



Getting Started Guide

Parallels

Small Business Panel

for your Linux or

Windows Server

Getting Started Guide: Parallels Small Business Panel, Linux & Windows Server

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Introduction

Congratulations! You're a server administrator. Maybe you've done this before. Maybe you haven't. No matter your experience, the Parallels Small Business Control Panel, when combined with our world-class servers, makes server administration easy.

Block off a couple hours to get the server set up. Use this guide to get started and to learn our specific settings. When you finish setup, you'll have a website, working email accounts, and users who can connect to the server to share documents and collaborate.

SECURITY INFORMATION

Compared with 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.

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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 server accounts. 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.

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 Center. Alternatively, you may contact Customer Support directly.

To Open a Trouble Ticket

1. Log in to your account.
.....
2. Under the **My Products** section, select **Servers**.
.....
3. Click **Launch Manager** next to the server account that you want help with.
.....
4. In the Hosting Control Center, 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 then click **Submit**.

To Open a Chat Session

1. Log in to your account.

2. Under the **My Products** section, select **Servers**.

3. Click **Launch Manager** next to the server account that you want help with.

4. In the Hosting Control Center, (in the top-right corner of the window) click **Chat Now!**

OTHER RESOURCES

The Parallels Small Business Control Panel has a detailed help system. Just click the **Help** link on any page when you're logged in to the control panel, or, go here: [Parallels Small Business Panel help](#).

Setting Up Your Dedicated Server

Once you have purchased your server and we've worked on the initial configuration, you need to log in to your Hosting Control Center to finish setting things up.

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

When setting up your server, you create a host name, user ID, and password for your server. This is the user ID and password that you will use to connect to your server in the future. It's a good idea to have this information 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 server accounts, 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 ID

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

CAUTION! Due to security reasons, you cannot log in directly to your server as root. However, you do have root access. To gain root access to your server, log in with your usual user ID and then use the `su -` command.

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

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

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

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

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

You use your server's password, along with your user ID, to connect to your server. It is also the password you use when you want to 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 ID, and password for your server, you can log in to the Hosting Control Center and finish setting up.

To Finish Setting Up Your Dedicated Server Account

1. Log in to your account.

2. Under the **My Products** section, select **Servers**.

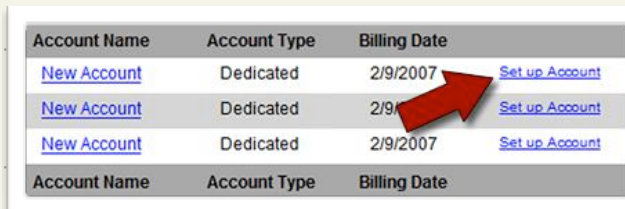
3. Next to the server account you want to set up, click **Set up Account**.

4. On the Account Setup page, enter the **host name** for your server account.

5. Enter the **user name** and **password** for your account.

6. Click **Continue**.

7. Confirm your settings and then click **Submit**.



Account Name	Account Type	Billing Date	
New Account	Dedicated	2/9/2007	Set up Account
New Account	Dedicated	2/9/2007	Set up Account
New Account	Dedicated	2/9/2007	Set up Account
Account Name	Account Type	Billing Date	

Once you click Submit, your server should be ready to use in approximately 12 hours. You receive an email message once it is ready.

Connecting to Your Dedicated Server

One advantage of the Parallels Small Business Panel is its easy and intuitive interface. It lowers the learning curve and helps those with less experience to administer a server.

We include information about connecting to your server with Remote Desktop (Windows) and SSH (Linux) for those users who are more familiar with server administration and want to perform more advanced tasks.

.....

Have your IP address ready before attempting to log in to the server. You'll need to use your IP address to access it. You can find the IP address to your server in the Hosting Control Center. Use any of the IP addresses to connect.

.....

CONNECTING TO YOUR SERVER USING PARALLELS SMALL BUSINESS PANEL

This procedure explains how to log in to the control panel for the first time and includes some post-installation steps. You only need to perform these steps once.

