Fasthosts Customer Support

Plesk 12

Manual

This guide covers everything you need to know in order to get started with the Parallels Plesk 12 control panel.
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Introduction

Parallels Plesk Panel 12 is a powerful and intuitive web interface that enables you to easily administer your server.

This guide will cover all the basics needed in order to get started with the Plesk 12 control panel.

Before you begin

Before you begin you will need to make sure that you have the following details to hand:

- The login details for the Plesk panel.
- The primary IP address assigned to your server.
- The secondary IP address assigned to your server.

Quick tip: You can find all these details via the Fasthosts Control panel.

Note: The steps in this manual have been written for the Service Provider view in Plesk. see how to switch between views in Plesk.
Finding your server access details

When your server is set up for the first time or rebuilt, it will have default usernames and passwords set. These passwords can be found via your control panel.

**Step 1**

Log in to your Fasthosts control panel

**Step 2**

From the *Servers* tab select the **Dedicated Servers, Virtual Private Servers** or **Cloud Servers** option depending on what type of server you have. For this example, **Dedicated Servers** has been selected.
Step 3

You will see a list of your servers, click on the server name.

Dedicated Servers

You and your customers can work faster with dedicated servers based on the latest technology.

Add a new server

<table>
<thead>
<tr>
<th>OS</th>
<th>Server</th>
<th>Server Model</th>
<th>Primary IP Address</th>
<th>Status</th>
<th>DS in a VLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DSVR012345</td>
<td>DS500</td>
<td>123.123.123.123</td>
<td>More</td>
<td>Enabled</td>
</tr>
</tbody>
</table>

Step 4

You will now be on the Server Overview page for your server, from here click View server access details.

DSVR012345

Server access details

For your security, please record the login details and click the 'Remove this Page' button. Once removed, we will no longer store your Cloud Server passwords. If you forget your password your server will be inaccessible.

View server access details
Step 5

You will find the default server access details on this page. Depending on the server that you have, the details you are given can differ to include one or more of the following: **SSH, Remote Desktop, Plesk Control Panel** or **Remote KVM access**.

---

**Quick tip:** For security purposes you also have the option to remove this page; however it is irretrievable once removed unless you rebuild the server.
Logging in to the Plesk control panel

Plesk uses port 8443, and can be accessed by adding this port to the end of your server's primary IP in your web browser's address bar. To do this, open your web browser and enter \textit{http://<your server's ip address>:8443} into your browser's address bar and press enter on your keyboard. Below is an example of what this should look like in your browser:

If you are logging into your panel for the first time you will be greeted with a warning message. This message is caused by the certificate that the Plesk panel has by default being self-signed. To prevent this message being displayed again you will need to add an exception when prompted in your browser.

Once the exception has been stored you will be prompted to enter your username and password. This information can be found via your Fasthosts control panel. Enter your Plesk Username and Password, and then select \textbf{Log in}. 

\textbf{Plesk}

\begin{itemize}
  \item \textbf{Username} \hspace{2cm} \textit{admin}
  \item \textbf{Password} \hspace{2cm} \textit{\textbullet\textbullet\textbullet\textbullet\textbullet\textbullet\textbullet}
  \item \textbf{Interface language} \hspace{2cm} \textit{Default}
\end{itemize}

\textbf{Forgot your password?} \hspace{2cm} \textbf{Log in}
Configuring Plesk for the first time

The first time you log into the Plesk control panel you will be asked to view the Plesk terms and conditions and configure your server. This process doesn't take long to complete.

**Step 1**

You will be shown the Plesk end user agreement. If you are happy with the terms shown in the licence agreement, check the box marked *I agree to the terms of this licence agreement*, and then click *Accept*.

**Step 2**

Next, you will see the Plesk configuration screen. This screen has four different sections that you can configure:
Settings

We have already filled in a hostname record for you to use in this text box, so in the majority of cases you don't need to make any changes to this field at all.

<table>
<thead>
<tr>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specify the full domain name for this server. Example: hostname.domain.com</td>
</tr>
<tr>
<td>Full hostname</td>
</tr>
</tbody>
</table>

**Important:** If you are an advanced user, and wish to use a custom hostname record, please ensure that the hostname you enter here resolves to your server before completing this step.
Default IP address

A list of IP addresses assigned to your server is available in the drop down menu provided. Choose the IP address which will be the primary IP address used by this server.

**Important:** Do not attempt to add an IP address that is not assigned to you. This will not work and may result in your server becoming suspended.
Shared IP addresses

The Plesk control panel allows you to assign IP addresses to a specific use, or to allow your IP addresses to be shared among all your users.

