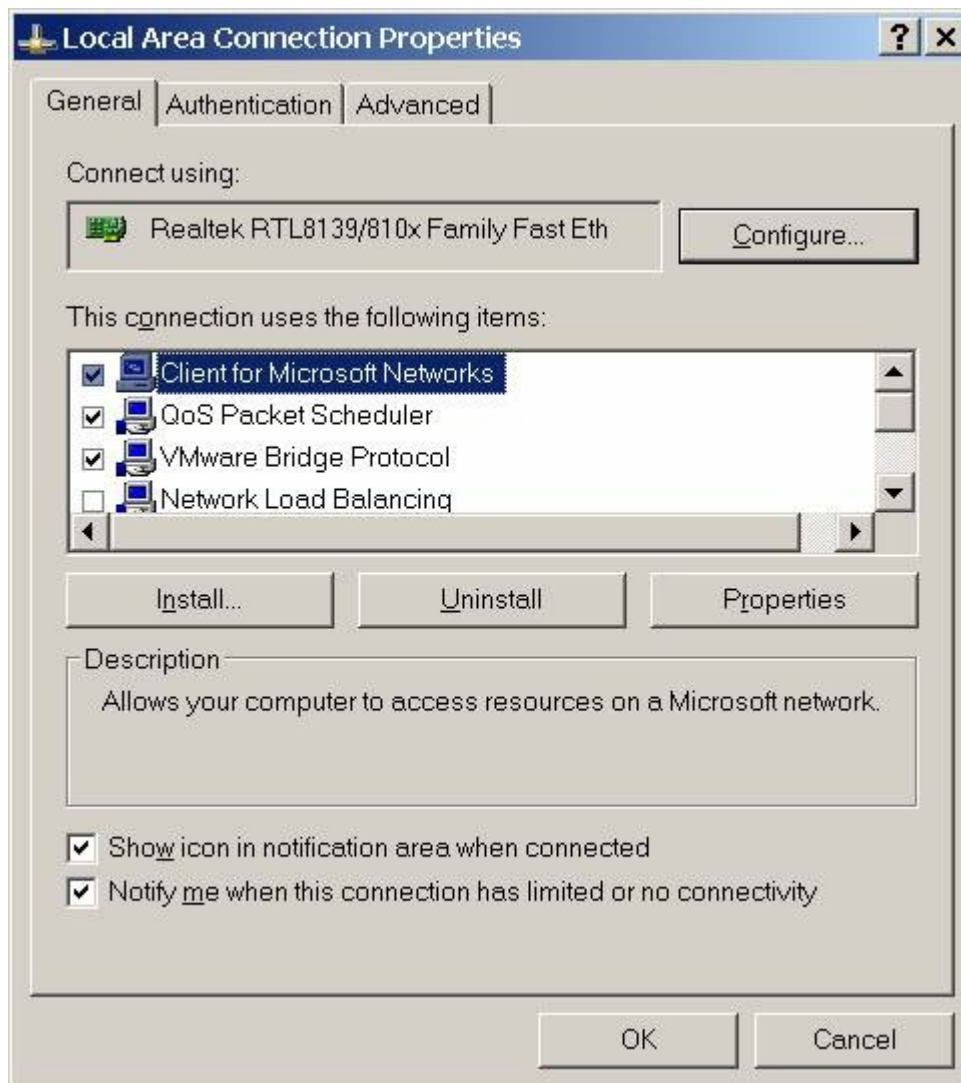
➤ **To verify that the software packages are installed, follow these steps:**

1. Open the Local Area Connection window:
  - a. Click **Start**.
  - b. Select **Control Panel > Network Connections > Local Area Connection**.  
The **Local Area Connection Status** window opens.
2. Select the the **General** tab and click the **Properties** button.  
The **Local Area Connection Properties** window opens.
3. Under **This connection uses the following items**, check that the *Client for Microsoft Networks* and the *File and Printer Sharing for Microsoft Networks* applications are listed and make sure that the corresponding checkboxes on the left are selected.
4. Click **OK**.

## Installing Client for Microsoft Networks

➤ ***To install Client for Microsoft Networks:***

1. Open the **Local Area Connection** window:
  - a. Click **Start**.
  - b. Select **Control Panel > Network Connections > Local Area Connection**.  
The **Local Area Connection Status** window opens.
2. Select the the **General** tab and click **Properties**.  
The **Local Area Connection Properties** window opens.
3. Click **Install**.  
The **Select Network Component Type** window opens.
4. Under **Click the type of network component you want to install**, click **Client**.  
The **Select Network Client** window opens.
5. In the list of network clients, select **Client for Microsoft Networks** and click **OK**.  
Once the application is installed, the **Client for Microsoft Networks** item appears in the **Local Area Connection Properties** window, under **This connection uses the following items**.
6. Select **Client for Microsoft Networks**.



*Figure 1: Installing Client for Microsoft Networks*

7. Click **OK**.

---

**Note:** You must restart Windows for the configuration changes to take effect.

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## Installing File and Printer Sharing for Microsoft Networks

➤ ***To install File and Printer Sharing for Microsoft Networks:***

1. Open the **Local Area Connection** window:
  - a. Click **Start**.
  - b. Select **Control Panel > Network Connections > Local Area Connection**.  
The **Local Area Connection Status** window opens.
2. Select the **General** tab and click **Properties**.  
The **Local Area Connection Properties** window opens.
3. Click **Install**.
4. The **Select Network Component Type** window opens.
5. Under **Click the type of network component you want to install**, click **Service**.  
The **Select Network Service** window opens.
6. In the list of network clients, select **File and Printer Sharing for Microsoft Networks** and click **OK**.  
Once the application is installed, the **File and Printer Sharing for Microsoft Networks** item appears in the **Local Area Connection Properties** window, under **This connection uses the following items**.
7. Select **File and Printer Sharing for Microsoft Networks** by using the corresponding check box on the left.
8. Click **OK**.

---

**Note:** You must restart Windows for the configuration changes to take effect.

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## Preparing for Migration from Windows-based Platforms

Automatic migrations of hosting data from one Windows server to another are possible in case a specific connection is established between the servers. The connection is established by Migration Manager installed on destination server and Migration Agent utility - on source server, provided that they are configured identically.

Migration Agent is a utility which, by demand from Migration Manager on destination server, collects the required hosting data, creates dump, converts it to the Panel's format (in case of migrating from other hosting platforms), and passes it to the destination server. Migration Agent is distributed separately from Parallels Plesk Panel, and should be additionally installed on every Windows-based source server.

The configuration of Migration Manager - Migration Agent connection is as follows:

- *Port* - number of the port that is used by the Panel for connecting to Migration Agent. (Default is 6489.)

When changing the port, consider the following:

- It can be any number from 1 to 65535.
- It must be free on server from which data will be migrated, that is, this port should not be used by any other programs or services on both servers.
- It must be allowed by firewall on source server.
- *Migration Agent URI* - name of the system object used by the Panel for calling Migration Agent. (Default is "WinAgentURI".)

When changing Migration Agent URI, consider the following

- It can contain only numbers and Latin letters of upper and/or lower case.
- It should not be used by another application on source server.
- *Channel type* - protocol of Migration Manager and Migration Agent connection. (Default is HTTP.)

When selecting the channel type, consider the following characteristics:

- TCP provides better performance than HTTP
- HTTP is more public as it uses HTTP protocol, which is allowed by most of firewalls.