To Access Your Server Using the Parallels Small Business Panel

1. Open a Web browser and go to:

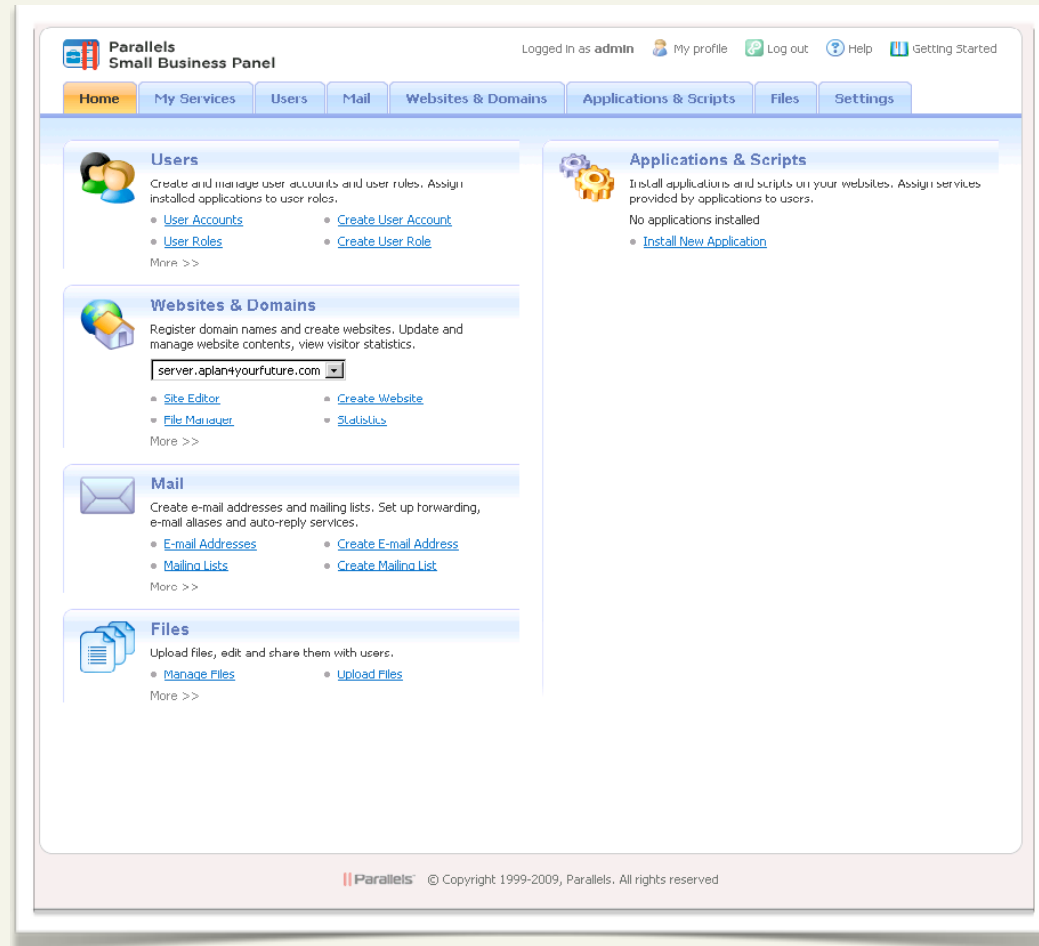
https://ipaddress:8443/ (*ipaddress* is your server's IP address).

2. When the Parallels login screen displays, type **admin** for your user name and enter the password you defined when you set up your account.
 3. Read through and accept the license agreement.
 4. (*Optional*) Go through the Wizard to set up your website and add user accounts.
-

[This is just the preliminary step for setting up nameservers on your server. For more complete information on setting up DNS for your server, see Setting Up DNS for Domains.](#)

The administrator interface looks like this when you log in to Parallels Small Business Panel for the first time.

This 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 services on your server.



.....
Parallels Small Business Panel has features to help you manage your server. To find out more, visit the [Parallels website](#).
.....

CONNECTING TO YOUR SERVER USING SSH

Typically, only advanced users who are familiar with Linux and shell commands connect to their servers using SSH. You should be able to take care of most of your server management tasks using the Parallels Small Business Panel.

If you are a more experienced user and are comfortable using a command-line interface, you can use the Secure Shell, or SSH, protocol to connect to your server.

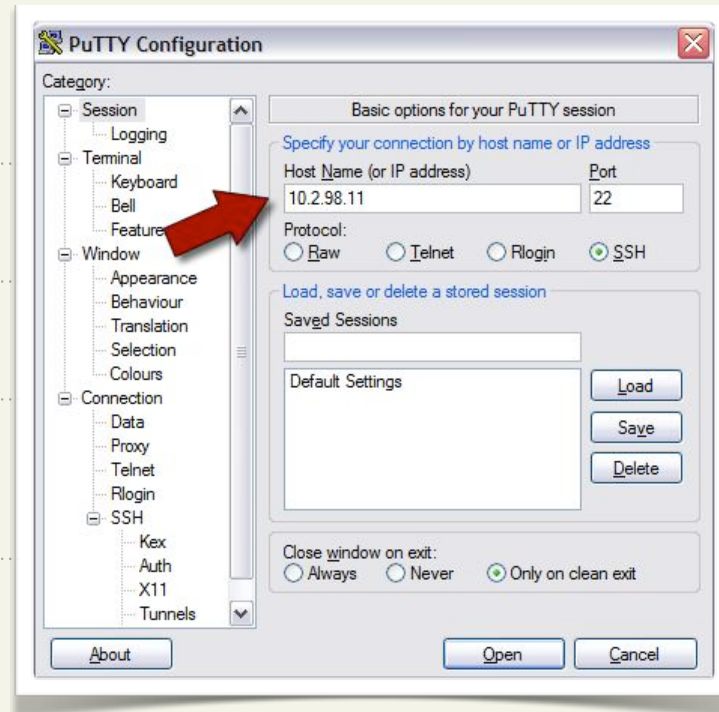
First, download and install an SSH client on your computer. We recommend PuTTY (<http://www.putty.nl>) for Windows, Mac SSH (<http://www.macssh.com>) for Mac, and OpenSSH (<http://www.openssh.com>) for Linux or UNIX.

