ISPConfig

# ISPConfig Documentation

# Table of Contents

**General** ..... **1**
1 What is ISPConfig? ..... 1
2 Terms and structure of the manual ..... 1
3 Installation/Upgrade/Deinstallation ..... 1
3.1 Installation ..... 1
3.2 Upgrade ..... 1
3.3 Deinstallation ..... 2
4 Login and Logout ..... 2

**I Administrator Manual** ..... **3**
1 General ..... 3
1.1 Login and Password ..... 3
1.2 ISPConfig Interface for Server Administrators ..... 3
1.3 ISPConfig Privileges for Server Administrators ..... 4
1.4 Saving ..... 5
1.5 Changing the ISPConfig Password ..... 5
1.6 Language Settings ..... 6
1.7 Display of Passwords in the ISPConfig System ..... 6
1.8 Help ..... 7
2 General Settings ..... 8
2.1 Server Settings (Software) ..... 8
2.2 Server Status (Hardware and Statistics) ..... 10
2.3 Database Backup ..... 10
2.4 Services (Monitoring and Firewall) ..... 11
2.5 Update Manager ..... 16
3 Resellers ..... 17
3.1 Adding a Reseller ..... 18
3.2 Edit Reseller Data ..... 20
4 Service Actions for Resellers ..... 21
4.1 Customers ..... 21
4.2 Manage Sites ..... 22
4.3 DNS Entries ..... 22
5 Statistics ..... 25
5.1 Reseller Statistics ..... 25
5.2 Customer Statistics ..... 26
5.3 Site Statistics ..... 27
5.4 Webalizer Statistics ..... 27
6 Web−FTP/Password Protection of Directories (.htaccess/.htpasswd) ..... 27
7 Additional Software ..... 27
7.1 Webmail ..... 27
7.2 phpMyAdmin ..... 28
Appendix ..... 28
1 Start/Stop the ISPConfig System ..... 28
2 Start/Stop vsftpd ..... 28
3 Cron Jobs ..... 29
4 Permissions of Folders in a Web created by ISPConfig ..... 29

# Table of Contents

**I Administrator Manual**
5 Manual Additions in Configuration Files....30

**II Reseller Manual....31**
1 General....31
1.1 Login and Password....31
1.2 Interface for Resellers....31
1.3 ISPConfig Privileges for Resellers....32
1.4 Saving....32
1.5 Changing the ISPConfig Password....32
1.6 Language Settings....33
1.7 Display of Passwords in the ISPConfig System....34
1.8 Help....34
2 Customers....35
2.1 Add a Customer....36
2.2 Edit Customer Data....37
3 Sites....37
3.1 Adding a Site....38
3.2 Edit Sites....41
3.3 Hostingplans....41
4 General Management Functions....42
4.1 Folders....42
4.2 The Search Function....43
4.3 Recycle Bin....44
5 Statistics....44
5.1 Customer Statistics....44
5.2 Web Statistics....45
5.3 Webalizer Statistics....46
6 Web−FTP/Password Protection of Directories (.htaccess/.htpasswd)....47
7 Salutatory Emails and Standard Index Pages....47

**III Customer Manual....48**
1 General....48
1.1 Login and Password....48
1.2 Customer Interface....48
1.3 ISPConfig Privileges for Customers....48
1.4 Saving....49
1.5 Changing the ISPConfig Password....49
1.6 Language Settings....50
1.7 Display of Passwords in the ISPConfig System....50
1.8 Help....51
2 Sites....52
2.1 Basic Data of a Site....52
2.2 Users & Email....54
2.3 Co−Domains....59
2.4 SSL Certificate....62

# Table of Contents

**III Customer Manual**

2.5 MySQL Database ..... 63
2.6 Options ..... 64
3 Customer Statistics ..... 66
3.1 Site Statistics ..... 66
3.2 Webalizer Statistics ..... 67
4 Web−FTP/Password Protection of Directories (.htaccess/.htpasswd) ..... 67
4.1 Show Directory Contents ..... 68
4.2 File Properties ..... 68
4.3 Directory Properties ..... 69
4.4 File Upload ..... 70
4.5 Create a Folder ..... 71
4.6 Delete Files and Folders ..... 71
5 Additional Software ..... 71
5.1 Webmail ..... 72
5.2 phpMyAdmin ..... 72
Appendix ..... 73
1 Correlation Webquota <−> Mailquota ..... 73

# General

## 1 What is ISPConfig?

ISPConfig is a software package that permits the easy management of servers, webspace, resellers and single virtual hosts.

ISPConfig consists of 3 levels:

- ISPConfig for server administrators allows the management of servers, webspace, resellers and customers.
- ISPConfig for resellers allows the management of webspace, customers and virtual hosts (sites).
- ISPConfig for webmasters allows the management of sites, co−domains and mailboxes.

## 2 Terms and structure of the manual

According to the 3 levels the manual is split into 3 sections:

- **I Administrator Manual** describes the services available for server administrators**.**
- **II Reseller Manual** describes the services available for resellers.
- **III Customer Manual** describes the services available for customers.

**Please note:** This structure does not mean that each section is independent from each other. Level I contains levels II and III and level II contains level III.
For a better overview the manuals I and II include links to the applications that are available in the respective sub−levels and that are described there.

## 3 Installation/Upgrade/Deinstallation

### 3.1 Installation

In order to install ISPConfig please read the installation manual.

The installation manual is available in the following formats: HTML.

### 3.2 Upgrade

You can update the ISPConfig system from one version to another if these versions belong to the same main version (e.g. 1.x; i.e., you can update from version 1.1.12 to version 1.2.0). Please download your wanted ISPConfig version to your server and proceed as if it was a new installation, not an update. The installation routine will notice that there is already a ISPConfig system on the server and will execute the necessary steps for the upgrade.

### 3.3 Deinstallation

If you want to deinstall the ISPConfig system please login to the server as root on the command line and execute the following command:

*/root/ispconfig/uninstall*

The uninstaller gives you the following options to select from:

- **Partial Deinstallation:** Only the ISPConfig system itself will be uninstalled, but not the webs, users, DNS records etc. created by it.
- **Complete Deinstallation:** The ISPConfig system and also the objects created by it (webs, users, DNS records, etc.) will be uninstalled.

## 4 Login and Logout

Logging into the ISPConfig system is described in the respective manuals (chapter 1.1 in the manuals I − III).

To log out, click on "Logout"in the menu.

# I Administrator Manual

## 1 General

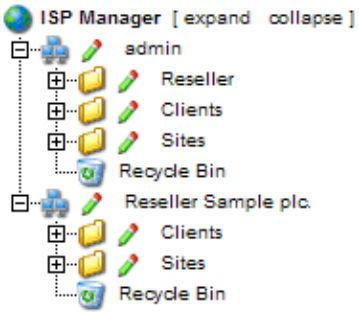
### 1.1 Login and Password

Please go to the URL of your ISPConfig system (e.g. https://www.domain.tld:81 or http://www.domain.tld:81; replace "www.domain.tld" appropriately) with your Browser and enter your user name and your password into the form "Login". Confirm by clicking on "Login".

### 1.2 ISPConfig Interface for Server Administrators

The administrator's interface consists of the following sections:

- **Menu** with the areas "Management", "ISP Manager", "DNS Manager", "Web−FTP", "ISP Invoice", "Tools", "Help" and "Logout".
- **Buttons:** Directly beneath the menu there are buttons for actions like „New reseller“, „New client“, etc. What buttons are shown depends on the section you are in, e.g. „ISP Manager“ or „DNS Manager“. The sections „Management“ and „Logout“ do not have buttons.
- **Structure tree / storage system:** The structure tree is the storage system of the ISPConfig manager. Depending on the chosen menu the following items are shown: server data, resellers, customers, sites, users (ISP Manager) and the DNS service (DNS Manager).




- **Information field "Server Status":** The information field "Server Status" is visible in the middle of the screen after logging in. It shows the hardware status of your processor(s), the usage of the server's drives and partitions, RAM and the status of the server services (e.g. Apache web server) (see chapter I−2.2).

## 1.3 ISPConfig Privileges for Server Administrators

The privileges of a ISPConfig administrator include those of a reseller and a customer, i.e. as administrator you can execute actions belonging to a reseller or customer without having to login again.

**Privileges of a ISPConfig administrator**

- Change server properties
- Create and administrate resellers, read their statistics
- Create backups of the ISPConfig database
- Edit DNS entries

**Privileges of a reseller**

- Create and administrate customers, read their statistics
- Create and administrate webs
- Create DNS entries

**Privileges of a customer**

- Read a web's basic data and statistics
- Create and administrate users and email boxes
- Create and administrate (sub)domains
- Apply for SSL certificates (optional)
- Administrate MySQL access data

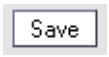
**Privileges of a user**

- Change the settings of his mailbox (password, spamfilter and antivirus settings)

## 1.4 Saving

The ISPConfig system offers you two possibilities to save data you enter into a form:

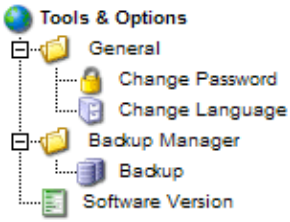
- **"Save"−Button:** Click onto the "Save"−button to save your entries. The information will be submitted, and the structure tree as well as the start page will be reloaded in your browser.



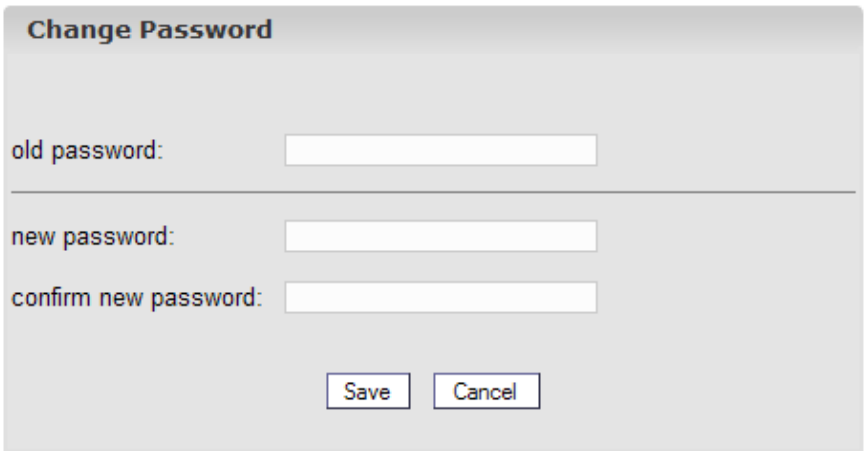

- **Change the tab:** If a form consists of more than one tab you can simply change the tab to save your data. The data of the old tab will be saved, and the new tab will be loaded, whereas the structure tree will not be reloaded. This technique of saving data allows you to process forms with more than one tab in one pass and is one of the main characteristics of ISPConfig.

## 1.5 Changing the ISPConfig Password

You can edit your ISPConfig password under *"Tools" −> "Change Password"*.

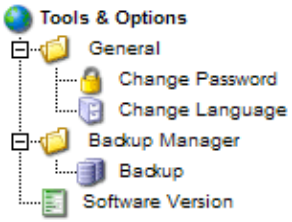



Please enter your current and your new password (2x) into the form "Change Password" and click on "Save".

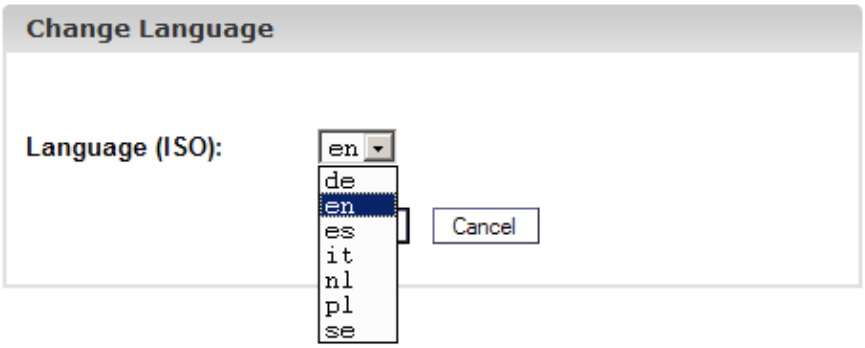


## 1.6 Language Settings

You can set the language of your ISPConfig system under *"Tools" −> "Change Language"*.



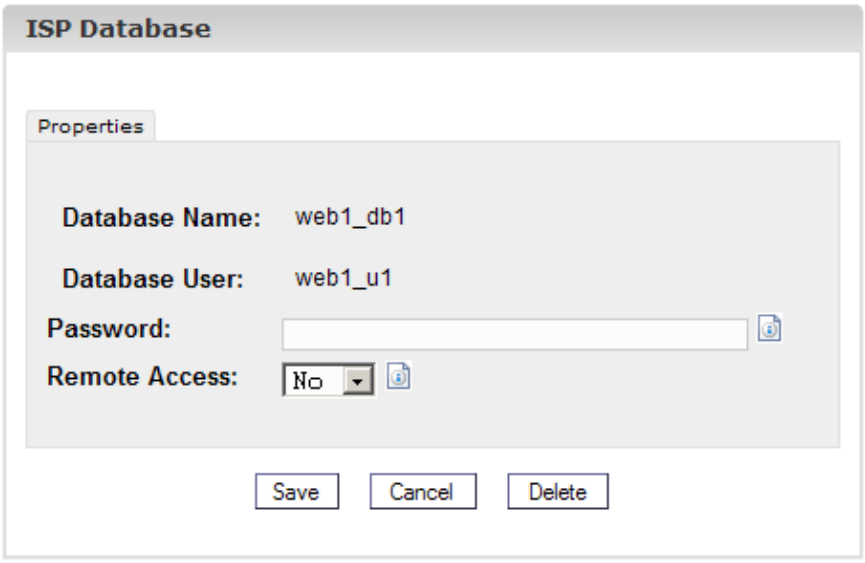

In the form "Change Language" select the language the system should use for you and click on "Save".




**Please note:** The language setting only affects your own account. Other users of the ISPConfig system (such as resellers or customers) can select their language individually.

## 1.7 Display of Passwords in the ISPConfig System

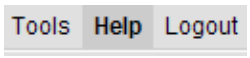
Passwords that you entered in the ISPConfig system (e.g. reseller or customer passwords for accessing the ISPConfig system; passwords for customers' MySQL databases) will **not** be displayed in the ISPConfig system for security reasons after they were saved! Thus, an empty password field in a ISPConfig form does not mean that no password was entered before.



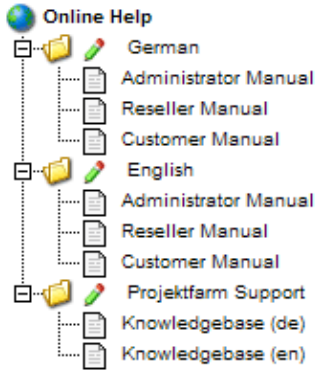

*An existing password does not get displayed after the reload of the respective form.*

## 1.8 Help

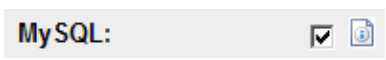
Click onto the menu item "Help".



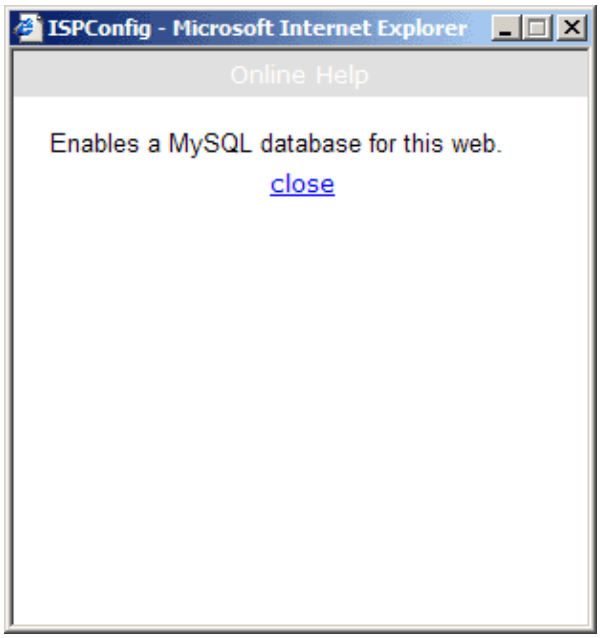

Here you will find the administrator−, reseller− and customer−manual in English and German in PDF format as well as links to the knowledgebase on the Projektfarm website.




In addition to that you can find a question mark next to many input fields in the ISPConfig system:




If you click on the question mark a small pop−up window with context−sensitive help will open.




# 2 General Settings

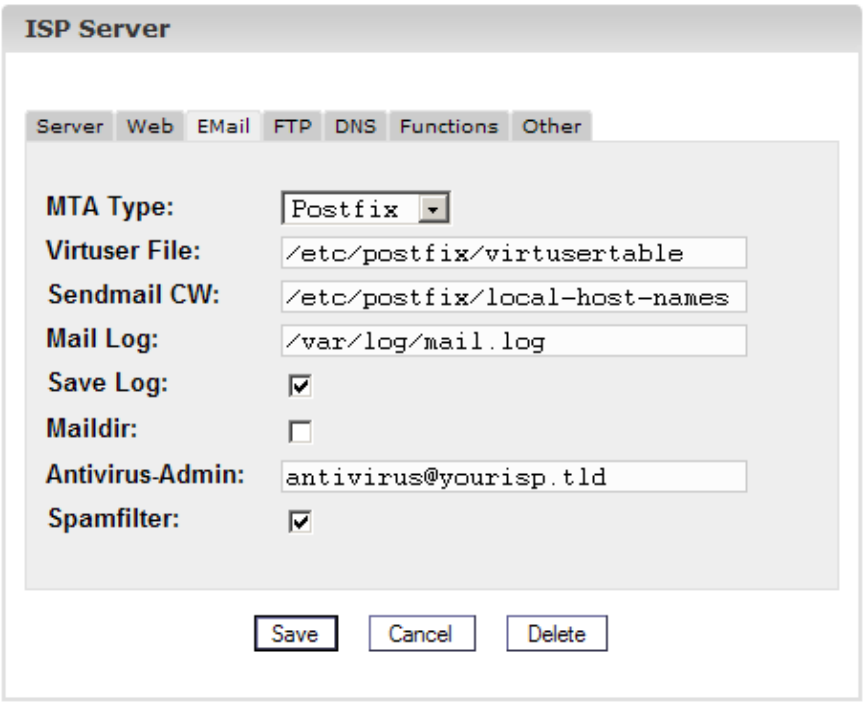
## 2.1 Server Settings (Software)

Depending on your server some settings are done automatically at installation time of ISPConfig. Further settings have to be done manually:

To view the general settings or make changes, click on the menu "Management", open the folder "Server" and click on the document "Settings".

- **Server Name:** The default value is „Server 1“. This can be changed to whatever value you want.
- **Hostname:** The default value is „www“.
- **Domain:** The domain under which the ISPConfig system can be reached.
- **IP Address:** Enter your IP address here.
- **Netmask:** Enter the netmask of your server.
- **Admin Email:** The email address of the person that should get a message from the ISPConfig system if one of the services on the server (e.g. web server) fails.
- **IP List:** If your server has more than IP address (the one entered in the field "IP Address") enter the additional IP addresses here (one per line). **Important:** The network will be configured according to the data in "IP Address" and "IP List" (this feature is available under Linux only)! Do not enter nonsensical information as this could lead to your server not being accessible from the outside!
- **Site:** The virtual site's properties are set to default values.
- **FTP:** The FTP properties are set to default values. Activate "Save Log" if the FTP log file should be saved after the nightly traffic analysis. The log file will then be saved with the extension ".ispconfigsave" in the same directory. **Otherwise it will be deleted!**

- **Email:** The email properties are set to default values. For the email traffic to be analyzed correctly please check if the path and name of the email log file is correct. Activate "Save Log" if the email log file should be saved after the nightly traffic analysis. The log file will then be saved with the extension ".ispconfigsave" in the same directory. **Otherwise it will be deleted!**




If you want to use mailboxes in the Maildir format (in contrast to the traditional Unix−Mailbox format), activate "Maildir". **Attention:** If you do this during normal operation it is possible that emails that have not been fetched from the server yet cannot be accessed anymore (only after the previous value of "Maildir" has been re−established). It is best to change this value when there are no users on the system or when you are sure that there are no emails in users' inboxes at the time of the change.
Specify the email address under "Antivirus−Admin" to which notifications about identified viruses in emails should be sent.
Activate "Spamfilter", if you want to make available the spamfilter to the users on your server.

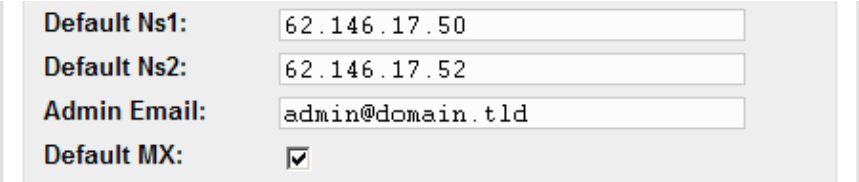
- **DNS:** The DNS properties are set to default values. Please enter the two DNS servers and the email address that will be written to the DNS records generated by the ISP−Manager and the DNS−Manager. If you mark "Default MX" each zone (in this example "domain.tld") created by the DNS−Manager will get an A record of the form

  *mail A 192.168.0.100*

  as well as an MX record of the form

  *MX 10 mail.domain.tld.*

  automatically. "192.168.0.100" will be replaced by the respective IP address.




- **Functions:** If Frontpage Extensions are installed on the server you can activate them here for the ISPConfig system. If you do so and a new web is created, Frontpage can be added to that web as a feature. If you do not activate Frontpage Extensions here or if the ISPConfig system cannot find the Frontpage executable Frontpage cannot be added to a web as feature.
  **Please note:** Currently only Frontpage 2002 under Apache 1.3.x is supported!
- **Other:** Here you can specify the User−ID and Group−ID from which on the ISPConfig system creates users and groups. You should choose values that do not conflict with existing User−IDs and Goup−IDs. In addition to that you should not change these values in a ISPConfig system which already is at work! Furthermore you can specify salutatory emails for customers and resellers as well as enter HTML code for your own standard index pages that will be created when a new site is created. Please note that salutatory emails will only be sent if the field "Email" in the customer's/reseller's master data contains a valid email address.

## 2.2 Server Status (Hardware and Statistics)

The hardware data of your server is loaded into the ISPConfig system at installation time. In addition to the hardware data the ISPConfig system gives some information about the status and usage of the server. This information is visible in 2 places:

In the information field "Server Status" that appears upon login or by clicking on "ISP Manager". It is also visible under "Management" in the folder "Server". There you need to click on "Status".

