

Parallels[®] Plesk Panel

Switching to Parallels Plesk Panel 10

Guide for Hosting Service Customers

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Contents

Accommodating to the New Control Panel

This document is intended for hosting service customers who previously used Parallels Plesk Panel version 9 and earlier. It describes the most important changes in the Panel and addresses possible issues that the users might encounter after their accounts and sites are moved to Parallels Plesk Panel 10 during the Panel upgrade.

Changes in user accounts

The new Control Panel introduces auxiliary users able to access Control Panel together with the customer who created accounts for them. The auxiliary users replace former Domain Administrators and mail users. The set of operations available to the new Control Panel users is defined using a flexible system of user privileges based on new *user roles* mechanism.

If you had domain administrator accounts in the previous version of Plesk, then it is likely that after upgrade to Panel 10, they were 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.

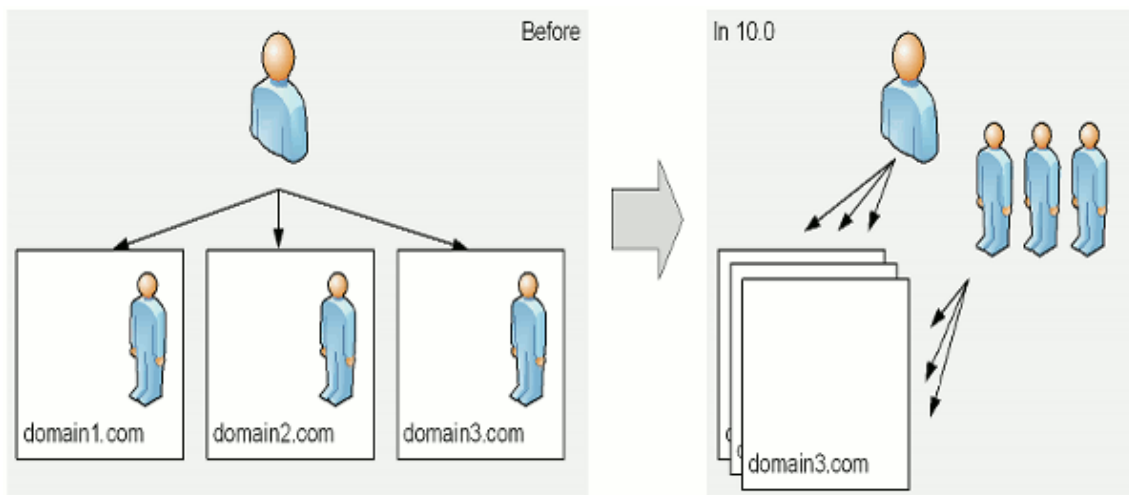
Multi-domain hosting

The concept of a domain has been replaced with a concept of a subscription – a hosting unit able to run multiple sites (domains and subdomains) over given resources and services. Multi-domain hosting within one subscription is limited to one IP address. Customers who need to host sites on different IP addresses are advised to obtain additional subscriptions.

All sites in a subscription share the same SSL certificate. Customers who want to protect all sites in a subscription should consider purchasing a multi-domain (a wildcard) SSL certificate.

Customers no longer need to redistribute their resources across domains or webspaces: Each webspace is allocated a fixed set of resources according to a hosting plan.

Because subscriptions belong to customers, the domain administrator role is removed. However, a customer is able to create user accounts that are eligible to manage all the customer's sites.



If you need to collaborate with other people on website content without allowing them to log in to Control Panel, then you can create separate FTP accounts for them and specify the directories to which they will have access.

New Web Presence Builder

Web Presence Builder (former Parallels Plesk SiteBuilder) is the Panel component focused on fast and efficient creation of websites.

When Plesk with SiteBuilder is upgraded to Parallels Plesk Panel 10, the SiteBuilder component is not actually upgraded. Instead, the new Web Presence Builder is installed on the server, and the SiteBuilder 4.5 remains operable, however, operations on websites created in SiteBuilder 4.5 are limited to editing and publishing.

Transfer of websites from SiteBuilder 4.5 to Web Presence Builder is not supported.

We recommend that you create your new sites in Web Presence Builder.

Single `httpdocs` directory to contain all web content

The option to use a separate directory for storing web content that should be accessed over secure SSL connections is no longer available. All web content is now stored in a single directory - `httpdocs`.

The `httpsdocs` directory may remain in the webspace after upgrading to Parallels Plesk Panel 10, however, we recommend that you place all content in the `httpdocs` directory when uploading files to the webspace over FTP.

If you used the option to keep SSL-protected and all other content in separate directories, and had APS-packaged applications installed in the `httpsdocs` directory of a website, then after upgrade, the Panel will switch on the compatibility mode for that site. This will make the apps previously installed into `httpsdocs` directory accessible to the Internet users, but the apps will not be manageable through the Panel, and you will not be able to install new apps to the `httpsdocs` directory.

In such a case, if you have the necessary technical skills, you can do the following:

1. Back up all content from the `httpsdocs` directory and save it to another location. Do not move the files to `httpdocs` yet.
2. Back up databases used by applications installed in `httpsdocs` directory. You can do this with the help of the `mysqldump` utility.
3. Remove applications from the `httpsdocs` directory.
4. Switch off the compatibility mode through the Panel (at **Websites & Domains** tab > *domain name*).
5. Reinstall the required applications.
6. Upload the data you backed up on the step 1 to the `httpdocs` directory.
7. Restore the applications' databases by importing them to the MySQL database server.

If you are an inexperienced user, we recommend that you leave the previously installed applications and uploaded content in the `httpsdocs` directory, and host new applications on other websites. If you need to install apps on the site operating in compatibility mode, you can install them to the `httpdocs` location on that site.