

## H–Sphere Admin Guide

Welcome to the H–Sphere Admin guide. It aims at hosting providers and explains how to configure and administer H–Sphere control panel.

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## Server Configuration

- [Managing Logical and Physical Servers](#) (Revised: 30 Dec 2002)
- [Placing Plans on Particular Boxes](#)

## Getting Started

This document explains what you need to do in order to set up your hosting system with minimum required configuration. We presume that your H–Sphere system has been installed, configured and tested. Standard H–Sphere installations provided to you are: DNS zones and Instant Alias Templates. Also System plan and wwwuser account are already created and configured.

Follow the given instructions step by step to configure your control panel.

### 1. Add Reseller CP Alias

*Note:* Skip this step if you aren't going to create reseller accounts. Standard H–Sphere installations perform this step automatically, so most likely you don't need to perform it.

The first thing in creating resellers is to create a Reseller CP Alias Template. It generates *Reseller CP Aliases*, temporary addresses that are used to access reseller control panels until they are changed to resellers' own URLs. Reseller CP Alias Template is one for all resellers.

1. Select *DNS Manager* in the *E.Manager* menu.
2. On the form that shows, click the *Edit* icon under the *Action* field.
3. In the middle of the page that shows, click the *Add reseller cp alias* link.
4. Enter prefix, for instance "u".

*Note:* This prefix helps to distinguish which DNS zone will service the temporary reseller CP alias when you proceed to creating reseller plans.

5. Click *Submit*.

### 2. Configure Mail Settings

To subscribe your staff to receive copies of user e–mail notifications, do the following:

1. Select *Mail Settings* in the *Settings* menu.
2. Click *Add* for *SIGNUP* and enter your e–mail address.
3. Click *Add* for *Moderated Signup* and enter your e–mail address.

\* *For more details, see [Configuring Your Mail Settings](#).*

### 3. Set up a Merchant Gateway

*\*Note:* if you aren't going to process credit card payments, skip this step.

The next step is to set up a Merchant Gateway so you can charge your customers for the services you provide.

1. Select *Merchant Gateway* in the *Settings* menu.
2. Select a merchant gateway in the *Add New Gateway* drop down box and click *Add*.
3. Enter this merchant gateway properties. Check with [Merchant Gateway Manager](#) for merchant-specific instructions.
4. In the *Set Active* drop down box, select this merchant gateway.
5. In the *Payment Type* drop down box, select the credit card brand you would like to process with this merchant gateway.
6. Click the *Activate* button.

*\* For more details, see [Merchant Gateway Manager](#).*

### 4. Disable Unwanted Resources and Server Groups

*Note:* Skip this step if you're not going to disable any resources, hosting platforms or logical servers.

H-Sphere version 2.3 and higher allows disabling global resources or hosting platforms you do not provide your customers with for the entire system. On your control panel, you can either disable resources for the entire system or disable them only for specific plans.

To disable resources and hosting platforms for the entire system, do the following:

1. Log into your admin control panel.
2. Select the *Global Resources* in the *INFO* menu.
3. On the page that shows, uncheck the resources and/or hosting platform you want to be entirely disabled in the system.
4. Click *Submit Query*.  
Now all changes need to be applied in all plans, e.g: custom plans, reseller plans and plans created by your resellers inside their CPs. After that the changes will take effect throughout the system.
5. Select *Plans* in the *INFO* menu.
6. On the plans page that appears, click the name of the existing plan. Plan Edit Wizard page shows.
7. Go through Plan Edit Wizard and submit it step by step without changing prices.

*Note:* It's preferable to repeat the procedure of step 7 in plans created by your resellers under your reseller plans.

Alternatively, ask your resellers to do it.

If you want to disable resources and platforms only for specific reseller plans, you should:

- ◆ Start with step 5 and go through step 6.
- ◆ On the *Plan Edit Wizard* page, uncheck global resources, platforms and logical server groups to disable them for this plan.
- ◆ Submit changes through all steps without changing the prices.

For more details, see [Disabling Global Resources And Logical Servers](#).

## 5. Disable Reseller Control Panel SSL

*Note:* Skip this step if you're not going to create reseller plans.

H-Sphere version 2.3 and higher provides both *port-based* and *IP-based* Reseller CP SSL to secure reseller control panels. When H-Sphere is installed, both types of Reseller CP SSL are enabled by default. On your control panel, you can disable Reseller CP SSL either for the entire system or for specific plans.

To disable Reseller CP SSL for the entire system, do the following:

1. Log into your admin control panel.
2. Select the *Global Resources* in the *INFO* menu.
3. On the page that shows, uncheck the box against the Reseller CP SSL you want to be entirely disabled in the system.
4. Click *Submit Query*. Disabled Reseller CP SSL will show totally disabled in reseller plan wizards.

To disable Reseller CP SSL for specific plan, do the following:

1. Select *Plans* in the *INFO* menu.
2. On the plans page that appears, click the name of the existing plan. Plan Edit Wizard page shows.
3. Scroll down to Reseller CP SSL and select the one you want to be applied to all accounts under this plan.

*Note:* Selecting *Disabled* will disable Reseller CP SSL for all resellers under this plan.

4. Go through Plan Edit Wizard and submit it step by step without changing prices.

\*For more details, see [Securing Reseller Control Panels With SSL](#).

## 6. Set up a Domain Registrar

Domain registrars need to be added and configured to allow customers to register second level domains directly from their control panels.

1. Select *Domain Registrar* in the *Settings* menu.
2. Select a domain registrar in the *Add New Registrar* drop down box and click *Add*.
3. Enter this domain registrar properties. Check with [Domain Registrar Manager](#) for detailed instructions.
4. In the *Set Active* drop down box, select this domain registrar.
5. In the *TLD* drop down box, select the top level domain you would like to associate with this registrar.
6. Click the *Activate* button.
7. Click *Define Terms/Prices* button for the new record that appeared.
8. Enter prices for each time period and click *Submit Query*.

\* For more details, see [Domain Registrar Manager](#).

## 7. Configure Support Center

Support Center is the web-based means of providing customer support. To configure your Support Center:

1. Select *Tech Support* from the *Settings* menu. *Trouble Ticket* form will appear.
2. Enter the properties of your support e-mail account. They are required for the control panel to collect customers' e-mails and convert them into trouble tickets.
3. Click the *Save* button.

\* For more details, see [Configuring Your Support Center](#).

## 8. Enter Your Company Info

Your company information will show in customer e-mail notifications.

1. Select *Company Info* in the *Look and Feel* menu.
2. Enter your corporate details and click *Save*.
3. Select *Misc. Texts* in the *Look and Feel* menu.
4. In the *Customer Support Info* box, enter the text that will appear in the tooltip area when an action fails with an error (e.g.: "Tech Support was notified").
5. In the *Check Information* box, enter the address your customers will send checks to.
6. Click *Save*.

## 9. Configure Language, Currency, and Regional Settings

The language and the regional settings will affect all your customers' control panels.

1. Select *Default language* in the *Look And Feel* menu.
2. On the page that appears, select the language and click *Submit*. This language can be overridden by individual customers.
3. Select *Regional options* in the *Look And Feel* menu.
4. On the page that appears, enter preferred currency symbol (*Note: all other regional settings are still under development*). These settings can't be overridden by your immediate end customers, but resellers can set their own currency symbol and regional settings.

\* For more details, see [Changing Interface Data Representation](#).

## 10. Set Your Corporate Logos

This step will show you how to add your corporate logos to the control panel interface.

1. Select *Corporate Logo* in the *Look and Feel* menu.
2. On the page that appears, enter *Banner HTML Code* for the banner to show up in the control panels of your customers.
3. Enter the location and sizes of the logos. Click the information [ i ] icon for details.
4. Click *Save*.

\* For more details, see [Changing Interface Texts and Appearance](#).

## 11. Create Hosting Plans

Now that your control panel is configured, you can create hosting plans.

1. Select *Plan Creation Wizards* in the *INFO* menu.
2. On the page that appears, click *Select* under the plan type you would like to create. The wizard will start.
3. Enter the name of the plan at the top of the page.
4. Select the resources (features) you would like to include in the plan. Make sure to leave *Service Domain* unchecked.
5. In the last section of the wizard, make sure to enter *Credit limit*, e.g. 10.
6. Click *Next* to proceed to the next step.
7. Enter prices and free units for each type of resource. No price equals zero price.

8. Click the *Create* button at the bottom of the page.
  9. Your new plan appears in the list of plans. Turn it on.
- More details are available in [Creating And Editing Plans \(Plan Wizards\)](#).

## 12. Create Billing Periods

Each plan can have several billing periods with different price discounts for each. You can't delete billing periods, but you can change their duration. For instance, if you create a billing period for 1 year and you find out you don't need it, you can change it to 3 months.

To create a billing period for a plan:

1. Select *Plans* in the *INFO* menu.
2. In the list of plans that appears, click the *settings* link for the selected plan.
3. Scroll the next page down to the *Payment Intervals* sign.
4. Click the *Add* icon.
5. Specify the duration of the billing period. For instance, to make it 3 months long, select MONTH and enter 3 in the *Size* box.
6. Enter discounts. For instance, if you want to cancel any setup fee for this billing period, enter 100 in the *Setup Discount* field.
7. Click *Submit*. This will add the billing period to the list.
8. Use the navigation menu to go elsewhere in the control panel.

Now your control panel is ready for signing up customers. Good luck!

## Configuring Control Panel Interface

(version 2.05 and higher)

Here you will learn how to customize the look and feel of your customers' control panels. These settings will affect control panels of your direct end users and resellers. Resellers' admin control panels and the control panels of resellers' end users won't be affected; their look and feel must be configured from the reseller admin control panels.

- [Images](#) – change the images of the control panel
- [Design and Colors](#) – change the look of the control panel
- [Customizing control panel images](#) (version 2.2 and higher)
- [Company Information](#) – enter your corporate details
- [Interface Texts](#) – change interface texts
- [Default Language](#) (version 2.07 and higher)
- [Regional Settings](#) (version 2.09 and higher)

### Images

- **Banner HTML Code:** enter the HTML code for the banner you want to show up both in admin and your users control panels.

E.g.:  
`<a href="http://www.destination_company.com/cgi-bin/blah-blah.cgi" target="blah-bhlah"> </a>`

**Tip:** it might be just an image, for example, your logo.

- **Show Copyright:** toggle the button to show / hide the copyright notice in the top left corner of the window above the logo both in admin and user control panels.

Image Settings <i>(If you leave the boxes empty, the system</i>	
Banner HTML Code	
<div style="border: 1px solid black; height: 100px;"></div>	
Show Copyright <span style="border: 1px solid black; padding: 0 2px;">i</span>	<input checked="" type="radio"/> ON
Logo Image URL <span style="border: 1px solid black; padding: 0 2px;">i</span>	<input type="text"/> * recommended w
Signup Image URL <span style="border: 1px solid black; padding: 0 2px;">i</span>	<input type="text"/> * recommended
Login Image URL	<input type="text"/>

- **Logo Image URL:** enter the URL address of the image to show up in the top left corner of the window.  
E.g.: *http://www.domain.com/images/logo.gif*
- **Signup Image URL:** enter the URL address of the image to show up in the left top corner of the windows for plan signup forms.  
E.g.: *http://www.domain.com/images/signup.gif*
- **Login Image URL:** enter the URL address of the image to show up on the logging page on the right.  
E.g.: *http://www.domain.com/images/login.gif*

**Important:** your own custom images added to the H-Sphere interface can be lost with the new release update unless you put them into `/home/cpanel/shiva/shiva-templates/common/IMAGES/`




## Design and Colors

Starting with version 2.1, you can choose out of current designs and color schemes for user's control panel. Admin panel interface customizability will be added in the future updates.




**Important:** Don't update to H-Sphere 2.1 if you have active custom designs. First, disable them, then modify them according to the [Template Customization Rules](#) and [XML Customization Rules](#).

To set a new preferred (i.e. default) design for the user control panel, do the following:

1. Select *Design Settings* from the *Look and Feel* menu.
2. In the *Choose Design* box select the default design.
3. Click the *Modify* button.
4. On the page that appears, change the settings:

The Left Menu Design Settings	
Users can choose this design 	<input checked="" type="radio"/> ON
New users will get this design as default 	<input type="radio"/> OFF
Choose Another Design	Left Menu  <input type="button" value="Modify"/>

- ◆ *Users can choose this design* – this option determines whether this design becomes available to your customers;
    - \* In all H-Sphere versions released before version 2.3 (2.096 – 2.2) *Left Menu* design can't be disabled. Starting from version 2.3 it can be disabled for users as all other designs.
  - ◆ *New users will get this design as default* – switching this option on will switch it off for all other designs;
  - ◆ *Choose another design* – go to another design to modify.
5. For each design (common, text based, no menu) you can set different image and icon set and also create only one *custom color scheme*, by changing and retouching one of the predefined color schemes.
    - \* *If you choose default color scheme, your custom color scheme settings will be lost.*

Color Scheme Setting	
Color Scheme:	Blue Haze  <input type="button" value="Apply"/>
Image Set:	Blue Haze  <input type="button" value="Set"/>
Choose Iconset	Blue Haze  <input type="button" value="Set"/>

Color Scheme Setting			
Color Scheme:	HSphere Default ▾	Apply	Image Set: HSphere Default ▾
			Save
Custom Color Settings			
<i>(If you leave the boxes empty, the system will use browser default colors)</i>			
Background Color	#E8E8D8 <input type="checkbox"/>	Logo Background Color	#D6D1B1 <input type="checkbox"/>
Text Color	#000000 <input checked="" type="checkbox"/>	Header Text Color	#000000 <input checked="" type="checkbox"/>
Border Color	#000000 <input checked="" type="checkbox"/>	Header Background Color	#A5955C

1. Click the *Preview Window* icon at the bottom of the page to see how your settings will effect users' control panel.
2. Now you can return to editing design settings or leave the *Design Settings* page.