Administrator’s preferences

You will now be prompted to change your Plesk password. Enter and then confirm your new password in the text boxes provided.

Once complete, click OK.
View Selector

You will be asked what you intend Plesk to be used for. After selecting one of the options, Plesk will make a suggestion about what view to choose.

There are two main views available in Plesk. Power User view and Service Provider view. The main difference between them is that Power User view is centred towards personal users whereas Service Provider view is aimed at business users.

Select which view you wish to use and click OK.
Quick tip: These guides are all written in Service provider view.

Administrator Information

You will be prompted next to add in your contact details, these details should be those of the server administrator. Enter all the required fields (denoted by *) and click OK.
Switching between views in the Plesk control panel

There are some features within the Plesk control panel can only be found in a certain view. The two views available are Power User View and Service Provider View. Power User View is aimed at personal users that only wish to host a handful of websites. In Service Provider View advanced options such as Health Monitoring are found easily in this view.

Quick tip: These guides are all written in Service provider view.

Step 1

If your Plesk Control panel is in Power User view, select the Server tab from the top menu bar.

If you are in Service Provider view, select Tools & Settings from the Server Management section within the sidebar.
Step 2

From the *Plesk Appearance* section select **Interface Management**.

Step 3

Select the desired view from the options given and click **OK**.
Retrieving your License Key

You receive the following error when first logging into your panel:

![Warning: The product cannot operate yet because there is no license installed. Would you like to exit?]

You can fix this issue by attempting to retrieve your key through the *License Management* section.

**Step 1**

Click on **Tools & Settings** within the *Server Management* section of the left menu bar.

**Step 2**

From the *Plesk* section select **License Management**.
Step 3

Now click the **Retrieve Keys** icon from the menu at the top.

License Management

<table>
<thead>
<tr>
<th>Parallels Plesk License Key</th>
<th>Additional License Keys</th>
</tr>
</thead>
</table>

Tools

- ![Retrieve Keys](image)
- ![Install Key](image)
- ![Roll Back Key](image)

Securing Access to the Plesk 12 control panel

The Plesk control panel is accessed via an SSL certificate. This means that the traffic between your computer and the panel is secure.

However, you can also take further precautions by restricting access via IP address and also encrypting the Plesk panel’s passwords.
Restrict Administrative access by IP address

Important: Only use this feature if you have a static internal IP address. If you are unsure about this, then please contact your Internet Service Provider.

Step 1

From within your Plesk control panel and select Tools & Settings from the Server Management section of the left navigation bar.
Step 2

From the list of options under the *Security* section, select *Restrict Administrative Access*. 

**Security**
- Security Policy
- Firewall
- SSL Certificates
- Restrict Creation of Subzones
- Additional Administrator Accounts
- Active Plesk Sessions
- Active FTP Sessions
- Session Idle Time
- **Restrict Administrative Access**
- Prohibited Domain Names
Step 3

You are now given the option to allow or deny access to a single IP or an entire network. Before adding a new network, make sure that the correct option is selected under **Settings**.

**Important:**
- Selecting **Allowed, excluding the networks in the list**. Will allow connections to the panel from all locations besides the networks that you add.
- Selecting **Denied from the networks that are not listed**. Will limit access to only the networks that you specify.

Once you have selected the correct option that is suitable for your needs. Select the option **Add New Network**.

### IP access restriction management

**Tools**

- **Add New Network**

**Settings**

- **Access to Plesk with administrator's privileges**
  - Allowed, excluding the networks in the list.
  - Denied from the networks that are not listed.

**Networks**

- No Networks
Step 4

In the box labelled **Subnet or IP address** enter the IP of the network that you wish to either deny or allow, followed by its subnet mask.

Click **OK** to add the rule; this will now be listed in the **Networks** section:

**Quick tip:** You can use * as a wildcard character to specify a range of IP addresses. For example, 123.123.*.*.
Enable enhanced security mode

When enabling enhanced security mode, multiple security mechanisms are put in place in order to protect data from unauthorized access. While the overall user experience will not be affected by enabling this mode, there are a couple of consequences to note.

**Note:** The following may be effected by enabling enhanced security mode:

- **Remote API compatibility.**
  Once you turn on the mode, it will be impossible to obtain sensitive data (for example, user passwords) using the Panel’s remote API. This may affect third-party apps or your custom scripts that use corresponding API RPC functions. Therefore, if you (or your customers) employ such apps, contact the corresponding vendors to ensure they provide the full support for Panel 11.

- **Password reminders behaviour.**
  A password will no longer be sent by e-mail in case a user forgets it. Instead, the e-mail will contain a link to a page where the user will be able to change the password.
Step 1

To enable enhanced security mode, select **Tools & Settings** from the *Server Management* section of the left hand menu.