The following information is available:

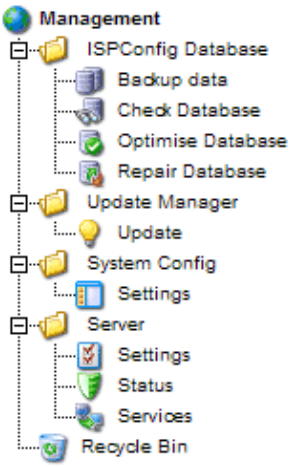
- **Server Online since:** Shows how long the server has been online.
- **Users Online:** Shows how many users are currently logged into the server.
- **CPU Usage:** Shows the average usage of the processor in the last 1, 5 and 15 minutes.
- **Drive/File Usage:** Shows the total size, the used and unused part, the usage in percent as well as the name of the drive.
- **RAM:** Shows the free RAM in KB.
- **CPU:** Shows the hardware information of the server's processor.
- **Services:** Shows the status of the following services: HTTP server (Apache), FTP server, SMTP server, BIND server and MySQL server.

## 2.3 Database Backup

The data of all resellers, customers, sites, domains, users and email addresses is saved in the ISPConfig database. Thus it is highly recommended to make a database backup at regular intervals, to check, to optimize and − if necessary − to repair the database.

This is how you can access the database functions:

Click on the menu "Management".




In the structure tree click on "ISPConfig database".

- **Backup Data:** A backup of the ISPConfig database is created.
- **Check Database:** By clicking on "Check Database" you receive a list of all database tables with their status, i.e. "OK" or "damaged".
- **Optimize Database:** By clicking on "Optimize Database" you can optimize the tables in the ISPConfig database. As a result you get a list of all tables with the status "OK" if the optimization has taken place or with the status "Table is already up to date", if optimization is not necessary.
- **Repair Database:** By clicking on "Repair Database" damaged tables in the ISPConfig database are repaired. This is indicated by the status "OK".

## 2.4 Services (Monitoring and Firewall)

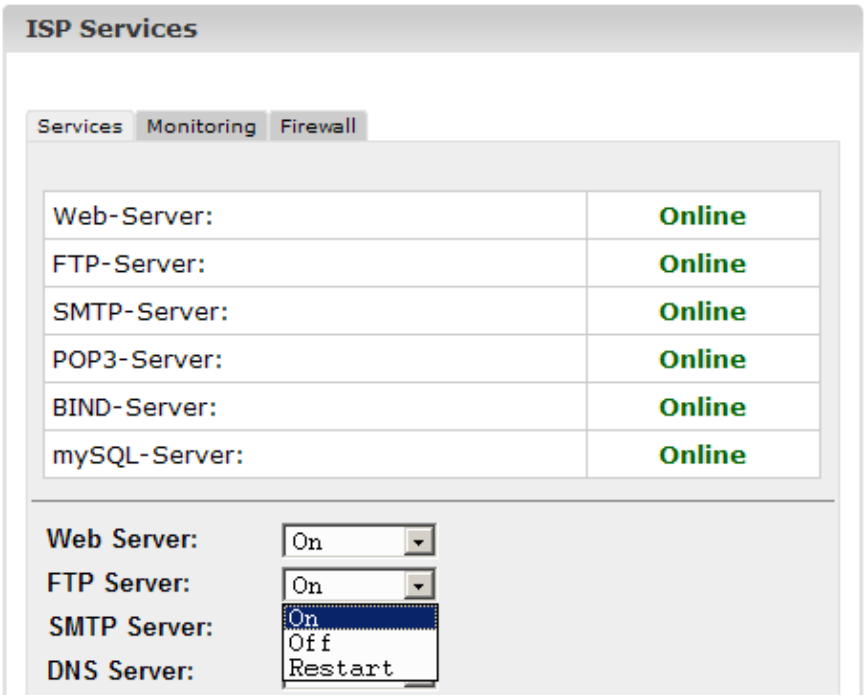
The ISPConfig system allows you to start/stop/restart services, to monitor services (if a monitored service fails a warning email will be sent to the administrator; see chapter I−2.1, "Admin Email") and to setup a firewall (in case either iptables or ipchains is available on your system).

Click on "Management" −> "Server" −> "Services". The form "ISP Services" will be opened with the tabs "Services", "Monitoring" and "Firewall".

### 2.4.1 Start/Stop/Restart Services

In the tab "Services" you can see the status of some important services on the server (online/offline), and you have the possibility to start/stop/restart services. Please confirm your

changes by clicking on the "Save" button or by going to another tab (see chapter I−1.4 "Saving").



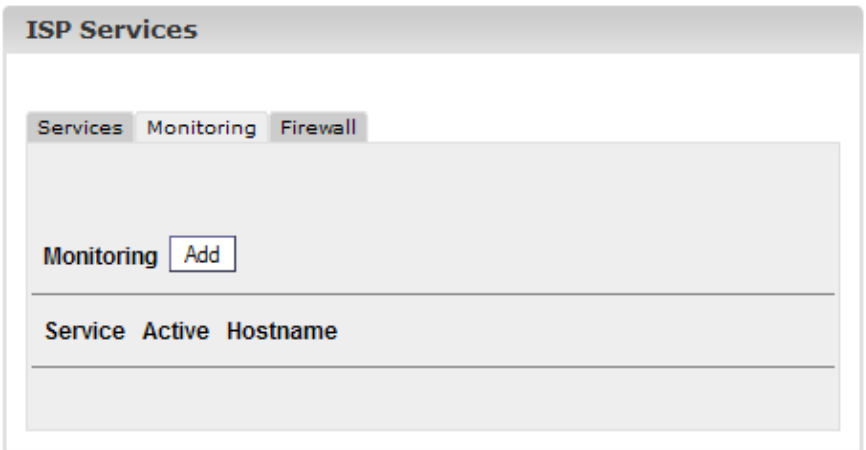

### 2.4.2 Monitor Services

Under "Monitoring" you can specify services that are to be monitored by the ISPConfig system. The default setting is to monitor the services "Web Server", "FTP Server" and "MySQL Server". The monitoring takes place once every 30 minutes. If a service fails, an email will be sent to the administrator (see chapter I−2.1, "Admin Email").

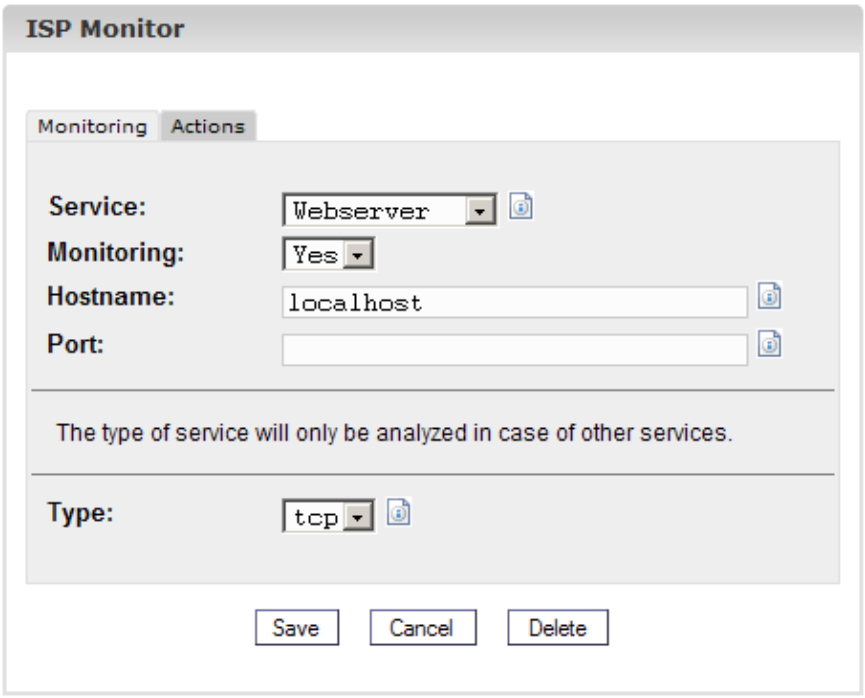
**Please note:** If your mail server fails, no warning email can be sent to the administrator!

This is how you setup the monitoring of further services:

Click on the button "Add".



The form "ISP Monitor" is loaded.




Please enter the following information:

- **Service:** Please select the appropriate service. You have the choice between "Webserver", "Bind DNS", "Mailserver", "FTP Server", "POP3 Server" and "Other". Your choice is important for the way the service will be checked for availability. Example: If you select "Webserver" the system checks if a service of the type "tcp" is running on the port specified by you. You can choose between "tcp" and "udp" under "Type" only if you select "Other".

  The following allocation "Service" <–> "Type" exists:

| Service | Way of Monitoring |
|---|---|
| Webserver | tcp |
| Bind DNS | tcp |
| Mailserver | tcp |
| FTP Server | tcp |
| POP3 Server | tcp |
| Other | Can be selected under "Type". |

- **Monitoring:** Yes or No.
- **Hostname:** The host on which the service should be monitored, normally "localhost".
- **Port:** The port on which the monitoring should take place. You have to specify a port because it could be that you have your services configured on other ports than the default

ones.

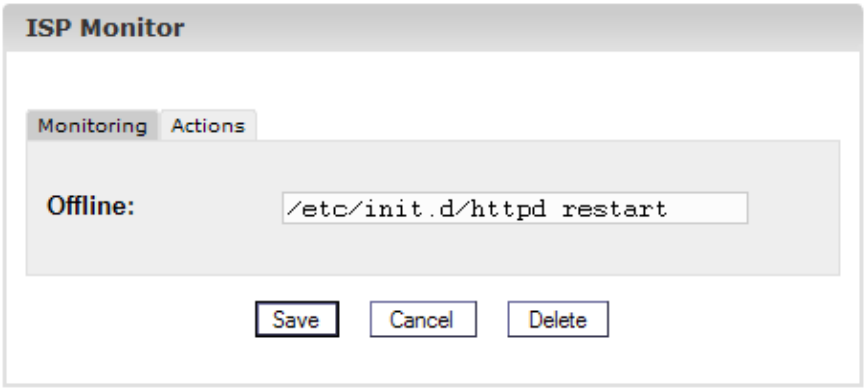
List of Standard Ports:

| Service | Standard Port |
|---|---|
| Webserver | 80 |
| Bind DNS | 53 |
| Mailserver | 25 |
| FTP Server | 21 |
| POP3 Server | 110 |

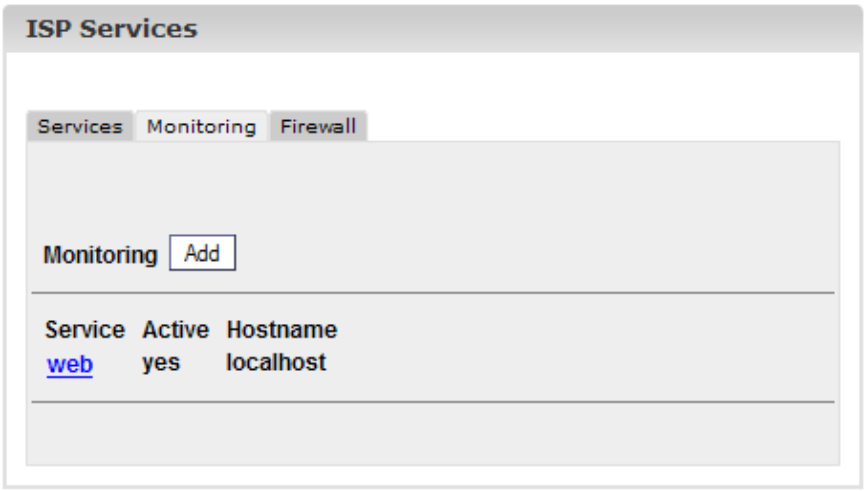
- **Type:** Please select the type of monitoring ("tcp" or "udp"). This is of importance only if you have selected "Other" under "Service".

Then click on "Save", or change the tab.

In the tab "Actions" you can enter a shell command which will be executed if the respective service is offline (e.g. a command to restart the service):



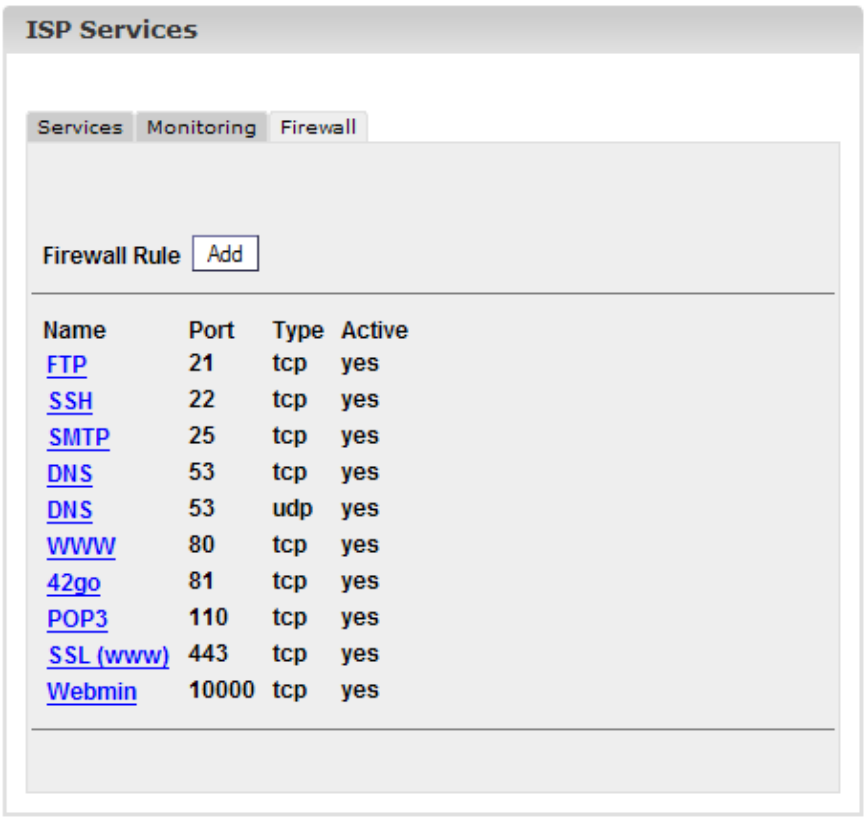

After the information has been saved the services which are to be monitored are listed in the form "ISP Services" in the tab "Monitoring" and can be edited there.




### 2.4.3 Firewall

In the tab "Firewall" you can add new firewall rules or edit existing ones. The firewall can only be active if you have started it in the tab "Services". By default the firewall is inactive.

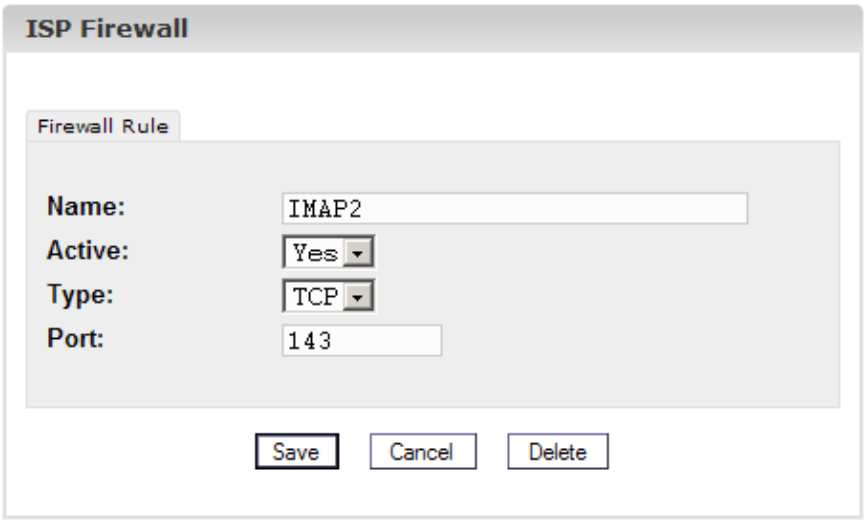
There are some firewall rules implemented in the ISPConfig system by default:




There are two possible conditions:

1. A port (and thus the service running on it) can be reached from the outside and is not blocked by the firewall: "yes" is shown in the column "Active".
2. A port cannot be reached from the outside because it is blocked by the firewall: This is the case for all ports where "no" is in the column "Active" and also for all ports not listed here at all!

Existing rules can be edited by clicking on the name of the rule; the button "Add" lets you add new rules.



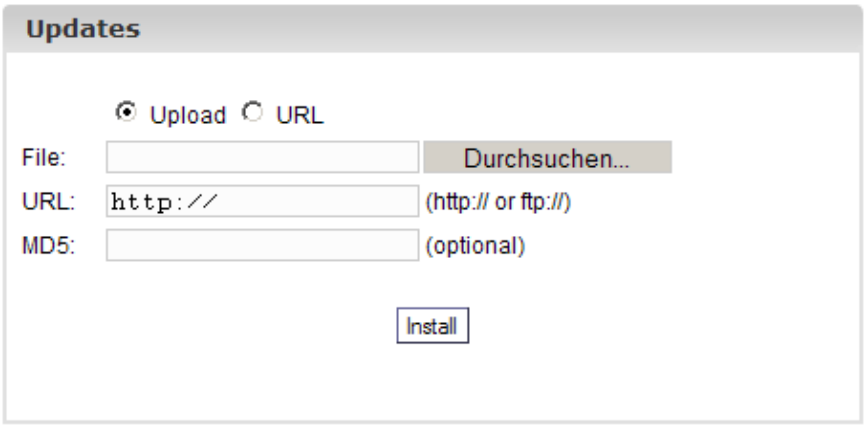

The following information is necessary:

- **Name:** The name of the rule. For example, if you create a rule for the DNS server you can name the rule "DNS" in order to be able to allocate it afterwards.
- **Active:** "Yes" makes the port being reachable from the outside, "No" blocks it.
- **Type:** The type of the port, "tcp" or "udp".
- **Port:** Please enter the port (as number) for which the rule should be valid.

**Please note:** In order to prevent that the server cannot be reached from the outside at all (not even by the administrator) the ISPConfig system lets you block all ports except port 22 (SSH) and port 81 (the ISPConfig system)! If you try to block these ports, this will be ignored by the ISPConfig system!

## 2.5 Update Manager

You can reach the Update Manager under "Management" −> "Update Manager" −> "Update". It is a comfortable interface to install ISPConfig updates or tools provided by Projektfarm GmbH such as webmail, phpMyAdmin or a portscanner.



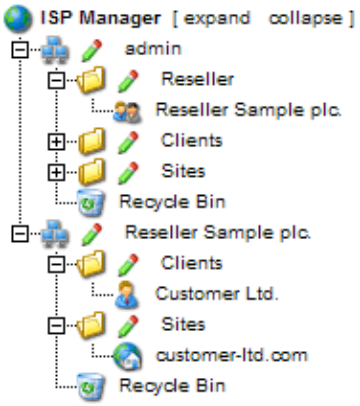

There are two ways to install updates:

1. You download the update from the Projektfarm website to your local hard disk. Then you mark "Upload", insert the update with the "Browse" button into the field "File" and click on "Start Installation". The field "URL" will then be ignored.
2. You install the update directly from the Projektfarm website. In order to do so mark "URL" and insert the URL of the update in the field "URL". Then click on "Start Installation".

If Projektfarm GmbH provides an MD5 for the update you can copy it into the field "MD5". The ISPConfig system will then compare the "real" MD5 (which the system calculates from the update) with the MD5 you have inserted and thus check the integrity of the update. If the MD5s differ the update will not be installed.

# 3 Resellers

You can manage resellers via the structure tree. Each reseller is shown twice in the structure tree:




- **Reseller Management:**
  In the folder "Reseller" you can find the master data, the limits and access data of all resellers. This folder is visible only to the administrator. Learn how to add a new reseller in chapter I−3.1.
- **Reseller interface:**
  In addition to the reseller management every reseller is shown as a group of their own with

the sub−folders "Clients" and "Sites" in the structure tree. This display is the same as the interface of the respective reseller. Here the administrator and the respective reseller can carry out actions related to the reseller (e.g. add customers, manage sites etc.).

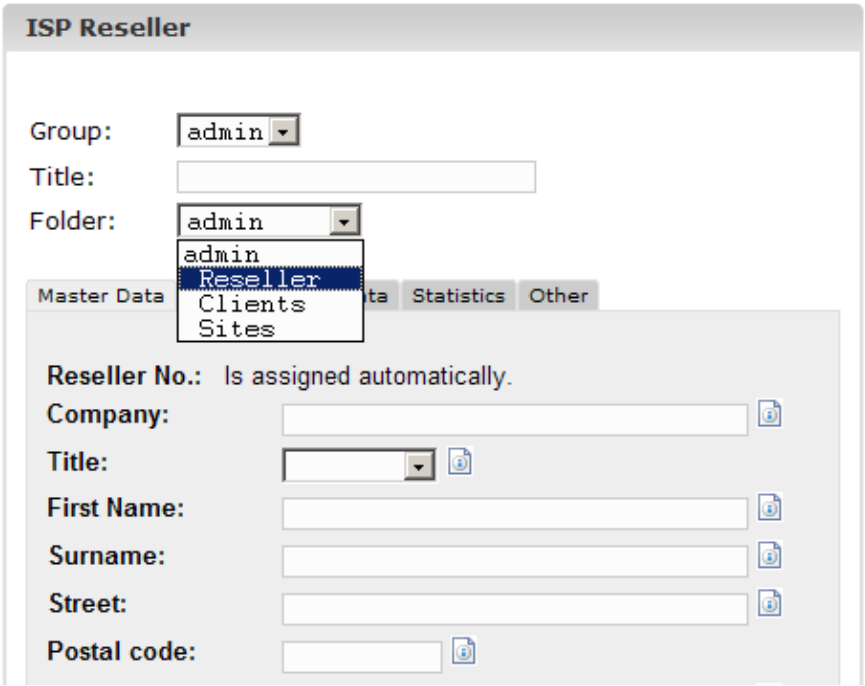
## 3.1 Adding a Reseller

Adding a reseller is done in 5 steps.

**1. Step: Open the form "ISP Reseller"**

Click on the button "New reseller".

The form "ISP Reseller" appears with the opened tab "Master Data".