### Customizing H–Sphere Images

To substitute or customize default H–Sphere images, please follow the instructions below:

1. Copy all the images (/shiva/shiva-templates/IMAGES/) to your custom location.
2. Once you have copied the images, replace those that you decided to change with your custom ones preserving their sizes.
3. Go to Look and Feel → Design Settings and click the Change button.
4. Specify your custom location in the *Base Image Directory* field:

Image Base Changing <span style="float: right;">i</span>	
Base image directory or URL <i>Change it carefully!</i>	<input type="text"/> <input type="button" value="Submit Query"/>

This location must be either a fully qualified URL of your host or a directory path relative to the CP Web Server Document Root. 5. If you made a mistake and your images do not show, just clear the Base Image Directory field, and click Submit. The original path will be restored.

## Company Information

The system holds your company's name, mailing address and other details. Make sure to fill this out carefully, because this information is actively used across the control panel, including the letters e-mailed to the user, requests to Enom and OpenSRS, etc.:

Company Info	
Company Name	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
Address 3	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

### Don't confuse the following:

- **e-mail:** the e-mail you can be contacted at.
- **Hostmaster E-mail:** your sysadmin e-mail address. Use a dot "." instead of "@" in the e-mail address.

## Interface Texts

Menu Item		Appear
<i>Login Texts</i>		on the login page
<i>Signup Texts</i>		on signup wizard pages
<i>Misc. Texts</i>	Customer Support info	in the tooltip area when an action fails to execute with an error message written to the log and e-mailed to the support e-mail address
	Checks Info	in signup wizard ("Send your checks to"), in check invoice notifications, in check approaching resources limit notifications, etc.
	Privacy Statement	reserved for future implementation
	Sales Info	

\*If you leave any of the boxes empty, the system will use the texts that come with the original installation.

#### Interface Language (version 2.07 and higher)

This feature allows you to change the Default Language of your system's interface both for you and your users' control panels (menu, context online help, H-Sphere system messages, labels on html pages etc.) However, your users will always be able to override these settings with another available language to adjust their CP interface according to their liking.

Currently H-Sphere comes with the following languages: English, Russian, Italian, French, Spanish and Dutch (the 4 latter languages in 2.09.5 and higher).

#### Regional Settings (version 2.09 and higher)

This feature allows you to change currency symbol in the way that is common in your country. These settings will affect user control panels and automatic customer e-mail notifications and invoices. To change regional settings:

1. Select *Regional Options* in the *Look and Feel* menu.
2. On the page that appears, enter preferred locale settings:

Locale settings			
Money		Time and dates	
Currency symbol	\$	Short date format	M/d/yy
International currency symbol	US Dollar	Medium date format	MMM d, yyyy
Decimal Monetary Separator	.	Long date format	MMMM d, yyyy
Grouping separator	,	Full date format	EEEE, MMMM d, yyyy
Currency pattern *	¤#,##0.00;(¤#,##0.00)		
Appearance samples	\$1,234,567.89 (\$123,456.78)		
<p><b>* Comments regarding currency pattern:</b>  <i>Always use these characters to specify their placement. Real grouping/decimal separators and currency symbol will be taken from custom fields.</i>  # is a digit with zeros shown as absent; e.g. #,##0.0# = 123.2  0 is a digit with zeros shown; e.g. #,##0.00 = 123.20  . is a character that formats decimal numbers; e.g. \$100.11  , is a grouping separator, a character that separates groups of digits, usually thousands, e.g. 1,000  ; separates positive and negative subpatterns  - is a minus sign, e.g.: -#,##0.00 = -1,234.50  ¤ is a currency sign, replaced by currency symbol. If doubled, replaced by international currency symbol.</p>			
<input type="button" value="Submit"/>			

- ◆ *Currency symbol* used in your country that you want to show in prices, invoices etc.
- ◆ Corresponding *International currency symbol* which is an international string denoting the local currency.
- ◆ *Decimal Monetary Separator*, a character used to format decimal numbers.
- ◆ *Grouping Separator*, a grouping character used to separate thousands, e.g: 100,000,000.  
*Note:* It's commonly used for thousands, but in some countries it separates ten–thousands.
- ◆ *Currency pattern* that shows how your monetary amount will look like. Refer to *Comments regarding currency pattern* for details.  
For example, the European currency pattern will look as follows: # ¤,##0.00;-# ¤,##0.00 (in some countries negative subpatterns are put into brackets: # ¤,##0.00;( # ¤,##0.00)) Another example for pattern: #,##0.##: for 3456.00 -> 3,456 although #,0#0.00: for 3,456.00 -> 3,456.00.
- ◆ *Appearance Samples* displays monetary amounts the way they will show in the system after you change the pattern.
- ◆ Short, medium, long and full date formats represent dates in your control panel. This feature is not yet implemented, though reserved for future versions.

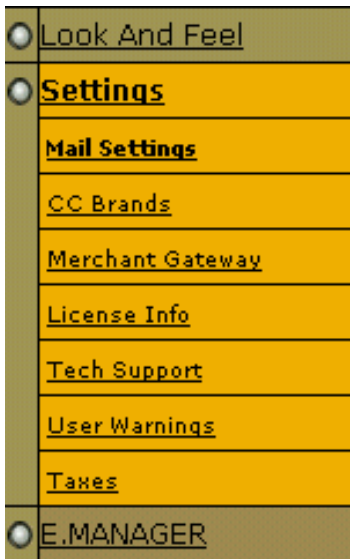
3. Click *Submit* and take a look at the values in the *Appearance samples* box to see how your changes will affect monetary amounts throughout the control panel.

## Configuring Your Mail Settings











(version 2.05 and higher)

H-Sphere uses e-mail to notify your staff about any events in the system, such as user signups, critical errors, accounting errors, etc. changes, problems & news. It allows you to track through e-mail new sign-ups, receive a copy of a trouble ticket or be notified of the critical error.

To subscribe your staff to e-mail notifications, select *Mail Settings* in the *Settings* menu:



On the page that appears, add their e-mails to the following mailing lists:

Action	Recipients
[1] SIGNUP	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
[2] SIGNUP 1	 <a href="#">[Remove All]</a>
[3] Critical Error	Support <support@mycompany.com>   <a href="#">[Remove All]</a>
[4] Accounting Error	 <a href="#">[Remove All]</a>
[5] Moderated Signup	Sales <sales@mycompany.com>   <a href="#">[Remove All]</a>
[6] Ticket Copy	Support <support@mycompany.com>   <a href="#">[Remove All]</a>

Mailing List Name	Recipients will get:
SIGNUP	Copies of the welcome e-mail (order notification) at user signup. In case of a moderated signup, this notification is e-mailed after account moderation.
<i>SIGNUP 1</i>	Trimmed version of signup e-mail without sensitive information. Not implemented yet.
Critical Error	System notifications about errors that occur if an attempted operation fails due to incorrect system configuration or other technical reasons. Internal trouble ticket is created in parallel. Here you can add <i>support@psoft.net</i>
Accounting Error	System notifications about accounting errors. Not Yet Implemented.
Moderated Signup	System notifications e-mailed when a new customer has signed up and the account is waiting to be moderated. Not applicable if signup moderation is disabled.

## Merchant Gateway Manager

(version 2.05 and higher)

Related Docs: • [Online Payment Providers \(WorldPay and PayPal\)](#) • [Adding Merchant Gateways](#)

Merchant Gateway Manager is a configurable H-Sphere add-on that allows you to set up and alter merchant gateways, the media for conducting transactions with online credit card processing centers. The software tracks gateway usage and provides statistical information on the number of transactions and total charges for every particular gateway.

Merchant Gateway Manager allows you to setup different merchant gateway accounts for different types of credit cards (like VISA, MasterCard, Discover, American Express). In this way you can maximize your profits by processing every type of credit card with the gateway that offers the lowest rate for this type of card.

This document explains how to:

- [set up merchant gateways](#)
  - [AuthorizeNet \(ADC Relay\)](#)
  - [AuthorizeNet \(SIM Protocol\)](#)
  - [Bibit](#) (version 2.09 and higher)
  - [CyberCash](#)
  - [Echo](#)
  - [Ematic](#)
  - [ePDQ](#) (version 2.09 and higher)
  - [IonGate](#) (version 2.3 RC4 and higher)
  - [Link Point](#)
  - [Paradata](#)
  - [PayAndShop](#) (version 2.09 and higher)
  - [PayReady](#) (version 2.1 and higher)

- [VeriSign Payflow Pro](#)
- [Payflow Pro with SSL Support](#) (version 2.3 and higher)
- [Plug'n Pay](#) (version 2.3 RC4 and higher)
- [PSiGate](#) (version 2.1 and higher)
- [SecurePay](#) (version 2.09.5 and higher)
- [Secure Trading](#) (not yet released)
- [Skipjack](#) (version 2.3 RC4 and higher)
- [Surepay](#) (version 2.3 RC3 and higher)
- [InterCept](#) (version 2.4)
- [associating merchant gateways with credit card vendors](#)
- [edit descriptions for User credit card statements](#) (version 2.2 and higher)
- [moderate CC signups](#)
- [accept check payments](#)
- [handle credit card charge request failures](#) (version 2.3 and higher)

Positive Software recommends **Processing Credit Cards Payment Solutions**:



### Setting Up Merchant Gateways

Once you have registered an account with a credit card processing center, you can set up a merchant gateway to your H-Sphere configuration. To start with, select *Merchant Gateway* in the *Settings* menu:

<input type="radio"/>	<a href="#">INFO</a>
<input type="radio"/>	<a href="#">SIGNUP</a>
<input type="radio"/>	<a href="#">SEARCH</a>
<input type="radio"/>	<a href="#">Support Center</a>
<input type="radio"/>	<a href="#">Look And Feel</a>
<input type="radio"/>	<b><a href="#">Settings</a></b>
	<a href="#">Mail Settings</a>
	<a href="#">CC Brands</a>
	<b><a href="#">Merchant Gateway</a></b>
	<a href="#">License Info</a>
	<a href="#">Tech Support</a>
	<a href="#">User Warnings</a>
	<a href="#">Taxes</a>
<input type="radio"/>	<a href="#">E.MANAGER</a>
<input type="radio"/>	<a href="#">Reports</a>
<input type="radio"/>	<a href="#">Logout</a>

The following page will appear:

Merchant configuration	
Add new gateway	AuthorizeNet <input type="button" value="Add"/>
Active	VISA <a href="#">Dummy Gateway</a> 0.0/0.0 0/0 <a href="#">Deactivate</a>
Set Active	AuthorizeNet <input type="button" value="Payment type"/> VISA <input type="button" value="Activate"/>
Edit Gateway	AuthorizeNet <input type="button" value="Edit"/>
Edit Description	<p>Edit the description that will appear on your client's credit card statements. If you leave the Description Only box unchecked, the statement will also contain customer's plan name &amp; account ID.</p> <input type="text"/> <input type="checkbox"/> Description Only <input type="button" value="Submit Query"/>
Moderated CC signup	<input type="radio"/> OFF
Accept checks	<input checked="" type="radio"/> ON
Accept PayPal	<input type="radio"/> OFF
Accept WorldPay	<input type="radio"/> OFF
Maximum allowed failed charge attempts for credit cards	<input type="text"/> <input type="button" value="Submit"/>
Retry interval after failed attempt to process CC (min)	<input type="text"/> <input type="button" value="Submit"/>

**Important:** Tune up your billing with Dummy Gateway before getting your system going. Dummy Gateway enables you to test and see how it works without actual charges.