![Server Management](image)

Step 2

Within the *Security* section select the **Security Policy**.

![Security](image)

- **Firewall**
- **SSL Certificates**
- **Restrict Creation of Subzones**
- **Additional Administrator Accounts**
- **Active Plesk Sessions**
- **Active FTP Sessions**
- **Session Idle Time**
- **Restrict Administrative Access**
- **Prohibited Domain Names**
Step 3

Select the check box marked *Enhanced security mode* and click **OK** at the bottom of the page.
Setting a required password strength for your users

When users create or change an existing password, you can set required password strength. The different levels you can set are:

- **Very Weak**
  - At least 5 characters in length

- **Weak**
  - At least 5 characters in length
  - A combination of lower-case characters and either two upper-case characters, one digit, or one symbol.

- **Medium**
  - At least 6 characters in length.
  - Consists of characters in upper and lower case and special symbols.

- **Strong**
  - At least 8 characters in length.
  - Along with upper and lower-case characters, they require multiple occurrences of digits and special symbols.

- **Very Strong**
  - At least 16 characters in length.
  - Along with upper and lower-case characters, they require multiple occurrences of digits and special symbols.
Step 1

Select **Tools & Settings** from the **Server Management** menu.

Step 2

Select **Security Policy** from **Security**.
Step 3

Select the required strength from the *Password strength* section and click **OK**. In this example **Strong** has been selected.
Hosting your first domain

Creating glue records for your own nameservers.

Note: If your domain name is not registered with Fasthosts you should follow the procedures of your domain registrar to create your glue records.

Step 1

Log in to your Fasthosts control panel, if you have a reseller account hover over the Hosting tab and select Domain Names.
Otherwise hover over the *Domain* tab and select **Manage Domains**.

**Step 2**

Click on the domain name that you wish to use for your nameservers.
Step 3

Click **Add/View** next to **Glue Records**.

---

Step 4

Select **Specify name servers**.

**Update Name Servers**

<table>
<thead>
<tr>
<th>Updating name servers for the following domains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ralpshsdomain.com</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select name servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Default name servers&lt;br&gt;Host your site with Fasthosts.&lt;br&gt;ns1.livedns.co.uk&lt;br&gt;ns2.livedns.co.uk&lt;br&gt;ns3.livedns.co.uk</td>
</tr>
</tbody>
</table>
Step 5

Add in your nameserver records along with the IP addresses you wish to assign to each from your server and click **Update Name Server Details**.

**Important:** It may take up to **72 hours** for your new glue records to become active and start pointing to your dedicated server.
Setting up your nameservers

By default, Plesk will create one nameserver record. If you want to set up and use your server to handle DNS for your domains, then it is recommended that you use two or more nameserver records. To add another nameserver record you will need to edit the DNS Template settings in Plesk.

Step 1

In your Plesk control panel, click on Tools & Settings within the Server Management section of the left menu bar.

Step 2

Under the General Settings section select DNS Template.
Step 3

First edit the existing **NS** record type by clicking on `<domain>` from the **Host** column.

Step 4

Enter your first nameserver in the **Name server** box and click **OK**.

Step 5

Next edit the related **A** record by clicking on **ns.<domain>`.
Step 6

Edit the middle field **Domain name** to match the prefix value of your nameserver and enter the **IP** for that nameserver in the **IP address** box and click **OK**.

Step 7

Click the **Add DNS record** icon to add in the **NS** record for your second nameserver.
**Step 8**

Select **NS** from the *Record type* drop down menu, enter the address for your second nameserver in the *Name server* box and click **OK**.

![Add resource record to the zone template](image)

**Step 9**

Click the **Add DNS Record** icon again. This time select **A** from the *Record type* dropdown menu. Enter the prefix of your second nameserver in the *Domain name* box and the **IP** for your second nameserver in the *IP address* box, now click **OK**.

![Add resource record to the zone template](image)
Step 10

To save your changes click the link in the orange banner at the top of the screen.

Plesk subscriptions and user accounts

Before you can add any service to your server, you need to create a Customer, Subscription or Webspace that will be able to use these services.

Subscriptions and Webspaces

In Plesk 10, 11 and 12 Subscriptions and Webspaces are essentially the same as they both assign space that hosts either single or multiple domains. The main difference is that you can only assign Customers or Resellers to a Subscription whereas Webspaces only have their own unique user. This is because Service Provider View is aimed at hosting companies to help manage individual customers. As such a Webspace can only be assigned when using Power User View and a Subscription can only be created in Services Provider View.