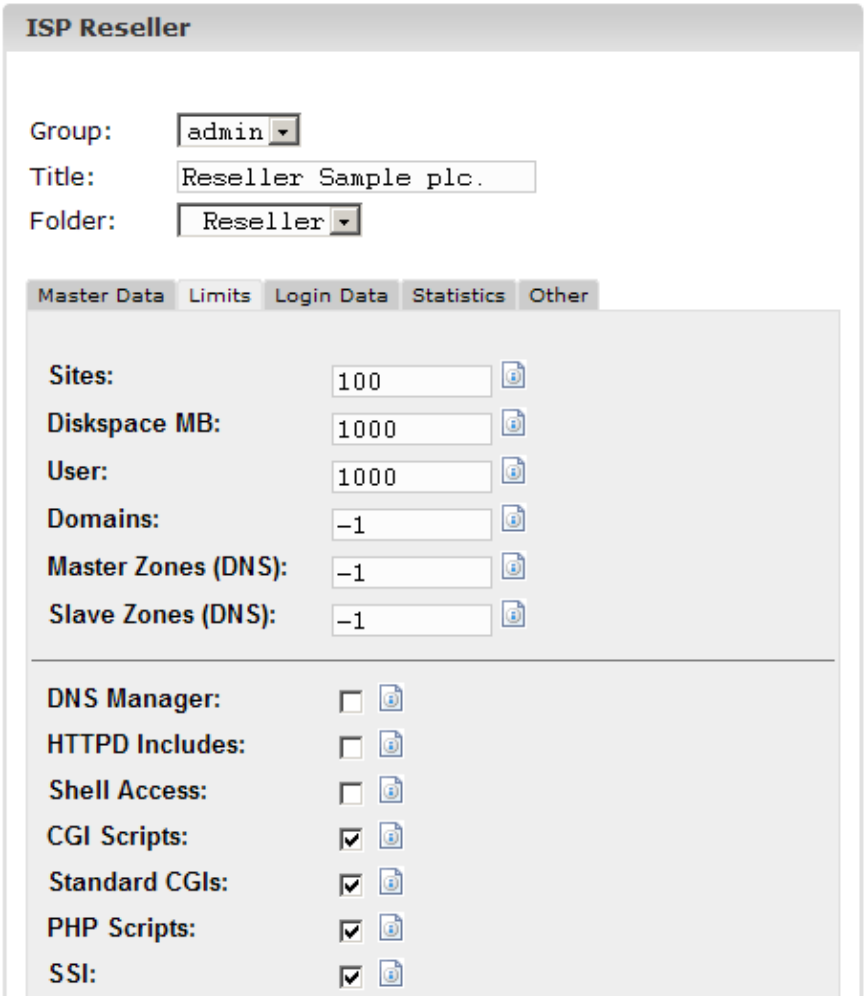

**2. Step: Assign title, folder and master data**

- **Title:** Provide a title under which the new reseller should appear in the structure tree.
- **Folder:** Choose the folder "Reseller". Alternatively you have the possibility of creating a subfolder for the resellers which can then be chosen from here. Learn how to create folders in manual II in chapter 4.1.1.
- **Master Data:** Under this section you can enter the master data of the new reseller. Some of this information is optional.

- **Save Reseller:** By clicking on "Save" the new reseller is saved and appears in the structure tree under the title you have provided. There you can click on the new reseller to complete the missing steps. OR: By clicking on the section "Limits" you can go directly to the next step. This way the master data is saved but the structure tree is not updated. This happens by clicking on "Save" or by clicking on the menu "ISP Manager".

### 3. Step: Limit webspace, sites, users and domains

Click on the tab "Limits".

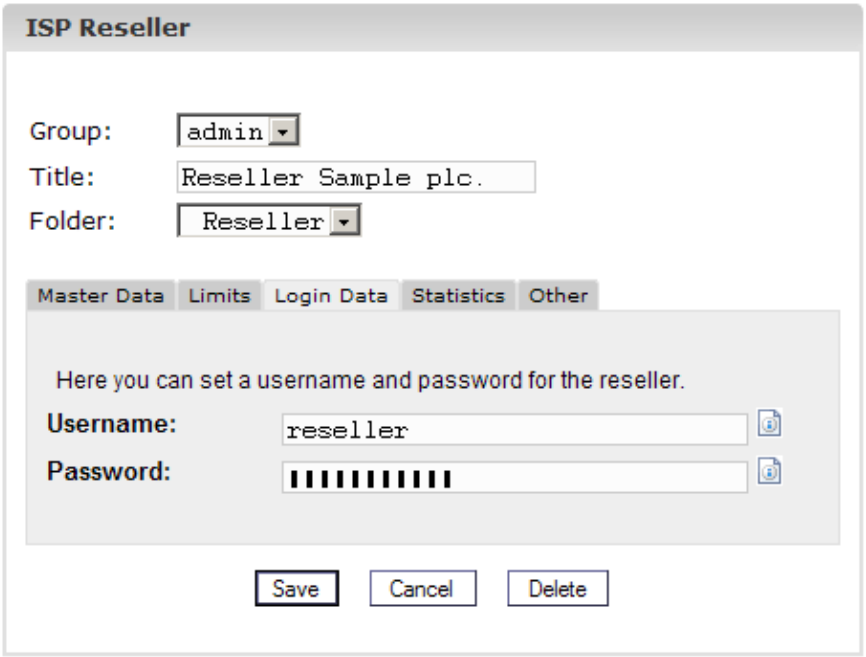



- **Sites:** The value entered here represents the number of virtual hosts (sites) available to the reseller and their customers. If the reseller tries to go beyond this limit they will get an error message. The default value is −1 which means "Unlimited".
- **User:** Here you can limit the number of users that the reseller and their customers can create. If the reseller tries to go beyond this limit they will get an error message. The default value is −1 which means "Unlimited".
- **Domains:** Here you can limit the number of domains that the reseller can create. If the reseller tries to go beyond this limit they will get an error message. The default value is −1 which means "Unlimited".

- **Domain DNS:** Specifies for how many webs of the reseller the "Create DNS" option in the respective web form is available.
- **HTTPD Includes:** If you activate this the reseller is able to write additional Apache directives into the virtual host containers of the webs that are allocated to him (see chapter II−3.1 "Apache Directives"). This might be a security threat.
- **DNS Manager:** If you activate this the reseller is allowed to use the DNS Manager in order to create and edit his own DNS records.

**4. Step: Enter access information for the reseller (username and password)**

Click on the tab"Login Data ".




- **Username:** The username of a reseller should be unique, i.e. you cannot assign the same username to 2 different resellers.
- **Password:** After you enter a password and click on "Save" or go to another tab, the password disappears and becomes invisible.

**5. Step: Save**

Click on "Save".

## 3.2 Edit Reseller Data

Open the folder "Reseller" in the ISPConfig structure tree and click on the reseller you want to edit so that the "ISP Reseller" form appears. Make the desired changes and click on "Save".

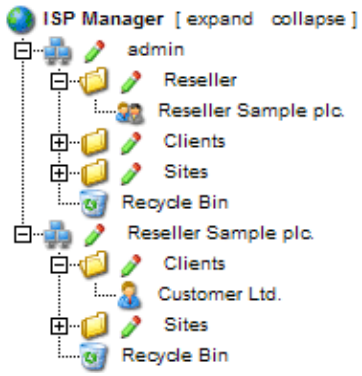
- **Change Title:** In some cases it might be necessary to change the title of a reseller, e.g. if a second reseller with the same name (such as Miller) has appeared.

- **Change Reseller Master Data:** If the address, telephone number etc. of a reseller changes, you can update the reseller in the section "Master Data" and click on "Save".
- **Change Limits of Sites, Domains and Users:** Decreasing the limits for webspace, sites, domains and users of a reseller is only possible if the values of the existing sites of the given reseller are in the new range. Otherwise you will get an error message. The form for editing the limits can be found in the tab "Limits".
- **Change User Name and Password:** The user name of a reseller can be changed in the tab "Access Data". After clicking on "Save" the reseller can only login with his new user name. As long as you do not type anything in the (empty) field "Password" the old password will still be effective.
- **Forgot your password? / Change password:** A reseller's password can be changed in the tab "Access Data". After clicking on "Save" the password becomes invisible.
- **Management of Resellers in different Folders:** You can organize the resellers in different subfolders. Learn how to create subfolders in chapter II−4.1.1. To move a reseller into another folder select the corresponding folder in the field "Folder" at the top of the form (see chapter II−4.1.2).
- **Delete Resellers:** Open the form of the reseller you want to delete and click on "Delete". **Please note:** A reseller can only be deleted if no customers are assigned to him. If this is not the case you have to delete the reseller's customers first, or assign the customers to another reseller or to the administrator.

# 4 Service Actions for Resellers

## 4.1 Customers

You can get an overview of the resellers and your own customers by viewing the structure tree:




The applications affecting customers can be carried out by resellers in the ISPConfig reseller level. Thus they get touched only briefly in here. Learn more about them in the Reseller Manual.

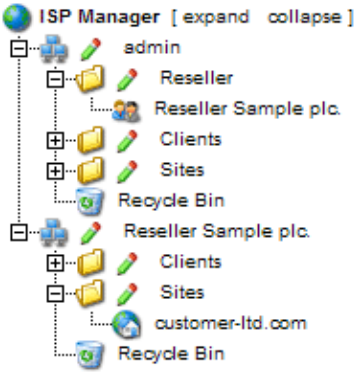
The following customer related actions can be taken:

- **Add a new customer:** Click on the button "New Customer" and follow the steps described in chapter II−2.
- **Assign a customer to another reseller:** Open the document of the customer in the structure tree. In the field "Group" in the form "ISP Customer" choose the corresponding reseller or yourself as admin. In the field "Folder" select the folder "Customers" or another

folder if available. Click on "Save".
- **Delete a customer:** Click on the customer to be deleted in the structure tree. The corresponding form opens. Click on "Delete".
- **Customer Statistics:** Every customer has his own statistics which can be seen in the tab "Statistics" in the customer's form.

## 4.2 Manage Sites

The management of the administrator's sites is done via the folder "Sites". Resellers' sites can be managed via the subfolder "Sites" in the reseller's folder.




Applications related to sites can also be carried out by resellers and to some extent by customers. Here is only a brief list.

Reseller Level:

- **Add a new site:** ( see II−3.2)
- **Delete a site:** (see II−3.2)
- **Change limits of sites, users and domains:** (see II−3.2)
- **Change a site's additional features:** (see II−3.2)

Customer Level:

- **Adding and managing users:** (see III−2.2)
- **Adding and managing co−domains:** (see III−2.3)
- **Apply for an SSL−certificate:** (see III−2.4)
- **Change MySQL access data:** (see III−2.5)
- **View site statistics:** (see III−3)

## 4.3 DNS Entries

### 4.3.1 Create DNS Entries (see Reseller Manual)

A DNS entry for a site or co−domain is created as follows:

**1. Step: Open Site Form.**

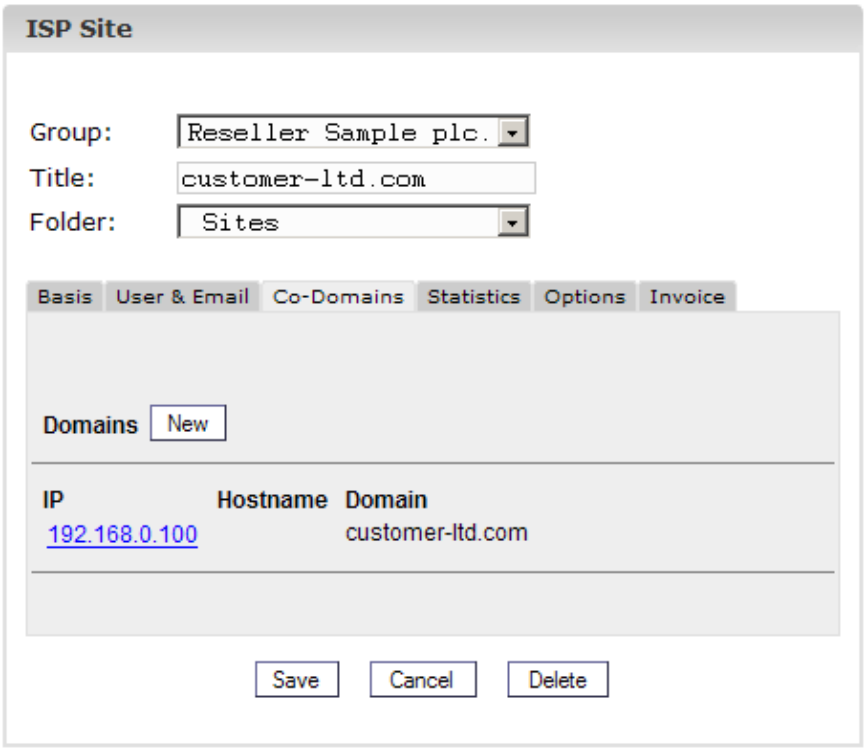
In the structure tree click on the corresponding client, go into the register "Webs" and click on the IP address of the corresponding web.

Or:

Open the corresponding site in the structure tree.

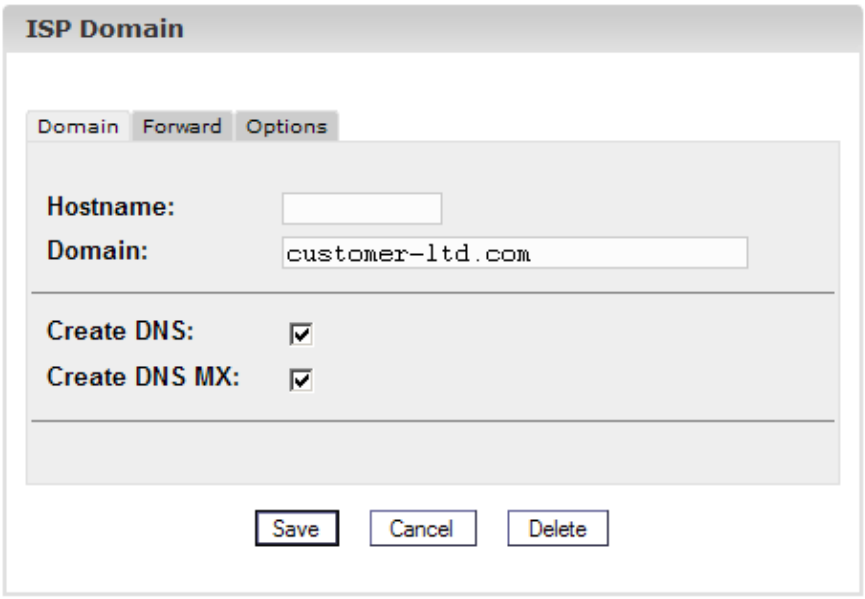
**2. Step: Open a co−domain and activate it (optional).**

Go to the tab "Co−Domains" and click on the IP address of the co−domain.




**3. Step: Activate DNS.**

Check "Create DNS" and "Create DNS MX".




**4. Step: Save.**

Click on "Save".

Now the site is visible as a new entry in the "DNS Manager".

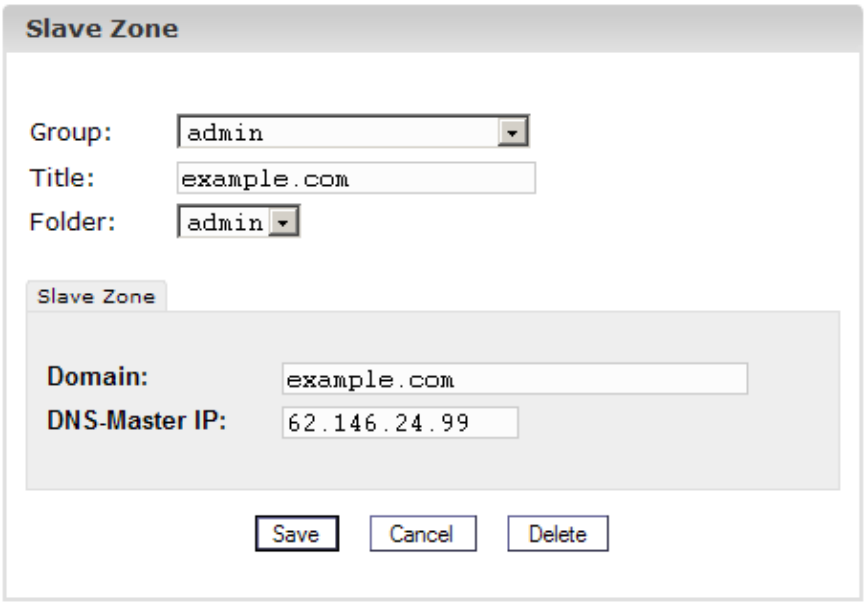
### 4.3.2 Secondary−DNS Entries (Slave Zone)

This is how you create a Secondary−DNS entry (Slave Zone):

**1. Step: Open Slave Zone Form**

Click on "New Slave".

**2. Step: Create Slave Zone**




- **Domain:** Enter the domain that the Secondary−DNS entry is for.
- **DNS−Master IP:** Enter the IP address of the Primary−DNS server of the domain.

**3. Step: Save**

Click on "Save".

#### 4.3.3 Edit DNS Entries.

You can edit DNS entries as follows:

Click on the menu "DNS Manager".

In the structure tree click on the DNS entry to be edited.

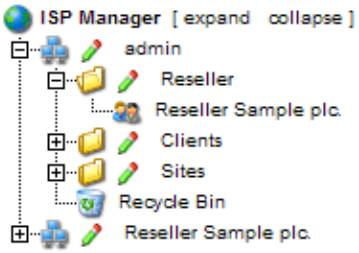
- **Delete DNS Entries:** Open the entry and click on "Delete". The entry is now in the dustbin and can be restored from there.
- **Search Function:** You can search for whole DNS entries as well as A records, C−Name records and MX records. Click on the button "Search", select the corresponding document. Enter your search criteria and click on "Continue". A list with matches to your search criteria is displayed. Learn more about the search function in chapter II−4.2.

# 5 Statistics

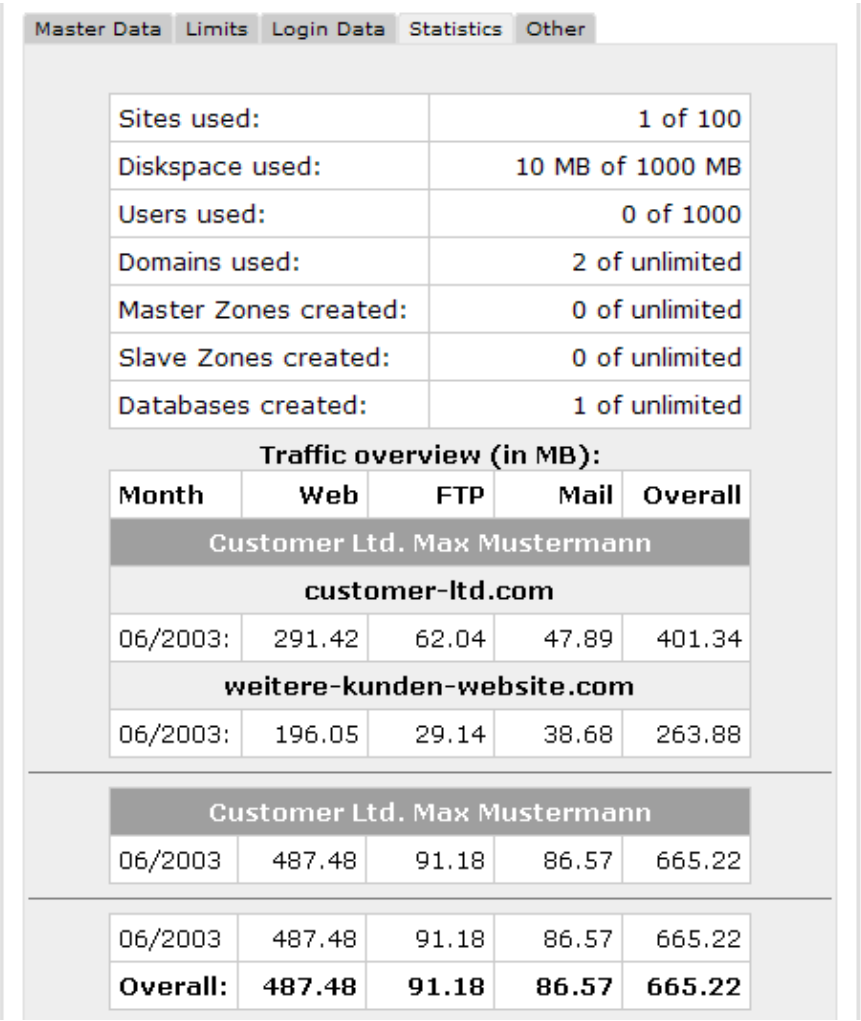
The ISPConfig statistics contain information about the usage of webspace and traffic.

## 5.1 Reseller Statistics

By selecting the respective reseller in the structure tree you (as ISPConfig administrator) can view statistics about the traffic caused by the reseller.




In the form "ISP Reseller" (in the tab "Statistics") you can find information about the web−, email− and FTP−traffic of the reseller, subdivided into the customers of the reseller.



Master Data | Limits | Login Data | Statistics | Other

| | |
|---|---|
| Sites used: | 1 of 100 |
| Diskspace used: | 10 MB of 1000 MB |
| Users used: | 0 of 1000 |
| Domains used: | 2 of unlimited |
| Master Zones created: | 0 of unlimited |
| Slave Zones created: | 0 of unlimited |
| Databases created: | 1 of unlimited |

**Traffic overview (in MB):**

| Month | Web | FTP | Mail | Overall |
|---|---|---|---|---|
| Customer Ltd. Max Mustermann | | | | |
| customer-ltd.com | | | | |
| 06/2003: | 291.42 | 62.04 | 47.89 | 401.34 |
| weitere-kunden-website.com | | | | |
| 06/2003: | 196.05 | 29.14 | 38.68 | 263.88 |
| Customer Ltd. Max Mustermann | | | | |
| 06/2003 | 487.48 | 91.18 | 86.57 | 665.22 |
| 06/2003 | 487.48 | 91.18 | 86.57 | 665.22 |
| **Overall:** | **487.48** | **91.18** | **86.57** | **665.22** |

## 5.2 Customer Statistics

Customer statistics can also be seen by the corresponding reseller and are described in chapter II−5.1.

### 5.3 Site Statistics

Site statistics can also be seen by the corresponding reseller and are described in chapter II−5.2.

### 5.4 Webalizer Statistics

Webalizer statistics can also be seen by the corresponding reseller and are described in chapter II−5.3.

## 6 Web−FTP/Password Protection of Directories (.htaccess/.htpasswd)

Web−FTP is treated in chapter III−4.

## 7 Additional Software

The following additional software is available for the ISPConfig system:

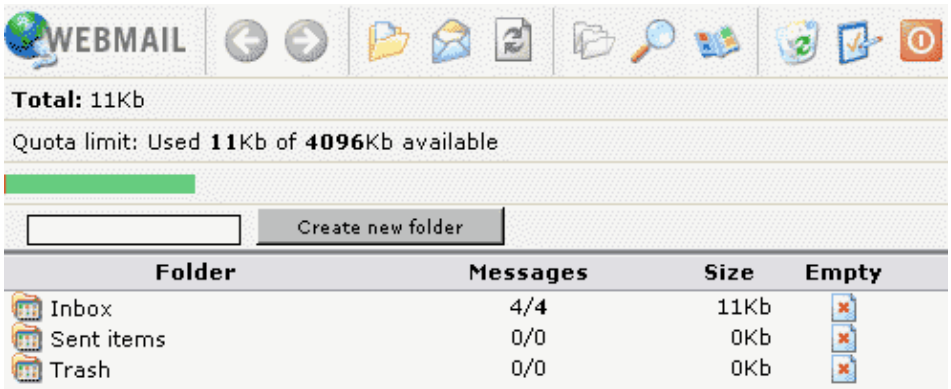
- Webmail: A browser interface for email boxes.
- phpMyAdmin: A browser interface for the administration of your MySQL databases.