AuthorizeNet (ADC Relay)

To set up AuthorizeNet:

1. Select *AuthorizeNet* in the *Add New Gateway* box.

2. Click the *Add* button.
3. Fill out the form that appears:

AuthorizeNet	
Title	<input type="text" value="admin.authorizenet"/>
Server	<input type="text" value="secure.authorize.net"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/gateway/transact.dll"/>
Login	<input type="text"/>
Password	<input type="text"/>
Referrer URL	<input type="text"/> (optional)
Test Mode	<input type="text" value="FALSE"/> ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this AuthorizeNet connection
  - ◆ **Server:** the name of the AuthorizeNet server
  - ◆ **Port:** the port of the AuthorizeNet server
  - ◆ **Path:** the .dll file path that you got from AuthorizeNet
  - ◆ **Login:** your AuthorizeNet login.
  - ◆ **Password:** you must enter your AuthorizeNet password here, but disable *Require Password* in the AuthorizeNet interface.
  - ◆ **Referrer URL:** the URL of the page that requests the payment. It's required as in some cases requests can be canceled without this information. Referrer URL can be your control panel URL, e.g: `http://cp.your_domain` (`http://cp.example.com`). Make sure to put the same Referrer URL in your AuthorizeNet interface in *settings* → response/receipt URLs, otherwise the request will be denied.
  - ◆ **Test Mode:**
    - *FALSE*: credit card transactions will be completed and credit cards will be charged;
    - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged.
- \* In Test Mode, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does

not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on. Transactions submitted in Test Mode are not stored on the system, and will not appear in any reports or lists.

4. Click *Submit Query*

AuthorizeNet is ready for use immediately after the installation of H-Sphere.

**Note:** H-Sphere doesn't check AuthorizeNet transactions with AVS. To use this tool for H-Sphere transactions, enable and configure AVS support in your AuthorizeNet account.

AuthorizeNet (SIM protocol)  
(version 2.3 RC4 and higher)

To set up AuthorizeNet (SIM protocol):

1. Select *AuthorizeNet (SIM protocol)* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

AuthorizeNet (SIM protocol)	
Title	AuthorizeNet (SIM prot
Server	secure.authorize.net
Port	443
Path	/gateway/transact.dll
Login	snowman
Transaction Key	*****
Referrer URL	test
Test Mode	TRUE <input type="button" value="v"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this AuthorizeNet connection
- ◆ **Server:** the name of the AuthorizeNet server
- ◆ **Port:** the port of the AuthorizeNet server
- ◆ **Path:** the .dll file path that you got from AuthorizeNet
- ◆ **Login:** your AuthorizeNet login.
- ◆ **Transaction Key:** a unique gateway-generated alphanumeric string that is used by the gateway to authenticate the fingerprint and the transaction as originating from an authorized merchant (see below).
- ◆ **Referrer URL:** the URL of the page that requests the payment. It's required as in some cases requests can be canceled without this information. Referrer URL can be your control panel URL, e.g: `http://cp.your_domain` (`http://cp.example.com`). Make sure to put the same Referrer URL in your AuthorizeNet interface in *settings* -> response/receipt URLs, otherwise the request will be denied.
- ◆ **Test Mode:**
  - *FALSE*: credit card transactions will be completed and credit cards will be charged;
  - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged.
  - \* In Test Mode, all transactions appear to be processed as real transactions. The gateway accepts the transactions, but does not pass them on to the financial institutions. Accordingly, all transactions will be approved by the gateway when Test Mode is turned on. Transactions submitted in Test Mode are not stored on the system, and will not appear in any reports or lists.

4. Click *Submit Query*

To obtain the Transaction Key from the Merchant Interface:

1. Log into the Merchant Interface;
2. Select *Settings* from the Main Menu;
3. Click *Obtain Transaction Key* in the *Security* section;
4. Type in the answer to your secret question (The secret question and answer are setup during account activation. It is required to authenticate the merchant before the transaction key is generated.)
5. Click *Submit*;
6. The transaction key is returned by the Merchant Interface.

*Note:* Please make sure the time on your control panel server is precisely synchronized, or else transaction requests will be declined by AuthorizeNet.

AuthorizeNet (SIM Protocol) is ready for use immediately after the installation of H-Sphere.

**Note:** H-Sphere doesn't check AuthorizeNet transactions with AVS. To use this tool for H-Sphere transactions, enable and configure AVS support in your AuthorizeNet account.

Bibit (version 2.09 and higher)

To set up Bibit:

1. Select *Bibit* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Bibit	
Title	<input type="text" value="Bibit_for_VISA"/>
Server	<input type="text" value="secure-test.bibit.com"/>
Path	<input type="text" value="/jsp/merchant/xml/paymer"/>
Port	<input type="text" value="443"/>
Merchant Code	<input type="text"/>
Login	<input type="text"/>
Password	<input type="text"/>
Currency	<input type="text" value="U.S. Dollar"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Bibit connection
- ◆ **Server:** the name of the Bibit server
- ◆ **Port:** the port of the Bibit server
- ◆ **Path:** the .dll file path that you got from Bibit
- ◆ **Login:** your Bibit login.
- ◆ **Password:** the password which comes with the login.
- ◆ **Merchant Code:** the string that you get from Bibit.
- ◆ **Currency:** the currency in which end users will be charged for your services and hosting resources

4. Click *Submit Query*

Bibit is ready for use immediately after the installation of H-Sphere.

CyberCash

To set up CyberCash:

1. Select *CyberCash* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

CyberCash	
Title	<input type="text" value="CyberCash"/>
Server	<input type="text" value="http://cr.cybercash.com/cgi"/>
Merchant Key	<input type="text"/>
CyberCash ID	<input type="text"/>
Hash Secret	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this CyberCash connection
- ◆ **Server:** the name of the CyberCash server
- ◆ **Merchant Key, CyberCash ID, Hash Secret:** once you register CyberCash account you are given this login info.  
Do not share it with anyone. The security of your system could be compromised if you do

4. Click *Submit Query*

To test your transactions before you go live, get a test account from CyberCash.

Read how to install CyberCash in the *Merchant Gateway Configuration* manual of the sysadmin guide.

Echo

To set up Echo:

1. Select *Echo* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Echo	
Title	<input type="text" value="Echo"/>
Login	<input type="text"/>
Pin	<input type="text"/>
E-mail	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Echo connection
  - ◆ **Login:** your Echo login
  - ◆ **Pin:** once you register Echo account, you are given this unique pin code to verify charge requests
  - ◆ **E-mail:** e-mail you provided on signing up the contract with Echo. It's used to verify charge requests from your CP
4. Click *Submit Query*

Read how to install Echo in the *Merchant Gateway Configuration* manual of the sysadmin guide.

## Ematic

To set up Ematic:

1. Select *Ematic* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Ematic	
Title	Ematic
Server	www.ematic.com
Port	443
Path	/cgi-bin/ematic/profile/prc
Login	admin
Password	*****

- ◆ **Title:** give a name to this Ematic connection
- ◆ **Server:** the name of the Ematic server
- ◆ **Port:** the port of the Ematic server
- ◆ **Path:** the .dll file path that you got from Ematic
- ◆ **Login:** your Ematic login.
- ◆ **Password:** the password which comes with the login.

4. Click *Submit Query*

Read how to install Ematic in the *Merchant Gateway Configuration* manual of the sysadmin guide.

ePDQ (version 2.09 and higher)

To set up ePDQ:

1. Select *ePDQ* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

ePDQ	
Title	<input type="text" value="ePDQ_for_Master"/>
Server	<input type="text" value="secure2.epdq.co.uk"/>
Port	<input type="text" value="12000"/>
IP Address	<input type="text"/>
Login	<input type="text"/>
Client ID	<input type="text"/>
Password	<input type="text"/>
Currency	<input type="text" value="U.S. Dollar"/>
Test Mode	<input type="text" value="FALSE"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this ePDQ connection
- ◆ **Server:** the name of the ePDQ server
- ◆ **Port:** the port of the ePDQ server
- ◆ **IP Address:** your external control panel IP address
- ◆ **Login:** your ePDQ login.
- ◆ **Password:** the password which comes with the login
- ◆ **Client ID:** the unique client ID code you get from ePDQ
- ◆ **Currency:** the currency in which end users will be charged for your services and hosting resources
- ◆ **Test Mode:**
  - *FALSE*: credit card transactions will be completed and credit cards will be charged;
  - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged

4. Click *Submit Query*

Read how to install ePDQ in the *Merchant Gateway Configuration* manual of the sysadmin guide.

## LinkPoint

To set up LinkPoint:

1. Select *LinkPoint* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Link Point	
Title	<input type="text" value="Link Point"/>
Config File	<input type="text"/>
Insert the path to the Key File	<input type="text" value="/hsphere/shared/ssl/cert.p"/>
Server	<input type="text" value="staging.linkpt.net"/>
Port	<input type="text" value="1139"/>
Test Mode	<input type="text" value="FALSE"/> ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this LinkPoint connection
  - ◆ **Config File:** the 5–6 digit code name for the Link Point server config file. The code name has the functionality of a login.
  - ◆ **Insert the path to the Key File:** enter the path to the certificate that you get from LinkPoint.
  - ◆ **Server:** the name of the LinkPoint server
  - ◆ **Port:** the port of the LinkPoint server
  - ◆ **Test Mode:**
    - *FALSE*: credit card transactions will be completed and credit cards will be charged;
    - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged
4. Click *Submit Query*

Read how to install LinkPoint in the *Merchant Gateway Configuration* manual of the sysadmin guide.

## Paradata

To set up Paradata:

1. Select *Paradata* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Paradata	
Title	<input type="text" value="Paradata"/>
Account Token	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this LinkPoint connection
  - ◆ **Account Token:** the unique code generated on the basis of your login and password that you get when opening the Paradata merchant gateway account.
    - \*Adding *TEST* before the token will set the merchant gateway account into the test mode.
4. Click *Submit Query*

Read how to install Paradata in the *Merchant Gateway Configuration* manual of the sysadmin guide.

## PayAndShop

To set up PayAndShop:

1. Select *PayAndShop* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

PayAndShop	
<input type="text" value="PayAndShop"/>	Title
<input type="text"/>	Merchant Id
<input type="text"/>	Secret
<input type="text"/>	Account
<input type="text" value="U.S. Dollar"/>	Currency
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	<input type="button" value="Submit"/>

- ◆ **Title:** give a name to this PayAndShop connection
- ◆ **Merchant Id:** the code given to you by PayAndShop. This is NOT the merchant number supplied by your bank
- ◆ **Secret:** the encryption code given to you by PayAndShop
- ◆ **Account:** your account name given to you by PayAndShop.
- ◆ **Currency:** the currency in which end users will be charged for your services and hosting resources

4. Click *Submit Query*

Read how to install PayAndShop in the *Merchant Gateway Configuration* manual of the sysadmin guide.

## PayReady

To set up PayReady:

1. Select *PayReady* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

PayReady	
Title	<input type="text" value="PayReady"/>
Server	<input type="text" value="www.payready.net"/>
Port	<input type="text" value="443"/>
Login	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this PayReady connection
- ◆ **Server:** the name of the PayReady server
- ◆ **Port:** the port of the PayReady server
- ◆ **Login:** your PayReady login.

4. Click *Submit Query*

PayReady is ready for use immediately after the installation of H-Sphere.

PSiGate

To set up PSiGate:

1. Select *PSiGate* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

PSiGate	
Title	<input type="text" value="PSiGate"/>
Server	<input type="text" value="secure.psigate.com"/>
Port	<input type="text" value="1139"/>
E-Mail	<input type="text"/>
Config File	<input type="text"/>
Test Mode	<input type="text" value="FALSE"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this PSiGate connection
- ◆ **Server:** the name of the PSiGate server
- ◆ **Port:** the port of the PSiGate server
- ◆ **E-Mail:** you will receive e-mail confirmations from PSiGate to this address
- ◆ **Config File:** the server config file you got from PSiGate
- ◆ **Test Mode:**
  - *FALSE*: credit card transactions will be completed and credit cards will be charged;
  - *TRUE*: authorization requests will be sent for verification without settlement requests and credit cards won't be charged

4. Click *Submit Query*

\* With PSiGate account, you'll get the *certificate* and *key* \* .der files. When setting up PSiGate account, you'll obtain exclusive names for these files to be saved into the `/hsphere/home/cpanel/shiva/psoft_config/psigate/` directory.

Read how to install PSiGate in the *Merchant Gateway Configuration* manual of the sysadmin guide.

## SecurePay

To set up SecurePay:

1. Select *SecurePay* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

SecurePay	
Title	<input type="text" value="SecurePay"/>
Server	<input type="text" value="www.securepay.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/secure1/index.asp"/>
Merchant ID	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this SecurePay connection
  - ◆ **Server:** the name of the SecurePay server
  - ◆ **Port:** the port of the SecurePay server
  - ◆ **Path:** path to the the .asp file on the SecurePay server
  - ◆ **Merchant Id:** the code given to you by SecurePay. This is NOT the merchant number supplied by your bank
4. Click *Submit Query*

Read how to install SecurePay in the *Merchant Gateway Configuration* manual of the sysadmin guide.

### Secure Trading

1. Select *Secure Trading* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Secure Trading	
Title	<input type="text" value="SecureTrading"/>
Path to the certificate file	<input type="text"/>
Currency	<input type="text" value="U.S. Dollar"/> ▼
Settlement Day	<input type="text"/>
Problem Notification Email	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Secure Trading connection.
- ◆ **Path to the certificate file:** enter the path on your server to the certificate file you got from Secure Trading.
- ◆ **Currency:** the currency in which end users will be charged for your services and hosting resources.
- ◆ **Settlement Day:** enter a number of days before transaction request is processed.
- ◆ **Problem Notification Email:** enter an email address to receive control panel notifications to void transactions through Secure Trading account.