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**Note:** If these connection parameters are not the same in Migration Manager and Migration Agent configurations, migrations will fail.

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## Installing and Configuring Migration Agent on Source Server

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### Installing Migration Agent

➤ **To install Migration Agent:**

1. Download Migration Agent installation file using download link published at <http://www.parallels.com/download/plesk10/>.
2. Run the installation file and follow the installation wizard instructions:
  - a. When the first screen of the installation wizard appears, click **Next**.  
This starts the Plesk Migration Agent installation, it is installed to the `C:\Program Files\Parallels\Plesk Migrator Agent\` directory.
  - b. Click **Finish** after the installation wizard installs Migration Agent files to your server.

Once you have installed Migration Agent, it starts automatically with the default settings.

## Configuring Migration Agent

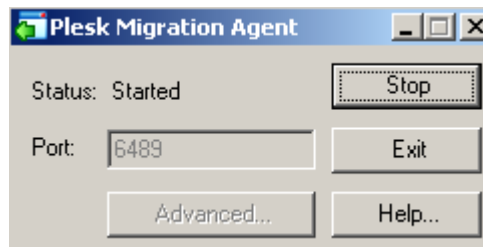
Changing Migration Agent configuration includes the following:

- Changing parameters of the Migration Agent connection with Migration Manager (port, Migration Agent URI and channel type).  
This can be done using either Migration Agent interface or Migration Agent configuration file.
- Changing location of migration dumps on source server.  
This is necessary if, for example, there is not enough disk space on the disk where Migration Agent is installed.

### ➤ **To change the connection parameters using Migration Agent GUI:**

1. Run the `WINAgentMng.exe` file.

The Migration Agent window opens.

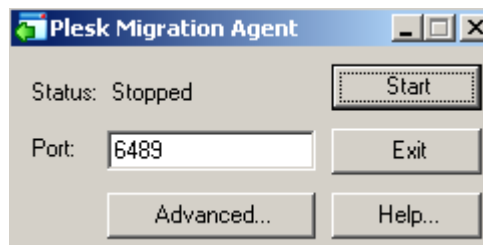


*Figure 2: Plesk Migration Agent window*

If Migration Agent was installed in the default location, you can access it by clicking **Start > Programs > Parallels > Panel > Plesk Migration Agent**, or browsing to `C:\Program Files\Parallels\Plesk Migration Agent\WINAgentMng.exe`.

2. Click **Stop**.

This makes changing Migration Agent settings available.



*Figure 3: Plesk Migration Agent stopped: changing settings is available*

3. Enter the desirable value next to **Port** to change the port number.
4. To change Migration Agent URI and channel type:
  - a. Click **Advanced**.

The advanced options window opens.

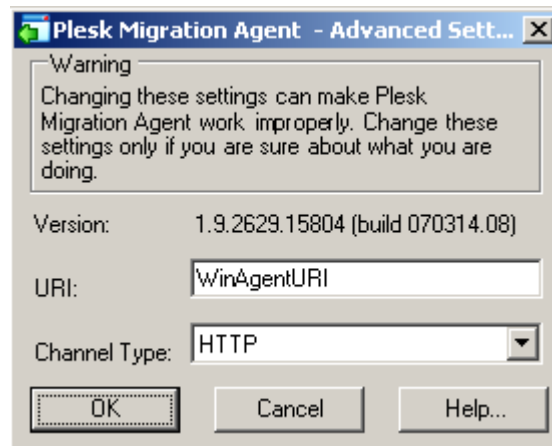


Figure 4: Plesk Migration Agent: advanced options

- b. Enter desirable name next to **URI** to change Migration Agent URI.
- c. Select an appropriate item in the **Channel Type** menu to set up a channel type.
- d. Click **OK**.

This applies the changes made to advanced options and closes the advanced options window.

**5. Click Start.**

This applies changes made to the port number and starts Migration Agent with new settings.

### Editing Migration Agent Configuration File

You can edit the Migration Agent configuration settings manually. For the changes to take effect after manual editing, restart Migration Agent.

➤ **To change the connection parameters by editing configuration file:**

1. Open for editing the `<migration-agent-installation-directory>\WINAgentMng.exe.config` file and locate the `"/configuration/appSettings"` element.

By default, Migration Agent is installed in `C:\Program Files\Parallels\PleskMigrationAgent`.

---

**Warning:** It is strongly recommended that you do not change anything beyond the contents of the `<appSettings>` node, as doing this will most probably crash Migration Manager and make migrations impossible.

---

2. To change port number, enter a desired value in the `<add key="Port" value="6489" />` string instead of `6489`.

For example, if you want port 7788 to be used, this string should be `<add key="Port" value="7788" />`.

3. To change Migration Agent URI, enter a desired value in the `<add key="ObjectUri" value="WinAgentURI" />` string instead of WinAgentURI.

For example, if you want "MigrationAgent325" to be used as the Migration URI, this string should be `<add key="ObjectUri" value="MigrationAgent325" />`.

4. To change channel type, enter a desired value in the `<add key="ChannelType" value="HTTP" />` instead of HTTP.

For example, if you want to use TCP, this string should be `<add key="ChannelType" value="TCP" />`.

5. To change the Migration Agent's IP address, enter the IP address value in the string `<add key="IPAddress" value="" />`.

This will enable Migration Manager to connect to Migration Agent through the specified IP address only. Type `0.0.0.0` or remove the string from the file altogether to enable Migration Manager to connect to Migration Agent through any IP address available on the source server.

6. Save file.
7. Restart Migration Agent.

➤ **To change dumps location:**

1. Open for editing the `<migration-agent-installation-directory>\WINAgentMng.exe.config` file and locate the `"/configuration/appSettings"` element.

By default, Migration Agent is installed in `C:\Program Files\Parallels\PleskMigrationAgent`.

---

**Warning:** It is strongly recommended that you do not change anything beyond the contents of the `<appSettings>` node, as doing this will most probably crash PPP Migration Manager and make migrations impossible.

---

2. Add the full path (starting with the drive root) to folder where the file should be stored into the `<add key="DumpDirectory" value="" />` string.

For example, if you want the migration dump to be stored in folder `H:\Store\Plesk_migration`, this string should be `<add key="DumpDirectory" value="H:\Store\Plesk_migration" />`. If such directory does not exist on disk H, it will be created.