The software is available for free on the ISPConfig website and can be installed via the "Update Manager" (see chapter I−2.5). After the installation you can find links for both applications under "Tools".

### 7.1 Webmail

The application used as email interface is called "Uebimiau". Further information can be found on the website of the Uebimiau project: http://uebimiau.sourceforge.net/ .

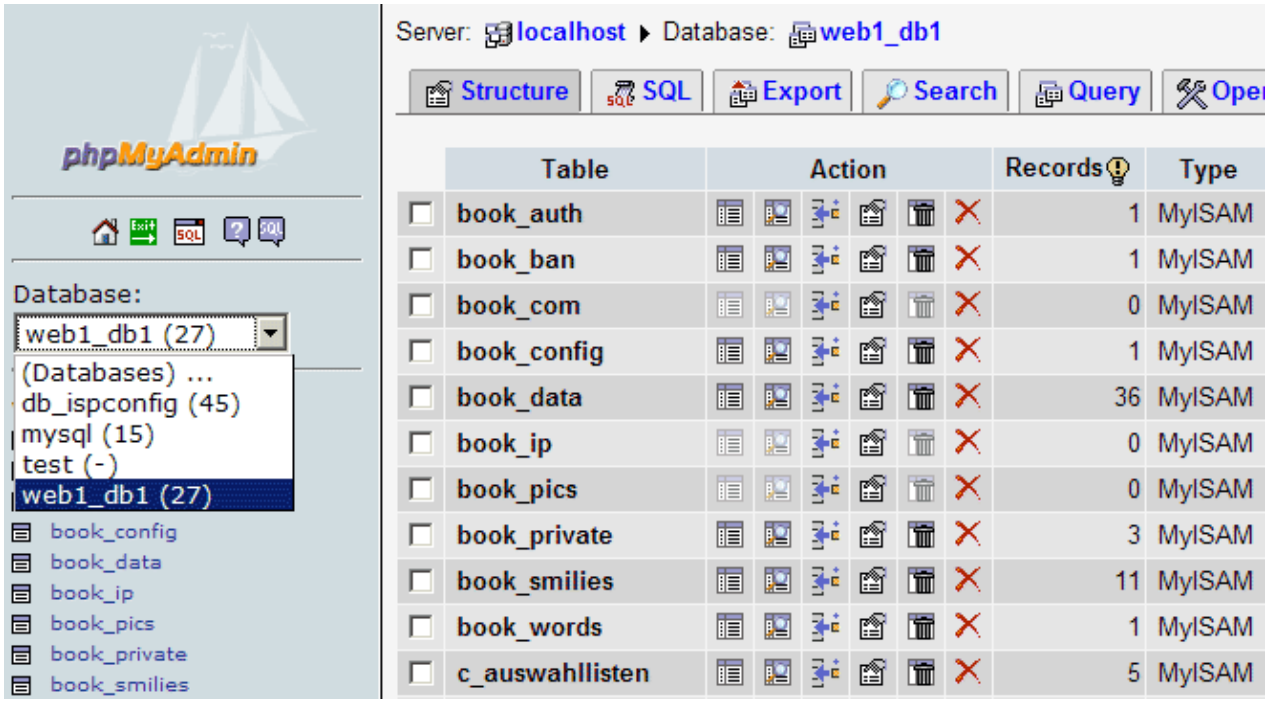
The application can be accessed via the link under "Tools" or via the folder "webmail" which is located in the web of the ISPConfig system, thus https://www.domain.tld:81/webmail/ where www.domain.tld has to be replaced appropriately.



### 7.2 phpMyAdmin

Further information about phpMyAdmin can be found under http://www.phpmyadmin.net/ .

The application can be accessed via the link under "Tools" or via the folder "phpmyadmin" which is located in the web of the ISPConfig system, thus https://www.domain.tld:81/phpmyadmin/ where www.domain.tld has to be replaced appropriately.




## Appendix

### 1 Start/Stop the ISPConfig System

The ISPConfig system can be started/stopped manually from the command line. Login to your command line as root and execute the following command:

/etc/rc.d/init.d/ispconfig_server start|stop|restart (RedHat and Mandrake)

or

/etc/init.d/ispconfig_server start|stop|restart (SuSE and Debian).

### 2 Start/Stop vsftpd

If you use vsftpd as FTP server on your system this service will not be run by inetd/xinetd after the installation of the ISPConfig system but by the ispconfig_tcpserver which comes with the ISPConfig system. This happens in order to make sure that vsftpd can handle one Anonymous−FTP account per IP address. Under inetd/xinetd vsftpd can only handle one Anonymous−FTP account per server

even if the server has multiple IP addresses. In order to avoid this disadvantage compared to the proftpd server the ISPConfig system uses the ispconfig_tcpserver.

vsftp can be started/stopped via the following command:

/etc/rc.d/init.d/ispconfig_tcpserver start|stop|restart (RedHat and Mandrake)

or

/etc/init.d/ispconfig_tcpserver start|stop|restart (SuSE and Debian).

If you use proftpd as FTP server nothing changes.

## 3 Cron Jobs

The following Cron Jobs are run by the ISPConfig system:

| Command | Description | Time |
|---|---|---|
| /root/ispconfig/php/php /root/ispconfig/scripts/shell/logs.php &> /dev/null | Analysis of the Apache log files for the ISPConfig traffic statistics | 23:59h |
| /root/ispconfig/php/php /root/ispconfig/scripts/shell/ftp_logs.php &> /dev/null | Analysis of the FTP log files for the ISPConfig traffic statistics | 23:59h |
| /root/ispconfig/php/php /root/ispconfig/scripts/shell/mail_logs.php &> /dev/null | Analysis of the mail log files for the ISPConfig traffic statistics | 23:59h |
| /root/ispconfig/php/php /root/ispconfig/scripts/shell/cleanup.php &> /dev/null | Deletion of the backups of webs that were deleted from the recycle bin | 23:59h |
| /root/ispconfig/php/php /root/ispconfig/scripts/shell/webalizer.php &> /dev/null | Creation of Webalizer Statistics | 04:00h |
| /root/ispconfig/php/php /root/ispconfig/scripts/shell/check_services.php &> /dev/null | Monitoring (see chapter I−2.4.2) | once every 30 min. |

## 4 Permissions of Folders in a Web created by ISPConfig

In a newly created web you find the following folders with the following permissions:

```
duffy:/home/www/web5# ls -l
total 20
drwxrwxr-x    2 nobody   web5         4096 Jun 12 21:06 cgi-bin
drwxr-xr-x    2 nobody   web5         4096 Jun 12 21:06 log
drwxr-xr-x    2 nobody   web5         4096 Jun 12 21:06 ssl
drwxr-xr-x    2 nobody   web5         4096 Jun 12 21:06 user
drwxrwxr-x    3 nobody   web5         4096 Jun 12 21:06 web
duffy:/home/www/web5#
```

- **cgi−bin:** Here you can save Perl scripts that should be executed by the web server (if "CGI Scripts" is activated for the site).
- **log:** This is the folder where the web server saves its log files for the site.
- **ssl:** If this is an SSL web you can find the necessary SSL files here (e.g. SSL request, SSL certificate).
- **user:** This is the folder where the home directories of the users belonging to the site are created. For the user "testuser" you can find the directory "testuser" under "user".
- **web:** This folder is the Document Root for the site, i.e. this is the place to save the files/folders that should be accessible via internet.

If there is no administrator for the site (see chapter III−2.2.1), the folders belong to the user the Apache web server is running under by default (here "nobody"); otherwise they belong to the administrator of the site (in this case "web5_admin").

```
duffy:/home/www/web5# ls -l
total 20
drwxrwxr-x    2 web5_adm web5         4096 Jun 12 21:06 cgi-bin
drwxr-xr-x    2 web5_adm web5         4096 Jun 12 21:06 log
drwxr-xr-x    2 web5_adm web5         4096 Jun 12 21:06 ssl
drwxr-xr-x    3 web5_adm web5         4096 Jun 14 15:24 user
lrwxrwxrwx    1 root     root           45 Jun 14 15:24 vacatio
drwxrwxr-x    3 web5_adm web5         4096 Jun 12 21:06 web
duffy:/home/www/web5#
```

The group of the folders is always the group of the respective site, in this case "web5".

## 5 Manual Additions in Configuration Files

Starting from version 1.2.0 of ISPConfig you can write manual additions to the following configuration files (the additions will not be overwritten by the ISPConfig system):

- virtusertable (Sendmail/Postfix)
- local−host−names (Sendmail/Postfix)
- named.conf (BIND DNS−Server)
- Zone−Files (BIND DNS−Server)
- Reverse−Zone−Files (BIND DNS−Server)

You will find one of the following two lines in each of these files:

- #### MAKE MANUAL ENTRIES BELOW THIS LINE! ####
- //// MAKE MANUAL ENTRIES BELOW THIS LINE! ////

After this line you can write additional information in these files.

Additions for the virtual host container of a site can be written to the field "Apache Directives (Optional)" in the "Basis" tab of the corresponding site (see chapter II−3.1).

# II Reseller Manual

## 1 General

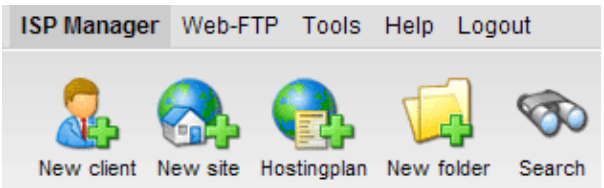
### 1.1 Login and Password

After you have got the url of the ISPConfig system and your login data from your administrator you can login. Please go to the URL of your ISPConfig system (e.g. https://www.domain.tld:81 ; replace "www.domain.tld" appropriately) with your Browser and enter your user name and your password into the form "Login". Confirm by clicking on "Login".

- **Forgot your password?** If you forgot your password please ask the ISPConfig administrator to help you.

### 1.2 Interface for Resellers

The interface for resellers consists of the following sections:




- **Menubar** with the menus "ISP Manager", "Web−FTP", "Tools", "Help" and "Logout".
- **Buttons:** Directly beneath the menubar you can find the buttons "New client", "New site", "New folder" and "Search".
- **Structure Tree:** The structure tree is the storage system of the ISPConfig system. It manages all the sites and customers. By clicking on "expand" (next to "ISP Manager") all folders are opened. By clicking on "collapse" the tree is closed. Sites can be assigned to customers (folder "Clients") but do not have to be. Then you can find the sites in the customer independent folder "Sites".

## 1.3 ISPConfig Privileges for Resellers

The privileges of a reseller in ISPConfig include those of a customer:

**Privileges of a Reseller**

- Create and administrate customers, read their statistics
- Create and administrate webs
- Create DNS entries

**Privileges of a Customer**

- Read a web's basic data and statistics
- Create and administrate users and email boxes
- Create and administrate (sub)domains
- Apply for SSL certificates (optional)
- Administrate MySQL access data

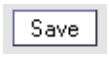
**Privileges of a user**

- Change the settings of his mailbox (password, spamfilter and antivirus settings)

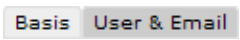
## 1.4 Saving

The ISPConfig system offers you two possibilities to save data you enter into a form:

- **"Save"−Button:** Click onto the "Save"−button to save your entries. The information will be submitted, and the structure tree as well as the start page will be reloaded in your browser.

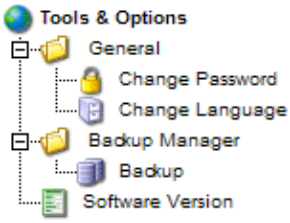



- **Change the tab:** If a form consists of more than one tab you can simply change the tab to save your data. The data of the old tab will be saved, and the new tab will be loaded, whereas the structure tree will not be reloaded. This technique of saving data allows you to process forms with more than one tab in one pass and is one of the main characteristics of ISPConfig.

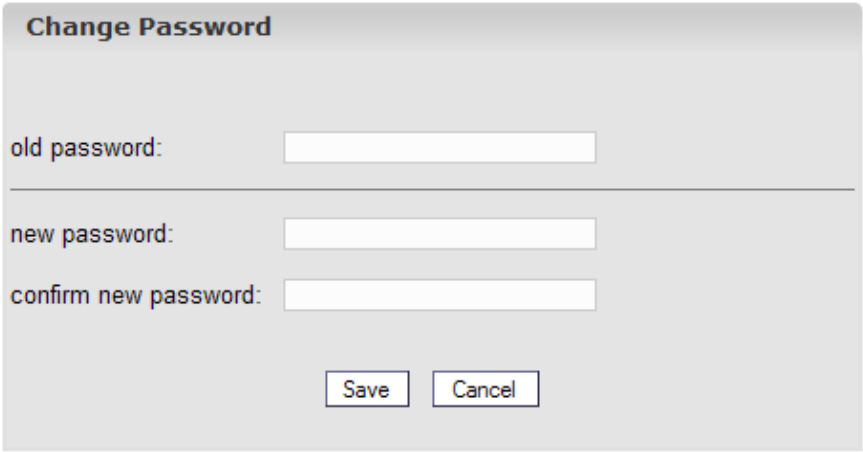



## 1.5 Changing the ISPConfig Password

You can edit your ISPConfig password under *"Tools" −> "Change Password"*.

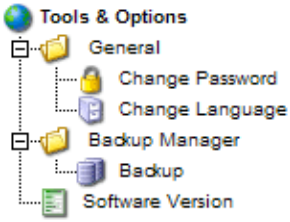



Please enter your current and your new password (2x) into the form "Change Password" and click on "Save".

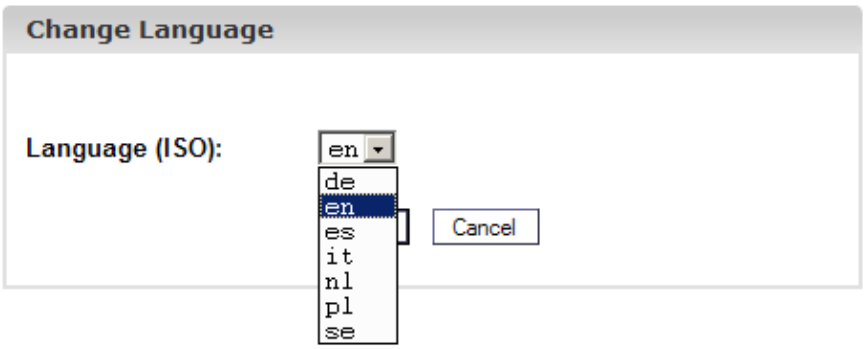



## 1.6 Language Settings

You can set the language of your ISPConfig system under *"Tools"* –> *"Change Language"*.



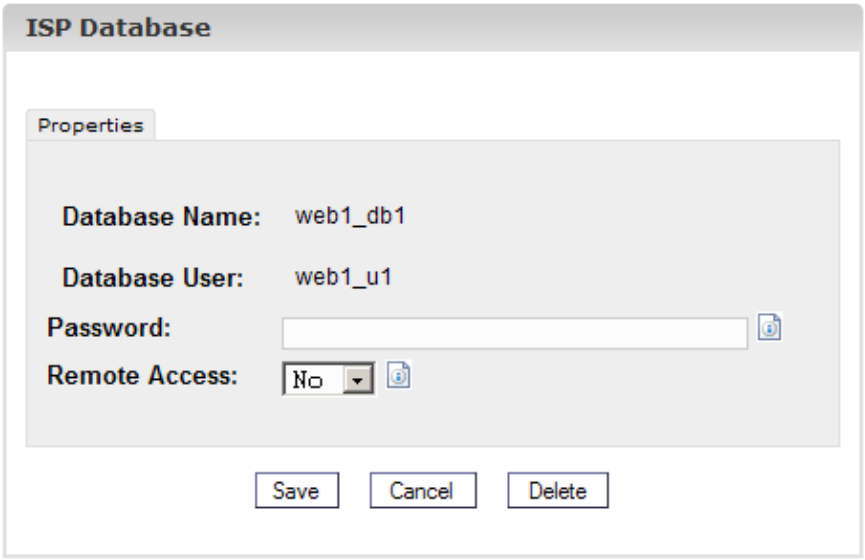

In the form "Change Language" select the language the system should use for you and click on "Save".



**Please note:** The language setting only affects your own account. Other users of the ISPConfig system (other resellers or customers) can select their language individually.

## 1.7 Display of Passwords in the ISPConfig System

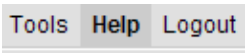
Passwords that you entered in the ISPConfig system (e.g. reseller or customer passwords for accessing the ISPConfig system; passwords for customers' MySQL databases) will **not** be displayed in the ISPConfig system for security reasons after they were saved! Thus, an empty password field in an ISPConfig form does not mean that no password was entered before.



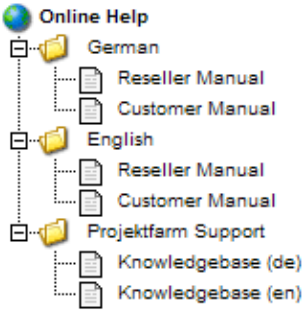

*An existing password does not get displayed after the reload of the respective form.*

## 1.8 Help

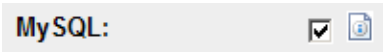
Click onto the menu item "Help".



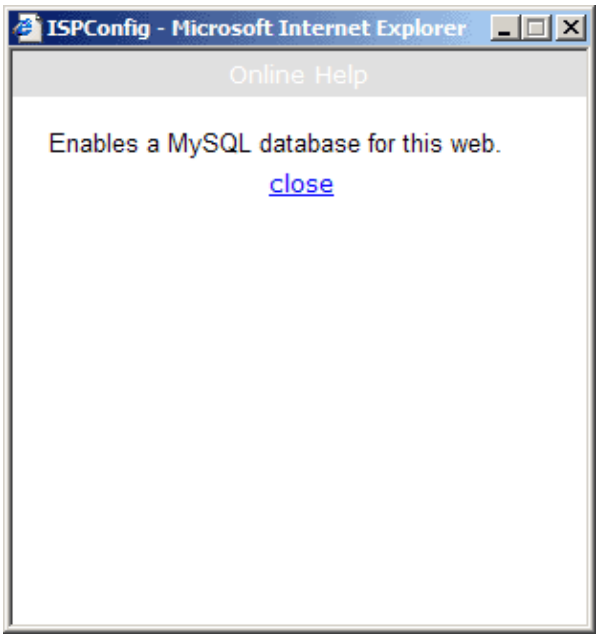

Here you will find the reseller− and customer−manual in English and German in PDF format as well as links to the knowledgebase on the Projektfarm website.



In addition to that you can find a question mark next to many input fields in the ISPConfig system:

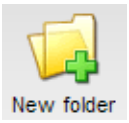


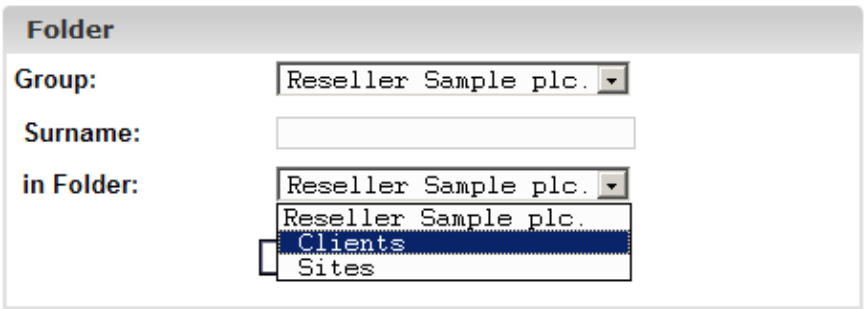

If you click on the question mark a small pop−up window with context−sensitive help will open.




## 2 Customers

Customer management is done via the structure tree. The default folder is the folder „Clients“. There you can save customers but you may also create new subfolders (e.g. „Customers A−K“, „Customers L−Z“) (see chapter II−4.1.1).



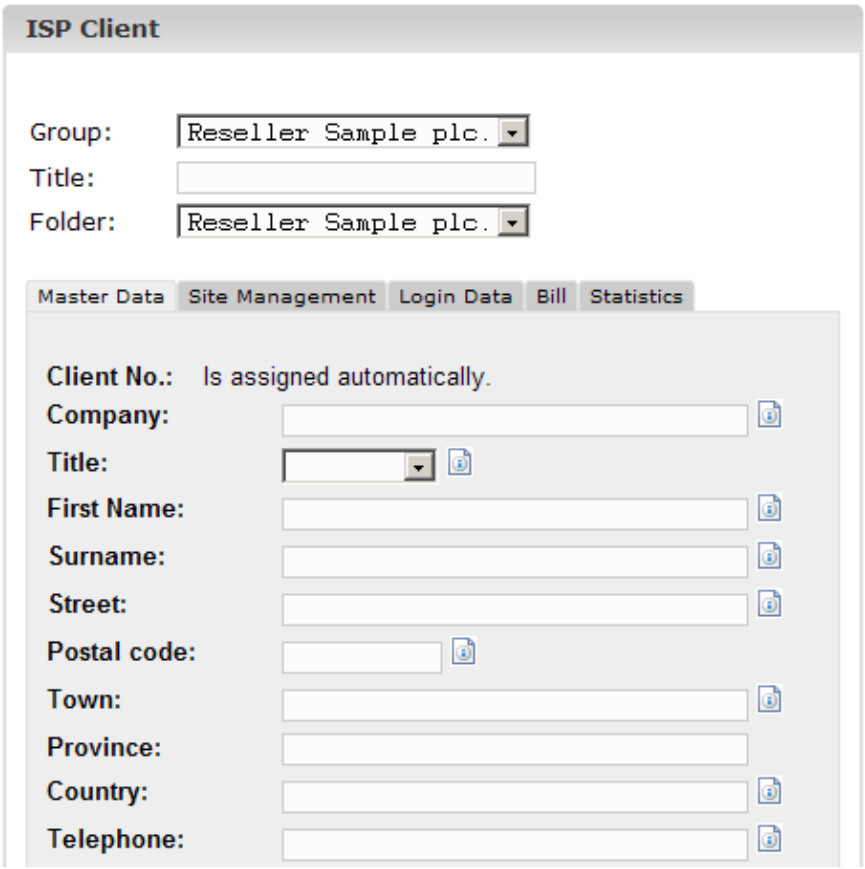
## 2.1 Add a Customer

A customer can be added as follows:

**1. Step: Open the form "ISP Reseller".**

Click on the button "New Client".

The form "ISP Client" with the opened tab "Master Data" appears.




**2. Step: Assign title, folder and master data**

- **Title:** This is the title for the customer in the structure tree.
- **Folder:** Select the folder "Customers". Alternatively you can create your own folders for customers. These folders will appear in the drop down menu. The creation of folders is described in chapter II−4.1.1.
- **Master Data:** Enter the master data of your customer. Some of the fields are optional.
- **Save Customers:** By clicking on "Save" the customer is saved and appears in the structure tree under the title you provided. Click on the newly created customer to carry out further

tasks. OR: By clicking on the button "Limits" you can go directly to the next step. The master data is saved, but the structure tree does not get updated yet. The update happens when you click on "Save" or on "ISP Manager" in the menubar.