#### VeriSign Payflow Pro

1. Select *Payflow Pro* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

Payflow Pro	
Title	<input type="text" value="Payflow Pro"/>
Server	<input type="text" value="connect.signio.com"/>
Port	<input type="text" value="443"/>
Partner	<input type="text" value="VeriSign"/>
AVS	<input type="text" value="Full (Accept the transaction only if YY is returned)"/>
Login	<input type="text"/>
Password	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Payflow Pro connection
- ◆ **Server:** the name of the Payflow Pro server
- ◆ **Port:** the port of the Payflow Pro server
- ◆ **Partner:** your partner ID given to you by the authorized VeriSign Reseller who signed you up for the Payflow Pro service.
  
- ◆ **AVS** (version 2.09 and higher): stands for Address Verification Service. AVS can be used as an additional layer of protection for merchants who wish to verify that the purchaser knows the billing address of the cardholder (in case these are two different people). This is not a very serious form of risk mitigation or fraud prevention, and yet it does give some assurance that a hacker isn't simply generating a list of valid credit card numbers and purchasing product at will. AVS simply matches the numeric portion of the cardholder's street billing address and the 5 or 9–digit zip code of the cardholder's billing address.  
 The AVS request parameters are STREET and ZIP. The processing network verifies the AVS information, comparing a portion of the billing address from the request message with address data on file at the VIC or the issuer's center. Based on the comparison, a response will be returned which confirms whether the information matches or not. Banks do not decline transactions based on the AVS check. The AVS response is returned as two single tab–delimited characters: YY, NN, YN, NY (Y–"matches", N for "doesn't match"). This information is just an advice. However, the H–Sphere system will either allow or decline the transaction depending on the selected AVS status.  
 AVS is only supported for US cardholders.

- ◆ **Login:** your Payflow Pro login.
  - ◆ **Password:** the password which comes with the login
4. Click *Submit Query*

Read how to install PayflowPro in the *Merchant Gateway Configuration* manual of the sysadmin guide.

Verisign Payflow Pro with SSL Support (version 2.3 and higher)

Configuring Verisign Payflow Pro merchant gateway account with SSL support is almost the same as for [VeriSign Payflow Pro](#) but for the *Path to the certificate file*. Here you need to enter the path to the SSL certificate you received when you signed up with VeriSign Payflow Pro

Read how to install PayflowPro with SSL Support in the *Merchant Gateway Configuration* manual of the sysadmin guide.

IonGate (version 2.3 RC4 and higher)

1. Select *IonGate* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

IonGate	
Title	<input type="text" value="IonGate"/>
Server	<input type="text" value="secure.iongate.com"/>
Port	<input type="text" value="443"/>
Path	<input type="text" value="/iongate.asp"/>
Login	<input type="text"/>
Problem Notification Email	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this IonGate connection
- ◆ **Server:** the name of the IonGate server
- ◆ **Port:** the port of the IonGate server
- ◆ **Path:** path to the the .asp file on the IonGate server
- ◆ **Login:** your IonGate login
- ◆ **Problem Notification Email** – enter email to receive notifications about:
  - AVS (Address Verification Service) problems. Read [above](#) to know more about about AVS
  - *H-Sphere signup error*: user's signup failure for unknown reasons after credit card is charged.
 When either of the mentioned problems appear, H-Sphere sends a message to this Notification E-mail with the recommendation to void the transaction in merchant's gateway account due to AVS problems or system faults. To cancel the transaction, the owner of H-Sphere should access his merchant account and cancel the transaction manually.

4. Click *Submit Query*

IonGate is ready for use immediately after the installation of H-Sphere.

**Warning:** *IonGate billing system doesn't accept transactions with amounts that have more than one digit after the decimal separator. Instead, it rounds decimal numbers to only one digit. E.g: If you have set a price for a resource \$12.75, IonGate will charge your users \$12.8. Also if you have set a price \$13.95, IonGate will charge your users \$14.*

## Plug'n Pay (version 2.3 RC4 and higher)

Before you configure the Plug'n Pay connection, you need to download the certificate file.

1. Go to <http://www.plugnpay.com>, Choose *Login to Merchant account*, and log in using your Plug'n Pay login and password.
2. Click the *API & Cart Downloads* link and find the 'certs.zip' link in the 'Java' section.
3. Download the certs.zip file, and unpack it to the CP box.
4. Select *Plug'n Pay* in the *Add New Gateway* box.
5. Click the *Add* button.
6. Fill out the form that appears:

Plug'n Pay	
Title	<input type="text" value="Plug'n Pay"/>
Login	<input type="text" value="samplehoster"/>
Password	<input type="password" value="*****"/>
E-Mail	<input type="text" value="user@example.net"/>
Don't send email to client	<input type="text" value="no"/> ▼
Certificate Dir	<input type="text" value="/hsphere/ssl/PlugnPay"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Plug'n Pay connection
- ◆ **Login:** your Plug'n Pay login
- ◆ **Password:** the password which comes with the login
- ◆ **E-mail:** the address you provided on signing up with Plug'n Pay. It's used to verify charge requests from your CP
- ◆ **Don't Send E-mail to Client:** Leave this box unchecked to have your end customers notified when they are charged. The e-mail addresses are taken from their contact info.
- ◆ **Certificate Dir:** the directory on the H-Sphere control panel server where you have put the certificate file.

7. Click *Submit Query*

To install Plug'n Pay, it will suffice to put the certificate file to any location on the control panel server and specify its location on the Plug'n Pay settings page.

Skipjack (version 2.3 RC4 and higher)

1. Select *Skipjack* in the *Add New Gateway* box.
2. Click the *Add* button.
3. Fill out the form that appears:

SkipJack	
Title	<input type="text" value="SkipJack"/>
Server	<input type="text" value="developer.skipjackic.cc"/>
Port	<input type="text" value="443"/>
Account ID	<input type="text" value="000621497561"/>
Developer Account ID	<input type="text" value="000249220125"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Skipjack connection
  - ◆ **Server:** the name of the Skipjack server
  - ◆ **Port:** the port of the Skipjack server
  - ◆ **Account ID:** the ID you are given by Skipjack when you go live
  - ◆ **Developer Account ID:** the ID you are given when you sign up for a trial Skipjack account
4. Click *Submit Query*

Skipjack is ready for use immediately after the installation of H–Sphere.

Surepay (version 2.3 RC3 and higher)

1. Select *Surepay* in the *Add New Gateway* box.

2. Click the *Add* button.
3. Fill out the form that appears:

SurePay	
Title	<input type="text" value="SurePay"/>
Merchant ID	<input type="text"/>
Server	<input type="text" value="xml.surepay.com"/>
Port	<input type="text" value="443"/>
URL File	<input type="text" value="/"/>
Currency	<input type="text" value="U.S Dollar"/> ▼
Password	<input type="text" value="*****"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this Surepay connection
- ◆ **Merchant ID:** the unique client ID code you get from Surepay.
- ◆ **Server:** the name of the Surepay server.
- ◆ **Port:** the port of the Surepay server.
- ◆ **URL File:** the .dll file path that you got from Surepay; as of current version you should enter just a slash "/".
- ◆ **Currency:** the currency in which end users will be charged for your services and hosting resources.
- ◆ **Password:** the password provided by Surepay to your account.

4. Click *Submit Query*

Surepay is ready for use immediately after the installation of H–Sphere.

InterCept (version 2.4 higher)

1. Select *InterCept* in the *Add New Gateway* box.
2. Click the *Add* button.

3. Fill out the form that appears:

InterCept	
Title	<input type="text" value="InterCept"/>
Server	<input type="text" value="TESTPAYSRV.EPX.CC"/>
Port	<input type="text" value="86"/>
Company Key	<input type="text" value="8993"/>
Security Key	<input type="text" value="*****"/>
Terminal ID	<input type="text" value="6177"/>
Currency	<input type="text" value="U.S. Dollar"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ **Title:** give a name to this InterCept connection
- ◆ **Server:** the name of the InterCept server.
- ◆ **Port:** the port of the InterCept server.
- ◆ **Company key:** this will serve as your InterCept login.
- ◆ **Security key:** used for For DES/TDES encryption. This key must contain 16 hex digits. If the key is incorrect, the information will be encrypted incorrectly, and an error will be generated.
- ◆ **Terminal ID:** This is the InterCept Payment Solutions assigned ID for the device that will be performing transactions with the payment servers. Multiple Terminal ID's can be assigned per account based on the number of terminals performing transactions. A terminal can be defined as, but not limited to, a specific web site, personal computer, handheld device or card swipe terminal. If your company has multiple terminals and only one terminal is sending incorrect or fraudulent information, we would have the ability to shut this one terminal down without interrupting the remainder of the terminals doing business. If a merchant does not choose multiple Terminal ID's and for any reason the ID needs to be deactivated, all terminals would be affected. It is the merchant's responsibility to request multiple Terminal ID's. This field is alpha numeric with a maximum of 15 characters.
- ◆ **Currency:** the currency in which end users will be charged for your services and hosting resources.

4. Click *Submit Query*.

InterCept is ready for use immediately after the installation of H-Sphere.

## Associating Merchant Gateways with Credit Card Vendors

Now that you have configured one or more merchant gateways, you need to associate them with credit card vendors. You can have different credit card brands processed with different processing centers. For example, you can configure H-Sphere to process VISA and MASTERCARD with AuthorizeNet, and AMERICAN EXPRESS – with CyberCash. To set the associations:

1. In the *Set Active* field, choose the credit card brand and the processing center it will be charged through.
2. Click the *Activate* button to create the association. Now your Merchant Gateway Manager form should look similar to this:

Merchant configuration	
Add new gateway	AuthorizeNet <input type="button" value="Add"/>
Active	VISA <a href="#">Dummy Gateway</a> 0.0/0.0 0/0 <a href="#">Deactivate</a>
Set Active	AuthorizeNet <input type="button" value="Payment type"/> VISA <input type="button" value="Activate"/>
Edit Gateway	AuthorizeNet <input type="button" value="Edit"/>
Edit Description	<p>Edit the description that will appear on your client's credit card statements. If you leave the Description Only box unchecked, the statement will also contain customer's plan name &amp; account ID.</p> <input type="text"/> <input type="checkbox"/> Description Only <input type="button" value="Submit Query"/>
Moderated CC signup	<input type="radio"/> OFF
Accept checks	<input checked="" type="radio"/> ON
Accept PayPal	<input type="radio"/> OFF
Accept WorldPay	<input type="radio"/> OFF
Maximum allowed failed charge attempts for credit cards	<input type="text"/> <input type="button" value="Submit"/>
Retry interval after failed attempt to process CC (min)	<input type="text"/> <input type="button" value="Submit"/>

Make sure to create associations for each credit card brand you would like to support. Users won't be able to pay with the credit cards that haven't been associated with any processing center.

Editing description for User credit card statements.  
(version 2.2 and higher)

Use this feature to let your customers know from their credit card statements what charges are related to hosting with H–Sphere.

1. Select *Merchant Gateway* in the *Settings* menu.
2. Enter the description text in the *Edit Description* text box.
3. Click *Submit Query*.

Handling CC charge request failures  
(version 2.3 and higher)

H–Sphere suggests a solution to handle rejected credit card transactions by setting the maximum failed charge attempts and the retry interval. If a processing center rejects a CC charge request, H–Sphere will:

1. debit the account;
2. notify the user by e–mail at the address provided in the user contact/billing info;
3. send this CC request again in the defined period of time (see [below](#));
4. disable any other paid operations with this CC until this period elapses.

With the first successful credit card transaction, the charge failure counter is reset.

To configure this behaviour:

1. Select *Merchant Gateway* in the *Settings* menu.
2. Fill out the last two fields on the Merchant Gateway Manager page:
  - **Maximum allowed failed charge attempts for credit cards:** restrict the number of CC charge request failures.
  - **Retry interval after failed attempt to process CC (min):** set the period (in minutes) to elapse before the system resends the charge request. Until then, the system will disable any transactions with this CC.

If charge failures reach the maximum number allowed, H–Sphere will mark such credit card as nonchargeable until you reset the charge

failure counter:

1. Select *CC processing errors* in the *Reports* menu;
2. Retrieve the needed account;
3. In the *Controls* column of the *Search Results* page, click the *Reset* icon for this account.

---

Related Docs: • [Online Payment Providers \(WorldPay and PayPal\)](#) • [Adding Merchant Gateways](#)

### **Disabling Global Resources, Logical Servers And Reseller CP SSL**

(version 2.3 and higher)

Related Docs: • [What Are Resellers in H-Sphere](#)

If you don't offer some features or services supported by H-Sphere, you need to exclude them for the entire hosting system so they become unavailable for end users and resellers. For instance, if you don't offer Miva Windows hosting, you need to disable them in all end user and reseller plans.