Once you have installed an SSH client, log in to your server using your IP address, user name, and password. In this example, we use PuTTY.

.....
Remember, before you log in to your server, make sure you have your IP address ready. You'll need to use your IP address to access your server. You can find the IP address to your server in the Hosting Control Center.
.....

To Connect To Your Server Using SSH (PuTTY)

1. Open your SSH client (PuTTY).
2. In the **Host Name (or IP address)** field, enter the IP address for your server.
3. Click **Open**. This is the basic SSH command-line interface.
4. Log in to your server with the **user ID** and **password** you created when you set up your account.
5. Once you log in, you can execute shell (Bash) commands to navigate and manage your server.



GAINING ROOT ACCESS ON YOUR SERVER

On our dedicated Linux servers, root is the administrative user to access and edit all of the files on your server (this includes system-critical files). You can also use root to install and uninstall programs on your server.

.....

CAUTION! Using root on your server can be dangerous. When you work on your server as root, you could potentially destroy important files and delete programs by accident. Typically, you should only use root to make one or two changes to your system and then switch back to your normal user account.

.....

You cannot log in to your server remotely using root. If you need root access on your server, use the “su - root” command once you have logged in with your user ID.

The “su” (short for substitute user) command makes it possible to become the root user, temporarily, while you are logged in with your normal user ID.

To use su to log in as root, type:

```
su -
```

By default, your root password is the same as the password you use with your normal user ID.

.....
CAUTION! When you are finished performing tasks as the root user, type **exit** to return to your normal user ID. To keep your data and server settings secure, only use root when necessary. Complete the task at hand, and then return to your normal user ID.
.....

CONNECTING TO YOUR SERVER USING REMOTE DESKTOP CONNECTION (RDC)

The Remote Desktop Connection feature in Windows XP lets you connect directly to your server. When you connect to your server using RDC, you create a virtual desktop to that server.

Remote Desktop Connection creates an environment very similar to Windows XP with a Start Menu, Windows Explorer, and many of the other features you are already familiar with in Windows.

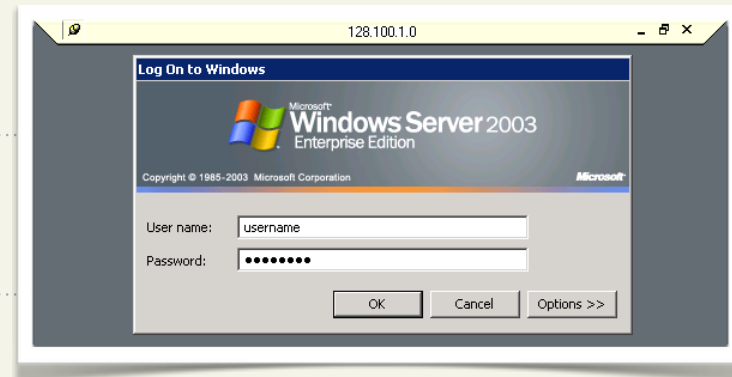
Remember, before you log in to your server, make sure you have your IP address ready. You'll need to use your IP address to access your server. You can find the IP address to your server in the Hosting Control Center.

To Access Your Server Using Remote Desktop Connection

1. From the **Start Menu** in Windows XP, select **All Programs > Accessories > Communications > Remote Desktop Connection**.
2. In the **Computer** field, enter the IP address of your server. You can find your IP address in the Hosting Control Center.