**3. Step: Add / Manage Sites**

Under the tab "Site Management" a customer's sites can be controlled. You can also add new sites. Sites can also be added subsequently.

**4. Step: Assign Access Data**

Go to the tab "Enter information ".

- **User Name:** Acustomer's username should be unique.
- **Password:** Enter the customer's password for logging in to the ISPConfig system. As soon as you click on "Save" the password becomes invisible in the password field. If a customer forgets his password you can reset it here.

**5. Step: Enter Billing Information (Optional)**

On the tab "Bill" you can enter the information required for billing (address, invoice amount, billing intervals, payment arrangements). This information is optional.

**6. Step: Save**

Click on "Save".

### 2.2 Edit Customer Data

In the structure tree of the ISP Manager open the folder "Clients" and click on the customer you want to edit. Make the desired changes in the form "ISP Client" and click on "Save".

- **Change Title:** In some cases it might be necessary to change the title of a customer, e.g. if a second customer with the same name (such as Miller) has registered.
- **Change a Customer's Master Data:** If the address, telephone number etc. of a customer change, you can update the customer in the tab "Master Data" and click on "Save".
- **Change Password:** A new password can be set simply by filling out the field "Password".
- **Billing Information:** Click on the section "Billing Information" to edit a customer's information.
- **Add / Edit Sites:** See chapter II−3.
- **Delete a Customer:** Open the customer's form and click on "Delete".
  **Please note:** A customer can only be deleted if no sites are assigned to him.

## 3 Sites

Site management can be handled in two ways: customer dependent and customer independent.

- **Customer dependent Site Management:** The tab "Site Management" in the customer's

form lists a customer's sites . By clicking on "New" you can add new sites for the customer (see chapter II−3.1). By clicking on the IP address of a site you can see the site's details and make changes if necessary.

- **Customer independent Site Management:** In the folder "Sites" you can find customer independent sites. This assignment is done in the form header of the respective site in the field "Folder". The customer independent management of sites allows sites to be ordered by criteria such as the size of a site.

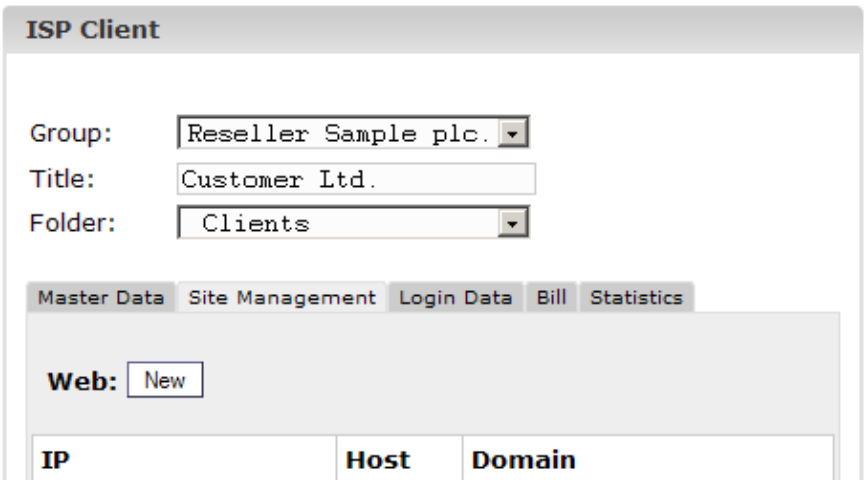
## 3.1 Adding a Site

A site is added as follows:

**1. Step: Open the form "ISP Sites".**

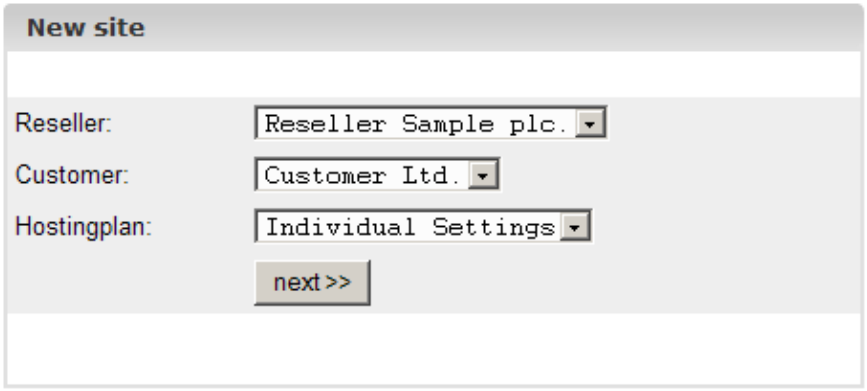
In the structure tree of the menu "ISP Manager" click on the customer to whom you want to assign the site. (If you want to add a site for a new customer, please add the customer first as described in chapter II−2.1.)

The form "ISP Client" shows up. Click on the tab "Site Management".

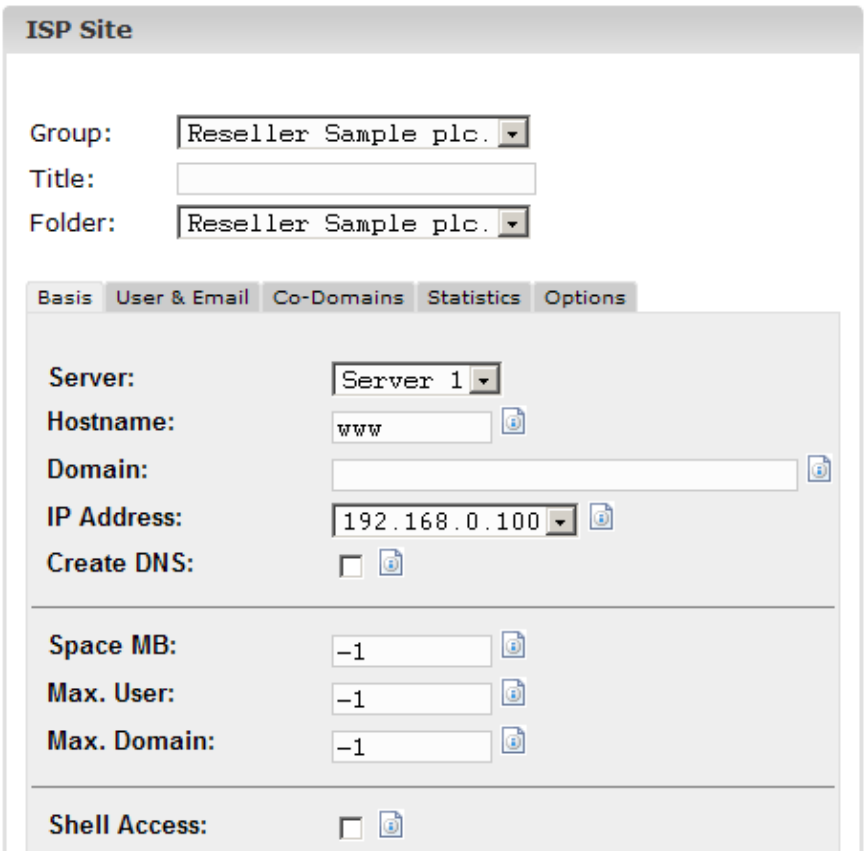



Click on the button "New".

If you have created hostingplans before (over the button "Hostingplan"), then select the appropriate hostingplan for the new site now, otherwise select "Individual Settings".




The form "ISP Site" appears.




**2. Step: Assign title, folder and basic information.**

- **Title:** This is the title under which the site will appear in the structure tree.
- **Folder:** Select the folder "Sites". Alternatively you have the possibility to create a new folder for the sites which you then can select here. Learn how to create folders in chapter II−4.1.1.
- **Server:** Select the server that will host the site.
- **Hostname:** Enter the hostname (e.g. www).
- **Domain:** Enter the domain of the site (e.g. mydomain.com).

- **IP Address:** Enter the IP address of the site.
- **Create DNS:** Click on "Create DNS" to create a DNS entry for the current site. After you have provided the other information for the site and have clicked on "Save" the DNS entry is created and can be edited by the administrator if necessary.

**3. Step: Limit webspace, users and domains.**

- **Space MB:** Enter the amount of MB that should be available to the site ("−1" means "Unlimited").
- **Max. User:** Enter the maximum number of users with email boxes that can be assigned to the site ("−1" means "Unlimited").
- **Max. Domains:** Enter the maximum number of co−domains that can be set up for the site ("−1" means "Unlimited").

**4. Step: Activate site features.**

- **Shell Access:** Allows the customer to use the linux shell. This is a security risk and should therefore only be granted in exceptional cases. Shell access includes FTP access.
- **CGI Scripts:** Allows the web server to execute cgi scripts in a certain directory (cgi−bin).
- **PHP Scripts:** Allows the web server to execute PHP scripts (file extensions .php, .php3, .php4).
- **SSI:** Activates Server Side Includes (SSI) (file extension .shtml).
- **FTP Access:** Allows the users assigned to a site to access the site or the users' directories via ftp.
- **MySQL:** Enables the creation of a database which is assigned to the site. If you supply a user name and password for the MySQL database in the tab "Other" the database will be created automatically.
- **SSL Certificate:** Enables the creation of an SSL certificate for the site. You still have to fill out the section "SSL" and select "Create Certificate" in that section to create the certificate. Learn more about applying for an SSL certificate in chapter III−2.4.1. If this field is not activated the tab "SSL" is not shown!
  **Please note:** There can be only one SSL−capable site per IP address!
- **Anonymous FTP:** Activate this to create an Anonymous−FTP account for this site.
  **Please note:** There can be only one Anonymous−FTP account per IP address!
- **Anon. FTP MB:** Please specify the storage space in MB that should be available for the Anonymous−FTP account. "−1" means "Unlimited". If "Anonymous FTP" is not activated this field is ignored.
- **Apache Direktives (Optional):** This field is available to you as a reseller only if the ISPConfig administrator has activated it for you. It offers you the opportunity to write additional Apache directives into the site's virtual host container manually. These directives will undergo a syntax check. If the syntax check gives back an error the directives will be commented out automatically so that the Apache web server cannot die.

**5. Step: User administration.**

On the tab "User & Email " in the form "ISP Site" new users are added / existing ones are managed.

Learn more on how to add users in chapter III−2.2.1.

**6. Step: Domain administration.**

On the tab "Co−Domains" new co−domains are added / existing ones are managed.

Learn more on how to add co−domains in chapter III−2.3.1.

**7. Step: Save.**

Click on "Save".

## 3.2 Edit Sites

In order to edit a site you have to open the corresponding site form first. This can be done in two ways:

- **Customer dependent:** In the structure tree click on the customer whose site you want to edit. Then click on the folder "Sites" and select the site you wish to edit.
- **Customer independent:** In the structure tree click on the folder "Sites" and select the site which is to be edited.

The form "ISP Site" is loaded. Enter your changes and click on "Save".

- **Change Title/Folder:** In some cases it might be useful to change the title of a site and/or to move it to another folder. Simply enter a new title and/or select the new folder.
- **Change Basic Data:** Here you can change the basic data (host, domain, IP address).
- **Change Limits (Webspace, Users, Domains):** The shown limits can be changed by entering new values. "−1" means "Unlimited".
- **Create DNS Entry:** Check "Create DNS" and click on "Save".
- **Change Access Data of a Site:** As a reseller you are allowed to change the access information of a site (customers are not).To do so, go to the section "Access Data" and enter the username and the password.
- **Add/Edit Co−Domains/Users:** See chapters III−2.2 and III−2.3.
- **Extend/Restrict Site Features:** Features can be activated/deactivated with hindsight. Simply select/deselect the corresponding checkboxes in the tab "Basis".
- **Delete Sites:** Click on the button "Delete". The site will then be moved to the recycle bin. There you have two possibilities: restore the site or delete it finally (see chapter II−4.3).

## 3.3 Hostingplans

By clicking on the button "Hostingplan" you can create hostingplans (e.g. package "Professional" with 200 MB webspace, CGI, PHP, 3 MySQL databases, etc.). If you create a new site, you can select one of your previously defined hostingplans. The form for creating a new site will then show the properties of the selected hostingplan. If you do not want to use a hostingplan to create a site you can select "Individual Settings".

# 4 General Management Functions

The general management functions aim at sorting and managing customers and sites. This includes the handling of folders, the search function and the recycle bin.

## 4.1 Folders

The ISPConfig system allows the creation of new folders to provide a better overview of customers and sites. This allows you to sort your customers and sites alphabetically, by size etc.

### 4.1.1 Adding a New Folder

Creating a new folder is done as follows:

Click on the button "New folder".

Enter a title for the folder (e.g. "Customers A−K").

In the field "Folder" select the superior folder for the new folder (i.e. the parent folder).

Click on "Save".
Now you can see the new folder in the structure tree by opening its parent folder.

### 4.1.2 Moving a Site or Customer to another Folder

This is done as follows:

In the structure tree click on the corresponding document (site or customer).

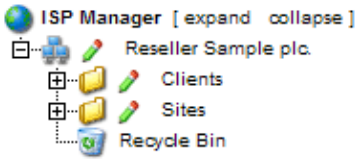
In the field "Folder" select the new folder.

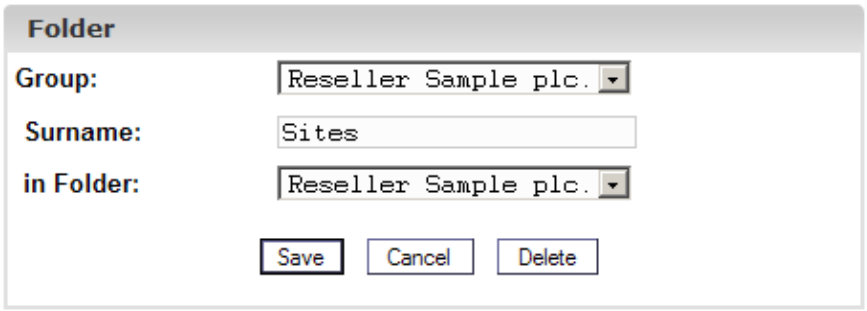
Click on "Save".

### 4.1.3 Editing Folders

This is how to move a folder:

- **Move a Folder:** In the structure tree click on the **pen** next to the folder you want to move.






If necessary change the name of the folder. In the field "in Folder" select the folder where the current folder should move to. Click on "Save".

- **Delete a Folder:** In the structure tree click on the "**B**" next to the folder you want to delete. Then click on "Delete".
  **Please note:** The whole contents of the folder will be deleted too (i.e. the folder and its contents will be moved to the recycle bin from where you can restore/delete everything).

## 4.2 The Search Function

You can search for customers or sites on the basis of specific criteria.

This can be done as follows:

Click on the button "Search".

Specify what you are looking for (sites or customers) and click on "Next" (>>).

- **Site Search:** The search criteria for sites are: host, domain, IP address and webspace.
- **Customer Search:** The search criteria for customers are: company, last name, first name, street, postal code and town.

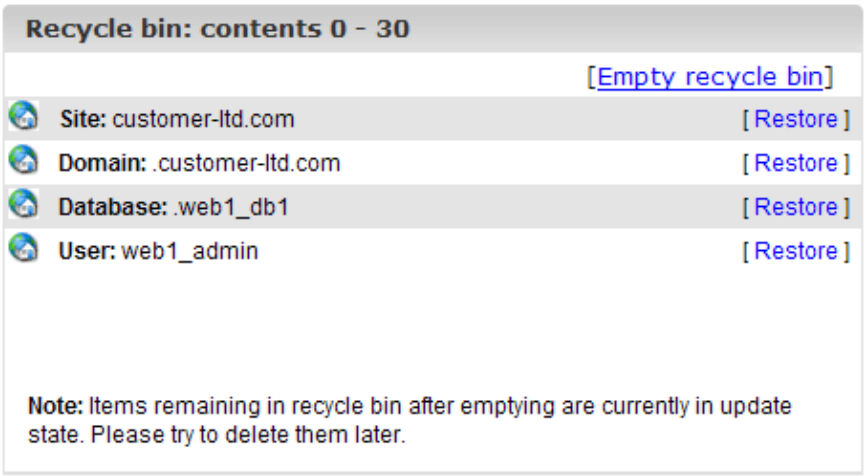
Enter your search criteria and click on "Search".

You can edit or delete each result by clicking on "edit" or "delete".

### 4.3 Recycle Bin

You can find all deleted customers, sites, users and domains in the recycle bin.

The recycle bin can be found at the bottom of the structure tree and can be opened by clicking on it.




- **Empty Recycle Bin:** By clicking on "Empty recycle bin" all documents in the recycle bin are deleted permanently.

Restore documents:

- **Restore Customers:** If you restore a customer all documents related to that customer (e.g. sites, domains and users) will also be restored.
- **Restore Sites:** If you restore a site all documents related to that site (e.g. domains and users) will be restored, too.
- **Restore Domains:** A domain can only be restored if the site to which it is assigned is not in the recycle bin.
- **Restore Users:** See above ("Restore Domains").

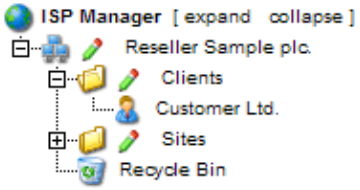
**Please note:** Domains and users use different symbols.

## 5 Statistics

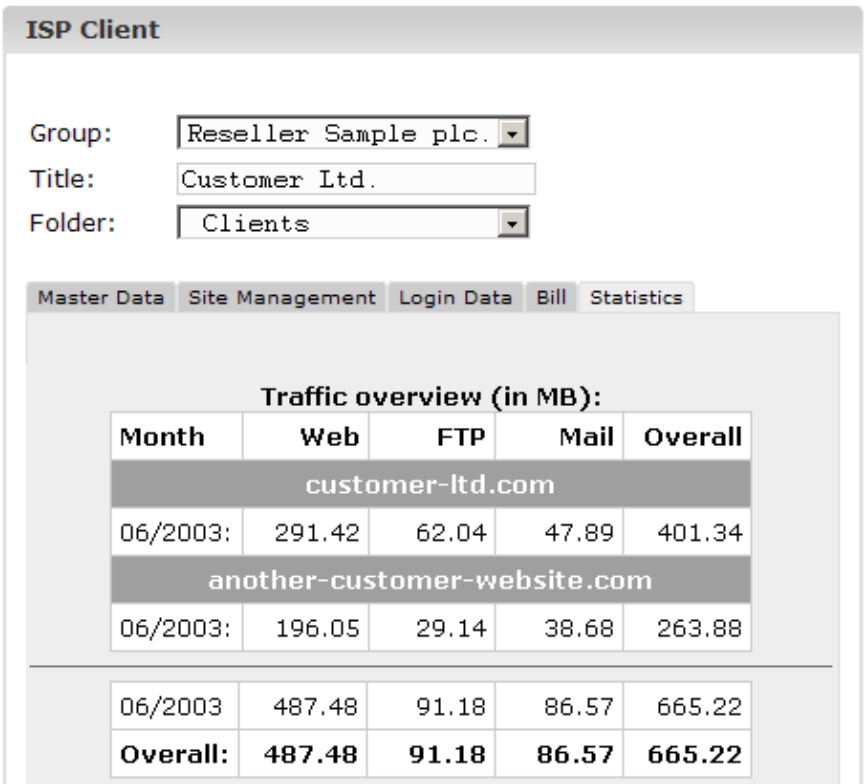
The ISPConfig statistics contain information about the usage of storage space and about the traffic.

### 5.1 Customer Statistics

As a reseller you can find information about the server traffic caused by your customers by selecting the corresponding customer in the structure tree.




The form "ISP Client" is loaded. In the tab "Statistics" you can find statistics about the web−, email− and FTP−traffic of the respective customer.

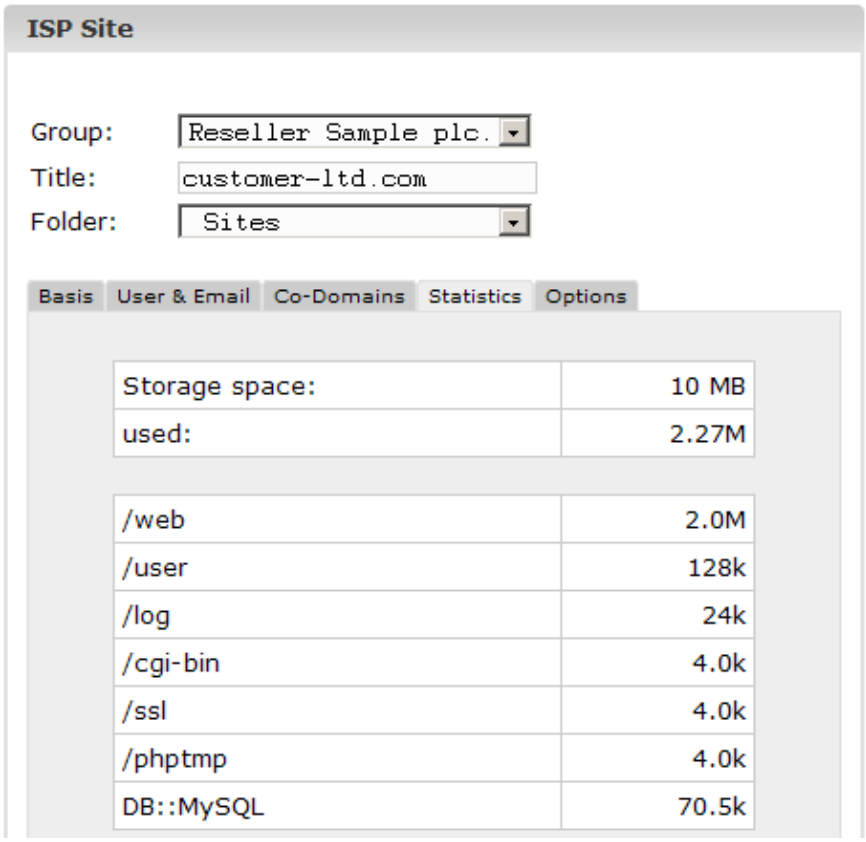



## 5.2 Web Statistics

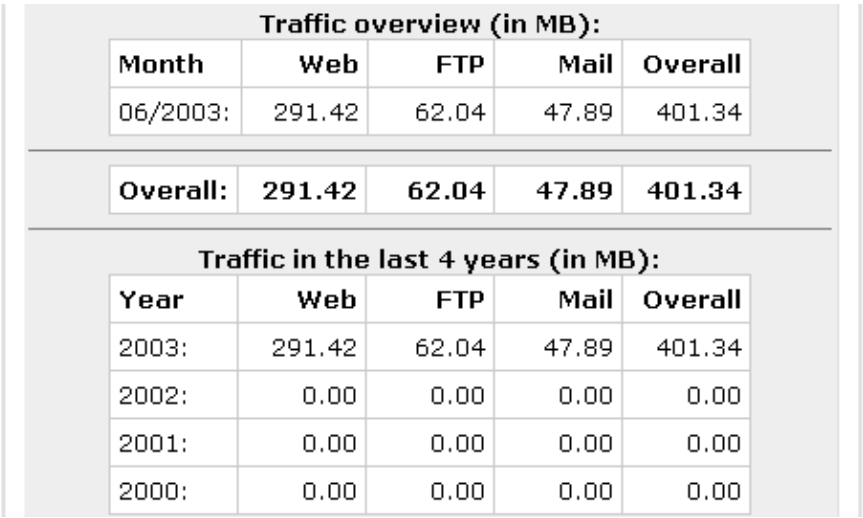
In the form "ISP Site" you can find statistics about the corresponding site (web statistics).