If you are looking to restrict resources only for a **particular** reseller plan, use [Plan Wizards](#).

- [Disabling global resources](#)
- [Disabling hosting platforms and logical servers](#)
- [Disabling Reseller CP SSL](#)
- [Disabling Reseller DNS IPs](#)

### Disabling Global Resources

Global resources are those that have effect on the **entire** system. By default, they are all enabled in the system. Disabling global resources will make them unavailable for use by all new customers under all your plans, including your first hand customers, resellers and their end users. However, it won't affect existing users who have been using these resources.

### Step 1: Uncheck resources

1. Log into your admin control panel.
2. Select *Global Resources* in the *INFO* menu.
3. On the page that shows, uncheck the resources you want to be entirely disabled:

<b>Resources Enabled For Entire System</b>	
You can disable any of the following resources for the entire system by unchecking the boxes. Disabling resources will take effect after you submit changes in all your plans via Plan Edit Wizard, including the plans you created for your resellers and also their own custom plans. You can also disable any of the hosting platforms for the whole system. To do it, uncheck the box against the necessary platform.	
Miva Empresa Engine	<input checked="" type="checkbox"/>
MIVA Resource (depends on Miva Empresa Engine)	<input checked="" type="checkbox"/>
osCommerce (depends on MySQL)	<input checked="" type="checkbox"/>
Urchin	<input type="checkbox"/>
MySQL	<input checked="" type="checkbox"/>
MS SQL	<input checked="" type="checkbox"/>
PGSQL	<input checked="" type="checkbox"/>
Real Server user	<input checked="" type="checkbox"/>
ColdFusion module	<input checked="" type="checkbox"/>
Summary Disk Usage	<input type="checkbox"/>

*Note:* These resources will appear as disabled in resellers Plan Creation Wizards and will be unavailable for activation.

4. Click *Submit Query*.

### Step 2: Apply changes in Plan Edit Wizards

The following procedure must be repeated for every plan in the system including your plans and plans created by resellers. After you have applied changes in reseller plans, you need to either update end user plans in each of your resellers or ask the resellers to do it themselves.

1. Select *Plans* in the *Info* menu.
2. On the plans page that appears, click the name of the plan. Plan Edit Wizard page appears. Globally disabled resources will appear deactivated:

Global resources <span style="border: 1px solid black; padding: 0 2px;">i</span>	<input checked="" type="checkbox"/> Miva Empresa Engine <input checked="" type="checkbox"/> MIVA Resource <input checked="" type="checkbox"/> osCommerce <input type="checkbox"/> Urchin (Disabled entirely) <input checked="" type="checkbox"/> MySQL <input checked="" type="checkbox"/> MS SQL <input checked="" type="checkbox"/> PGSQL <input checked="" type="checkbox"/> Real Server user <input checked="" type="checkbox"/> ColdFusion module <input type="checkbox"/> Summary Disk Usage (Disabled entirely)
--	---

3. Go through the wizard without making changes. Make sure not to skip price pages.

### Disabling Hosting Platforms and Logical Servers

Apart from global resources, you can also disable entire hosting platforms and groups of logical servers for the whole system. If you disable a platform or a server group, new customers won't be able to use it, but existing customers won't be affected.

#### Step 1: Uncheck platforms and logical servers

1. Select *Global Resources* in the *INFO* menu.
2. On the page that appears, uncheck the platforms and logical server groups to be disabled:

<b>Hosting Platforms Enabled For Entire System</b>	
Unix platform	<input checked="" type="checkbox"/>
Windows platform	<input type="checkbox"/>
<input type="button" value="Submit Query"/>	

3. Click *Submit Query*.

### Step 2: Apply changes in Plan Edit Wizard

The following procedure must be repeated for every plan in the system including your plans and plans created by resellers. After you have applied changes in reseller plans, you need to either update end user plans in each of your resellers or ask the resellers to do it themselves.

1. Select *Plans* in the *Info* menu.
2. On the plans page that appears, click the name of the existing plan. Plan edit wizard page appears. Disabled platforms and server groups will appear deactivated:

Reseller Plan Edit Wizard Step 1 of 3	
Plan Name <span>i</span>	RESELLER TEST2
Allow hosting <span>i</span>	<input checked="" type="checkbox"/> Unix platform <input type="checkbox"/> Windows platform (Disabled entirely)
Allow server groups <span>i</span>	<input checked="" type="checkbox"/> web servers <input checked="" type="checkbox"/> name servers <input checked="" type="checkbox"/> mail servers <input checked="" type="checkbox"/> MySQL servers <input type="checkbox"/> win servers (Disabled entirely) <input checked="" type="checkbox"/> Win Real server <input checked="" type="checkbox"/> MS SQL Server <input checked="" type="checkbox"/> PGSQL servers

3. Go through the wizard without making changes. Make sure not to skip price pages.

### Disabling Reseller CP SSL

You can globally enable or disable SSL protection for reseller control panels. Read about [Reseller CP SSL](#).

#### Step 1: Uncheck Reseller CP SSL

1. Select *Global Resources* in the *INFO* menu.
2. On the page that appears, uncheck the box next to the type of *Reseller CP SSL* you want to disable for the whole system.

Reseller CP SSL Enabled For Entire System	
IP-Based CP SSL	<input checked="" type="checkbox"/>
Port-Based CP SSL	<input type="checkbox"/>
<input type="button" value="Submit Query"/>	

3. Click *Submit Query*.

### Step 2: Apply changes in Plan Edit Wizards

1. Select *Plans* in the *Info* menu.
2. On the plans page that appears, click the name of the existing reseller plan. Plan Edit Wizard page appears. *Reseller CP SSL* will appear deactivated:

Reseller CP SSL <span style="border: 1px solid black; padding: 0 2px;">i</span>	<input type="radio"/> IP-Based CP SSL <input checked="" type="radio"/> Port-Based CP SSL (Disabled entirely) <input type="radio"/> Disabled
---	---

3. Go through the wizard without making changes. Make sure not to skip price pages.

An alternative way to disable reseller CP SSL is to [remove corresponding variables](#) from file `hsphere_properties`.

### Disabling Reseller DNS IPs

You can host resellers on a Shared (Service) IP or on Dedicated DNS Reseller IPs. This option makes possible to allow or disallow dedicated DNS Reseller IP usage. You can't disable Service IP hosting for the entire system.

### Step 1: Select allowed IP type

1. Select *Global Resources* in the *INFO* menu.

2. On the page that appears, choose:
  - *Enable Dedicated DNS Reseller IP* to allow both Service and Reseller DNS IP hosting;
  - *Use only service IP as a DNS Reseller IP* to disable dedicated DNS Reseller IPs and host all resellers on one IP only.


DNS Reseller IPs	
Enable dedicated DNS Reseller IPs	<input checked="" type="radio"/>
Use only service IP as a DNS Reseller IP	<input type="radio"/>
<input type="button" value="Submit Query"/>	

3. Click *Submit Query*.

### Step 2: Apply changes in Plan Edit Wizards

If you have chosen to disable DNS Reseller IPs, perform the following procedure for every reseller plan in the system.

1. Select *Plans* in the *Info* menu.
2. On the plans page that appears, click the name of the existing reseller plan. Plan Edit Wizard page appears. The *DNS Reseller IPs* option will look as follows:

DNS Reseller IPs 	<input type="radio"/> Service IP always
--	---

3. Go through the wizard without making changes. Make sure not to skip price pages.

If you have chosen to keep DNS Reseller IPs, perform the following procedure for every reseller plan in the system.

1. Select *Plans* in the *Info* menu.
2. On the plans page that appears, click the name of the existing reseller plan. Plan Edit Wizard page appears. Choose if you want to enable or disable *DNS Reseller IPs* for this plan:

DNS Reseller IPs 	<input checked="" type="radio"/> Enable dedicated DNS Reseller IPs
--	--

3. Go through the wizard without making changes. Make sure not to skip price pages.

Related Docs: • [What Are Resellers in H-Sphere](#)

## Configuring Enom and OpenSRS

(version 2.3 and higher)

H-Sphere 2.3 and higher comes with a Domain Registrar Manager that supports domain registration services with [Enom](#) and [OpenSRS](#) and allows registering some domains with OpenSRS and others with Enom. This document provides step-by-step instructions on how to :

- [get prepared](#)
- set up registrars
  - 1) [set up Enom](#)
  - 2) [set up OpenSRS](#)
  - 3) [associate top level domains with Enom or OpenSRS](#)
  - 4) [set default domain registration prices](#)
  - 5) [configuring Enom and OpenSRS for resellers](#)
- [edit Enom / OpenSRS settings](#)
- [remove TLD associations](#)
- [delete Enom / OpenSRS connections](#)

### IMPORTANT:

Before you start, make sure to have your company info carefully entered, as it will be used as Billing and Tech info for registered domains. With your company info incorrect or incomplete, end users may start encountering problems with domain registration. Company Info is set on the *Look-> Company Info page*.

### Getting Prepared

1. Create a reseller account with Enom or OpenSRS. When prompted for the IP address, enter the IP address of your Control Panel server.

2. To start with OpenSRS, go through the Full Access test on the OpenSRS site to get the **Reseller** status. This requirement is set by OpenSRS (not PSoft) to make sure you are familiar with their system and procedures and qualify to resell their services.

### Step 1. Setting Up Enom

*Requirement:* agreement with Enom signed

To set up your connection with Enom:

1. Log into your admin CP.
2. Select *Domain Registrar* in the *Settings* menu.
3. In the *Add New Registrar* box, choose *Enom* and click the *Add* button:

Domain Registrar Manager	
Add New Registrar	OpenSRS Registrar <input type="button" value="Add"/>
Active	OpenSRS Registrar Enom.com Registrar
Set Active	<input type="button" value="TLD"/> com <input type="button"/>
Edit Registrar	<input type="button"/>
Delete Registrar	<input type="button"/>

4. You'll need to enter your Enom connection data:

Enom.com Registrar	
Title	<input type="text" value="Enom.com Registrar"/>
Server	<input type="text" value="reseller.enom.com"/>
Port	<input type="text" value="80"/>
Protocol	<input type="text" value="HTTP"/>
Path	<input type="text" value="/interface.asp"/>
Login	<input type="text" value="terracotta"/>
Password	<input type="password" value="xxxxxxx"/>
License Agreement	<div style="border: 1px solid black; height: 150px;"></div>
Warn users about domain expiration this many days in advance	<input type="text" value="45"/>
Renew domains this many days before domain expiration	<input type="text" value="7"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ *Title*: the name of your account. You can have more than one connection with Enom.
- ◆ *Server*: Enom server (provided by Enom), e.g.: reseller.enom.com
- ◆ *Port*: the port used for connecting to the Enom server (provided by Enom), e.g.: 80.
- ◆ *Protocol*: the protocol required by Enom.com to connect to the server, e.g.: http.

- ◆ *Path*: the path to the domain registration software (provided by Enom.com), e.g.: `/interface.asp`.
  - ◆ *Login*: the login to the server (provided by the domain registrar company).
  - ◆ *Password*: the password to login to the Enom.com's server (provided by Enom.com).
  - ◆ *License Agreement*: the text and/or the path to the license agreement obtained from Enom that explains the Enom's obligations to your customers, their obligations to Enom and proves you are a lawful registration service provider. This will be shown to your end-customers on the signup forms and when they decide to create a new domain through their CP.
- 
- ◆ *Warn users about domain expiration this many days in advance*: the domains are bought from Enom for a certain period of time (one or more years). When this time expires the domain is suspended, and if the term of domain name registration is not renewed, the domain is canceled and becomes available for sale to other buyers. Here you can set the number of days before the domain expiration date to remind the user about approaching domain cancelation.
  - ◆ *Renew domains this many days before domain expiration*: number of days before domain expiration to automatically renew the domain registration (as opposed to manual domain name registration renewal).
5. Click *Submit Query*. Now your Enom connection is created and you can proceed to the next step.

## Step 2. Setting Up OpenSRS

*Requirement*: agreement with OpenSRS signed and Fully Qualified Reseller test completed.

H-Sphere 2.2 and earlier used external OpenSRS package, and OpenSRS settings were stored placed in the `/etc/OpenSRS.conf` file. Starting with version 2.3, H-Sphere comes with an internal OpenSRS engine and should be configured using the admin Control Panel interface. H-Sphere owners who have been providing OpenSRS domain registration services before the upgrade to 2.3 should do the first three steps to migrate their current OpenSRS settings and prices from the `/etc/OpenSRS.conf` file to the H-Sphere system database. If you haven't been providing OpenSRS domain registration services and don't have the `OpenSRS.conf` file and the external OpenSRS package installed and configured, skip the first three steps.

1. Log into your CP box as cpanel user:  

```
su -l cpanel
```
2. Launch OpenSRS migrator:  

```
java psoft.hsphere.tools.OpenSRSMigrator
```
3. Log in as root and restart H-Sphere.

Further steps must be performed by all H-Sphere owners who would like to offer OpenSRS domain registration services.