3. Save file.
4. Restart Migration Agent.

**Default content of the configuration file**

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <startup>
    <supportedRuntime version="v2.0.50727" />
    <supportedRuntime version="v1.1.4322" />
  </startup>
  <system.runtime.remoting>
    <customErrors mode="off" />
    <application name="Parallels Foreign Migration Agent" />
  </system.runtime.remoting>
  <runtime>
    <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
      <probing privatePath="BackupUtils" />
    </assemblyBinding>
  </runtime>
  <appSettings>
    <add key="Port" value="6489" />
    <add key="ObjectUri" value="WinAgentURI" />
    <add key="ChannelType" value="HTTP" />
    <add key="IPAddress" value="" />
    <add key="DumpDirectory" value="" />
    <add key="UseWebserver" value="false" />
    <add key="WebServerPort" value="6490" />
    <add key="LogUseDefaultCulture" value="false" />
  </appSettings>
</configuration>
```

## Configuring Migration Manager on the Destination Server

Changing parameters of Migration Manager connection to Migration Agent must be performed only in case the same changes are done to the Migration Agent configuration.

➤ **To change parameters of Migration Manager connection to Migration Agent:**

**1. Open for editing the**

`%plesk_dir%\PMM\Migration\migrmng.exe.config` file and locate the `"/configuration/appSettings"` element.

`%plesk_dir%` is the system variable defining the folder where PPP is installed.

**2. To change the port number, enter the required value in the string `<add key="Port" value="6489" />` instead of 6489.**

For example, if you want port 7788 to be used, this string should be `<add key="Port" value="7788" />`.

**3. To change Migration Agent URI, enter the required value in the string `<add key="ObjectUri" value="WinAgentURI" />` instead of WinAgentURI.**

For example, if you want "MigrationAgent325" to be used as the Migration URI, the string should be `<add key="ObjectUri" value="MigrationAgent325" />`.

**4. To change channel type, enter the required value in the string `<add key="ChannelType" value="HTTP" />` instead of HTTP.**

For example, if you want to use TCP, this string should be `<add key="ChannelType" value="TCP" />`.

**5. Save the file.**

**Default content of migrmng.exe.config**

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <configSections>
    <section name="Platforms"
type="ForeignMigratorEngineCore.Configuration.PlatformsSectionHandler,Forei
gnMigratorEngineCore"/>
  </configSections>
  <startup>
    <supportedRuntime version = "v2.0.50727" />
    <supportedRuntime version = "v1.1.4322" />
  </startup>
<!-- These are the settings you may reconfigure -->
  <appSettings>
    <add key="Port" value="6489" />
    <add key="ObjectUri" value="WinAgentURI" />
    <add key="ChannelType" value="HTTP" />
    <!-- The dump file location and file name defined in Panel GUI
override settings in this configuration file -->
    <add key="DumpDirectory" value="" />
    <add key="DumpName" value="" />
    <add key="UnixDumpDirectory" value="/usr/local" />
    <add key="LogUseDefaultCulture" value="false" />
  </appSettings>
<!-- End of the settings you may reconfigure -->
  <Platforms>
    ...
  </Platforms>
</configuration>
```

---

## Migrating to Panel 10

This section describes how to migrate data from Plesk versions 7.5 or later to Parallels Plesk Panel 10.

➤ ***To migrate accounts and websites with applications from other hosting servers:***

1. Log in to Parallels Plesk Panel 10 on the destination server.
2. Go to **Tools & Utilities > Migration Manager** (in the **Tools** group).
3. To check if there are any updates for Migration Manager components, click **Synchronize**. These updates may include files of migration agents that enable support for transferring data from hosting platforms other than Parallels Plesk Panel.
4. Click **Start New Migration**.
5. Leave the **Transfer data from another server** option selected, and specify the following:
  - The source server's address. Specify either the IP address or the host name of the server, from which you want to transfer data.
  - The login name and password of the administrator of the source server.

---

**Note:** The option **Transfer data already processed by the migration agent and located on the local host** can be used to import data from a file, as described in the section **Troubleshooting Migration Issues** (on page 27). This is another way to transfer data, which can be used in cases when the source server is offline, and you have previously gathered data from it.

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6. If you use Parallels Plesk Panel for Windows, select the type of operating system running on the source host.
7. Specify the path to the directory where temporary files will be stored.
8. Specify whether you want to transfer all data related to user accounts and domains from the source server, or only specific items.
9. If you use Parallels Plesk Panel for Linux, select the **Use rsync transport** checkbox. This reduces the amounts of disk space, bandwidth, and time required to perform migration.
10. Click **Next**. The migration manager will connect to the specified server and gather information about the business objects of the source hosting platform.

**11.** If you have chosen to transfer only specific items, at this step, select the checkboxes corresponding to the user accounts and domains that you want to transfer. Also, specify what types of data should be transferred:

- All settings and content.
- All settings and content except mail.
- Only mail accounts with e-mail messages.

**12.** Click **Next**.

**13.** Once the data are retrieved from the source server, specify the new IP addresses that should be used. If you have a great number of IP addresses, at this step, you can download the current IP mapping file, correct it in a text editor or by running a custom find-and-replace script, and then upload it back to the server.

**14.** Click **Next**. The data transfer process should start immediately; however, if some of the selected items cannot be transferred because of possible configuration or resource usage conflicts, you will be taken to the next step and prompted to specify the conflict resolution policies.

**15.** If prompted, specify how to resolve the following types of conflicts:

- a** Timing conflicts that occur when an item to be transferred already exists on the destination server and has a more recent modification date. You can choose any of the following options:
  - Use the configuration and data from the source server. This will overwrite the configuration and data currently present in the destination server with the configuration and data retrieved from the source server.
  - Use the configuration from the destination server, and the data from the source server.
  - Do not transfer items with timing conflicts.
- b** Resource usage conflicts that occur when an item to be transferred would exceed the resource usage limits defined on the destination server for this type of items. You can choose any of the following options:
  - Transfer the item and allow resource overuse.
  - Do not transfer the item.
- c** Configuration conflicts that occur when the settings of an item to be transferred are neither allowed nor available on the destination server. You can choose to:
  - Transfer the item and allow the required configuration options and settings.
  - Do not transfer the item.

**16.** Click **Next**.

**17.** When migration is finished, click **OK** to exit the wizard.

Now you can do the following to simplify management of the new accounts and subscriptions:

1. Set up reseller plans (on page 38) and hosting plans (on page 43) corresponding to your service offerings.
2. Associate the transitioned accounts and subscriptions with the plans. (on page 49)

For detailed information about service plans and subscriptions, refer to the **Administrator's Guide**, chapter **Serving Your Customers and Employing Resellers**.

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## Troubleshooting Migration Issues

This section is designed to help you complete migration in cases when first steps of migration succeeded, and the following failed. A simplified description of migration process is as follows:

1. (Linux/Unix source only) Migration Manager connects to a source server and uploads a migration agent to it.  
In case of Windows source server, you need to install the Migration Agent manually as described in the section **Installing Migration Agent**.
2. Migration manager connects to the migration agent and passes the migration parameters to it.
3. Migration agent creates a dump file basing on the information received on the previous step.  
In Parallels Plesk Panel for Linux/Unix, the default location for dump files is `/usr/local/`.  
In Parallels Plesk Panel for Windows, the default location for dump files is `C:\PMMtemp`, it may be changed as described in the section **Configuring Migration Agent**.
4. Migration agent starts transferring the dump file to the destination server.  
On the destination server, the dump file is saved at the **Temporary Files Location** defined on the Migration Settings screen.
5. Migration agent removes the dump from source server as soon as the transfer is completed.  
In case the transfer fails, the dump file remains on the source server.
6. Migration manager imports data from the dump file into Parallels Plesk Panel.

The information provided here should be useful in the following cases:

- (Linux/Unix only) Uploading migration agent failed.
- (Linux/Unix only) Creating dump file failed.
- Dump file transfer failed.
- Dump file import on the target server failed.

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## Completing Migrations from Linux/Unix Servers

➤ ***To complete migration if dump file transfer to the target server failed:***

1. On the source server, locate the required dump file directory.  
By default, dump directories are created in `/usr/local/`.
2. Open the file `content-list.xml` to see what files were created.
3. Move all these files, including `dump.xml`, to the destination server.
4. In a web browser, log in as administrator to the target Parallels Plesk Panel.
5. Go to **Tools & Utilities > Migration Manager** (in the **Tools** group), and then click **Start New Migration**.
6. Select the option **Transfer data already processed by the migration agent and located on the local host**.
7. In the **Migration data file location** box, type the path to the directory where you saved the data at the step 3.
8. Click **Next**.