The web statistics contain the following elements:

- **Storage Space and Usage:** Information about the total storage space for the site and the actual usage of the storage space. The storage space limit can be edited on the tab "Basis".




- **Traffic:** You can see the traffic of the current month (web, email, FTP) as well as the traffic of the last four years (if available).



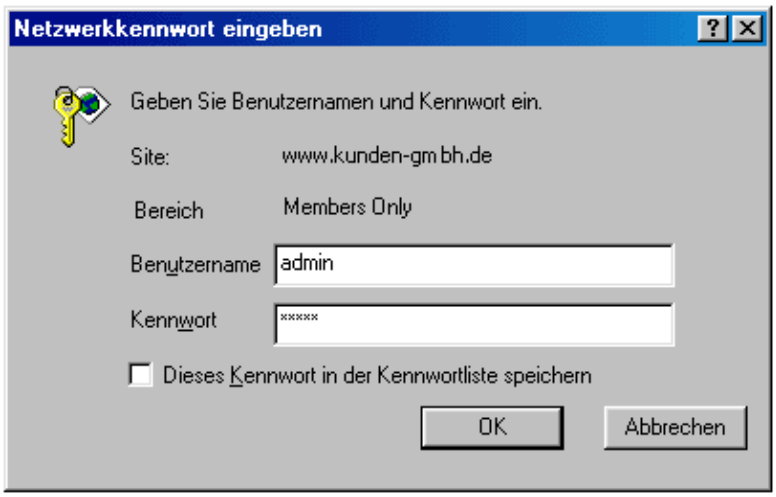

## 5.3 Webalizer Statistics

If the statistics software "Webalizer" is installed on the server, the Apache log files of the sites on the server are analysed once a night, and new statistics are created. You can see them in the folder

"stats" of the respective site, e.g. http://www.domain.tld/stats/.

The statistics are password protected. To login there are the following possibilities:

1. If no user has been created for the site (on the tab "User & Email"), you can login with the user name "admin" and the password "stats".




2. If users have been created for the site, you can login with every valid user name/password combination.

**Please note:** If you have created a new site, the Webalizer statistics are not yet available because Webalizer is run only once a night. After 24 hours at the latest the first statistics should have been created.

# 6 Web−FTP/Password Protection of Directories (.htaccess/.htpasswd)

Web−FTP and password protection of directories are treated in chapter III−4.

# 7 Salutatory Emails and Standard Index Pages

Under Tools −> Welcome Mail you can create salutatory emails for new customers. Salutatory emails will be sent automatically when a new customer is created and if the field "email" in the customer's master data contains a valid email address. This way you can send new customers information about their new accounts automatically.

Under Tools −> Standard Index you can specify HTML code for standard index pages with your own corporate identity, for example. The standard index pages will be created when a new site is created.

# III Customer Manual

## 1 General

### 1.1 Login and Password

After you have received your user name and password and the url of the ISPConfig system from your reseller you can login. Please go to the URL of the ISPConfig system (e.g. https://www.domain.tld:81 ; "www.domain.tld" has to be replaced appropriately) with your browser and enter your user name and password in the form "Login". Confirm by clicking on "Login".

- **Forgot your Password?** Please contact your hosting company to help you.

### 1.2 Customer Interface

The customer interface consists of the following sections:

- **Menubar** with the menus "Web−Manager", "Web−FTP", "Tools", "Help" and "Logout".
- **Structure Tree:** The structure tree is the storage system of the ISPConfig system. The sites are managed here. By clicking on "expand" all folders are opened. By clicking on "collapse" the tree is closed.
- **Information Field for Customers**

### 1.3 ISPConfig Privileges for Customers

As an ISPConfig customer you can do the following tasks:

**Privileges of a Customer**

- Read a web's basic data and statistics
- Create and administrate users and email boxes
- Create and administrate (sub)domains
- Apply for SSL certificates (optional)
- Administrate MySQL access data

**Privileges of a user**

- Change the settings of his mailbox (password, spamfilter and antivirus settings)

## 1.4 Saving

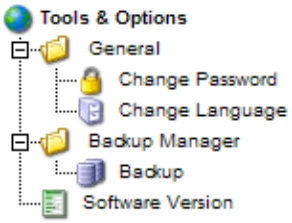
The ISPConfig system offers you two possibilities to save data you enter into a form:

- **"Save"−Button:** Click onto the "Save"−button to save your entries. The information will be submitted, and the structure tree as well as the start page will be reloaded in your browser.

- **Change the tab:** If a form consists of more than one tab you can simply change the tab to save your data. The data of the old tab will be saved, and the new tab will be loaded, whereas the structure tree will not be reloaded. This technique of saving data allows you to process forms with more than one tab in one pass and is one of the main characteristics of ISPConfig.

## 1.5 Changing the ISPConfig Password

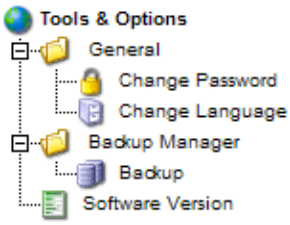
You can edit your ISPConfig password under *"Tools" −> "Change Password"*.



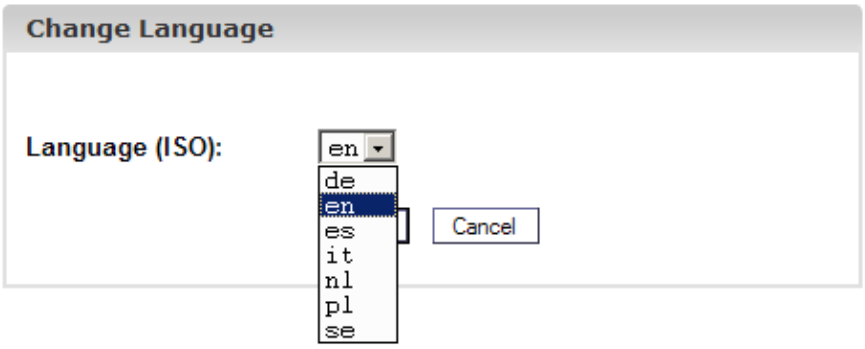

Please enter your current and your new password (2x) into the form "Change Password" and click on "Save".

## 1.6 Language Settings

You can set the language of your ISPConfig system under *"Tools" −> "Change Language"*.



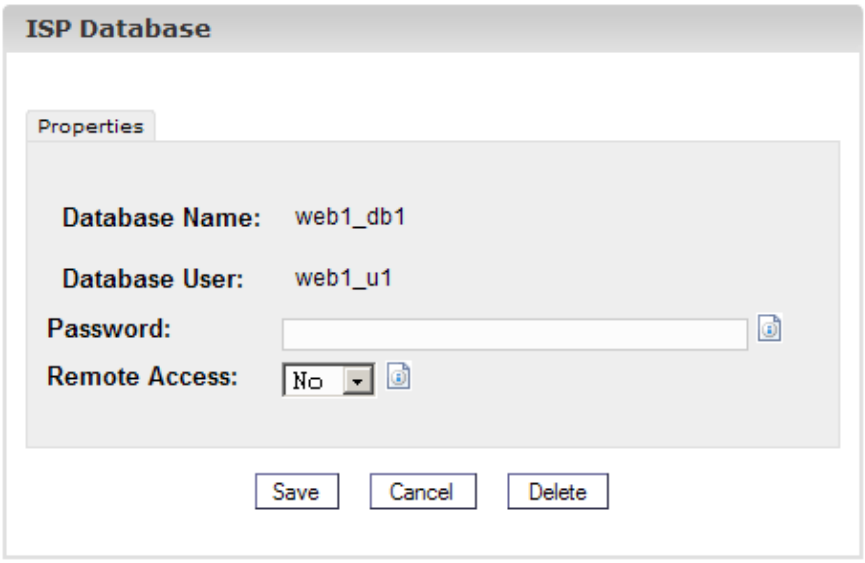

In the form "Change Language" select the language the system should use for you and click on "Save".




**Please note:** The language setting only affects your own account. Other users of the ISPConfig system (other customers) can select their language individually.

## 1.7 Display of Passwords in the ISPConfig System

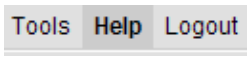
Passwords that you entered in the ISPConfig system (e.g. reseller or customer passwords for accessing the ISPConfig system; passwords for customers' MySQL databases) will **not** be displayed in the ISPConfig system for security reasons after they were saved! Thus, an empty password field in an ISPConfig form does not mean that no password was entered before.



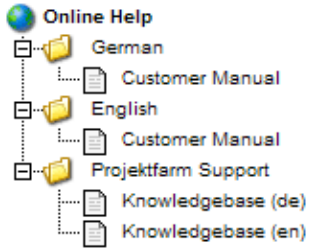

*An existing password does not get displayed after the reload of the respective form.*

## 1.8 Help

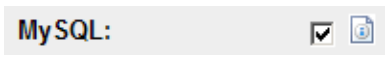
Click onto the menu item "Help".



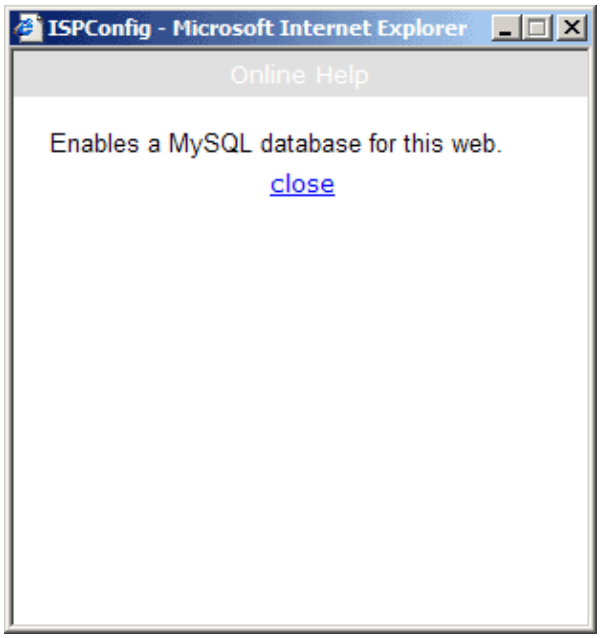

Here you will find the customer manual in English and German in PDF format as well as links to the knowledgebase on the Projektfarm website.




In addition to that you can find a question mark next to many input fields in the ISPConfig system:




If you click on the question mark a small pop−up window with context−sensitive help will open.

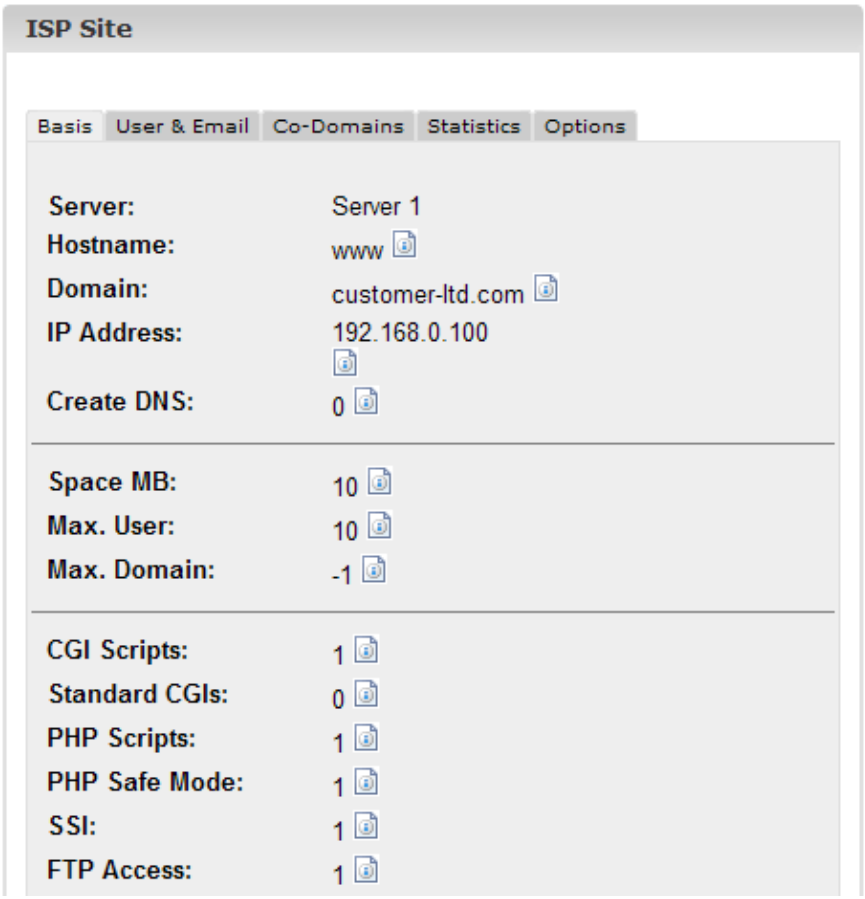



# 2 Sites

All sites you manage with ISPConfig appear in the structure tree. By clicking on the title of a site you can see its details and edit some of its data.

## 2.1 Basic Data of a Site

The basic data − visible on the tab "Basis" − can only be edited by your hosting company and the ISPConfig administrator.




The basic data contains the following information:

Basic Data:

- **Server:** Shows the name of the server which hosts your site.
- **Hostname:** The hostname of your site (e.g. www).
- **Domain:** The domain of your site (e.g. yourname.com).
- **IP Address:** The IP address of your site.

Information about the limits:

- **Space MB:** Shows the amount of MB available for your site.
- **Max. User:** The maximum number of users with email boxes that can be assigned to the site.
- **Max. Domains:** The maximum number of co−domains that can be assigned to the site.

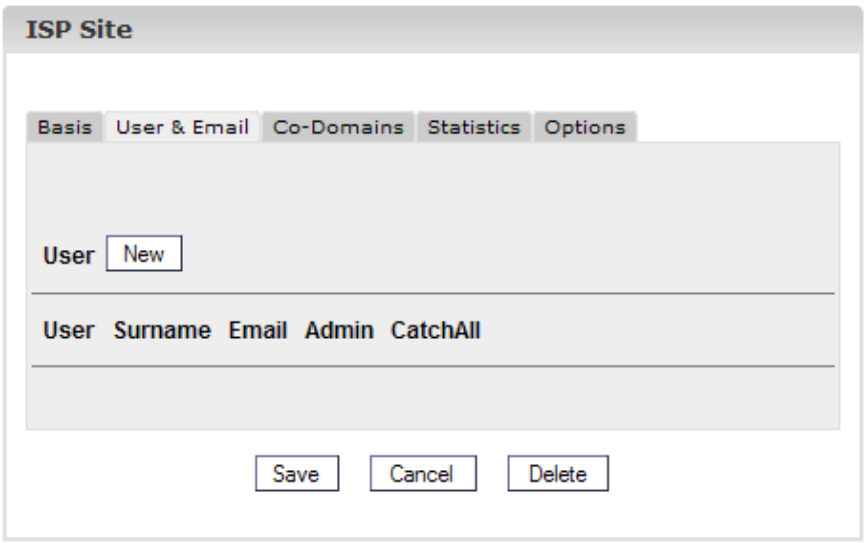
To see the current usage of your site (webspace, number of users and domains) go to the section "Statistics" (see chapter III−3).

Information related to site features:
The value "1" indicates that the feature is activated.

- **Shell Access:** If turned on you have access to the shell of the server.
- **CGI Scripts:** If turned on your site can execute cgi scripts (if located in the directory "cgi−bin" of your site).
- **PHP Scripts:** If turned on your site can execute PHP scripts (file extensions: .php, .php3, .php4).
- **SSI:** If turned on Server Side Includes (SSI) can be executed (file extension: .shtml).
- **FTP Access:** If turned on all users assigned to the site can access their user directories via FTP.
- **MySQL:** If active and if you provide a MySQL password in the tab "Other" a database will be set up for the site (see chapter III 2.5). The database will not be created if you do not provide a password. If the name of the database is shown on the tab "Other" the database exists which means that a password has been provided before.
- **SSL:** Enables the creation of an SSL certificate for the site. You still have to fill out the tab "SSL" and select "Create Certificate" on that tab to create the certificate. Learn more about applying for an SSL certificate in chapter III−2.4.1.
- **Anonymous FTP:** Indicates if an Anonymous−FTP accout has been created for this web..
- **Anon. FTP MB:** Shows the storage space in MB which is available for this Anonymous−FTP account. "−1" means "Unlimited". If "Anonymous FTP" is not activated this field is ignored.

## 2.2 Users & Email

The management of a site's users and email boxes is done via the form "ISP Site". To add or edit a user click on the corresponding site in the structure tree and in the form that opens go to the tab "User & Email".




### 2.2.1 Adding a User with an Email Box

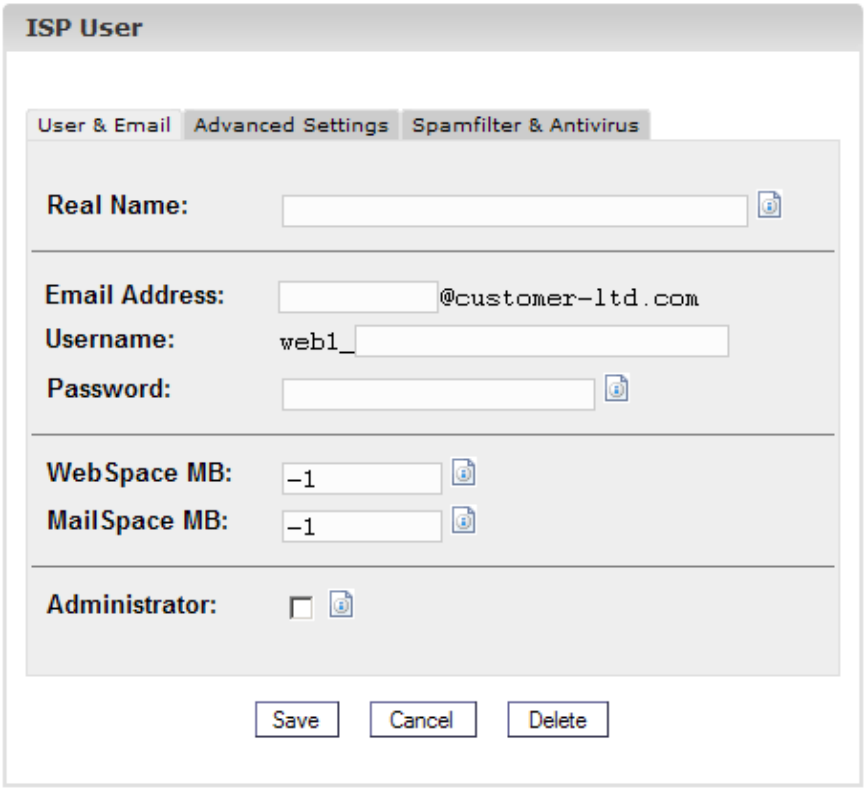
Adding a user is done in 6 steps:

**1. Step: Open new form "ISP User".**

In the structure tree click on the site to which you want to assign the new user.

Go to the tab "User & Email".

Click on the button "New".




**2. Step: Provide a name, user name and password.**

- **Real Name:** Enter the first and last name of the user.
- **Email Address:** Enter the desired email address for the user. **Please note:** Insert only the part which is in front of the "@"!
- **Username:** Enter a unique user name. After saving it the user name cannot be changed anymore. The email address username@domain.tld is created in addition to the email address entered above.
- **Password:** Enter a password for the user. After saving it the password becomes invisible, i.e. you cannot see it anymore in the form. If a user forgets his password you can assign him a new one here.

**3. Step: Limit storage space of the user.**

This is recommended if the overall webspace is low. In the field "Disk Space MB" enter the amount in MBs you want to assign to the new user. "−1" means "Unlimited".

- **WebSpace MB:** Enter the size of the web space that should be available to the user.
- **MailSpace MB:** Enter the size of the mailbox of the user.

See appendix 1 "Correlation Webquota <−> Mailquota" for information about the correlation

between "WebSpace MB" and "MailSpace MB".

**4. Step: Options.**

The options can be selected now or later.

- **Administrator Privileges:** Check "Adminstrator" if the user should have administrator privileges for the site. If FTP access has been activated for this site the administrator has access to all directories of the site via FTP. A "normal" user has access only to his home directory in the directory "user".
  **Please note:** There can only be one administrator per site. If you want to change the site administrator you first have to deactivate administrator privileges for the old administrator; then you can activate administrator privileges for the new administrator.
- **Shell Access:** A user can only be granted shell access if the whole site has shell access. Therefore shell access has to active in the tab "Basic Data" (value „1“). If this is not the case the check box "Shell Access" is ignored (see also chapter III−2.2.6).
- **Email Forwarding:** Go to the tab "Advanced Settings"“. In the field "Forward to:" enter one or more email addresses (one address per line) to which incoming mails should be forwarded (see chapter III−2.2.2).
- **Local Copy:** In conjunction with email forwarding this field causes a copy of incoming emails to be sent to the local mailbox (in addition to the email addresses specified under "Forward to:"). If no email forwarding is configured this field is ignored.
- **Email Alias:** Enter additional email aliases for this email account (one per line). Example: You have created the email box info@domain.tld and want emails to contact@domain.tld also to arrive in that mail box. To achieve this you can enter "contact" (only the part before the "@") into the field "Email Alias" (see chapter III−2.2.3).
- **catchAll−Email:** If you want all emails to your domain that are addressed to non−existing mail boxes to arrive in this email box activate this checkbox. Example: You have configured the email address info@domain.tld. Someone sends an email to abc@domain.tld which does not exist. If info@domain.tld is a catchAll−Email address the email arrives here. If there is no catchAll−Email address for this domain the sender of the mail to abc@domain.tld gets back an error message ("error: no such user here"). **Please note:** Per domain there can be only one catchAll−Email address.
- **MailScan:** Activate this field if you want your emails to be scanned for viruses or javascript code (in HTML emails) on the server. You can find further information about this feature in our FAQ.

**5. Step: Save.**

Click on "Save" to save the new user, click on "Reset" to abort the process.

### 2.2.2 Email Forwarding

The creation of an email forward is useful if the user of the mailbox already owns an email address and does not want to have another one.

Click on the name of the user on the tab "User & Email".

Go to the tab "Advanced Settings" and enter the email address to which incoming mails should be forwarded in the field "Forward:".

Click on "Save".

### 2.2.3 Email Alias − Different Spellings

The creation of an email alias makes sense for example if many emails do not arrive because the sender used another spelling of the email address.

On the tab "User & Email" click on the name of the user.