Important: Each domain will need its own Webspace or Subscription if you intend to assign SSL to a domain or have separate mail or scripting settings.
Server administrator

The server administrator has full access to all features of the Plesk control panel. This includes the ability to create all other user accounts as well as the ability to manage server wide settings.

Reseller accounts

Reseller accounts are designed for your customers to sell your hosting services to their own clients. Resellers can create client accounts for their own customers, as well as creating hosting and email services, but they cannot create other reseller accounts.

Customer accounts

Client accounts provide end-user access to create individual hosting and email services. Clients cannot resell any hosting services.

Domain administrators

Similar to the Client account, but you can only enable one domain administrator account per hosted domain. This login allows users to set up and manage their website hosting and email services --these accounts are disabled by default.

TIP: In most circumstances, a Client account would be more suitable.
Email users

Email users can login to the Plesk control panel to modify their mailbox. Each mailbox that you create on a domain will be given access to their own control panel, from which the user can change their mailbox password, and set up autoresponders/out of office messages and redirects (forwarders).

Adding a subscription for hosting a new domain

Step 1

From your Plesk control panel, click on **Subscriptions** under the *Hosting services* section on the left menu bar.

Step 2

Click on the **Add New Subscription** icon.
Step 3

Fill out the form with the domain name, IP address, FTP username and password you wish to set and click **OK**.
Adding a new Reseller account

Step 1

Within the Plesk control panel, Select **Resellers** from the *Hosting Services* menu within the left menu bar.

Step 2

Click **Add New Reseller**.

Step 3

You will be presented with a form to fill out with details of the new reseller including a **Username** and **Password** to allow the reseller access to the Plesk control panel.
Adding a new Customer account

Step 1

In your Plesk control panel on your server, click on Customers from within the Hosting Services section with the left menu.

![Screenshot of Plesk control panel with Customers highlighted.]

Step 2

Click on Add New Customer.

![Screenshot of Plesk control panel with Add New Customer and Convert to Resellers highlighted.]

Step 3

You will be presented with a form to fill out with details of the new reseller including a Username and Password to allow the reseller access to the Plesk control panel.
Adding a new mailbox to a domain

You can create and manage your mailboxes through the Plesk control panel to allow you and your customers to send/receive mail through your server.

**Step 1**

From the Plesk control panel, click on **Domains** under the **Hosting Services** section of the left menu bar.

**Step 2**

Select **Open in control panel**.

**Step 3**

Click on the **Mail** tab on the top menu bar.
Step 4

To create a new mailbox, click on the **Create E-mail Address** icon

Step 5

You will be prompted to enter the following information:

- **E-mail address**: Enter the name of the mailbox you want to create.
- **Mailbox**: Make sure this option is selected.
- **Password**: Enter a password for the mailbox.
- **Confirm password**: Retype the password you have chosen.

**Quick tip**: See the [Setting required password strength for your users](#) section of this manual for more information and password strength requirements.
Once you have filled out the details click **OK**.

**Step 6**

Your new mailbox will be created and you will receive an on-screen confirmation message.

✅ Information: E-mail address mymailbox@mydomain.com was created.
Creating a database

If you require a database for a website or application on your server, you can add a database via the Plesk control panel.

Step 1

In the Plesk control panel, select **Domains** from the *Hosting Services* section within the left menu bar.

![Hosting Services menu](image)

Step 2

Select **Open in control panel** next to the domain you wish to add a database to.

![Domain list](image)
Step 3

Click the **Databases** button.

Step 4

Click on the **Add New Database** icon.
Step 5

Enter a name for your database in the *Database name* field.

![Add New Database](image)

Step 6

Assign a database user name and password for your database user and click **OK**.

![Users](image)

Step 7

You will now be able to use the *Webadmin* link to access your database.

<table>
<thead>
<tr>
<th>T</th>
<th>Name</th>
<th>Database server</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ralphpdb</td>
<td>Local MySQL server</td>
<td>ralphpdb [Webadmin]</td>
</tr>
</tbody>
</table>
Installing Applications

You can use Plesk to easily install applications such as WordPress, Joomla and Drupal to your domains. This example will show you how to install WordPress.

**Step 1**

In the Plesk control panel, select **Domains** from the *Hosting Services* section within the left menu bar.

**Step 2**

Select **Open in control panel** next to the domain you wish to add a database to.
**Step 3**

Click the **Install Apps** button under the **Applications** heading.

![Install Apps](image)

**Step 4**

Search for the application you want to install in the **Application** search box.

![Application Search](image)

**Step 5**

Click the **Install** drop-down next to the application you want to install and select **Install (Custom)**.

![Install Custom](image)
Step 6

Tick the box to accept the license terms after reading them and then click the Next button.