➤ ***To complete migration if data import to Parallels Plesk Panel failed:***

1. In a Web browser, log in as administrator to target Parallels Plesk Panel.
2. Go to **Tools & Utilities > Migration Manager** (in the **Tools** group), and then click **Start New Migration**.
3. Select the option **Transfer data already processed by the migration agent and located on the local host**.
4. In the **Migration data file location** box, type the path to the directory specified previously as **Temporary Files Location**.  
By default, it is `/usr/local/psa/PMM/var/`.
5. Click **Next**.

In case a dump file creation fails, you can try creating it manually by using the Linux/Unix migration agent - the `PleskX.pl` utility.

➤ **To create a dump file manually using command line:**

1. Locate the following directories on your Parallels Plesk Panel source server, and copy all their content to a single directory on the source server.

- On Windows platforms:

```
%plesk_dir%\PMM\Migration\Platforms\UnixShared\PleskX\  
%plesk_dir%\PMM\Migration\Platforms\UnixShared\shared\
```

- On Linux/Unix platforms:

```
<parallels_plesk_panel_installation_directory>/PMM/Agents/Plesk  
X/  
<parallels_plesk_panel_installation_directory>/PMM/Agents/share  
d/.
```

2. On the source server, run the `PleskX.pl` utility with the appropriate command line options:

- To make a copy of all accounts and domains:

```
# PleskX.pl -dump-all
```

- To make a copy of specific domains:

```
# PleskX.pl -dump-domains=<comma-separated list of domain names>
```

- To make a copy of specific user accounts:

```
# PleskX.pl -dump-resellers=<comma-separated list of resellers'  
IDs assigned by the source Plesk system>
```

OR

```
# PleskX.pl -dump-clients=<comma-separated list of clients' IDs  
assigned by the source Plesk system>
```

- To read about additional command line options supported by the `PleskX` utility, issue the command:

```
# PleskX.pl --help
```

3. Proceed as described in the first procedure in this section.

## Completing Migrations from Windows Servers

➤ **To complete migration if dump transfer to target server failed:**

1. On the source server, locate the directory with a required dump file: `<umps directory>\migrator backup\<the latest date of creation>`.  
By default, `<umps directory>` is `C:\PMMTemp\`; the location may be changed as described in the **Configuring Migration Agent** section.
2. Copy the directory to the destination server.
3. In a web browser, log in as administrator to the target Parallels Plesk Panel.
4. Go to **Tools & Utilities > Migration Manager** (in the **Tools** group), and then click **Start New Migration**.
5. Select the option **Transfer data already processed by the migration agent and located on the local host**.
6. In the **Migration data file location** box, type the path to the directory where you saved the data at the step 3.
7. Click **Next**.

➤ **To complete migration if data import to Parallels Plesk Panel failed:**

1. In a Web browser, log in as administrator to target Parallels Plesk Panel.
2. Go to **Tools & Utilities > Migration Manager** (in the **Tools** group), and then click **Start New Migration**.
3. Select the option **Transfer data already processed by the migration agent and located on the local host**.
4. In the **Migration data file location** box, type the path to the directory specified previously as **Temporary Files Location**.  
By default, it is `C:\temp`.
5. Click **Next**.

# Completing the Move to Panel 10

This chapter describes the steps required to complete transition to the new business model.

During upgrade or migration to Parallels Plesk Panel 10, most of the user accounts and domains are transformed automatically to comply with the new business model. However, because of changes in resource allocation scheme, you need to take several steps and decide how the resources should be allocated in your new system.

These steps are as follows:

1. Complete the accounts and resources transition using the transition assistant in the Panel.
2. Set up reseller plans (on page 38) and hosting plans (on page 43) corresponding to your service offerings.
3. Associate the transitioned accounts and subscriptions with the plans. (on page 49)

For detailed information about service plans and subscriptions, refer to the **Administrator's Guide**, chapter *Serving Your Customers and Employing Resellers*.

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## Completing Transition

This section explains how to complete user and subscription transition so that they fully fit in the Panel 10 business model.

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# Overview of Automatic Conversion Schemes and Further Recommended Steps

## In this section:

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## Reseller Accounts

**Conversion made:** Reseller accounts from earlier Plesk versions become reseller accounts with custom subscriptions, not tied to any existing reseller plan.

**Further recommended action:** To simplify account management, subscribe the resellers to reseller plans (on page 49).

## Administrator's Clients and Their Domains

### Conversions made:

- Administrator's client accounts became customer accounts belonging to the administrator.
- All domains were converted to individual subscriptions, one subscription per each domain. All subscriptions were assigned to the customers who owned the corresponding domains.
- The former client limits and permissions were converted to a subscription-like entity called My Resources. The entity is not tied to any existing hosting plan, but only keeps the information about the resources that were allocated to the user before transition.
- Domain administrators were converted to customers' users whose accounts, in most cases, are inactive so as not to allow them to log in to Control Panel. This is done for security reasons: while a former domain administrator was isolated within one domain, a new customer's user can access all subscriptions belonging to the customer.

### Further recommended actions:

1. Complete transition of the customer accounts by using the following schemes:
  - Clients who had one domain are converted to customers with a custom subscription. The subscription is allocated the minimal amount of resources from the former client or domain limits. Domain administrators become users who can access the Panel.
  - Clients who had several domains and who were not allowed to adjust resource usage allotments, are converted to customers with custom subscriptions.  
Each subscription inherits resource allotments from the former domain limits.  
Former domain administrators become users with suspended accounts, so that they cannot log in to the Panel and view all domains and subscriptions of the customer.
  - Clients who had several domains and who were allowed to adjust resource usage allotments and create new domains, can be converted to:
    - Reseller. A former client is upgraded to reseller. Reseller subscription resources are inherited from the former client's limits. If domain administrator account was enabled for a former domain, it is upgraded to a customer account and corresponding subscription is associated with it. Otherwise, subscriptions belong directly to reseller.
    - Customer. A former client remains customer. The client's resources are shared among all subscriptions of the client. Domain administrator users remain inactive.
2. To simplify account management, associate the new subscriptions with your hosting plans (on page 49).

## Resellers' Clients and Their Domains

### Conversions made:

- All client accounts that belonged to a reseller in the previous version of Plesk are converted to customer accounts owned by the respective resellers.
- Resources of each client are converted to a subscription-like entity called My Resources, which will be removed once the transition is complete.
- All the clients' domains are converted to subscriptions (one new subscription per each domain).
- Domain administrators are converted to the customer's users with the 'Inactive' state, which prohibits them to log in to the Control Panel. This is done for security reasons: while a former domain administrator was isolated within one domain, a new customer's user can access all subscriptions belonging to the customer.