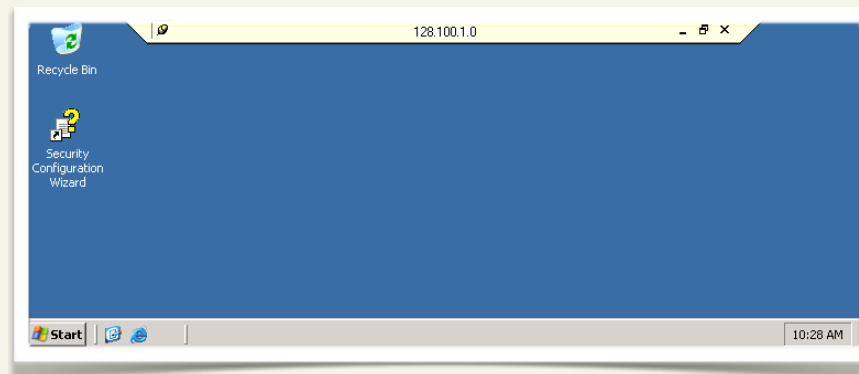


3. Click **Connect**.
4. Enter your **User name** and **Password**.
This is the user ID and password you created when you set up your account.



Once you log in, you can manage your server the same way you would in a typical Windows environment. You can access Internet Information Services (IIS) through the Windows Control Panel and launch programs using the shortcuts on your desktop.

This is an example of what your server looks like when you log in for the first time using RDC:



For more information about Remote Desktop Connection, visit:

<http://www.microsoft.com/windowsxp/using/mobility/getstarted/remoteintro.mspx>.

CLOSING YOUR REMOTE DESKTOP CONNECTION

Your Windows server times out after five minutes if RDC is shut down without logging off, or after 15 minutes of inactivity. Unfortunately, you can't change the default session time out setting.

If you plan to access your server again soon using RDC, remember to log off instead of simply closing the window. If you close the window, you must wait five minutes before you can log in to your server again.

To log off of your server using RDC, select **Start > Log Off** in the Remote Desktop window.

Adding a Domain to Your Server

Adding a domain name to the server is the first step toward creating a website, having meaningful email accounts (*user@coolexample.com*, where *coolexample.com* is your domain), and an Internet presence. Adding a domain name makes file sharing easier and makes connecting to the server easier for your users.

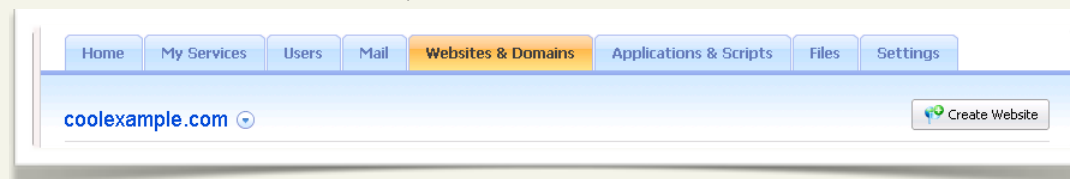
You need to register your domain name first. After registering it, you can add it to your server.

ADDING A DOMAIN TO YOUR SERVER

Add your domain name to the server before creating users. If you don't, your email addresses will use the default domain name that we assign to the server.

To Add a Domain Name to Your Server

1. Log in to the Parallels Small Business Panel.
2. Go to **Websites & Domains**, and click **Create Website**.



3. Complete the fields, and click **OK**. Unless you have a specific reason, leave the IP address field at its displayed setting.

4. Click **OK**.

When you add a domain name, your website is also created. After adding the domain name, you need to point it to the server. You'll learn how to do that in the Setting Up DNS for Your Domain section.