Step 7

Enter a directory to install the application to or leave it blank to install the application to the root directory.
Step 8

If you want to create a separate admin user for WordPress select *Use administrative credentials not connected to any particular user* and fill out the below details:

- **Administrative username** – Enter a username.
- **Administrative password** – Enter a password.
- **Confirm password** – Re-enter the chosen password.

Otherwise if you want to specify an existing Plesk contact to be the admin user select *Grant administrative access to existing user* and select the user from the drop down menu.
Step 9

Under the *Main Configuration* settings, enter the following details:

- **Administrator’s email** – Enter the email address of the administrator.
- **Site name** – Enter a name for the site.
- **Interface language** – Select a language for the application.
- **Database name** – Enter the name of the database.
- **Prefix of tables** – Enter a prefix to append to the beginning of the database tables (optional).
- **Database user name** – Enter the database user name.
- **Database user password** – Enter the database password for the above user.
- **Confirm password** – Re-enter the above password.

Step 10

Once all the details have been entered click the **Install** button at the bottom of the page.
Administering your server

Edit DNS for a domain within the Plesk control panel

If you are using your server as the nameserver for your domains, you can manage your DNS through the Plesk control panel.

**Step 1**

From the Plesk control panel, click on **Domains** under the **Hosting Services** section of the left menu bar.

**Step 2**

Select **Open in control panel** next to the domain you want to edit DNS for.
Step 3

Select the **Websites & Domains** tab from the left side of the top menu bar.

Step 4

Click the **Show More** button at the bottom of the **Websites & Domains** section.

Step 5

Click the **DNS Settings** icon.
Step 6

You will be presented with a list of the current DNS entries for your domain.

<table>
<thead>
<tr>
<th>Host</th>
<th>Record type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>109.228.23.46 / 24</td>
<td>PTR</td>
<td>ralphsdomain.com.</td>
</tr>
<tr>
<td>ipv4.ralphsdomain.com</td>
<td>A</td>
<td>109.228.23.46</td>
</tr>
<tr>
<td>mail.ralphsdomain.com</td>
<td>A</td>
<td>109.228.23.46</td>
</tr>
<tr>
<td>ns.Ralphsdomain.com</td>
<td>A</td>
<td>109.228.23.46</td>
</tr>
<tr>
<td>ralphsdomain.com</td>
<td>NS</td>
<td>ns1.ralphsdomain.com</td>
</tr>
</tbody>
</table>

Edit an existing DNS record

Step 1

Locate the record you wish to edit and click on it.
Step 2

Enter the DNS changes you wish to make and click **OK**.

![Edit resource record](image)

Step 3

A prompt will appear at the top of the screen to notify you that the DNS change will not be applied until you click **Update**.
Delete a DNS record

Step 1

Select the check box next to the records that you wish to remove and click the Remove icon.

Step 2

You will be prompted to confirm the removal of the record. Select the check box to confirm that you want to remove this record and click **OK**.
Step 3

A prompt will appear at the top of the screen to notify you that the DNS change will not be applied until you click **Update**.

Create a new DNS record

Step 1

Click the **Add Record** icon.
Step 2

From the **Record type** drop down menu, select the type of record you wish to add. In the **Domain name** box enter the prefix of your domain that you wish to create the record for. In the **IP address** box enter the IP address you wish to direct your new record to. Click **OK** once the fields are complete.

**Add resource record to the zone**

- **Record type**
  - A
- **Domain name**
  - www.ralphsdomain.com
- **IP address**
  - 123.123.123.123

*Required fields

- **OK**
- **Cancel**

Step 3

A prompt will appear at the top of the screen to notify you that the DNS change will not be applied until you click **Update**.
Changing an FTP password

File Transfer Protocol (FTP) is used to upload a website to your server. Your FTP sessions are protected by a password, which is set up by the Plesk control panel whenever you add a new domain. This password can be changed within the Plesk control panel for any of your domains within it.

Step 1

From the Plesk control panel, click **Domains** from the **Hosting Services** section in the left menu bar.

Step 2

Click on the domain name you wish to edit the FTP details for.

Step 3

Select the **Change Hosting Settings** icon.
Step 4

Make the username and password changes you wish to and click **OK**.

Quick tip: See the Setting required password strength for your users section of this manual for more information and password strength requirements.
Adding an additional IP address to your server

Additional IP addresses are available for Fasthosts Dedicated and Virtual servers.

These can be ordered and purchased through your Fasthosts control panel. Once the IP address has been purchased, it needs to be added to your server. You can do this through your Plesk control panel.

**Step 1**

From within your Plesk control panel, select *Tools & Settings* from the *Server Management* menu.
Step 2

Select **IP Addresses** from the **Tools & Resources** menu.