Go to the tab "Advanced Settings". In the field "Email Alias" enter your desired aliases (e.g. different spellings like "meyer", "maier") (one per line). An alias is the part in front of the „@“ so you need not enter something like „@mycompany.com“.

Click on "Save".

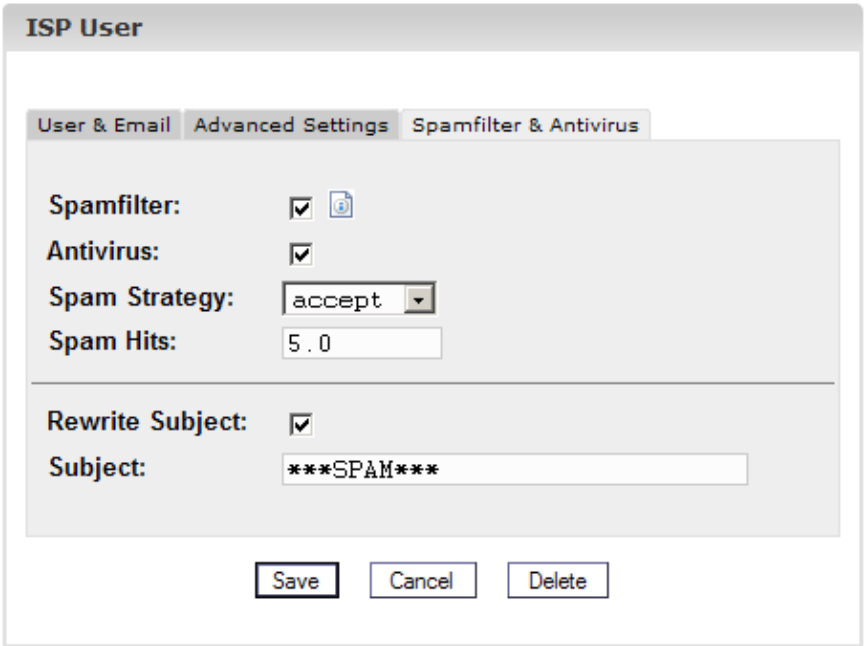
### 2.2.4 Email Autoresponder

With the autoresponder you have the possibility to automatically send replies to incoming mails (e.g. if you are on holidays).

Check "Autoresponder" and enter your autoresponder message in the field "Message" below. To deactivate the autoresponder, simply uncheck "Autoresponder".

### 2.2.5 Virus− and Spam−Protection

On the tab "Spamfilter & Antivirus" you can enable virus and spam protection for a user's inbox.



- **Spam−Filter:** Activate this field if you want your emails to be checked for spam on the server. If you do not enable the spam filter you do not have to pay attention to the fields "Spam Strategy", "Spam Hits", "Rewrite Subject" and "Subject".
- **Antivirus:** Activate this field if you want your emails to be checked for viruses on the server. If a virus is found the affected email is deleted, and a notification is sent to the "Antivirus−Admin" (see chapter I−2.1). The antivirus software used here is ClamAV (http://clamav.elektrapro.com/); the virus signature database is updated automatically.
- **Spam Strategy:** If the spamfilter is active for this account you can select here how emails that are identified as spam should be handled. "accept" means the spam mail will be accepted so that you can sort your emails with the help of your email client (e.g. Outlook). This strategy is recommended in the first stage until you are sure that the spamfilter identifies your emails correctly. Then you can switch to "discard" which means that all emails identified as spam will be deleted on the server.
- **Spam Hits:** The spamfilter runs a number of tests on incoming emails and assigns points for each test that will be accumulated. If the sum reaches or surpasses the value "Spam Hits" the email is categorised as spam and will be handled according to "Spam Strategy". Default value: 5.0
- **Rewrite Subject/Subject:** Will only be considered if the spam strategy is "accept". If "Rewrite Subject" is activated the subject lines of all emails identified as spam get the prefix in the field "Subject" (default value: "***SPAM*** ") so that you can sort your emails with the help of your email client (e.g. Outlook) according to the subject line.

### 2.2.6 Mailuser Login

If the Mailuser Login is activated for a site (tab "Basis"), a user can make changes himself to his email settings (password, spamfilter and antivirus settings) by logging in under https://www.domain.tld:81/mailuser or. http://www.domain.tld:81/mailuser:

### 2.2.7 Delete Users and Email Boxes

In the structure tree select the site to which the user you want to delete is assigned.

In the form "ISP Site" go to the tab "User & Email" and select the user to be deleted.

Click on "Delete".

### 2.2.8 Activate Shell Access

Since this feature is a security risk it will only be granted in exceptional cases by server administrators.

This feature is active if you find the value "1" next to "Shell Access" on the tab "Basis". If this is the case this privilege can be given to users of the site.

To do this go to the tab "User & Email".

Select a user.

Check "Shell Access" in the form of the user and click on "Save".

### 2.2.9 Home Directory of a User

Every user of a site has his own home directory in the folder "user". For example, the user "testuser" has the home directory "user/testuser". If FTP access is allowed for the site a user (if he is not the site administrator, see chapter III−2.2.1) will find himself in his home directory after the FTP login (thus "user/testuser").

In every home directory you can find the folder "web" whose contents can be reached through the internet via

http://www.domain.tld/~testuser/

or

http://www.domain.tld/users/testuser/ ,

where "testuser" and "www.domain.tld" have to be replaced appropriately..

## 2.3 Co−Domains

The administration of domains is done on the tab "Co−Domains" of a site. Here you can add new domains and configure forwards.

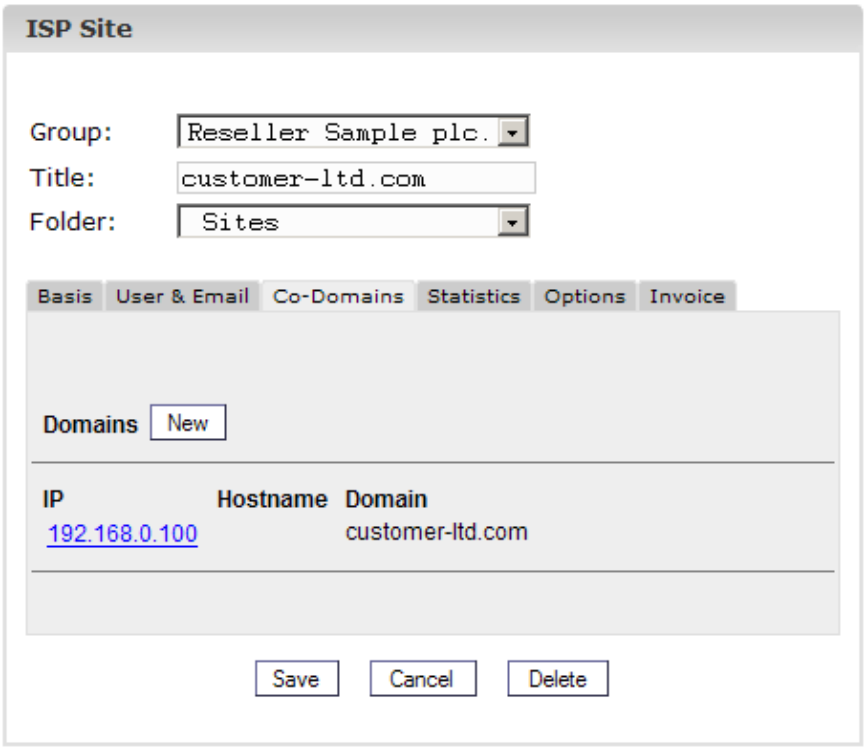
### 2.3.1 Add a Co−Domain

You can add a new co−domain as follows:

**1. Step: Open form.**

In the structure tree select the site to which you want to assign a new domain.

Go to the tab "Co−Domains".




Click on the button "New".

**2. Step: Enter host and domain name.**

- **Hostname:** E.g. www2, demo, etc.
- **Domain:** The name of the domain.

**3. Step: Save.**

Click on "Save" to save the information or on "Reset" to abort the process.

**2.3.2 Forwarding**

The option "Forward" is useful if you want domains to point to another URL or to another folder of the site than the Document Root.

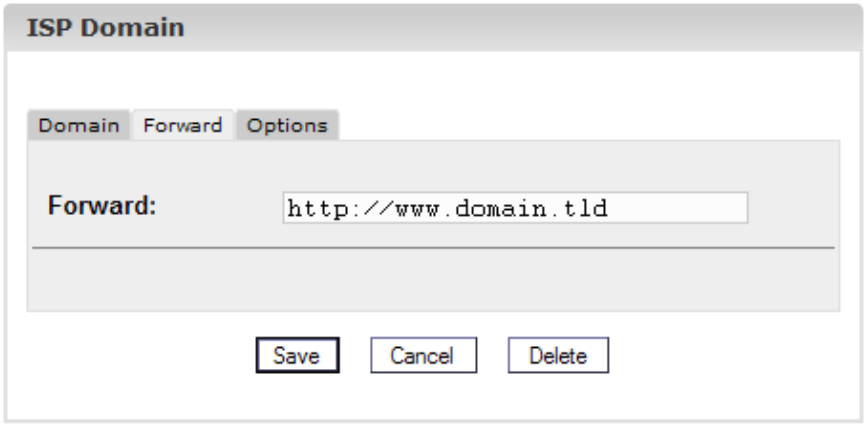
A forward is created as follows:

Click on the corresponding site in the structure tree.

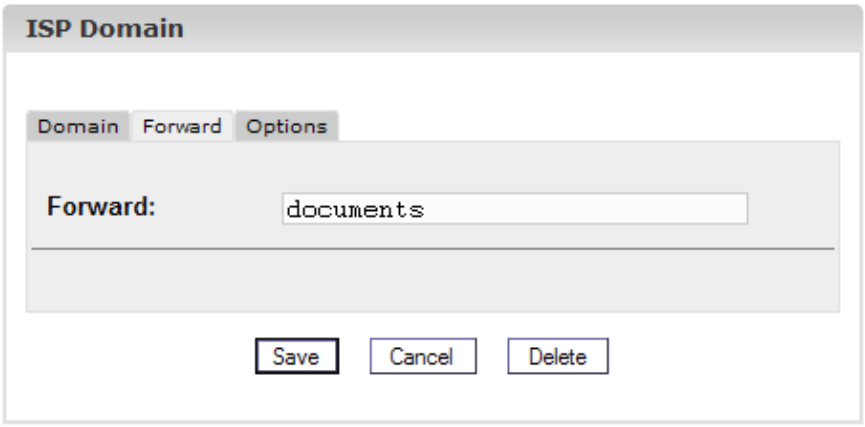
Go to the tab "Co−Domains".

Click on the IP address of the domain.

Click on the tab "Forward". Here you can specify the target of the forward, e.g. another URL or a path to a directory of your site.




*Forward to a URL*

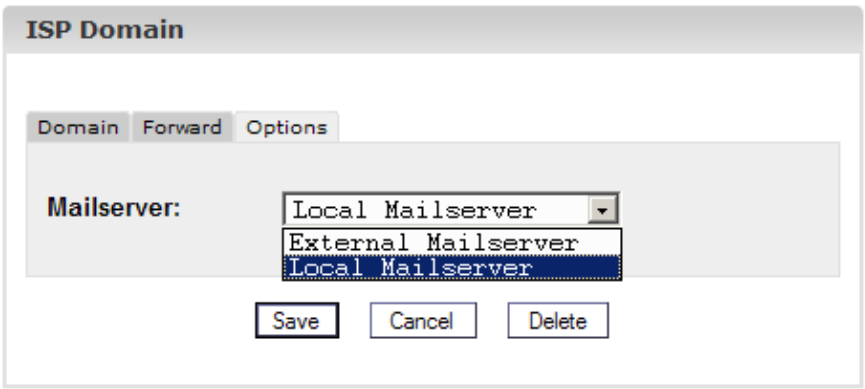



*Forward to the folder "documents" in the folder "web" of the site*

Click on "Save".

### 2.3.3 Options

Under "Options" you can select if the local server is responsible for emails targeted to this co−domain ("Local Mailserver", default value) or not (the emails are treated by an external mail server).



Background: May an external mail server be responsible for the domain domain.tld. You are logged in on the local server (e.g. with a webmail interface) and want to send an email to another mailbox of domain.tld which means that this mail has to be sent to the external mail server because it is responsible for emails to domain.tld. If you have selected "Local Mailserver" under "Options" the local mail server will feel responsible for this email which means the email will not leave the local server and arrive the correct mail box. For such cases you have to select "External Mailserver" (see chapter III−2.6).

#### 2.3.4 Delete a Co−Domain

A co−domain is deleted as follows:

Select the corresponding site in the structure tree.

Go to the tab "Co−Domains".

Click on the IP address of the domain.

Click on "Delete".

## 2.4 SSL Certificate

An SSL certificate is useful to encrypt the data transfer between your site and the internet. You can only apply for a certificate if your reseller or the admin has activated this feature for you. In this case you will find the value "1" next to "SSL" on the tab "Basic Data" of your site.

#### 2.4.1 Apply for an SSL Certificate

**1. Step: Open tab / enter basic data.**

Go to the section "SSL" of the site you need an SSL certificate for. **Please note:** The tab "SSL" is only visible after the feature "SSL" has been activated and saved on the tab "Basic Data".

- **Basic Data:** Enter the information of the company which is requesting the certificate (country, state, town, company, department).
- **Duration of Validity:** Enter the number of days the certificate should be valid. The default value is 365.

**2. Step: Apply for the certificate.**

In the field "Action" select "Create Certificate".

Click on "Save".

Now the SSL Certificate and the SSL Request are generated and loaded into the respective fields in the form. Copy the SSL Request and send it to your Certificate Authority (CA). After a while (depending on your CA) you will get your signed certificate via email from your CA.

After you got your certificate from your CA:

**3. Step: Load certificate.**

Copy the new certificate from the email you got from your CA and paste it into the field "SSL Certificate".

In the field "Action" select "Save Certificate".

**4. Step: Save.**

Click on "Save".

#### 2.4.1 Delete SSL Certificate

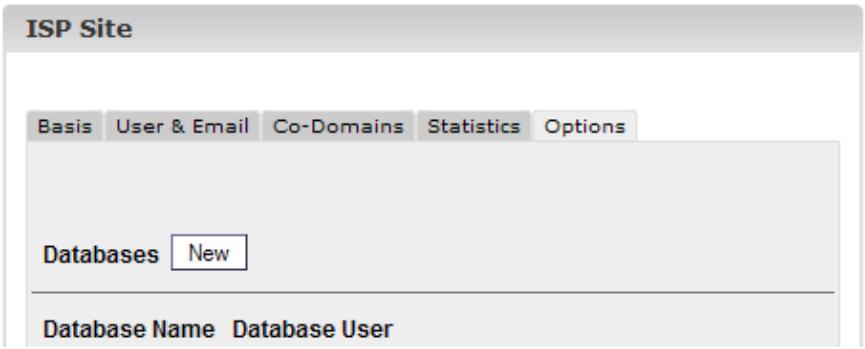
On the tab "SSL" select "Delete Certificate" in the field "Action".

Click on "Save".

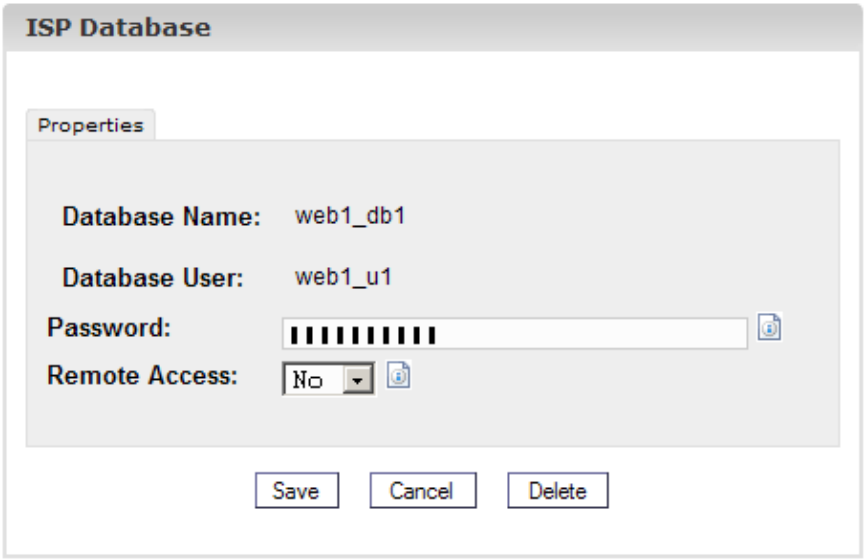
## 2.5 MySQL Database

If you find the value "1" next to "MySQL" on the tab "Basic Data" then a MySQL database is available for the virtual site. If you want to use it you should protect it with a password:

Go to the tab "Options".

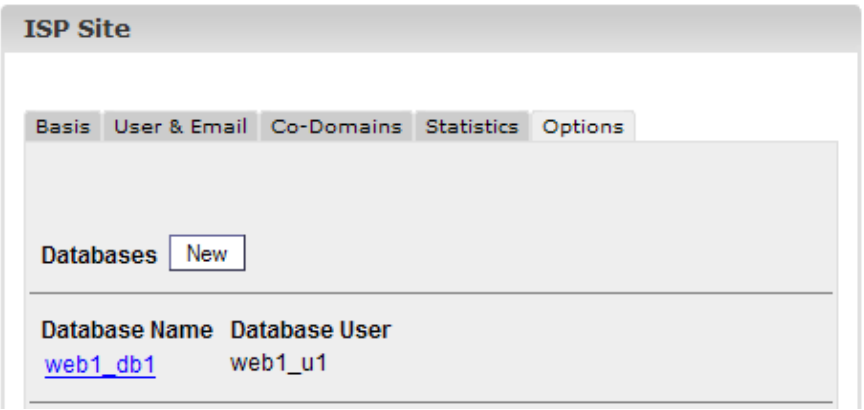



Click on "New".




In the field "Password" enter your MySQL password.

**Please note:** A database is created only after a password has been entered for the first time! If a database exists (which means a password has been provided before) it looks like this:



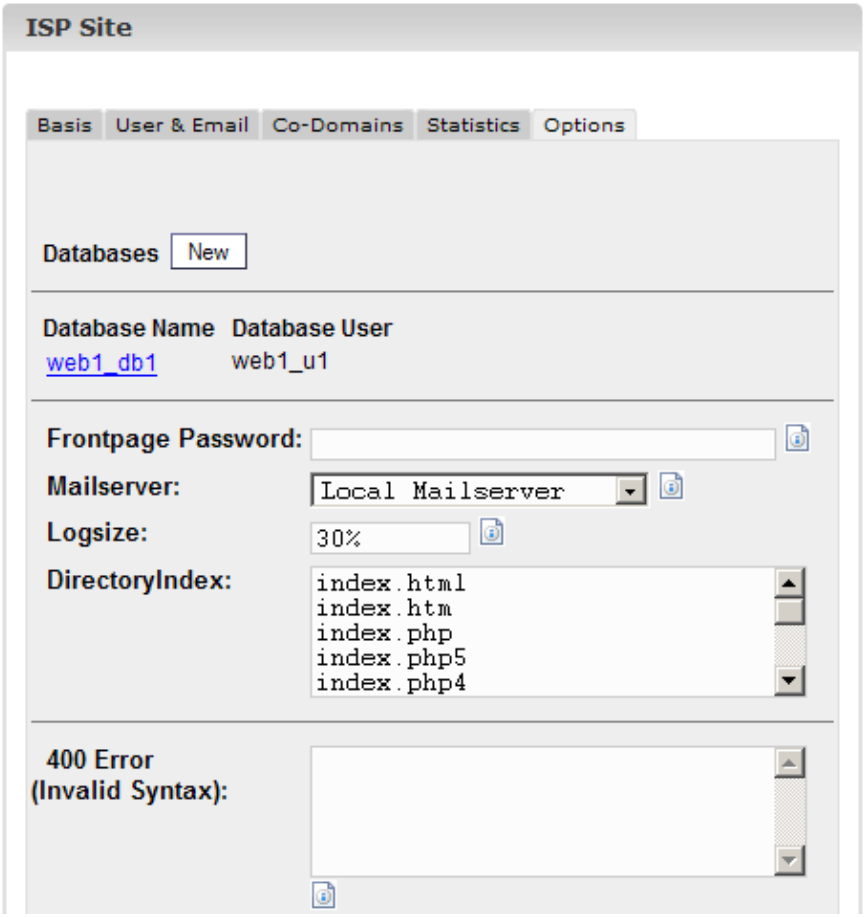

The password is not visible for security reasons. But it can be changed at any time simply by writing a new password into the field "Password".

- **mySQL Remote Access:** If you want the database to be accessible from the outside (e.g. by an application running on your local desktop) you should activate this checkbox.

Click on "Save" to save this information. Click on "Reset" to abort the process.

## 2.6 Options

Apart from the details referring to the MySQL database you can find the following fields on the tab "Options":



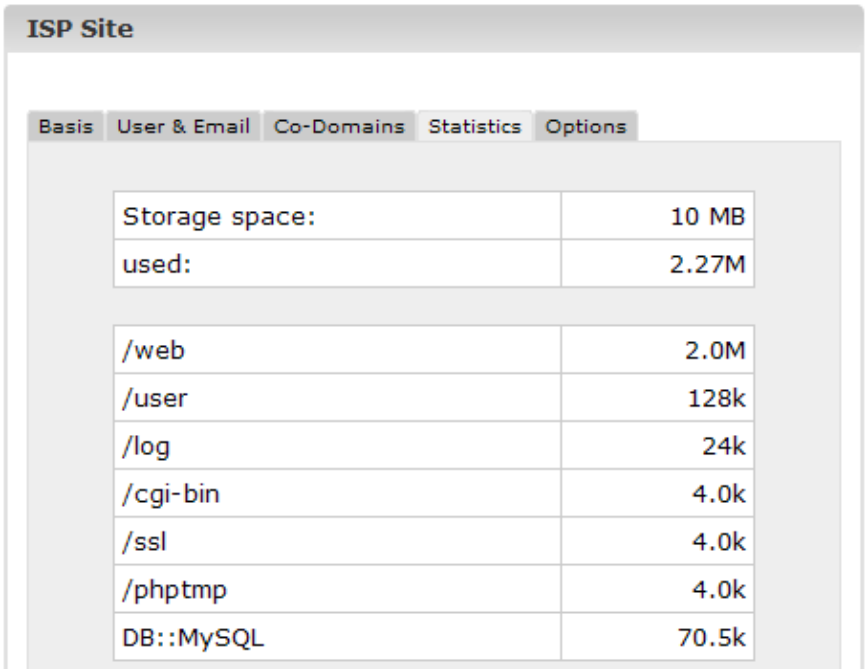

- **Frontpage Password:** If Frontpage is activated for this site you can enter the password here which is necessary to connect to the server via Frontpage. Once a password has been entered it is not visible in the ISPConfig interface anymore.
- **Mailserver:** Please select if the local mail server or an external mail server is responsible for treating emails addressed to the host + main domain of the site (e.g. www.domain.tld) (see chapter III−2.3.3).
- **Logsize:** Please specify the max. size of Apache log files. Valid are entries in percent (of the storage space available for the site) or absolute numbers (e.g. "5" for "5 MB"). The default value is 30%. Please bear in mind the entries in percent make no sense for a web with unlimited storage space!
- **DirectoryIndex:** Please specify the files (one per line) that the web server will show by default if no file is specified in the URL. Example: the URL http://www.domain.tld/documents/ is accessed. According to the figure above the web server would search the file "index.html" in the directory "documents"; if it cannot find that file it would search "index.htm", then "index.php", etc.
- **Individual Error Pages:** If individual error pages are activated for the site, you can enter the HTML code for your error pages in the appropriate fields. If you leave the fields blank, the standard error pages will be used.