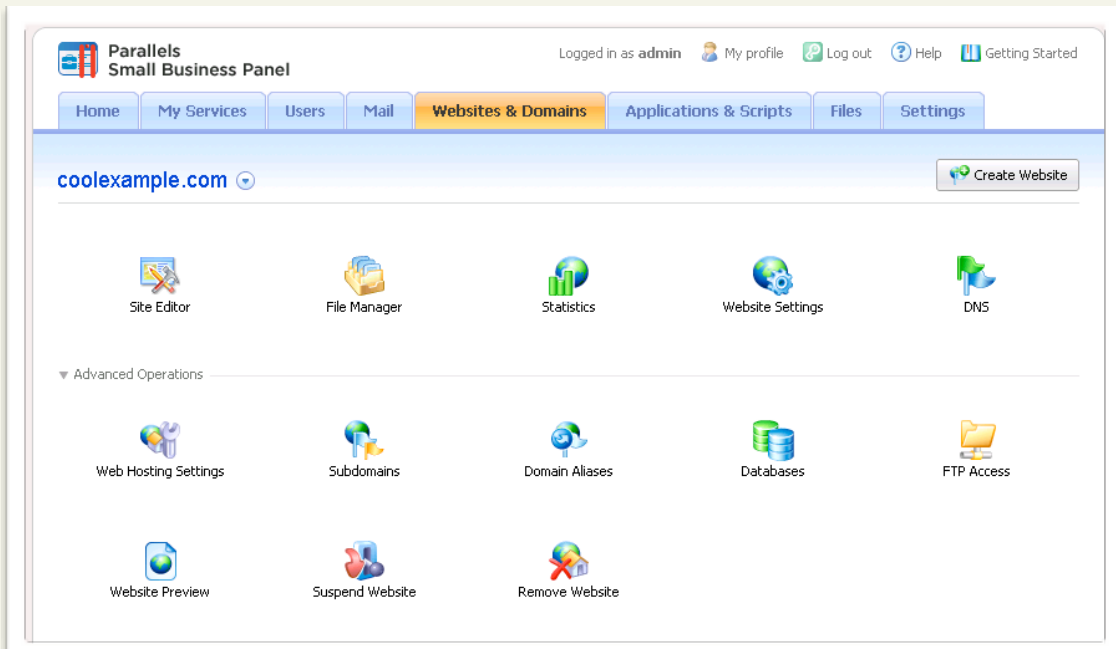
CREATING A WEBSITE ON YOUR SERVER

Your website will be live a few hours after adding a domain name to the control panel and pointing its DNS properly.

The Parallels Small Business Panel includes Site Editor, a program to help you quickly build a website. You

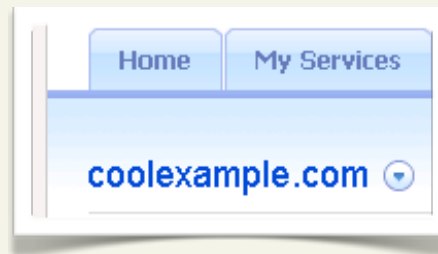
can also upload your website if you're developing it separately or are using a program such as WordPress® or Joomla® to create your website.

Nearly everything you might want to accomplish with your site is available on the Website & Domains tab. You can click the Help link to learn more about some of the more advanced settings.



MANAGING MULTIPLE WEBSITES

You can add multiple domain names to your server and host multiple websites. On the Website & Domains tab, you can switch among your various sites by clicking the down arrow next to the displayed domain name, and then selecting the site you want to work with.



When you create a website, you also create an FTP user that must be unique for that site. If you have multiple websites, each site requires a different FTP user name—that is how the system directs you to the correct website folder when you connect to transfer files. To connect via FTP, use the domain name, and the FTP user name and password you assigned to the domain name when you created the website.

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.
.....

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, which is the file that maps your IP address to your domain name. This is easy because WHM automatically creates a zone file for any domain you set up.

If you have not set up your domain, see the Adding a Domain to Your Server.

STEP 2 - CREATING AND REGISTERING YOUR DOMAIN HOSTS

Once you set up a domain and create a zone file in the Parallels Small Business Panel, you need to create and register two domain hosts for your domain. 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, you need to contact them for instructions regarding domain host registration.

To Register Your Domain Hosts

1. Log in to your account.
.....
2. Under the **My Products** section, select **Domain Manager**.
.....
3. Click the domain name you're going to host on your server. In this example, we'll use cooexample.com.
.....
4. On the bottom-left of the page under **Host Summary**, click **Add**.
.....

5. Enter a **Host name** for each domain host. This prefix can be anything that is easy for you to remember, like NS1 and NS2 (**NameServer1** and **NameServer2**). You will need to create two host records.

The screenshot shows a dialog box titled "Set Host and IP Addresses". It contains a "Host name:" field with "NS1" entered and a domain dropdown menu set to ".COOLEXAMPLE.COM". There is also a checked "IPv6" checkbox. Below these are 13 input fields for "Host IP 1" through "Host IP 13". "Host IP 1" contains "10.0.0.1". At the bottom right are "OK" and "Cancel" buttons.

6. Enter the **Host IP** – your server’s IP address. You can find the IP address for your server in the Hosting Control Center.
7. Click **OK** and repeat these steps to create another host for NS2.

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 3 - 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 Name Servers to Your Domain

1. Log in to your account.
2. Under the **My Products** section, select **Domain Manager**.
3. Click the domain name you want to host on your server.
4. Under **Nameservers** click **Manage**.
5. Choose **I host my domains with another provider**. For Nameserver 1 and Nameserver 2, enter the names of the domain hosts you created previously. In this example, we're using ns1.coolexample.com and ns2.coolexample.com.
6. Click **OK**.

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 host my domains with **another provider**.

If you are hosting your Web site with some other company (you have a hosting account at another provider that is associated with this domain), then enter your provider's nameservers (you must enter at least two nameservers).

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

[Add more](#)

Did You Know?