4. Log into your admin control panel.
5. Select *Domain Registrar* in the *Settings* menu.
6. In the *Add New Registrar* box, choose OpenSRS and click the *Add* button:

Domain Registrar Manager	
Add New Registrar	OpenSRS Registrar <input type="button" value="Add"/>
Active	OpenSRS Registrar Enom.com Registrar
Set Active	<input type="button" value="v"/> TLD <input type="button" value="v"/> com <input type="button" value="v"/>
Edit Registrar	<input type="button" value="v"/>
Delete Registrar	<input type="button" value="v"/>

7. Now enter your OpenSRS connection settings:

OpenSRS Registrar	
Title	<input type="text" value="OpenSRS Registrar"/>
Server	<input type="text" value="rr-n1-tor.opensrs.net"/>
Port	<input type="text" value="55000"/>
IP	<input type="text" value="192.168.112.22"/>
Login	<input type="text" value="terracotta"/>
Key	<input type="text" value="738f6ab764c8e8f4b25a86a"/>
License Agreement	<pre>Please read &lt;a target="_blank" href="/cpanel/exhibita.html"&gt;gTLD registration Agreement&lt;/a&gt; and &lt;a target="_blank" href="/cpanel/udrp.html"&gt;Uniform Domain Name Dispute Resolution Policy&lt;/a&gt; before registering new domain with Domain Registration</pre>
Warn users about domain expiration this many days in advance	<input type="text"/>
Renew domains this many days before domain expiration	<input type="text"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

- ◆ *Title*: the name of your account. You can have more than one connection with OpenSRS.
- ◆ *Server*: OpenSRS server (provided by OpenSRS), e.g.: rr-n1-tor.opensrs.net
- ◆ *Port*: the port used for connecting to the OpenSRS server (provided by OpenSRS), e.g.: 55000.
- ◆ *IP*: your CP server IP that OpenSRS has been notified about and approved for connection to their servers.
- ◆ *Login*: the login to the server (provided by OpenSRS).

- ◆ *Key*: the password to login to the OpenSRS' server (provided by OpenSRS).
- ◆ *License Agreement*: the text and/or the path to the license agreement obtained from OpenSRS that explains their obligations to your customers, explains their obligations to OpenSRS and proves you are a lawful registration service provider. This will be shown to your end customers on the signup forms and when they decide to create a new domain through their CP.
- ◆ *Warn users about domain expiration this many days in advance*: the domains are bought from OpenSRS for a certain period of time (one or more years). When this time expires the domain is suspended, and if the term of domain name registration is not renewed, the domain is canceled and becomes available for sale to other buyers. Here you can set the number of days before the domain expiration date to remind the user about approaching domain cancelation.
- ◆ *Renew domains this many days before domain expiration*: the number of days before domain expiration to renew the domain registration (as opposed to manual domain name registration renewal).

8. Click *Submit Query*. Now your OpenSRS connection is created and you can proceed to the next step.

To improve your OpenSRS experience, write an e-mail to OpenSRS giving your company name and your e-mail address, and you will be personally contacted.

[Please have my dedicated Account Manager from Tucows OpenSRS contact me.](#)

### Step 3. Associating Top Level Domains with Enom or OpenSRS

Now that you have created a connection with Enom or OpenSRS, you need to associate it with each TLD (top level domain). If you have registered connections with both registrars, you can have some TLD's registered with which Enom and others with OpenSRS. For example, you can configure H-Sphere to register .com and .net domains with OpenSRS, and others – with Enom. To set the associations:

1. In the *Set Active* field, choose the TLD and the registrar it will be registered with.
2. Click the *Activate* button to create the association. Now your Domain Registrar Manager form should look similar to this:

Domain Registrar Manager	
Add New Registrar	OpenSRS Registrar <input type="button" value="Add"/>
Active	<a href="#">net Enom.com Registrar Define Terms/Prices Deactivate</a> <a href="#">co.uk OpenSRS Registrar Define Terms/Prices Deactivate</a> <a href="#">biz OpenSRS Registrar Define Terms/Prices Deactivate</a> <a href="#">tv Enom.com Registrar Define Terms/Prices Deactivate</a> <a href="#">com OpenSRS Registrar Define Terms/Prices Deactivate</a>
Set Active	Enom.com Registrar TLD com <input type="button" value="Activate"/>
Edit Registrar	Enom.com Registrar <input type="button" value="Edit"/>
Delete Registrar	Enom.com Registrar <input type="button" value="Delete"/>

Make sure to create associations for each TLD you would like to support. Users won't be able to register domains with inactive TLDs from their control panels.

#### Step 4. Setting Default Domain Registration Prices

*Requirements:* [Enom](#) and/or [OpenSRS](#) configured.

You can set different domain registration prices in different plans. However, you first need to set default domain registration prices to be applied every time a plan-specific price hasn't been specified.

1. Log into your admin CP.
2. Select *Domain Registrar* in the *Settings* menu.
3. In the *Active* box, choose the top level domain (*.co.uk*, *.net*, *.com*, etc.) and click the *Define Terms/Prices* link next to it.
4. Set the default prices for various periods:

Define Terms/Prices for OpenSRS Registrar, TLD is com							
Please specify prices (0 is allowed) for all available registration periods							
Duration	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	7 Years
Price	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
				Submit Query		Reset	

These are actual prices for the billing periods, they are not prorated to one year. This means, you need to enter "15 30 45 60 75 90 105 120 135 150", not "15 15 15 15 15 15 15 15 15 15".

- Repeat steps 3–4 for each TLD.
- Now that you have entered default prices, [set domain registration prices for individual plans](#). **Warning:** If you don't set default or plan-specific prices, end users won't be able to register domains from their control panels.

#### Step 5. Configuring Enom and OpenSRS for Resellers

Resellers offer domain registration services using your Enom or OpenSRS connections. In other words, once you have correctly completed the above steps, your Enom and OpenSRS connections will become available in the resellers' admin control panels. Also, please:

- Ask your resellers to check that their company info is correctly entered (no fields should be left empty), as it will be used as Billing and Tech info for registered domains. With reseller company info incorrect or incomplete, resellers' end users may start encountering problems with domain registration. Company Info is set in the reseller admin CP on the Look-> Company info page.
- Make sure to enter prices for TLDs and year periods you would like to offer through resellers. These could be either default prices (see the previous step) or plan-specific prices (see [Plan Wizards, step 2](#), or both).

#### Editing Enom / OpenSRS Settings

*Requirement:* [domain registrar accounts configured](#)

1. Log into your admin CP.

2. Go to *Settings* → *Domain Registrar*.
3. Choose domain registrar account from the *Edit Registrar* drop–down box and click the *Edit* button.

### Removing TLD Associations

When you remove a TLD association, the TLD becomes unavailable for end users' domain registration. This, however, doesn't remove the registrar account. To remove a TLD association:

1. Log into your admin CP.
2. Go to *Settings* → *Domain Registrar*.
3. Click the *Deactivate* link for the TLD association.

### Deleting Enom / OpenSRS Connections

1. Log into your admin CP.
2. Go to *Settings* → *Domain Registrar*.
3. In the *Delete Registrar* drop–down box, choose the domain name registrar and click the *Delete* button.

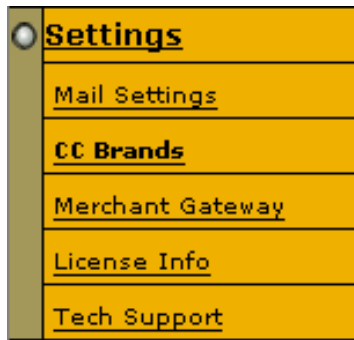
### **Adding More Credit Card Brands**

(version 2.08 and higher)

Related Docs: • [Merchant Gateway Manager](#) • [Adding Merchant Gateways](#)

To add support for a credit card brand (vendor) that is not provided with H-Sphere, you must find a credit card processing center that automatically processes payments with this credit card brand.

Next, go to your control panel and select *CC Brands* from the *Settings* menu:



On the page that opens, enter the full name and the short name of the custom credit card brand:

Credit card brands		
Name	Short name	Controls
VISA	VISA	
MasterCard	MC	
American Express	AX	
Discover	DISC	
Add credit card brand		
Name	<input type="text"/>	! Short name <input type="text"/>
		! <input type="button" value="Add"/>

As the result, this credit card brand becomes available for the Merchant Gateway Manager. For further instructions click [here](#).

---

Related Docs: • [Merchant Gateway Manager](#) • [Adding Merchant Gateways](#)

## Online Payment Providers

version 2.3 and higher

Related Docs: • [Merchant Gateway Manager](#)

In versions 2.3 and higher, H–Sphere allows payments via online payments providers WorldPay, PayPal (included in version 2.3 RC3) and 2CheckOut (included in version 2.3 RC4), as an alternative to credit card and check payments.

For you to receive payments and for your customers to make payments with:

- **PayPal** or **WorldPay**: you should register online business and personal accounts correspondingly;
- **2CheckOut**: you should first go to [www.2checkout.com](http://www.2checkout.com) to register your online account.

If your customers choose to pay via online payment providers, their credit card info won't be stored in their billing profiles and billing info won't show in the control panel.

- [Setting Up WorldPay.](#)
- [Setting Callback URL in WorldPay.](#)
- [Setting Up PayPal.](#)
- [Setting IPN Notification URL in PayPal.](#)
- [Setting 2CheckOut.](#)

### Setting Up WorldPay

To enable WorldPay transactions in H–Sphere for your customers, do the following:

1. Select *Merchant Gateways* in the *Settings* menu. The following page will show:

Merchant configuration	
Add new gateway	Dummy Gateway ▾ Add
Active	
Set Active	Trade Gateway ▾ Payment type VISA ▾ Activate
Edit Gateway	Trade Gateway ▾ Edit
Edit Description	<p>Edit the description that will appear on your client's credit card statements. If you leave the the Description Only box unchecked the statement will also contain customer's plan name &amp; account ID.</p> <input type="text"/> <input type="checkbox"/> Description Only Submit Query
Moderated CC signup	<input checked="" type="radio"/> ON
Accept checks	<input checked="" type="radio"/> ON
Accept PayPal	<input type="radio"/> OFF
Accept WorldPay	<input type="radio"/> OFF
Maximum allowed failed charge attempts for credit cards	<input type="text"/> Submit
Retry interval after failed attempt to process CC (min)	<input type="text"/> Submit

2. Turn on *Accept WorldPay* to enable WorldPay online transactions. The registration form will show:

WorldPay Merchant Account Information	
WorldPay Installation ID	<input type="text" value="123456"/>
WorldPay Account ID	<input type="text" value="123456"/>
WorldPay Currency	<input type="text" value="US Dollar"/>
Use custom result page	<input type="checkbox"/>
Page name <b>Page name must be exactly the same as your page name in WorldPay file management system!</b>	<input type="text"/>
Test Mode <b>Please be careful. If you set a Test Mode variable to 100, H-Sphere will consider all your transactions via WorldPay as real and they will be approved. It may affect user's billing. Setting Test Mode variable to 101 will decline all your WorldPay transactions. Please use test modes only for system testing!</b>	<input type="text" value="100"/>
Enabled	<input type="text" value="TRUE"/>
<input type="button" value="Submit Query"/>	

3. Fill the form:

- ◆ Enter your *Installation ID*, provided to you by WorldPay system upon registration.
- ◆ Enter *WorldPay Account ID*, provided by WorldPay upon registration.
- ◆ Choose the transactions currency from the drop-down box.
- ◆ Check *Use Custom Result Page* if you want your customers to receive your custom email payment notifications.
- ◆ Enter the custom page name, which should be exactly the same as in the WorldPay account.
- ◆ Set a test mode variable for testing online transactions via WorldPay:
  - ◇ with variable set to 100, H-Sphere will consider all your transactions real. They will be approved that will reflect on user's billing.
  - ◇ with variable set to 101, H-Sphere will decline all your WorldPay transactions.
  - ◇ with variable set to 0, H-Sphere will perform real transactions in a *live mode*.
- ◆ Choose *TRUE* to enable WorldPay payments for the customers. *Note:* with this option turned to *FALSE*, you can temporarily disable signup with WorldPay but store main settings at the same time.

4. Click *Submit Query*. On the Merchant Gateway settings page, WorldPay turns ON and shows your account ID in WorldPay system.



During signup process, when clients select WorldPay, they are sent to the WorldPay website and all further payments take place beyond H–Sphere control panel. The scheme of WorldPay account is similar to check account.

### Setting Callback URL in WorldPay

To configure H–Sphere to receive information about payments made via WorldPay, you need to set a callback URL in your WorldPay account. To do this:

1. Log into your WorldPay Business account;
2. In the *Installations* section, click the *Configuration Options* icon;
3. Enter a callback URL (the example URL is given below);
4. Check *Callback enabled* box.

Callback URL works as follows:

- Customer submits a payment form through WorldPay;
- WorldPay sends notification about payment made to the callback URL you specified.