Step 3

You will see a list of the current IP addresses your server has, to add a new one click on the **Add IP Address** icon.

<table>
<thead>
<tr>
<th>IP Address</th>
<th>88.208.238.169 (dedicated)</th>
<th>Add IP Address</th>
<th>Reread IP</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 item(s)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Step 4

You will need to enter the following information about your new IP address.

- **Interface**: There will only be one option available here so leave this as default.
- **IP address and subnet mask**: Enter your new IP, a forward slash then a subnet mask of 255.255.252.0. For example, 123.123.123.123/255.255.252.0
- **IP address is distributed as**: Select Shared If you wish to host multiple domains on your IP, select Dedicated if you only wish to host one domain on the new IP (usually for the purpose of adding an SSL certificate).
- **SSL Certificate**: Leave this as the default certificate unless you have an SSL certificate for a domain that will be using this IP.

Click **OK**, you will receive on-screen confirmation that your changes have been made.
Adding an SSL certificate to a domain name

Creating a Certificate Signing Request (CSR)

Step 1

Within the Plesk control panel, select **Domains** from the *Hosting Services* section of the left menu bar.

Step 2

Select **Open in Control Panel** for the domain you wish to add SSL to.
Step 3
Click the **Show More** button at the bottom of the *Websites & Domains* section.

Step 4
Select the **Secure Your Sites** icon.

Step 5
Click on the **Add SSL Certificate** icon.
Step 6

Enter a **Certificate Name** to help you identify this certificate. In the example below we’ve named it after the domain name the certificate is for, to make it quickly and easily identifiable.

![Add SSL Certificate](image)

Step 7

You also need to enter your company address, the domain name the certificate will protect, and a valid email address. These details must be accurate as they will be used to generate your private key.

![SSL Certificate Form](image)

After the details have been filled in click the **Request** button.
Step 8

You will be directed back to the **SSL Certificates** section. From here you will need to click on the certificate that has just been created.

![Certificate Table]

*Name: ralphsdomainname.com*

Step 9

Copy the entire CSR part from where the text starts with -----BEGIN CERTIFICATE REQUEST----- to where it ends with -----END CERTIFICATE REQUEST----- save this to a notepad file.
Step 10

You will need to provide this to your chosen certificate authority (the company you are purchasing your SSL certificate from). They will then provide you with at the certificate part to upload to Plesk.

Quick tip: You can purchase SSL certificates through the Fasthosts Control panel.

Applying Your Certificate

Step 1

Once you have the certificate part from your provider, click the Browse button and find the certificate file on your computer. Once you have located it, click the Send Files button.

Step 2

Select the Websites & Domains tab at the top of the page.
Step 3

Click the *Hosting Settings* link next to your domain name at the top of the page.

![Hosting Settings Link](image)

Step 4

This will bring up the *Hosting Settings* for the domain. Tick the box labelled *Enable SSL support* and select the certificate from the dropdown menu.

![Hosting Settings Dropdown](image)

**Quick tip:** The CA part of the certificate is optional but it is useful to have for cross-browser compatibility. You can download the [CA part for your certificate](https://geotrust.com) from Geotrust.
Using Plesk to manage your Firewall

You may find that you need to open a port for a specific application. Plesk has an inbuilt interface that allows you to manage your firewall rules easily.

Locating your firewall in Plesk

Step 1

From your Plesk control panel select Tools & Settings from the Server Management section.

Step 2

Select Firewall from within the Security menu.
Step 3

You will be presented with a list of all the current firewall rules that are in place.

### Adding a rule to your firewall

**Step 1**

Click the **Enable Firewall Rules Management** icon.
Step 2

On the next page click the **Enable** button.

![Enabling firewall rules management](image)

Step 3

Click on the **Modify Firewall Rules** icon.

![Modify Plesk Firewall Rules](image)

Step 4

Click on the **Add Custom Rule** icon.

![Add Custom Rule](image)
Step 5

You will be presented with a form to fill in. First, fill out the *Properties* section as follows:

- **Name of the rule**: Assign your rule a name that makes it easily identifiable.
- **Match Direction**: Choose the traffic direction you wish to apply the rule to.
  - **Incoming** – Traffic coming into the server.
  - **Outgoing** – Traffic going out of the server.
  - **Forwarding** – Redirecting traffic to use another port.
- **Action**: Choose whether you wish the rule to **Allow** or **Deny** connections on this port.
Step 6

In the *Ports* section, specify the port number or a range of port numbers in the *Add port or port range* box. Select either *TCP* or *UDP* and click **Add**.

Quick tip: You can add more than one port or the same port on both TCP and UDP to a custom rule by repeating this step with the additional detail.