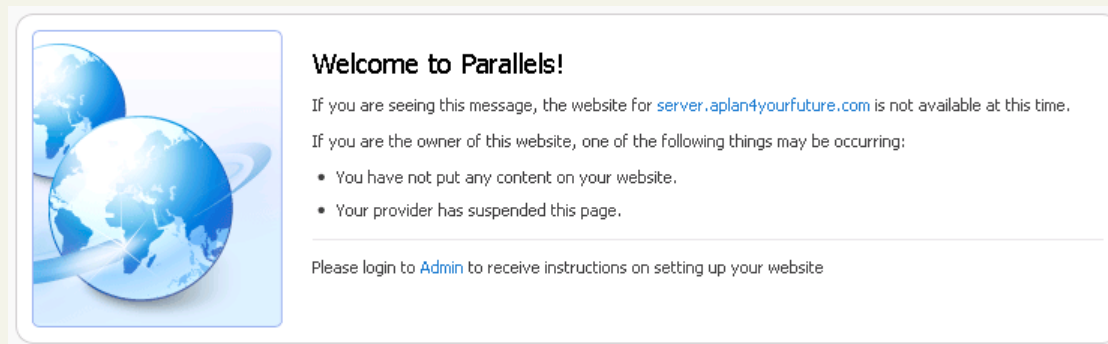
Domains using our nameservers benefit from our worldwide DNS presence through Anycast DNS.

[Learn More](#)

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 a default index listing for your site when you type your domain name into a browser. This is an example of a default index listing page:



When this page displays, you can connect to the hosting account for your domain using FTP or the Parallels Small Business Panel to upload files to your website.

.....

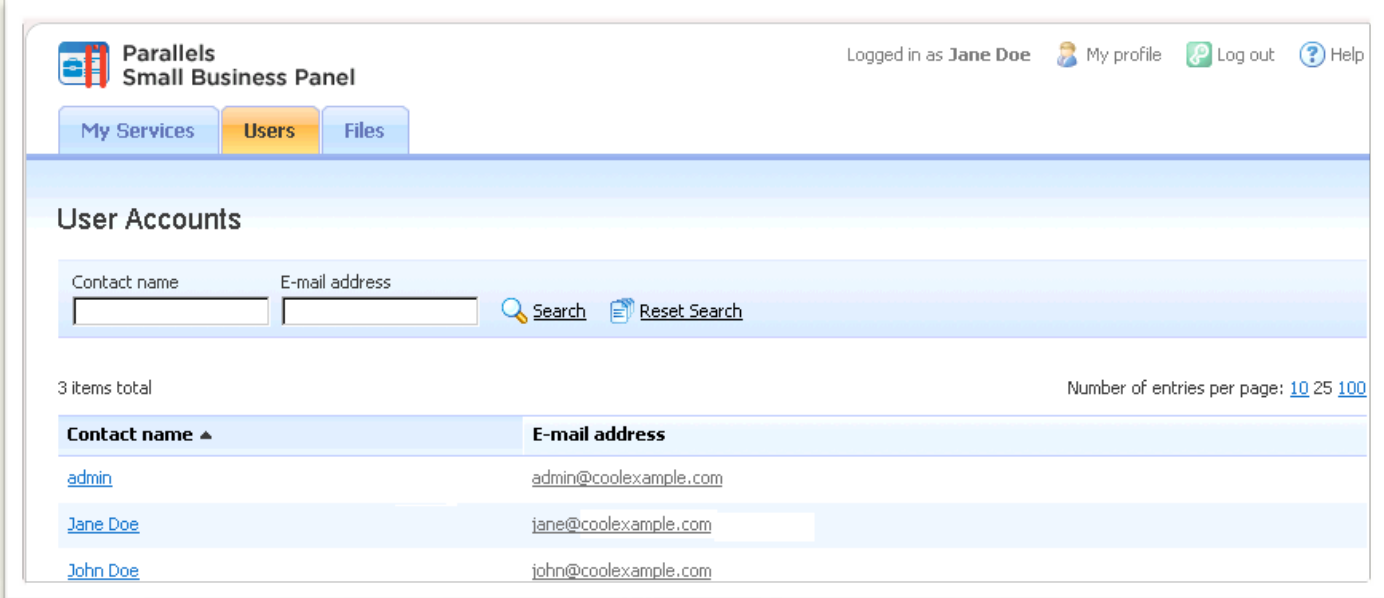
To make your web pages viewable, upload them to the “httpdocs” directory in your hosting account. This directory is the root directory for your website.

.....

Setting Up Users and Defining Roles

As an administrator, you can create users and assign roles to them. The roles you assign define each user's permissions on the server.

After creating a user, that person can log in to the control panel and manage settings from the My Services tab. Even if no permissions are assigned, users still have access to their personal file share and any shared files that other users have uploaded into the shared directory. They can also view the user names and email addresses of other users on the system from the Users tab.