### Further recommended steps:

1. Complete transition of the customer accounts by using the following schemes:
  - Clients who had one domain and were not allowed to adjust resource allotments are converted to customers. New subscription resources are equal to the minimum from the former client or domain limits. Domain administrator user becomes active.
  - Clients who had one domain and were allowed to adjust resource allotments are converted to customers. New subscription resources are equal to the former client limits. Domain administrator user becomes active.
  - Clients who had several domains and who were not allowed to adjust resource usage allotments, are converted to customers.  
Each subscription inherits resource allotments from the former domain limits.  
Former domain administrators become users with suspended accounts, so that they cannot log in to the Panel and view all domains and subscriptions of the customer.
  - Clients who had several domains and who were allowed to adjust resource usage allotments and create new domains, are converted to customers.  
The client's resources are shared among all subscriptions of the client. Domain administrator users remain inactive.
2. To simplify account management, associate the new subscriptions with your hosting plans (on page 49).

## Domains Belonging to Administrator

### Conversions made:

- All domains belonging to administrator in previous versions of Plesk are converted to administrator's own subscriptions.
- Domain administrators are temporarily converted to inactive Control Panel users.

### Further recommended steps:

1. For domains that had domain administrator accounts configured, you can keep the automatic conversion results or choose to use any of the following schemes:
  - Upgrade the former domain administrators to customers and assign the domains to them.
  - Convert to subscription with users. Domain administrator accounts remain inactive, so you will need to re-activate them in the Panel.
  - Convert to subscription without users. The former domain administrator account is removed.
2. To simplify management of subscriptions, associate the new subscriptions with your hosting plans (on page 49).

## Domains Belonging to Resellers

**Conversions made:** All domains that belonged to resellers in a previous version of Plesk are converted to the resellers' own subscriptions preserving the ownership. Domain administrators are temporarily converted to inactive Control Panel users.

### Further recommended steps:

For domains that had domain administrator accounts configured, you can keep the automatic conversion results or choose to use any of the following schemes:

- Upgrade the former domain administrators to resellers' customers and assign the domains to them.
- Convert to subscription with users. Domain administrator accounts remain inactive, so you will need to re-activate them in the Panel.
- Convert to subscription without users. The former domain administrator account is removed.

## Completing the Transition

➤ *To complete the transition to the new business model after upgrading or migrating to Panel 10:*

1. Log in to the Server Administration Panel as administrator.
2. On the Home page, click the link **Complete switching to the Panel 10 business model**. This link is located in a message box that shows if some of user accounts were not transitioned.

Alternately, go to **Tools & Utilities > Complete Switching to the Panel 10 Business Model**.

3. On the **Recommended Actions** tab, review the accounts and subscriptions, and the recommended transition schemes.
4. If the recommended actions suit your needs, select the corresponding checkboxes **Transition these customers** and **Transition these subscriptions**, and click **OK**.

This will transition the selected customers and subscriptions. Once the transition is complete, they will not be shown in the list any more.

5. Alternatively, transition customers or subscriptions selecting a transition scheme based on your own judgement:

- a. Click the **Selective Transition of Customers** or **Selective Transition of Subscriptions** tab.

To help you choose an appropriate transition scheme for an account, consider the number of domains belonging to a customer, the amounts of previously allocated resources, and granted privileges. The number of domains belonging to each customer is shown in the list of customers, in the **Subscriptions** column. To learn about allocated resources and granted privileges, click a link with the customer's name, and then click **My Resources**. After that, click **Up Level** to return to the previous page.

- b. Select checkboxes of customers or subscriptions you wish to transition using one of the schemes.

- c. From the **Apply Transition Scheme** menu, select the suitable option:

For customers:

- **Subscription inherits the lesser from client or domain.** Resources allocated to each new subscription are equal to the minimum from the former client or domain limits. Domain administrator user becomes active.
- **Subscription inherits from the client.** Resources allocated to each new subscription are equal to the former client limits. The Domain administrator account is active.
- **Subscription inherits from the domain.** Resources allocated to each new subscription are equal to the former domain limits. The Domain administrator account is inactive.

- **Distribute client's resources.** The remaining part of former client's resources that was not allocated to domains is equally divided among customer's subscriptions and is added to their resources. The Domain administrator account is inactive.
- **Upgrade to reseller.** A former client is upgraded to reseller. Reseller subscription resources are equal to the former client's limits. If a domain administrator account was enabled for a client's domain, then it is upgraded to a customer account and the corresponding subscription is associated with it. If there were no domain administrator accounts, then the subscriptions belong directly to the reseller.

For subscriptions:

- **Upgrade to customer.** The former domain administrator is converted to customer and the subscription is assigned to them.
- **Subscription with user.** The former domain administrator account becomes a Panel user, but remains inactive. Therefore, you will need to re-activate the user's account in the Panel.
- **Subscription without user.** The former domain administrator account is removed.

As soon as all customers and subscriptions are transitioned, the transition assistant will disappear from the Panel.

To simplify management and billing of the new accounts and subscriptions, do the following:

1. Set up reseller plans (on page 38) and hosting plans (on page 43) corresponding to your service offerings.
2. Associate the transitioned accounts and subscriptions with the plans. (on page 49)

For detailed information about service plans and subscriptions, refer to the **Administrator's Guide**, chapter *Serving Your Customers and Employing Resellers*.

---

## Setting Up Reseller Plans

➤ *To create a reseller plan:*

1. Go to **Service Plans > Reseller Plans** tab.
2. Click **Add New Plan**.
3. Specify the plan name.
4. To allocate resources, on the **Resources** tab, specify the following:
  - **Overuse policy.** This defines what happens to the reseller subscription if the total disk space and traffic usage by the reseller's service subscriptions (own reseller's service subscriptions and those belonging to the reseller's customers) reaches the limit values defined by the reseller plan.
    - **Overuse is not allowed** will suspend the reseller subscription and all their customers only if you select the checkbox **Suspend reseller when their disk space or traffic usage goes beyond the limit**. If you do not select it, reseller subscriptions and their customers will not be suspended; only a notice will be sent to recipients specified in **Settings > Notifications: Resource usage limits exceeded by reseller account** option.
    - **Overuse is allowed** will let the subscription operate properly.

The option **When limit on usage of a resource is reached, send email according to server notification settings** triggers sending notifications to users and/or e-mail addresses specified at **Settings > Notifications: Resource usage limits exceeded by subscription** option.

---

**Note:** The overuse policy does not apply to the limits set on size of mailboxes. Therefore, even if you enable overuse, be sure to allocate enough disk space to mailboxes.

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- **Overselling policy.** This defines whether a reseller can sell more resources than allocated to them with the plan.

If overselling is allowed, a reseller is governed by actual resource usage instead of initial resource allocation. Overselling is a marketing strategy based on the following scheme: a reseller, who was allotted, for example, ten gigabytes of disk space, allocates five gigabytes of disk space for each of their customers, assuming that none of them will actually use all of their allocated disk space.
- **Customers.** This defines the total number of customer accounts that a reseller can create.
- **Disk space.** The total amount of disk space allocated to the reseller subscription. It includes disk space occupied by all files related to the subscription: contents of websites, databases, applications, mailboxes, log files and backup files.
- **Traffic.** The total amount of data that can be transferred from websites of resellers and their customers during a month.