Step 7

In most cases you will want to leave this section blank in order to apply your rule to the entire Internet. However, if you wish to limit your rule to a single IP or a range of IP addresses enter these values into the *Add IP address or network* text box and click **Add**.
Step 8

Once you have entered all the details for your new firewall rule, click the **OK** button at the bottom of the page.

Step 9

Your new rule will be displayed in the list of rules. However, you will need to click on the **Apply changes** icon to activate this rule.

Removing a rule from your firewall

Step 1

Click on the **Modify Plesk Firewall Rules** icon.
Step 2

Select the check box next to the rules that you wish to remove.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New custom rule</td>
<td>Allow incoming from all on port 8447/tcp</td>
</tr>
<tr>
<td>Parallels Customer &amp; Business Manager payment gateways</td>
<td>Allow incoming from all</td>
</tr>
<tr>
<td>Parallels Single Sign-On</td>
<td>Allow incoming from all</td>
</tr>
<tr>
<td>Parallels Products Installer</td>
<td>Allow incoming from all</td>
</tr>
<tr>
<td>Plesk administrative Interface</td>
<td>Allow incoming from all</td>
</tr>
<tr>
<td>WWW server</td>
<td>Allow incoming from all</td>
</tr>
</tbody>
</table>

Step 3

Once you have selected all the rules you wish to remove select the **Delete** icon.
Step 4

You will be taken to a page to confirm the removal. Check that you are sure that you wish to remove the listed rules, select the *Confirm removal* checkbox and click **OK**.

![Remove](image)

Step 5

Click the **Apply Changes** icon to load the new firewall configuration.

![Tools](image)
Editing a firewall rule

Step 1

Click on the Modify Plesk Firewall Rules icon.

Step 2

Select the rule you wish to edit from the list by clicking on the rule name. WWW Server has been chosen in this example.
Step 3

You can change the rule to **Allow** or **Deny** connections or you can choose to filter the rule to only allow access from an IP or network by choosing **Allow from selected sources, deny from others**. Once you have selected the appropriate option, click **OK**.

![Service: WWW server screenshot](image)

Step 4

**Apply changes** icon to load refresh the firewall configuration.

![Tools screenshot](image)
Using the Plesk backup manager

The Plesk backup manager allows you to backup and restore all content handled by your Plesk control panel.

Creating a backup

Step 1

In your Plesk control panel, select Tools & Settings from the Server Management section.

Step 2

From the Tools & Resources section, select Backup Manager.
Step 3

Select where you would like to store your backup by selecting the relevant tab. You can choose from:

- **Server Repository** – This will back up to the server that Plesk is currently running on.
- **Personal FTP Repository** – This option will store the backup into any FTP space you have the credentials for.

In this example backups will be stored in the server repository.

Step 4

Select the **Back Up** icon.
Step 5

Add a name that makes the backup easily identifiable in the *Add prefix to backup name* text box. You can also add additional notes into the *Comments* box if you wish.

Step 6

Enter the following information:

- **Create multivolume backup**: *Unchecked*.
- **Store backup in**: Unless you have a personal FTP repository set up, select *Server repository*.
- **Email Notifications**: Enter your e-mail address.

Once complete this section should look similar to the following.
Step 7

In the *Backup content* section, select **Server Configuration and content**.

Click on **OK** to start the backup task.

Step 8

Once the backup is complete it will appear in the list under the **Server Repository** tab of the **Backup Manager**.

To save the backup file to your local machine, click on the arrow icon next the backup job you wish to take a copy of.
Restoring from a backup

Step 1

In your Plesk control panel, select **Tools & Settings** from the **Server Management** section.

Step 2

From the **Tools & Resources** section, select **Backup Manager**.

Step 3

Click on the name of the backup you want to restore from the list.
Step 4

Select what level of restore you want to perform.

- **Selected objects** – Allows you to select which domains and components to restore.
- **All objects (entire system)** – Restores the entire server.

In this example **Selected objects** has been chosen.

Step 5

If you have chosen the **Selected Objects** option, choose which objects you want to restore from the **Type of object to restore** drop down menu.
Step 6

If you want to be notified when the restoration is complete, enter an email address in the *When the restoration task is completed, send a notification email to* box.

### Branding the Plesk control panel

You can add your own branding to the Plesk control panel. This is useful if you have a business and you wish to give your customer’s access to Plesk as they will see your brand when they log in.

Step 1

From your Plesk control panel select **Tools & Settings** from the **Server Management** section.
Step 2

Select **Panel Branding** from the *Panel Appearance* section.