The screenshot shows the Parallels Small Business Panel interface. At the top, it says "Parallels Small Business Panel" and "Logged in as Jane Doe". There are navigation tabs for "My Services", "Users", and "Files". The "Users" tab is active. Below the tabs, there is a "User Accounts" section with search filters for "Contact name" and "E-mail address", and buttons for "Search" and "Reset Search". Below the search filters, it says "3 items total" and "Number of entries per page: 10 25 100". A table lists the user accounts:

Contact name ▲	E-mail address
admin	admin@coolexample.com
Jane Doe	jane@coolexample.com
John Doe	john@coolexample.com

UNDERSTANDING PERMISSIONS

The permissions you assign to user roles let you specify access levels. For example, you can assign permissions that allow the webmaster in your organization to publish files to the Web, and manage websites and domain names.

Refer to the role descriptions below to determine which permissions you should assign.

Manage users	Add new and modify existing users. Delete any user, except the admin and their account.
Manage roles	Add new and modify existing user roles. Delete user roles if there are no users assigned.
Manage websites and domains	Add new domains, create and publish websites, create databases, modify DNS, manage site files, and perform any task related to the creation and management of a website.
Change server settings	Manage the server. Includes configuring the server, adding SSL certificates, performing backups, restarting the server, modifying file sharing settings, clearing application cache, modifying firewall settings, mail settings, and more.
Install and manage applications	Install new applications and manage existing applications.

Manage mail	Create new email addresses, manage existing email addresses, and manage and create mailing lists.
Update personal information	Update portions of personal information. Without this permission, users cannot change their contact name and contact details. Users can only modify their password and manage their email forwarding preferences if this permission is not assigned.
Publish files on the Web	Access Public Files on the Files tab. This lets a user publish files available for public consumption, such as those you might want to distribute to clients.

MANAGING USERS

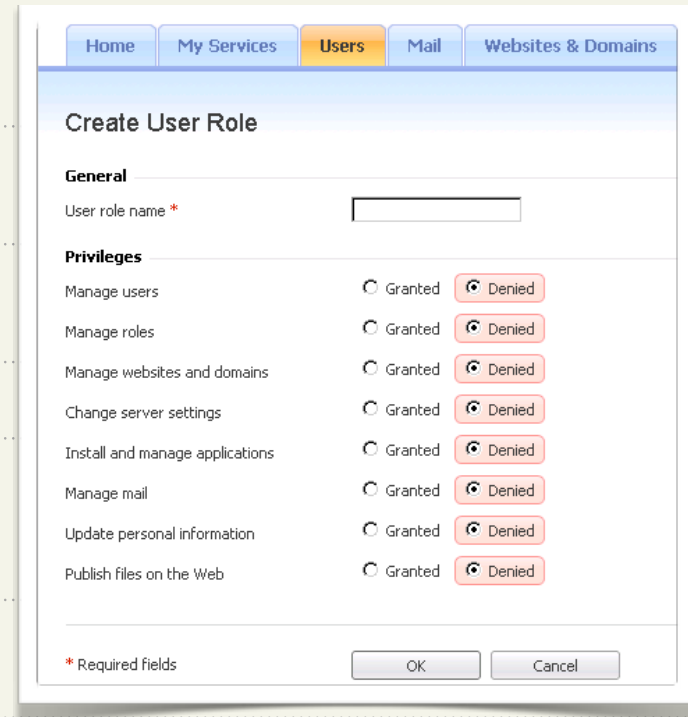
Create users to give other people access to your network. When you create a user, you assign an email address and a role. You can create an email address based off a domain you added, or you can use another email address. The role you assign the user affects the access to the control panel. Add user roles first, and then add users and assign roles to them.

To Add a User Role

1. Log in to the control panel and click **Users**.
2. Go to the **User** tab and then click **Create User Role**.
3. Enter a name for the role, and then select the privileges you want to grant.
4. Click **OK**.

To Delete a User Role

1. Log in to the control panel and click **Users**.
2. Go to the **User** tab, and then select the user role you want to delete.
3. Click **Remove**, and then click **Yes**.



To Add a User

1. Log in to the control panel and click **Users**.
2. Click **Create New User Account**.
3. Complete the fields, making sure to assign the correct user role.
4. Click **OK**.

To Delete a User

1. Log in to the control panel and click **Users**.
2. Select the user you want to delete.
3. Click **Remove**, and then click **Yes**.

Home My Services **Users** Mail Websites & Domains

Create User Account

Personal Information

Contact name *

E-mail address Create e-mail address on this server
 @

Use an external e-mail address

User role

User roles grant users administrative privileges and access to applications selected for the role by the administrator.

Access to Panel

Username *

Password *

Confirm password *

User is active
Active users can access the Panel.

* Required fields

Setting Up Email on Your Server

Email addresses are created when you set up a new user. The only time you need to create email addresses is when you are create an email address for someone who is not a user. That lets you give someone an email address without giving them access to any other features, such as file sharing.

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For email to work correctly, you need to follow the steps in the [Setting Up DNS for Your Domains](#) section. If you do not follow those instructions, you need to manually modify your zone file.