- **Notify upon reaching.** This option is available only if overuse is not allowed. It sets the soft quota for disk space or traffic usage in order to prevent subscriptions from suspension. When the quota is reached, the Panel sends notifications to users and/or e-mail addresses specified at **Settings > Notifications: Resource usage limits exceeded by reseller account** option.
- **Sites published with Web Presence Builder.** The number of websites that can be published with Web Presence Builder.
- **Subscriptions.** The total number of hosting service subscriptions that the reseller will be able to create.
- **Mobile sites.** The total number of Mobile versions of websites, created and hosted with UNITY Mobile — an external service partnered with Parallels.
- **Subdomains.** The total number of subdomains that the subscriber will be able to host within the subscription.
- **Domain aliases.** The total number of additional alternative domain names that the subscriber will be able to use for their websites.
- **Mailboxes.** The total number of mailboxes that the subscriber can host within the subscription.
- **Mailbox size.** The amount of disk space that is allocated to each mailbox for storing e-mail messages and auto-reply attachment files.
- **Total mailboxes quota** (available only for Windows hosting). The total amount of disk space in megabytes available for all mailboxes within the subscription.
- **Mailing lists.** The total number of mailing lists that the subscriber can host within the subscription.
- **Additional FTP accounts.** The maximum number of FTP accounts used to access the files and folders created within a hosting service subscription. This number does not include an account that is always created during the subscription creation.
- **Databases** (Unix hosting). The total number of databases that can be created on the Panel database servers and used by the subscription's websites.
- **MySQL databases and Microsoft SQL Server databases** (Windows hosting). The maximum number of MySQL and Microsoft SQL Server databases respectively that can be created on the Panel database servers and used by the subscription's websites.
- **MySQL databases quota and Microsoft SQL databases quota** (Windows hosting). The maximum amount of disk space in megabytes that the subscription's MySQL and Microsoft SQL Server databases respectively can occupy.
- **Java applications.** The total number of Java applications that can be hosted on the subscription's websites.
- **Web users.** The total number of personal web pages that the subscriber can host for other users under their websites. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have addresses like <http://example.com/~webuser>.
- **FrontPage accounts** (Windows hosting). The maximum number of Microsoft FrontPage accounts that the subscriber can create within the subscription.
- **Shared SSL links** (Windows hosting). The total number of shared SSL links that the subscriber can use within the subscription.

- **ODBC connections** (Windows hosting). The total number of ODBC connections that the subscriber can use within the subscription.
  - **ColdFusion DSN connections** (Windows hosting). The total number of ColdFusion DSN connections that the subscriber can use within the subscription.
  - **IIS application pools**. The total number of dedicated IIS application pools for web applications hosted on websites.
5. To grant permissions for operations that resellers can perform in the Panel, click the **Permissions** tab, and specify the following:
- **DNS zone management**. Allows the subscriber to manage the DNS zones of their domains.
  - **Hosting settings management**. Allows modifying parameters of hosting service provided with the subscription: changing hosting account features and switching on or off support for programming and scripting languages, custom error documents, SSL support, and (Windows only) Microsoft FrontPage support.
  - **PHP safe mode management** (Linux/Unix hosting). Allows the subscriber to toggle such hosting parameter as PHP safe mode for their sites. By default, PHP is configured to operate in safe mode with functional restrictions. However, some web applications may not work properly with the safe mode enabled. To learn more about PHP safe mode, refer to <http://php.net/features.safe-mode>.
  - **Management of access to server over SSH** (Linux\Unix hosting). Provides the subscriber with access to a server shell over SSH under their system user account. Also, lets the subscriber set up such hosting parameter as **SSH access to server shell under the subscription's system user**.
  - **Management of access to server over Remote Desktop** (Windows hosting). Lets the subscriber access the server via Remote Desktop protocol.
  - **Anonymous FTP management**. Provides the anonymous FTP service, which lets the subscriber set up a directory shared over FTP protocol and available to anonymous users. A subscription should reside on a dedicated IP address in order to provide this service.
  - **Scheduler management**. Provides the Scheduler service, which lets the subscriber schedule running of scripts or utilities.
  - **Spam filter management**. Lets the subscriber customize filtering settings of SpamAssassin spam filter.
  - **Antivirus management**. Lets the subscriber change settings of server-side protection of incoming and outgoing mail from viruses.
  - **Data backup and restoration using the server repository**. Provides the Backup/Restore service which lets the subscriber use storage on the server for their backups.
  - **Back up and restore using a personal FTP repository**. Provides the Backup/Restore service which lets the subscriber use external FTP servers for storing their backups.
  - **Web statistics management**. Lets the subscriber set up such hosting parameter as **Web statistics**, that is, selecting which web statistics engine should be used, and toggling if the data is accessible via a specific password-protected directory.
  - **Log rotation management**. Lets the subscriber adjust the cleanup and recycling of processed log files for his or her sites. Also, lets the subscriber remove log files.

- **Ability to use remote API.** Defines if a reseller can remotely manage websites through custom applications. The remote API is an interface can be used for developing custom applications integrated with websites, which could be used, for instance, for automating setup of hosting accounts and provisioning of services for customers purchasing hosting services from a reseller's site. To learn more, refer to the Parallels Plesk Panel API documentation available at the PTN portal (<http://www.parallels.com/ptn/documentation/ppp/>).
- **Access to Application Catalog.** Defines if a reseller can install applications on websites and allow their customers to do so. You can view and configure the list of available applications in the Server Administration Panel > **Tools & Utilities** > **Application Vault**.
- **Subscription creation in Server Administration Panel and domain creation in Control Panel.** Lets the reseller create hosting service subscriptions, add domains, create websites, and set up web forwardings.
- **Subdomains management.** Lets the subscriber set up additional websites accessible by *<subdomain>.<domain>* addresses.
- **Domain aliases management.** Lets the subscriber set up additional alternative domain names for their websites.
- **Additional FTP accounts management.** Lets the subscriber manage additional FTP accounts for accessing the subscription's files and folders.
- **Java applications management.** Lets the subscriber install Java applications on their websites.
- **Mailing lists management.** Lets the subscriber use mailing lists provided by the GNU Mailman software.
- **Hosting performance management.** Lets the subscriber set up limits on bandwidth usage and number of connections to their websites.
- **IIS application pool management (Windows hosting).** Provides the dedicated IIS pool service, and lets the subscriber manage their IIS application pool: enable or disable it, and set up the maximum amount of CPU that the pool may use.
- **Additional write/modify permissions management (Windows hosting).** Lets the subscriber toggle such hosting parameter as **Additional write/modify permissions**. These permissions are required if a subscriber's web applications use a file-based database (like Jet) located in the root of `httpdocs` folder. Please note that selecting this option might seriously compromise the websites security.
- **Shared SSL management (Windows hosting).** Provides the shared SSL service, and lets the subscriber set up shared SSL links for their websites within the subscription.
- **Hard disk quota assignment.** Lets the subscriber set up such hosting parameter as **Hard disk quota**.
- **Access to the Panel.** Lets the subscriber log in to the Server Administration Panel for managing accounts and subscriptions, and Control Panel, for managing websites and mail accounts.
- **Database server selection.** Lets the subscriber select a database server of each type for creating their databases, as opposed to always using the default database server.

- **Customer account creation.** Defines if a reseller can create user accounts and subscriptions for their customers in the Panel.
  - **Allow overselling.** Defines if a reseller can set up overselling policy, meaning that a reseller can themselves define if overselling is allowed to them or not.
6. To allocate IP addresses, click the **IP Addresses** tab. It is important that a reseller has at least one IP address allocated to them, otherwise, they will not be able to create a single service subscription.
  7. Click **OK**.