![Panel Appearance](image)

- **Languages**
- **Interface Management**
- **Custom Buttons**

Step 3

To alter what is displayed in the title of your Plesk control panel’s pages; deselect the **Use default** checkbox and enter a new title in the **Title text** box.

![Panel Branding](image)

Step 4

To change the default Parallels logo with your own, select **Browse** under the **Logo file** section and locate your logo from your local computer.

![Logo](image)
Step 5

Scroll to the bottom of the page and click **OK** to save your changes.

Managing WordPress sites using Plesk

You can use Plesk to check for updates, change themes and check the security of your WordPress sites all in one convenient place.

Scanning your server for WordPress installations

Before you can manage your WordPress sites, you first need to scan your server for WordPress installations. Plesk will then add these sites to an easy to manage section of the control panel.

Step 1

Click on the **WordPress** icon from under the **Server Management** section of the left hand menu.
Step 2

Click the **Scan** icon from the toolbar under the *WordPress Installations* tab.

Step 3

In the bottom right corner of the Plesk control panel a popup will appear showing the progress of the scan.
Step 4

Once the scan is complete click the *Refresh Page* link in the popup.

Your WordPress installations will now appear in the list.

Checking for WordPress updates

Step 1

Click on the *WordPress* icon from under the *Server Management* section of the left hand menu.
Step 2

Tick the box next to the WordPress installation you want to check for updates on.

Step 3

Click the Check for Updates icon from the toolbar under the WordPress Installations tab.

Step 4

A popup will appear showing the progress.
Step 5

The popup window will notify you once the check is complete. Click the *Refresh Page* link to complete the process.

Quick tip: You can also enable automatic updates by selecting the *Auto-Update* button.

Check the security of your WordPress sites

Step 1

Click on the *WordPress* icon from under the *Server Management* section of the left hand menu.
Step 2

Tick the box next to the WordPress installation you want to check for updates on.

Step 3

Click the **Check Security** button. Plesk will now present a pop up showing the status of the site’s security.

Step 4

If Plesk finds any security measure that can be applied to your site, they will be displayed with a checkbox besides them. Tick the checkbox next to the item you want to secure and click the **Secure** button.
Step 5

Once the items have been secured, click the **Close** button at the bottom of the window.

*Quick tip:* You can click the **Roll Back** button to roll back the changes that Plesk has made.
Troubleshooting your server

Managing Services

Services such as Apache (web server) can need restarting from time to time. Most of these services can be managed via the Plesk control panel.

Step 1

From your Plesk control panel select Tools & Settings from the Server Management section.

Step 2

Select Services Management from the Server Management section.
Step 3

You will see a list of the services you can manage. You can use the icons to the right of these to start, stop or restart the service.

![Services list]

Rebooting your server

Fasthosts Dedicated Servers can be easily remotely rebooted from the Plesk control panel, or the remote eRic card console.

**Note:** The recommended method of rebooting your server is through the eRic card remote console. This is explained in our article: [How do I reboot my server?](#).

Step 1

From within the Plesk control panel, select **Tools & Settings** from the **Server Management** section of the left menu bar.

![Server Management menu]

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Page 95
Step 2

Select Restart Server from the Server Management section of the left menu bar.

Step 3

You will receive a notification asking for confirmation that you wish to restart the server. Click Yes to confirm or No to cancel.

Changing the Plesk login password

It is a good idea to change the password you use to login to your dedicated server's Plesk control panel regularly to help keep your server secure.

Step 1

Log in to your Plesk control panel as the “Admin” user.
Step 2

- If you want to change the password for the Plesk administrator, click **Change Password** from the My Profile section.

- If you are changing the password for a customer’s login to the Plesk control panel, click on **Customers** or **Resellers** from the Hosting Services section.

Step 3

Click on the name of the user that you wish to change the password for.
Step 4

Click **Change Login Info.**

Step 5

Edit the username, or enter and confirm a new password in the text boxes provided, then click **OK**.

**Quick tip:** The password must comply with any strength requirements set in Setting a required password strength for your users.
Finding additional help for the Plesk control panel

The Plesk panel has a link to their help section built in to it, this can be found at the top right of the Plesk control panel.

If you can't find the help you require using the supplied documentation, Parallels Inc., the company who create Plesk, have a comprehensive support website where you can find more information to help you use the Plesk control panel to setup and administer your dedicated server.

- **Guides and documentation:** [http://www.parallels.com/uk/products/plesk/documentation](http://www.parallels.com/uk/products/plesk/documentation)
- **Flash tutorials:** [http://www.parallels.com/uk/products/plesk/tutorials](http://www.parallels.com/uk/products/plesk/tutorials)

If you don't find the answer you need by following any of these links, Parallels also have a forum where you can discuss your query with other Plesk users.