.....

To Create an Email Address

1. Log in to the control panel and click **Mail**.
2. Click **Create E-mail Address**.
3. Complete the fields, and click **OK**.

To Delete an Email Address

1. Log in to the control panel and click **Mail**.
2. Select the email address you want to delete.
3. Click **Remove**, and then click **Yes**.

Home My Services Users **Mail** Websites & Domains

Create E-mail Address

General Forwarding E-mail Aliases Auto-Reply

E-mail address * @

Assigned to

Password *

Confirm password *

This password will be used if e-mail address is not assigned to a user account. E-mail addresses assigned to user accounts operate with user account passwords.

* Required fields

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, for example: <code>janesmith@coolexample.com</code> .
Password	The password you specified when you set up your email account.
POP3	<code>coolexample.com</code> (<i>coolexample.com</i> is your domain name).
SMTP Setting	<code>coolexample.com</code> (<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 the Parallels Small Business Panel, you can look at the documentation on the 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 at:

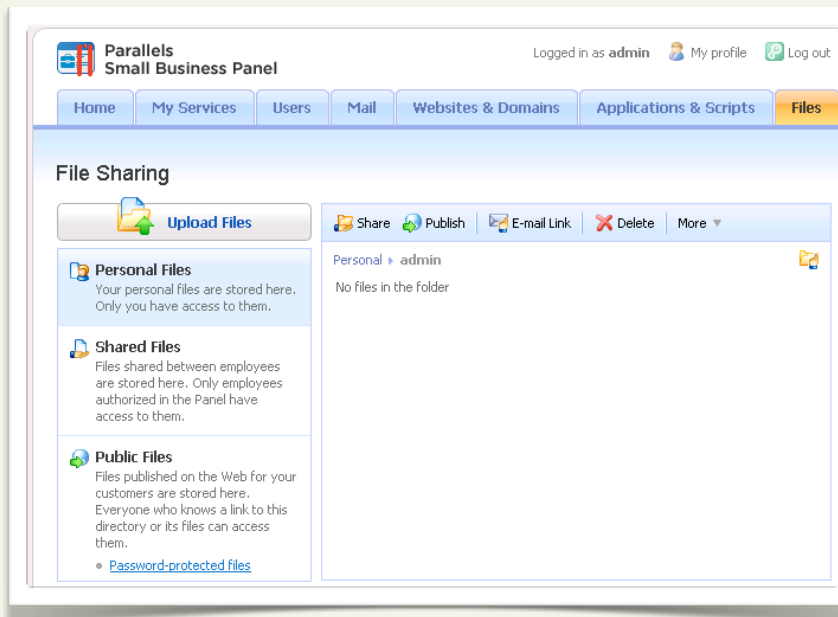
<http://webmail.coolexample.com> (*coolexample.com* is your domain name).

Log in to your account using the user name and password you set up for the email account.

Setting Up File Sharing

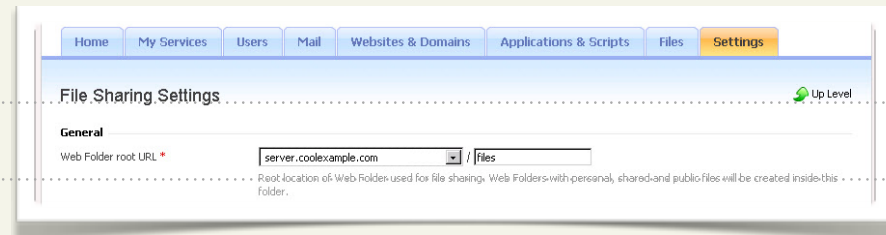
File sharing lets users within the organization collaborate on projects. Users can also upload files to their own personal space on the server. Depending on permissions, users can upload documents to a public area that could allow customers to view documents such as roadmaps and price lists.

All users can connect to their private share and to the shared drive, regardless of permissions. If you are running the Parallels Small Business Panel on Linux, enable the Samba File Server.



To Set Up File Sharing

1. Log in to the control panel and click **Settings**.
2. Expand **Advanced Settings**.
3. Click **File Sharing Settings**.
4. Specify the domain name you want to use for your Web folder.
5. Complete the other fields, noting the location of the file shares you are setting up.
6. Click **OK**.



To Enable the Samba File Server

1. Log in to the control panel and click **Settings**.
2. Expand **Advanced Settings**.
3. Click **Switch On**.

If the icon displays **Switch Off**, Samba File Sharing is already enabled.

CONNECTING TO FILES ON THE SERVER

Users can manage files stored on the server by logging in to their user account on the server, or they can map a drive to the files. When they map a drive, they can manage the files as though they were stored on their own computer.

You can map a drive whether you're running [Windows](#), [Linux](#), or a [Mac OS](#).