---

## Setting Up Hosting Plans

➤ *To create a hosting plan:*

1. Go to **Service Plans > Hosting Plans** tab.
2. Click **Add New Plan**.
3. Specify the plan name.
4. To allocate resources, on the **Resources** tab, specify the following:
  - **Overuse policy.** This defines what happens to the hosting service subscription if the total disk space and traffic usage reaches the limit values defined by the plan.
    - **Overuse is not allowed** will suspend the subscription only if you select the checkbox **Suspend subscription when its disk space or traffic usage goes beyond the limit**. If you do not select it, websites will not be suspended; only a notice will be sent to recipients specified in **Settings > Notifications: Resource usage limits exceeded by subscription** option.

If selected, it is possible to set up sending notifications as soon as usage of disk space or traffic reaches a particular value (the **Notify upon reaching** options), in order to prevent subscriptions from suspension. The notifications will be sent to users and/or e-mail addresses specified at **Settings > Notifications: Resource usage limits exceeded by subscription** option.
    - **Overuse is allowed** will let the subscription operate properly.

The option **When limit on usage of a resource is reached, send email according to server notification settings** triggers sending notifications to users and/or e-mail addresses specified at **Settings > Notifications: Resource usage limits exceeded by subscription** option.

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**Note:** The overuse policy does not apply to the limits set on size of mailboxes. Therefore, even if you enable overuse, be sure to allocate enough disk space to mailboxes.

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- **Disk space.** The total amount of disk space allocated to the subscription. It includes disk space occupied by all files related to the subscription: contents of websites, databases, applications, mailboxes, log files and backup files.
- **Traffic.** The total amount of data that can be transferred from websites during a month.
- **Notify upon reaching.** This option is available only if overuse is not allowed. It sets the soft quota for disk space or traffic usage in order to prevent subscriptions from suspension. When the quota is reached, the Panel sends notifications to users and/or e-mail addresses specified at **Settings > Notifications: Resource usage limits exceeded by subscription** option.
- **Sites published with Web Presence Builder.** The number of websites that can be published with Web Presence Builder.

- **Domains.** The total number of domains that can be created under a subscription. This includes websites, web forwardings that point to websites hosted on other servers, and domain names on which a website or a web forwarding is not yet set up (domains with no hosting).
- **Mobile sites.** The total number of Mobile versions of websites, created and hosted with UNITY Mobile — an external service partnered with Parallels.
- **Subdomains.** The total number of subdomains that the subscriber will be able to host within the subscription.
- **Domain aliases.** The total number of additional alternative domain names that the subscriber will be able to use for their websites.
- **Mailboxes.** The total number of mailboxes that the subscriber can host within the subscription.
- **Mailbox size.** The amount of disk space that is allocated to each mailbox for storing e-mail messages and auto-reply attachment files.
- **Total mailboxes quota** (available only for Windows hosting). The total amount of disk space in megabytes available for all mailboxes within the subscription.
- **Mailing lists.** The total number of mailing lists that the subscriber can host within the subscription.
- **Additional FTP accounts.** The maximum number of FTP accounts used to access the files and folders created within a hosting service subscription. This number does not include an account that is always created during the subscription creation.
- **Databases** (Unix hosting). The total number of databases that can be created on the Panel database servers and used by the subscription's websites.
- **MySQL databases** and **Microsoft SQL Server databases** (Windows hosting). The maximum number of MySQL and Microsoft SQL Server databases respectively that can be created on the Panel database servers and used by the subscription's websites.
- **MySQL databases quota** and **Microsoft SQL databases quota** (Windows hosting). The maximum amount of disk space in megabytes that the subscription's MySQL and Microsoft SQL Server databases respectively can occupy.
- **Validity period.** The term for a subscription. It is used only when a subscription is created: the Panel derives the subscription expiration date from it. On this date, the subscription will be suspended, meaning that all sites within the subscription will be suspended, their web, FTP and mail services will no longer be accessible to the Internet users, and the subscriber and their users will not be able to log in to the Control Panel. Subscriptions are not renewed automatically, so to bring a subscription's services back to operation, you will need to manually activate the subscription.
- **Java applications.** The total number of Java applications that can be hosted on the subscription's websites.
- **Web users.** The total number of personal web pages that the subscriber can host for other users under their websites. This service is mostly used in educational institutions that host non-commercial personal pages of their students and staff. These pages usually have addresses like <http://example.com/~webuser>.

- **FrontPage accounts** (Windows hosting). The maximum number of Microsoft FrontPage accounts that the subscriber can create within the subscription.
  - **Shared SSL links** (Windows hosting). The total number of shared SSL links that the subscriber can use within the subscription.
  - **ODBC connections** (Windows hosting). The total number of ODBC connections that the subscriber can use within the subscription.
  - **ColdFusion DSN connections** (Windows hosting). The total number of ColdFusion DSN connections that the subscriber can use within the subscription.
5. To grant permissions for operations that the customer can perform in the Panel, click the **Permissions** tab, and specify the following:
- **DNS zone management.** Allows the subscriber to manage the DNS zones of their domains.
  - **Hosting settings management.** Allows modifying parameters of hosting service provided with the subscription: changing hosting account features and switching on or off support for programming and scripting languages, custom error documents, SSL support, and (Windows only) Microsoft FrontPage support.
  - **Setup of potentially insecure web scripting options that override provider's policy.** Allows the subscriber to override the hosting security policy, if it is set up. To learn about configuring the policy, refer to the **Administrator's Guide**, section Restricting the Use of Potentially Insecure Hosting Options.
  - **PHP safe mode management** (Linux/Unix hosting). Allows the subscriber to toggle such hosting parameter as PHP safe mode for their sites. By default, PHP is configured to operate in safe mode with functional restrictions. However, some web applications may not work properly with the safe mode enabled. To learn more about PHP safe mode, refer to <http://php.net/features.safe-mode>.
  - **Management of access to server over SSH** (Linux\Unix hosting). Provides the subscriber with access to a server shell over SSH under their system user account. Also, lets the subscriber set up such hosting parameter as **SSH access to server shell under the subscription's system user**.
  - **Management of access to server over Remote Desktop** (Windows hosting). Lets the subscriber access the server via Remote Desktop protocol.
  - **Anonymous FTP management.** Provides the anonymous FTP service, which lets the subscriber set up a directory shared over FTP protocol and available to anonymous users. A subscription should reside on a dedicated IP address in order to provide this service.
  - **Scheduler management.** Provides the Scheduler service, which lets the subscriber schedule running of scripts or utilities.
  - **Spam filter management.** Lets the subscriber customize filtering settings of SpamAssassin spam filter.
  - **Antivirus management.** Lets the subscriber change settings of server-side protection of incoming and outgoing mail from viruses.
  - **Data backup and restoration using the server repository.** Provides the Backup/Restore service which lets the subscriber use storage on the server for their backups.
  - **Data backup and restoration using a personal FTP repository.** Provides the Backup/Restore service which lets the subscriber use external FTP servers for storing their backups.