T h e e x a m p l e o f c a l l b a c k U R L i s :  
`http://cp.example.com:8080/psoft/servlet/psoft.hsphere.payment.WorldPayServlet`

T h e U R L ' s s t r u c t u r e i s :  
`CP_PROTOCOL://CP_HOST:CP_PORT/psoft/servlet/psoft.hsphere.payment.WorldPayServlet`  
where:

CP\_PROTOCOL: `http` or `https` .

CP\_HOST: domain name you host, e.g: *cp.example.com*

CP\_PORT: port of your CP, e.g: 8080

*Note:* Make sure to enter your actual CP data.

## Setting Up PayPal

Once you have your business account registered, enable PayPal in your control panel:

1. In your control panel, select *Merchant Gateways* in the *Settings* menu.
2. On the *Merchant Configuration* page, click the *OFF* button next to the *Accept PayPal* field, to enable PayPal online transactions.  
The registration form shows:

PayPal	
PayPal ID	<input type="text" value="payer@domain.com"/>
Pass-Through Value	<input type="text" value="PayPalTest"/>
Logo Image URL	<input type="text"/>
Enabled	<input type="text" value="TRUE"/> ▼
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	

3. Enter the required parameters in the form above:
  - ◆ *PayPal ID*: the email you are registered in PayPal with.
  - ◆ *Pass-Through Value*: enter your "custom" variable e.g: "*PayPalTest*" to match payments with a customer or transaction ID for tracking and identification purposes. It will be passed through the PayPal system and returned to user in payment notification emails.
  - ◆ *Logo Image URL*: image 150 by 50 pixels in size, you would like to use as your logo. This is optional: if not entered, your customers will see your Company Name or email address in place of logo.
  - ◆ *Enabled*: choose TRUE to enable PayPal payments for the customers.  
*Note*: with this option turned to FALSE, you can temporarily disable signup with PayPal but store main settings at the same time.
4. Click *Submit Query*. On the Merchant Gateway settings page, PayPal is turned ON and shows your ID in PayPal system.

Accept PayPal	<a href="#">(payer@domain.com)</a> 
---------------	---

H-Sphere supports PayPal multicurrency transactions. Fees are charged in the currency which is set in the admin control panel. To charge users in two different currencies, you need to have two resellers.

## Instant Payment Notification URL in PayPal

To transfer information about received payments from PayPal to H-Sphere, you need to activate Instant Payment Notifications. To do this, enter a notification or callback URL in your Business PayPal account. PayPal's IPN system works as follows:

- Customer submits a payment form and PayPal sends notifications about payments made to your notification URL.
- On receiving the payment notification, your server will send the confirmation, including the encrypted code, back to a secure PayPal URL.
- PayPal will authenticate the transaction and send your server a "VERIFIED" or "INVALID" response.
- If verified, the payment is regarded as successfully completed. If you receive an "INVALID" response, it should be treated as suspicious and investigated.

The notification URL can be entered in *Profile Summary* → *Selling Preferences* → *Instant Payment Notification Preferences*.

T h e e x a m p l e o f c a l l b a c k U R L i s :  
http://cp.example.com:8080/psoft/servlet/psoft.hsphere.payment.PayPalServlet  
T h e U R L ' s s t r u c t u r e i s :  
CP\_PROTOCOL://CP\_HOST:CP\_PORT/psoft/servlet/psoft.hsphere.payment.PayPalServlet

where the following values are:

CP\_PROTOCOL: http or https .

CP\_HOST: domain name you host, e.g: *cp.example.com*

CP\_PORT: port of your CP, e.g: 8080

*Note:* Make sure to enter your actual CP data.

Get to know more about [PayPal Notification URL](#), and other [PayPal documentation](#) in PDF format.

## Setting 2CheckOut

Once you have your 2CheckOut account registered, you can enable 2CheckOut payments in your control panel. To do it:

1. In your admin control panel, select *Merchant Gateways* in the *Settings* menu.
2. On the *Merchant Configuration* page, click the *OFF* button next to the *Accept 2CheckOut* field, to enable online transactions:

Accept 2CheckOut	
------------------	--

3. Enter the required parameters in the registration form that shows:

2CheckOut Merchant Account Information	
2CheckOut Merchant ID	<input type="text" value="55555"/>
Use Authorize.Net WebLink parameter names	<input checked="" type="checkbox"/>
Enabled	<input type="text" value="TRUE"/>
<input type="button" value="Submit"/>	

- ◆ *2CheckOut Merchant ID*: your ID provided to you by the 2CheckOut system.
- ◆ Check the box if you want to *Use Authorize.Net WebLink parameter names*.
- ◆ Choose *TRUE* in the drop-down box to enable 2CheckOut payments for the customers.

*Note*: with this option turned to *FALSE*, you can temporarily disable signup with 2CheckOut but store main settings at the same time.

4. Click *Submit*. On the Merchant Gateway settings page, 2CheckOut is turned ON and shows your ID in the *2CheckOut* system.

Accept 2CheckOut	<a href="#">(55555)</a> 
------------------	---

During a signup process, when clients select 2CheckOut, they are sent to the 2CheckOut website and all further payments take place beyond H-Sphere. The scheme of 2CheckOut account in H-Sphere is similar to a check account.

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Related Docs: • [Merchant Gateway Manager](#)

## Configuring Your Support Center

(version 2.05 and higher)

Related Docs: • [Providing Technical Support](#) • [Knowledge Base System](#)

H–Sphere periodically polls the specified POP3 support mailbox (e.g. support@example.com) and extracts its content to generate Trouble Tickets and submit them to the Support Center. Then the messages are removed from the mailbox. If any of the required parameters is not specified correctly or is missing, the mail will not be collected.

Since the trouble ticket system doesn't provide the functionality to view attachments and mail headers, it is also recommended to have support e–mail forwarded to another mailbox for archiving purposes.

To configure your Support Center, do the following:

1. Log into your Tech Support Admin account control panel;
2. Select *Tech Support* in the *Settings* menu;
3. On the page that shows, configure your Support Center:

Trouble Tickets	
Support Email	support@example.com
POP3 Host	65.219.197.236
POP3 User	support@example.com
POP3 Password	*****
Automatically Close Answered Tickets After x Days	-1 (Use -1 if you don't want option to be enabled)
Ticket Center Settings	<input checked="" type="checkbox"/> Show "Answered" Section In Ticket Center <input checked="" type="checkbox"/> Show "On Hold" Section In Ticket Center
Default Knowledge Base	H-Sphere ▾
Default Support Knowledge Base	H-Sphere ▾
Max Suggestions	5 (Max number of suggestions to show next to trouble ticket)
Don't send confirmation emails for received Trouble Tickets	<input checked="" type="checkbox"/>
Do not check e-mail	<input type="checkbox"/>
Highlight E-Mails	chris@example.net; @example.org
<input type="button" value="Save"/>	

<b>Support Email</b>	Full support e-mail address (e.g. support@example.com) This e-mail address will be polled to generate trouble tickets and will be used to send replies.
<b>POP3 Host</b>	Name of the POP3 mail server

<b>POP3 User</b>	Full POP3 user login name. In H–Sphere it is the same as your support email.
<b>POP3 Password</b>	Password to this mailbox. The password is required to access the mailbox by POP3.

New features available in version 2.3 and higher:

<b>Automatically Close Answered Tickets After x Days</b>	<ul style="list-style-type: none"> <li>◆ Enter days to keep answered trouble tickets open. Tickets will be closed after these many days once you answer them.</li> <li>◆ Leave this field empty if you want answered tickets to be closed immediately.</li> <li>◆ Enter –1 if you want all answered tickets to remain open in the Tickets Center.</li> </ul>
<b>Ticket Center Settings</b>	You can choose "Answered" and "On Hold" sections to show/hide in the Tickets Center.
<b>Default KnowledgeBase</b>	<p>This knowledge base will be <b>available to your end users</b> as well as Tech Support admins and Tech Support assistants in the control panel from Support Center –&gt; KnowledgeBase</p> <p>To make your knowledge base available to end users of your resellers, you need to enter this reseller's admin control panel, go to <i>Settings</i>–&gt;<i>TechSupport</i>, and specify the default knowledge base.</p>
<b>Default Support KnowledgeBase</b>	This knowledge base will be used to suggest trouble ticket answers to all Tech Support admins and Tech Support assistants.
<b>Max Suggestions</b>	The maximum number of suggested trouble ticket answers from the KnowledgeBase.
<b>Don` t send confirmation emails for received Trouble Tickets</b>	With this box unchecked, the system will send receipt confirmations to e–mail senders. Please be careful with this option, because if the sender has an autoresponder enabled, you'll end up exchanging endless receipt confirmations with him.
<b>Do not check e–mail address</b>	When an e–mail message arrives to the support address, its <i>from</i> address and subject are checked to see if it's a follow up to an earlier response. If you enable <i>Do not check e–mail address</i> , incoming messages will be checked only by the subject. In this way, a reply from a different e–mail address won't be treated as a new support request if the subject remained unchanged.

<b>Highlight E-mails</b>	E-mails received from the domains you entered here will be highlighted with red in the main queue of trouble tickets. This is typically used for customers with priority support but can also be used for other purposes, for instance, to emphasize on brand new customers, etc.
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4. Now that your Support System is configured, click *Save* to confirm changes.

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Related Docs: • [Providing Technical Support](#) • [Knowledge Base System](#)

### Configuring Automatic Customer Notifications

Related Docs: • [Configuring Your Mail Settings](#) • [Customizing System E-mails](#)

You can configure whether and when your customers will receive the following types of system e-mails:

- [Traffic limit and disk quota warnings](#)
- [Invoices](#)

#### Traffic Limit and Disk Quota Warnings (version 2.09 and higher)

When customers approach their traffic limit or disk quota, they get respective e-mail warnings. To choose how closely to the limit these warnings will be issued:

1. Select *User Warnings* in the *Settings* menu.
2. Specify when users will be e-mailed. Choose if the accounts will be suspended:

Approaching quota warnings	
<b>Traffic</b>	
<input type="checkbox"/> Disable traffic warning messages	
Warn if traffic limit used by	<input type="text" value="70"/> + %
<input checked="" type="checkbox"/> Suspend account if traffic limit exceeded	
Suspend account if traffic limit used by	<input type="text" value="120"/> + %
<b>Disk quotas*</b>	
<input type="checkbox"/> Disable quota warning messages	
Warn if disk quota used by	<input type="text" value="80"/> + %
* Affects web, mail, database and other disk quotas	
<input type="button" value="Submit"/>	

Note: This option won't suspend unpaid accounts. They can be suspended only manually.

## Invoices

version 2.1 and higher

When creating plans with plan wizards, you choose whether you want H-Sphere to e-mail invoices to users right as they buy resources. With e-mail invoicing on, customers will receive invoices for every single bill entry, e.g. overlimit traffic. Invoices are sent from the e-mail address specified in the Look and Feel menu -> Company Info. With e-mail invoicing off, customers will get no invoices, even at the end of the billing period.

To turn e-mail invoicing on or off:

1. Start a plan edit wizard.

2. On the first step scroll down to the *Settings* section.
3. Check the *E-mail invoice notification* box.
4. Complete the wizard.

After signup, users can change this option in their accounts.

To turn automatic invoicing ON or OFF for all your customers regardless of their current settings:

1. Select *Other* in the *E.MANAGER* menu.
2. Click ON or OFF in the *E-mail invoicing* section:



Forcing e-mail invoicing on or off overrides current user settings. However it doesn't prevent customers from switching this option back afterwards for their own accounts.

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Related Docs: • [Configuring Your Mail Settings](#) • [Customizing System E-mails](#)

## Adjusting Prices For Taxes

(version 2.09 and higher)

Prices in your plans are net of any taxes. H-Sphere further calculates the amount to be added to the SUBTOTAL of the user invoice based on the tax value.

To adjust prices for taxes:




1. Select *Taxes* in the *Settings* menu.
2. On the page that appears, click the *Add* icon.
3. Fill the form that appears:

Add a new tax	
Description	VAT +
Country	Inside ▾
	Any ▾
State	Inside ▾ Other ▾
	State (if other) <input type="text"/> !
Per cent	20 + %
Submit	


- ◆ *Description*: enter the name of the tax that will show in user invoices.
- ◆ *Country* (in version 2.3.1 Beta): choose a country this tax applies to and choose where this tax will take effect – inside or outside the country.
- ◆ *State* (in version 2.3.1 Beta): choose the state from the drop–down box if the tax applies to USA or Canada. If other, enter the one of your own. Choose where this tax will take effect – inside or outside this state.
- ◆ *Per cent*: enter the tax amount. For instance, to apply a 12% VAT to your prices, enter 12.