# 3 Customer Statistics

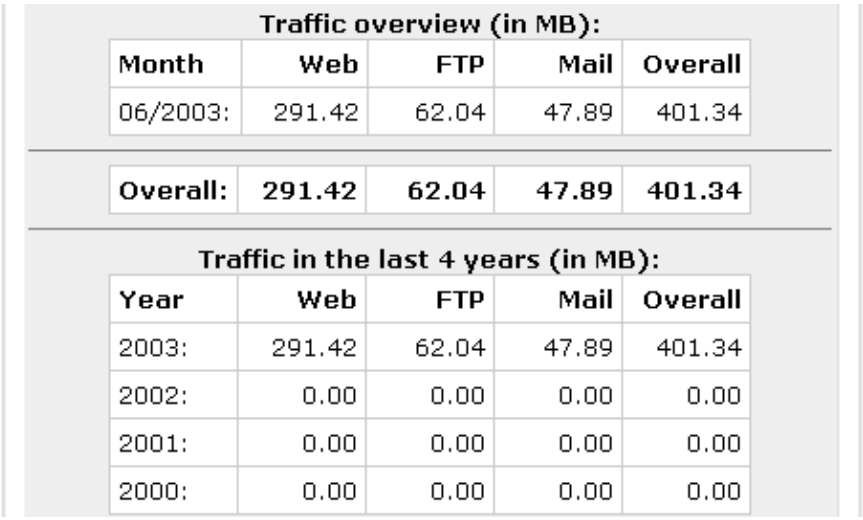
## 3.1 Site Statistics

On the tab "Statistics" you can find statistics covering the following areas:

- **Storage Space and Usage:** The storage space available for this site and the actual usage of this storage space. The storage space limit can be edited on the tab "Basic Data" by your hosting company.




- **Traffic:** You can see the traffic of the current month (web, email, FTP) as well as the traffic of the last four years (if available).

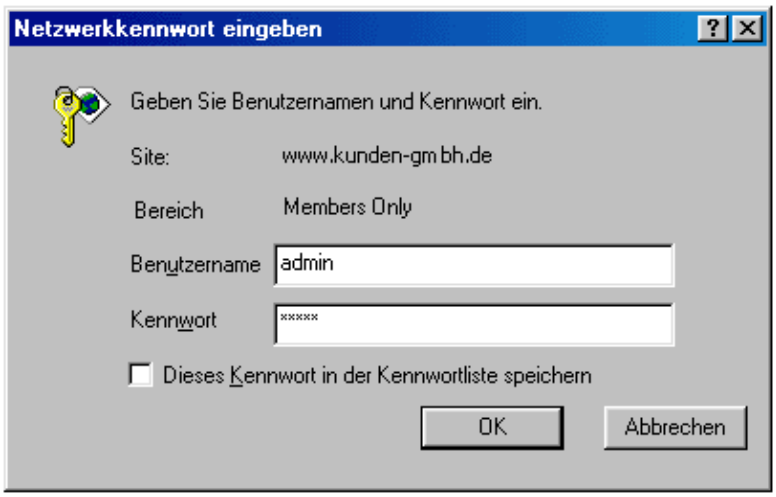


### 3.2 Webalizer Statistics

If the statistics software "Webalizer" is installed on the server, the Apache log files of the sites on the server are analysed once a night, and new statistics are created. You can see them in the folder "stats" of the respective site, e.g. http://www.domain.tld/stats/.

The statistics are password protected. To login there are the following possibilities:

1. If no user has been created for the site (on the tab "User & Email"), you can login with the user name "admin" and the password "stats".




2. If users have been created for the site, you can login with every valid user name/password combination.

**Please note:** If you have created a new site, the Webalizer statistics are not yet available because Webalizer is run only once a night. After 24 hours at the latest the first statistics should have been created.

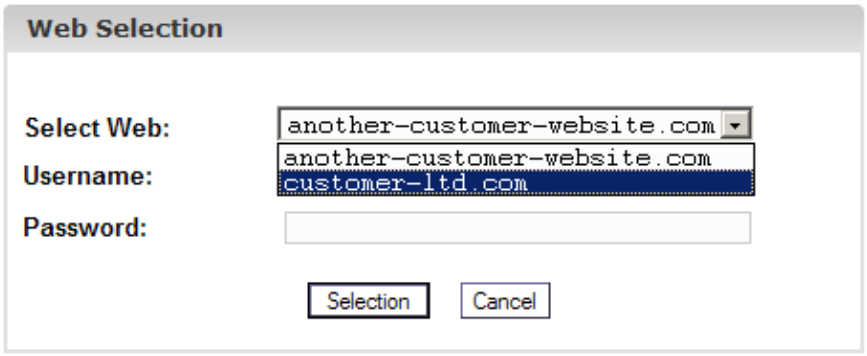
# 4 Web−FTP/Password Protection of Directories (.htaccess/.htpasswd)

If you do not have an FTP client or do not like to use it the ISPConfig system offers you the possibility to use FTP functionality via your browser.

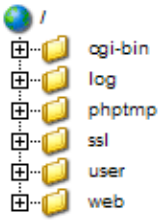
The following functionality is offered by Web−FTP:

- File Upload
- Edit file permissions
- Delete files
- Create folders
- Edit folder permissions
- Delete folders
- Password protection of directories (.htaccess/.htpasswd)

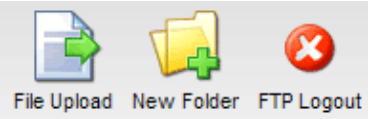
To use Web−FTP please select the respective site under "Web−FTP":




After your selection the file system of the corresponding site is shown in the structure tree.



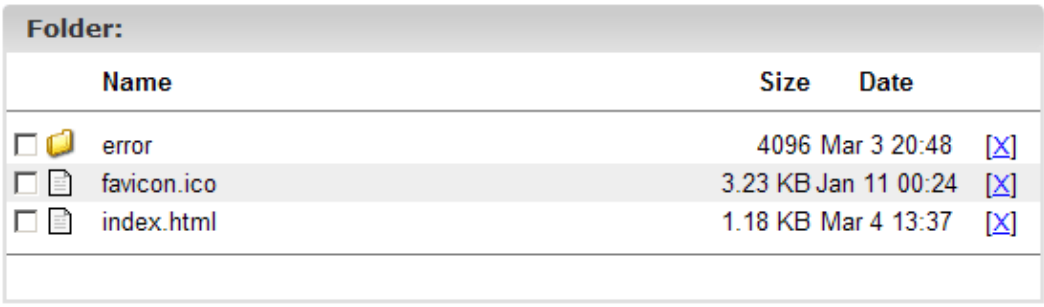

Below the menubar you can find the three buttons "File Upload","New Folder", and "FTP Logout" .




## 4.1 Show Directory Contents

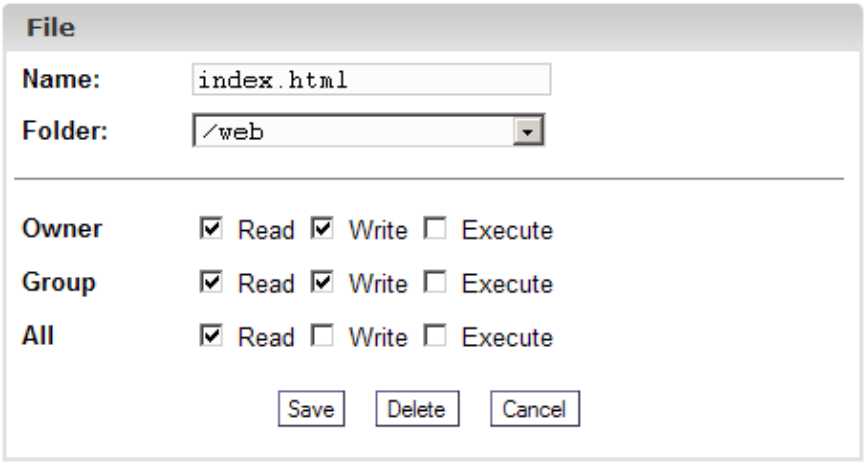
To see the contents of a folder click on the corresponding folder in the structure tree.

You will then be shown the contents of the directory.




## 4.2 File Properties

To edit file properties please click on the name of the file. You will then be shown the properties of the file.



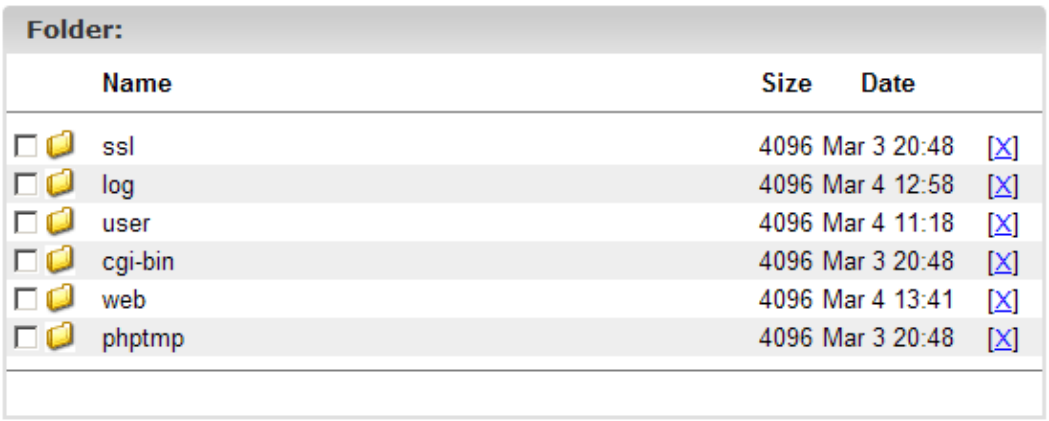

You can now rename the file, move it to another folder or change its permissions.

## 4.3 Directory Properties

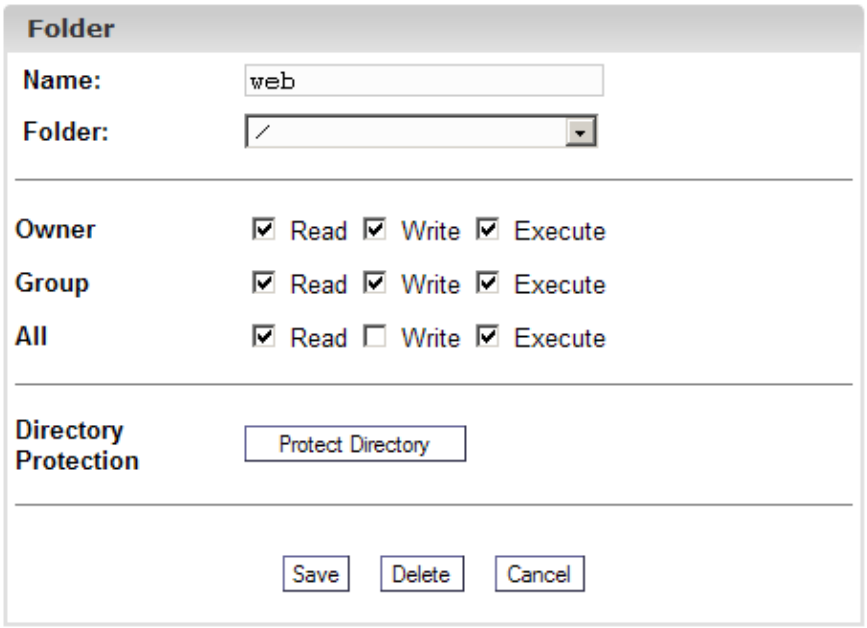
To see the properties of the site's basic directories "web", "user", "log", "cgi−bin" and "ssl" click on "/" in the structure tree.

If you click on a folder in the structure tree its subfolders will be shown.

The form "Folder" is loaded:




To see the properties of a folder please click on its name.




You can now edit the folder's properties.

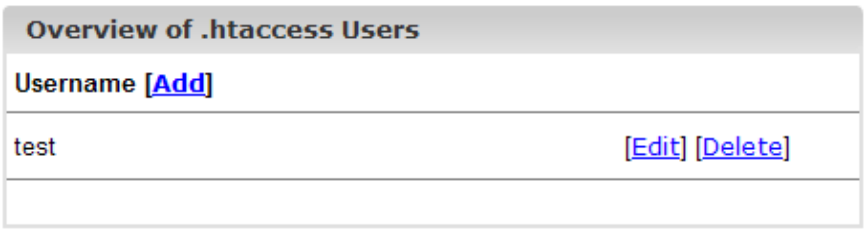
### 4.3.1 Password Protection of Directories

You can protect a directory in a way that its contents is accessible in a browser only after a valid user name/password combination has been entered (see chapter III−3.2, "Webalizer Statistics").

Click on "Protect Directory".

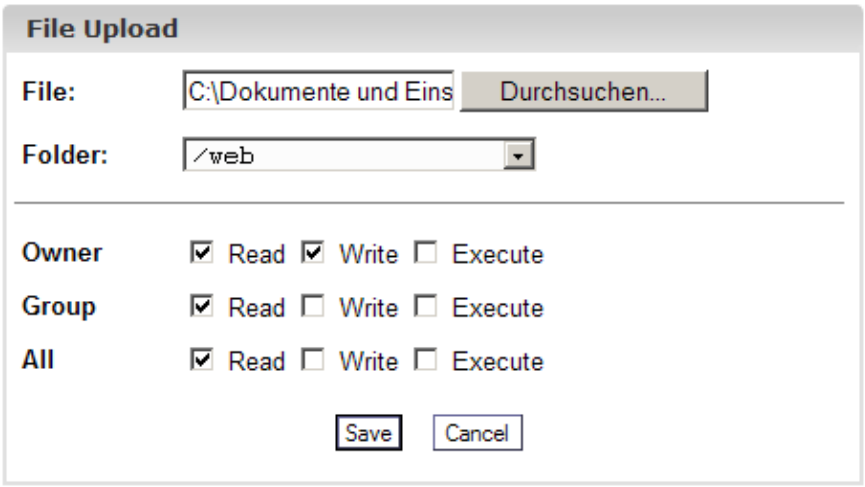
Enter a user name and a password and click on "Save".

If a directory is password−protected the button "Protect Directory" is replaced by the button "Edit" in the form with the directory properties. If you click on this button existing users will be listed, and you can edit their passwords. In addition to that you can add new users.




## 4.4 File Upload

To upload files to the server click on the button "File Upload". The form "File" is loaded.



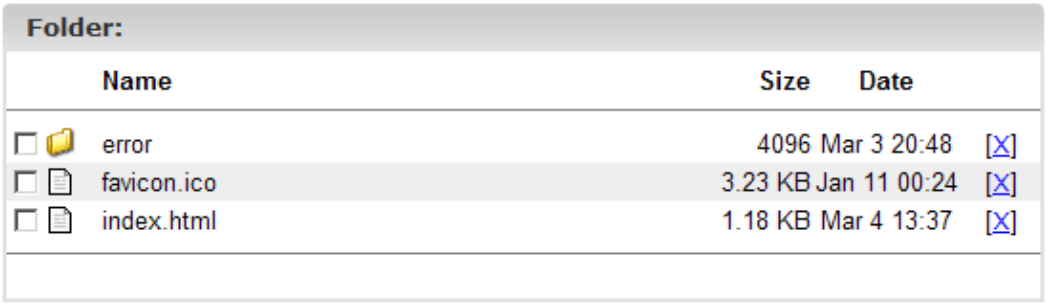

Select the file to be uploaded from your local hard disk as well as the folder where the file should be saved on the server, and specify the permissions of the file. Then click on "Save".

### 4.5 Create a Folder

To create a folder click on the button "New Folder". The form "Folder" is loaded where you can specify its name, path and permissions.

### 4.6 Delete Files and Folders

To delete a file or a folder please click on the "X" on the right side of its name.




**Please note:** A directory has to be empty before it can be deleted!

## 5 Additional Software

The following additional software is available for the ISPConfig system:

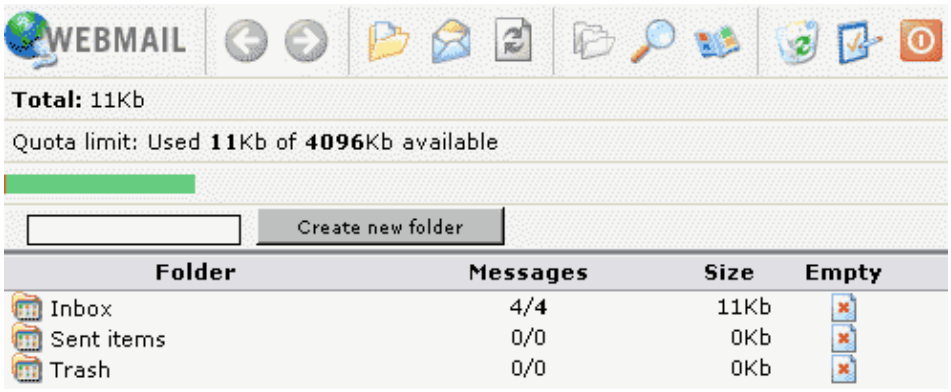
- Webmail: A browser interface for email boxes.
- phpMyAdmin: A browser interface for the administration of your MySQL databases.

If the ISPConfig administrator has installed these applications you can find links for them under "Tools".

## 5.1 Webmail

The application used as email interface is called "Uebimiau". Further information can be found on the website of the Uebimiau project: http://uebimiau.sourceforge.net/ .

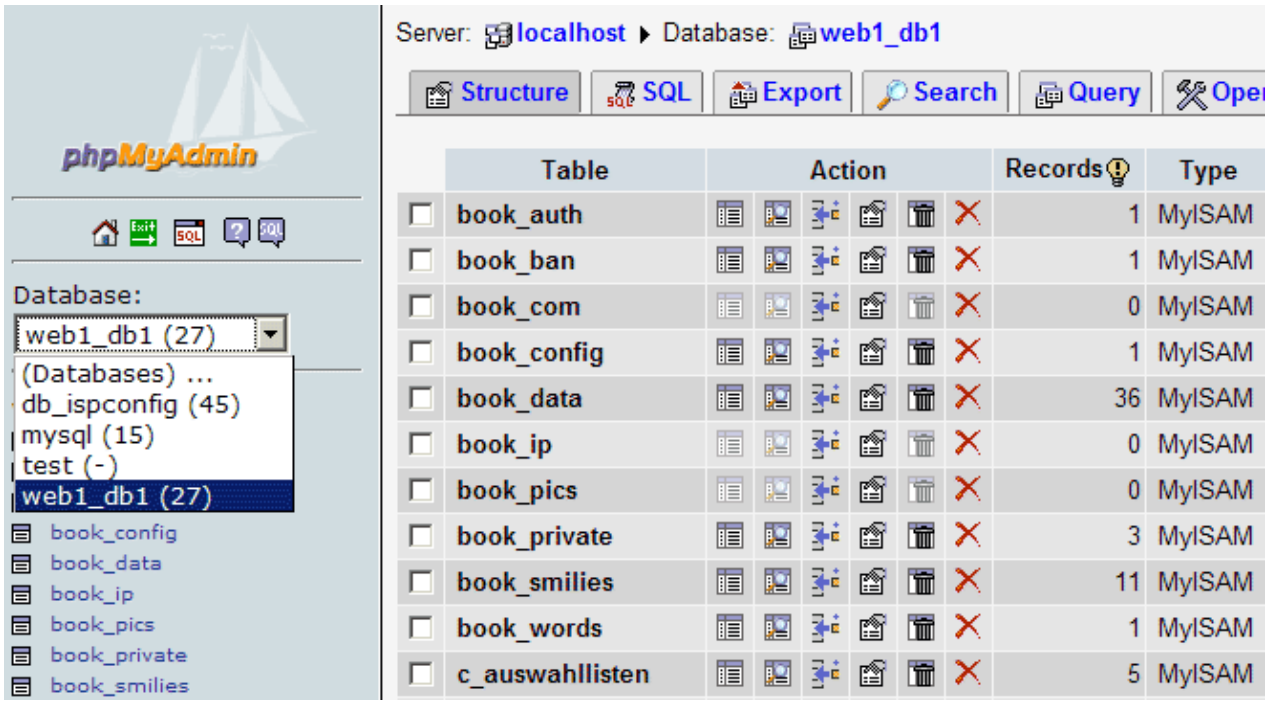
The application can be accessed via the link under "Tools" or via the folder "webmail" which is located in the web of the ISPConfig system, thus https://www.domain.tld:81/webmail/ where www.domain.tld has to be replaced appropriately.




## 5.2 phpMyAdmin

Further information about phpMyAdmin can be found under http://www.phpmyadmin.net/ .

The application can be accessed via the link under "Tools" or via the folder "phpmyadmin" which is located in the web of the ISPConfig system, thus https://www.domain.tld:81/phpmyadmin/ where www.domain.tld has to be replaced appropriately.



# Appendix

## 1 Correlation Webquota <−> Mailquota

The following correlation exists between webquota and mailquota (see chapter III−2.2.1):

There are two possible scenarios:

1. The hard disk is partitioned RedHat like, i.e., quota is enabled on the /home partition; on the other partitions there is no quota. Then "WebSpace MB" specifies the real web space available to the user; his mail box is not included in this storage space because it is under /var/spool/mail. The size of the email box is then specified by "MailSpace MB".
2. The hard disk is partitioned SuSE like, i.e., there is one big partition with quota enabled on it. Then "WebSpace MB" specifies the whole storage space including the mail box which is available for the user. The mail box is included because the directory /var/spool/mail is also on the partition where quota is enabled.
   "MailSpace MB" then specifies the size which the mail box can have in ideal case, i.e., if the user has enough unused space. Example: You give the user "testuser" 10 MB under "WebSpace MB" and 5 MB under "MailSpace MB". "testuser" has used 1 MB of his 10 MB in his home directory, i.e., 9 MB are still available. Nevertheless his mail box cannot become bigger than 5 MB because that is the value specified under "MailSpace MB". But if "testuser" has used 7 MB in his home directory only 3 MB are left unused which means that his mail box cannot become bigger than 3 MB. The mail box size in the second scenario is the minimum of the two values "MailSpace MB" and "unused storage space".

The storage space used by all users of a web cannot become bigger the the value specified under "Space MB" on the tab "Basis" of a site.