- **Web statistics management.** Lets the subscriber set up such hosting parameter as **Web statistics**, that is, selecting which web statistics engine should be used, and toggling if the data is accessible via a specific password-protected directory.
  - **Log rotation management.** Lets the subscriber adjust the cleanup and recycling of processed log files for his or her sites. Also, lets the subscriber remove log files.
  - **Access to Application Catalog.** Lets the subscriber install applications on websites through the Control Panel.
  - **Domain creation.** Lets the subscriber add domains, create websites, and set up web forwardings.
  - **Subdomains management.** Lets the subscriber set up additional websites accessible by `<subdomain>.<domain>` addresses.
  - **Domain aliases management.** Lets the subscriber set up additional alternative domain names for their websites.
  - **Additional FTP accounts management.** Lets the subscriber manage additional FTP accounts for accessing the subscription's files and folders.
  - **Java applications management.** Lets the subscriber install Java applications on their websites.
  - **Mailing lists management.** Lets the subscriber use mailing lists provided by the GNU Mailman software.
  - **Hosting performance management.** Lets the subscriber set up limits on bandwidth usage and number of connections to their websites.
  - **IIS application pool management (Windows hosting).** Provides the dedicated IIS pool service, and lets the subscriber manage their IIS application pool: enable or disable it, and set up the maximum amount of CPU that the pool may use.
  - **Additional write/modify permissions management (Windows hosting).** Lets the subscriber toggle such hosting parameter as **Additional write/modify permissions**. These permissions are required if a subscriber's web applications use a file-based database (like Jet) located in the root of `httpdocs` folder. Please note that selecting this option might seriously compromise the websites security.
  - **Shared SSL management (Windows hosting).** Provides the shared SSL service, and lets the subscriber set up shared SSL links for their websites within the subscription.
  - **Hard disk quota assignment.** Lets the subscriber set up such hosting parameter as **Hard disk quota**.
  - **Database server selection.** Lets the subscriber select a database server of each type for creating their databases, as opposed to always using the default database server.
6. To configure hosting settings for websites, click the **Hosting Parameters** tab, and specify the following:
- **Enable hosting.** Defines if the hosting service is actually provided with the plan.  
Clear this option to make up a service plan that provides only mail service. Subscribers of such a plan will be able to have 'domains without hosting' which will serve mailboxes.

- **Hard disk quota.** Hard quota imposed on disk space in addition to the soft quota (set with the option **Notify when reaching**). Hard disk quota will not allow writing more files to the web space when the limit is reached: users will get an "Out of disk space" error at an attempt to write files.

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**Note:** (Linux/Unix hosting) Confirm that your operating system supports hard disk quota before you set any value other than **Unlimited**. In case you define a hard quota when it is not supported, you will get a synchronization conflict on all the plan's subscriptions. For details on syncing subscriptions with plans, refer to the **Administrator's Guide**, section **Syncing Subscriptions and Plans**.

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- **SSL support.** Allows setting up SSL encryption on websites hosted within the subscription.
  - **Web statistics.** Selects a statistics engine that will create reports on how the subscription's websites are visited: how many people visited a site, and which web pages they viewed. The **accessible via password protected directory /plesk-stat/webstat** option allows a subscriber view website statistics at URLs like <https://example.com/plesk-stat/webstat> using their system user account login and password.
  - **Custom error documents.** Allows subscribers to design and use their own error pages that the web server returns with HTTP error codes.
  - **SSH access to server shell under the subscription's system user** (Linux/Unix hosting). Allows subscribers to upload securely web content to the server through SSH.
  - **Scripting.** Support for programming and scripting languages that should be interpreted, executed or otherwise processed by a web server: Microsoft ASP.NET framework, PHP hypertext preprocessor (PHP), Common Gateway Interface (CGI), Perl, Python, Fast Common Gateway Interface (FastCGI), Microsoft or Apache Active Server Pages (ASP), Server Side Includes (SSI), ColdFusion, and Miva scripting required for running Miva e-commerce solutions.
  - **Allow web users to use scripts.** Allows scripting at web pages available at URLs like <http://example.com/~<username>/<webpage>>, where *<username>* refers to a web user. Web users are individuals who do not need their own domain names. This service is popular with educational institutions that host non-commercial personal pages of their students and staff.
  - **Additional write/modify permissions** (Windows hosting). This option is required if subscriber's web applications use a file-based database (like Jet) located in the root of `httpdocs` folder. Please note that selecting this option might seriously compromise the website security.
  - **FrontPage support** (Windows hosting). The options in the FrontPage support group allow subscribers to connect to the server and create websites with Microsoft Frontpage.
7. To configure mail service settings, click the **Mail** tab, and specify the following:
- **Webmail.** Provides the webmail service, which allows users of mailboxes within the subscription to work with their mail through a web browser. Select the required webmail application from the menu.
  - **Enable mailing lists.** Turns on the mailing lists service provided by the GNU Mailman software on the subscription's websites.

- **Policy on mail for non-existent users.** Defines how mail server should treat e-mail messages sent to e-mail addresses that are supposed to be registered under the subscription's domains but actually do not exist. The following options are available:
  - **Bounce with message** returns the mail back to sender with a notice.
  - **Forward to address** forwards the mail to another e-mail address.
  - **Redirect to external mail server with IP address** (on Windows hosting) forwards the mail to the specified mail server.
  - **Reject** silently rejects the mail without accepting it. This setting can decrease mail server load caused by a large amount of spam, which is often directed at randomly generated user names. However, this might be useful to spammers because scanning your mail server for valid e-mail addresses will speed up in such a case.
- 8. To configure the DNS server settings, click the **DNS** tab. Specify whether the DNS server managed by your Panel should act as a master (primary) or slave (secondary) name server for the domain name zones.

A primary name server stores locally the zone file it serves, while a secondary server only retrieves a copy of this file from the primary. You would normally leave the **Master** option selected.
- 9. To configure hosting performance settings, click the **Performance** tab, and specify the following:
  - **Use dedicated IIS application pool** (Windows hosting). Enables the use of dedicated IIS application pool for web applications within the subscription. Using dedicated IIS application pool dramatically improves the stability of web applications due to worker process isolation mode. This mode gives each site hosted on the server a possibility to allocate a separate process pool for execution of its web applications. This way, malfunction in one application will not cause stopping of all the others. This is especially useful for shared hosting services.

The **Maximum CPU use (%)** option limits the amount of the server CPU that the pool can use.
  - **Maximum bandwidth usage.** Defines the maximum speed in kilobytes per second that a domain can share between all its connections.
  - **Connections limited to.** Defines the maximum number of simultaneous connections to web server for all websites within the subscription. This setting is intended for preventing the websites from Denial of Service (DOS) attacks and excessive usage of bandwidth.
- 10. To configure the settings for keeping statistics and logs related to subscription, click the **Logs & Statistics** tab, and specify the following:
  - **Retain web and traffic statistics.** Sets a period (in months) for which reports on the subscription's web statistics (generated by selected web statistics component) and traffic statistics (generated by the Panel) should be available.
  - **Log rotation.** Enables automatic cleanup and recycling of web server log files. You can also switch on compression of processed log files and sending them to a specific e-mail address.
- 11. To finish creating the plan, click **OK**.

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## Associating New Accounts and Subscriptions with Plans

➤ *To associate reseller accounts with a reseller plan:*

1. Go to **Resellers**.
2. Click the reseller's name.
3. Click **Change Plan**.
4. From the **New plan** menu, select one of the reseller plans you created.
5. Click **OK**.

➤ *To associate hosting service subscriptions with a hosting plan:*

1. Go to **Subscription**.
2. Select the checkboxes corresponding to the subscriptions you want to associate with a hosting plan, and click **Change Plan**.
3. In the **New service plan** menu, select one of the hosting plans you created.
4. Click **OK**.