4. Click *Submit*.

To delete a tax, click the *Trash* icon next to the tax:

Description	Applicable to country/state	Tax rate	Controls
VAT	Any	20.0 %	
Income Tax	US/TX	10.0 %	
			

Customer's online invoices will show taxes like this:

Account 11609 (Jan 12, 2002 12:00:00 AM - Opened) 		
Date	Description	Amount
Jan 12, 2002 5:42:15 PM	Recurrent [account] (1/12/02 - 2/12/02)	\$500.00
Jan 12, 2002 5:42:15 PM	Charge to Credit Card VISA # xxxxxxxxxxxx1111 Exp. 12/2002	\$592.23
<b>SUBTOTAL</b>		<b>\$500.00</b>
<b>Value-added tax (VAT)( 12%)</b>		<b>\$60.00</b>
<input type="checkbox"/> - charged, <input type="checkbox"/> - canceled		<b>total</b>
		<b>\$560.00</b>

When setting several taxes, H-Sphere calculates each of them using the same SUBTOTAL amount, not the resulting tax-inclusive amount. See the following example:

<b>Subtotal</b>	<b>\$14.04</b>
<b>XYZ (15.0%)</b>	<b>\$1.30</b>
<b>VAT(20.0%)</b>	<b>\$2.81</b>
<input type="checkbox"/> - charged, <input type="checkbox"/> - canceled	<b>Total</b>
	<b>\$18.14</b>

The SUBTOTAL is \$14.04, the 15% XYZ tax makes up \$1.30, and the 20% VAT tax is calculated using the same \$14.04 (XYZ exclusive), making up \$2.81.

### Setting Site Toolbox

(version 2.3 and higher)

Related Docs: • [Disabling Global Resources](#)

With H-Sphere versions 2.3 RC4 and higher, you can offer your clients a Site Toolbox utility. This document covers the following issues:

- [Configuring SiteToolBox utility in your admin Control Panel.](#)
- [Contacting SiteToolBox outside H-Sphere for making agreement.](#)
- [Enabling SiteToolBox utility in your admin Control Panel.](#)
- [Enabling SiteToolBox for all users in your user plans.](#)
- [Disabling SiteToolBox for the entire system and for specific plans.](#)

### Configuring SiteTool Box Utility in Your Admin Control Panel


Before being able to use Site ToolBox services, you should make an agreement with Site ToolBox. H-Sphere allows to do it directly from the interface.

So, to add the *SiteTool Box* utility in your admin control panel, do the following:

1. Select *SiteTool Box* in the *INFO* menu



2. On the page that shows, click the [Fill in the registration form](#) link.

<b>Site ToolBox</b>	
Site ToolBox	
<a href="#">Fill in the registration form</a>	

3. The page that shows is your registration form for Site ToolBox. Fill in all necessary fields of the form and click *Submit*.

Site Toolbox Registration Form	
Username	<input type="text"/>
Password	<input type="text"/>
Name	<input type="text"/>
Company	<input type="text" value="Company Name"/>
Email	<input type="text" value="company@example.com"/>
Phone	<input type="text" value="209 80 98"/>
Fax	<input type="text" value="209 80 81"/>
Payable To	<input type="text"/>
Reseller Commission	<input type="text"/> % <input type="button" value="v"/>
Tax Type	<input type="text"/>
Tax Id	<input type="text"/>
Social Security No	<input type="text" value="123156786123"/>
Tax Id/SSN	<input type="text"/>
Reseller Mailing Address	<input type="text"/>
City	<input type="text" value="New York"/>
State/Province	<input type="text" value="New York"/> <input type="button" value="v"/>
State (if other)	<input type="text"/>
Zip/Postal Code	<input type="text" value="40123"/>
Country	<input type="text" value="United States"/> <input type="button" value="v"/>
Email Reseller when sales occur	<input type="text" value="Yes"/> <input type="button" value="v"/>
Reseller Web site URL	<input type="text"/>
Reseller Web site Title	<input type="text"/>
Comments	<input type="text"/>
<input type="button" value="Submit"/>	

Contacting SiteToolBox outside H–Sphere for making agreement.

Upon submitting the registration form, an agreement page shows that should be sent to Site ToolBox. To get registered in Site ToolBox, do the following:

1. Print out the registration request that displays.
2. Send it by fax to "Site ToolBox" using contact information given on the page.
3. Wait for their response to your email.
4. When your request is met and agreement is made, you will receive your own *Site ToolBox Referral ID* and *Site ToolBox URL*.

Enabling SiteToolBox utility in your admin Control Panel.

1. Again log into your admin control panel.
2. Select *SiteTool Box* in the *INFO* menu and enable *Site ToolBox* by clicking the *OFF* icon *ON*.
3. Fill out the the form on the page that shows:



Site ToolBox Config	
Site ToolBox referral ID	<input type="text" value="79798798"/>
Site ToolBox URL	<input type="text" value="http://sitetoolbox.example.com"/>
<input type="button" value="Submit"/>	

- ◆ *Site ToolBox Referral ID*: identical unique number given to you by Site ToolBox service upon making an agreement.
  - ◆ *Site ToolBox URL*: you can access Site ToolBox by which is also provided to you upon agreement with Site ToolBox.
4. Click *Submit*.

Enabling SiteToolBox for all users in your user plans.

1. Select *SiteTool Box* in the *INFO* menu. The following page will show:

2. Click *OFF* against the *ToolBox is available for users* option that will turn it *ON*.

Site ToolBox	
Site ToolBox	
ToolBox is available for users	

After enabling Site ToolBox all users under all plans will be able to use this utility.

Disabling SiteToolBox utility for entire system and for specific plans.

You can disable using Site ToolBox either for all of your clients in the entire system or for users under specific plans.

To disable Site ToolBox for entire system:

1. Go to *Global Resources* in the *INFO* menu.
2. In the list of resources, uncheck the box against the Site ToolBox option.
3. Click Submit.

You can also disable Site Toolbox for resellers and their users without disabling it for the entire system. To disable Site ToolBox for specific reseller plan:

1. Go to *Plans* in the *INFO* menu.
2. Select the necessary reseller plan in the list of plans and launch Plan Wizard.
3. On Step 1 of the wizard, uncheck the box against *Site Toolbox* in the *Global resources* section.
4. Submit all steps without changing prices to save changes.

---

Related Docs: • [Disabling Global Resources](#)

## Hosting Your Own Domain

(version 2.05 and higher)

This document explains how to host your corporate (promotional) web-site at the domain you are offering for third level hosing. For example, you are offering third level domains at *example.com*, such as *thirdlevel.example.com* or *userdomain.example.com*, so you need to have your corporate site available at *www.example.com*.

To set up your corporate site:

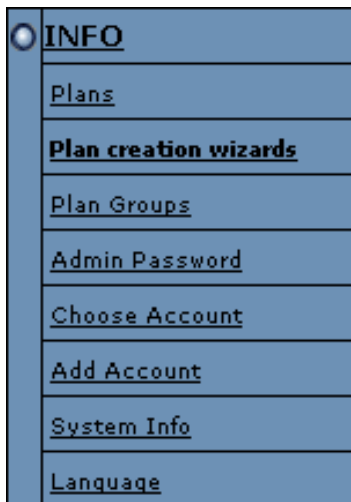
Step 1. Make sure you have a service DNS zone

1. Select *DNS Manager* in the *E.Manager* menu.
2. If the DNS zone is not in the list, click *Add DNS Zone*.
3. On the page that appears, enter the service domain name and other values and click *Submit*.

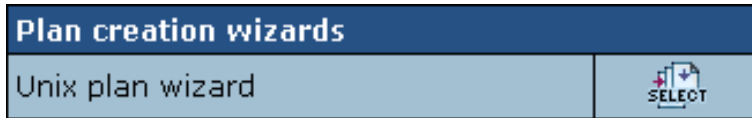
Step 2. Create a service plan

You may already have a service plan in your system. It can also be called 'System plan'. If you don't, do the following:

1. Select *Plan Creation Wizards* in the *INFO* menu:



2. Click the *Select* icon for *Unix plan wizard*:



3. On the first step of the *Unix Plan Creation Wizard*, set the plan name to *System* or *Service*.
4. Check the *Include* boxes next to the resources you would like to use with your site.  
Read more about plan resources in [Creating And Editing Plans \(Plan Wizards\)](#).
5. Make sure to check *Service domain*.
6. Scroll down to the the *Settings* section and set *Billing Type* to *Without billing*.
7. Click the *Next* button to go to Step 2.
8. Complete the wizard.

Step 3. Disallow signups from outside your admin account.

After you have created the system plan, you need to make sure that it is not used by your customers:

1. Select *Plans* in the *INFO* menu.
2. Click *Access* for the system plan.
3. Make sure only *Admin* is checked.
4. Select *Plans* in the *INFO* menu.
5. Enable the *System plan* by clicking the *ON/OFF* button.

Step 4. Create a service account

Now you can create an account for your service domain:

1. Select the *Signup* menu.
2. Click *Select* next to the recently created *System* plan.
3. Select service plan signup wizard.
4. Create service account using the wizard. When prompted the type of the domain, select *Service domain*.

## Adding Urchin Licenses

If you have Urchin installed, do the following steps to buy and add Urchin licenses:

1. Enter your admin control panel.
2. Select *Urchin licenses* in the *INFO* menu.
3. In the *Get Key Code for logical server* section, select a logical server from the list and click *Get Key Code* to generate a key code.
4. Open a new browser window and go to <https://secure.urchin.com/urchin3/buy-dedicated.cgi>.
5. When prompted for a key code, enter the key code you have generated. Specify the number of licenses you would like to buy; then proceed with the wizard. In the end, you will be given a pack of licenses.
6. Go back to the *Urchin licenses* page.
7. In the *Add new licenses here* section select the same logical server and enter the serial number, license code and the number of licenses you have purchased.
8. You can repeat steps 1 to 7 when you run out of Urchin licenses.

*\* To check how many Urchin licenses have been taken, please use Urchin license manager in your admin panel, not the Urching config file, because the latter only reads the accounts that produced log files for the previous day and ignores accounts without logs.*

## Supporting External Referral Programs

(improved in version 2.3 RC3)

You can integrate H-Sphere with up to five external affiliate program (referral program) scripts. H-Sphere passes signup info (e.g. account number, amount, etc.) to an affiliate program script so the latter can track signups and produce relevant reports.

- [How do affiliate programs work?](#)
- [How do I set up an affiliate program?](#)

## How Do Affiliate Programs Work?

Affiliate programs involve four types of players:

- Affiliate Program Company/Server;
- Affiliate Site potential customers are referred from;
- your H–Sphere Server;
- Potential H–Sphere Customer.

This process is as follows:

1. You place a referral link (text or banner) on an Affiliate Site.
2. The Potential Customer visits the affiliate site and clicks this link. It sends a request to Affiliate Program Server with an assortment of variables that define the affiliate transaction (such as the unique ID of the exchange participant).
3. Affiliate Program Server sets cookies in Potential Customer's browser about which Affiliate Site, text link, banner advertisement, or product link was used in the exchange. This cookie will identify the open transaction.
4. Next, a new record is opened in the database of referrals on the Affiliate Program Server. The opened record consists of two parts — the first one is filled with customer–related data, the second one remains empty.
5. Then Potential Customer is redirected to your signup page.
6. Once the signup is complete, H–Sphere sends a request to each of the Affiliate Servers (if you have more than one). Only one of them (depending on cookie) will start the affiliate program; the other servers will ignore the request. For each Affiliate Program, this request would have to pass different parameters, which has to be configured in H–Sphere interface. At the same time, Affiliate Program Server reads cookies from the customer's browser.
7. The affiliate program finds the related database record using the cookie information and fills it with the received signup data. Then, it opens a new sale transaction.

## How Do I Set Up an Affiliate Program?

1. Sign a contract with an external affiliate program company or set up and configure affiliate software according to the included instructions.
2. Read the instructions on how to make the signup confirmation link. It must contain the variables required for the affiliate program to authenticate a sale transaction.
3. Go to your Admin control panel and select *Affiliate Program* in the *Settings* menu.
4. On the page that appears, make up the signup confirmation link:

Affiliate program	
Use affiliate program	<input checked="" type="radio"/> ON
Example of affiliate link: http://www.affiliate-site.com/cgi-bin/affiliate?clicktrade=432025.0 &amount=\${amount}&aid=\${account_id}&username=\${user_name} &domain=\${domain}&plan_id=\${plan_id}&plan_name=\${plan_name}&full_amount=\${full_amount}	
AutoInsert	<input type="text" value="amount"/> <input type="button" value="Insert"/>
Link 1	<input type="text" value="http://affiliate.example.com/cgi-bin/ua/clickthru.cgi?id=bearman&amp;amount=\${amount}"/>
Link 2	<input type="text" value="http://www.example.net/crefer/crefer.php?r=22222&amp;name=me.com"/>
Link 3	<input type="text" value="http://example.com/affpartners/sale.cgi?cashflow=\${amount}"/>
Link 4	<input type="text"/>
Link 5	<input type="text"/>
<input type="button" value="Submit"/>	

Use the drop-down box and the *Insert* button to add required parameters to the URL.

5. Click the *Submit* button. Now this URL will be executed right after customer signup.
6. Put the referral link on affiliate sites to refer Internet users to your signup page. Depending on the affiliate program, it can be emailed or otherwise communicated to you. See affiliate program documentation for details.
7. Now your affiliate program is ready for use.

\* The commission is based on sales, not visits or clicks.

\* In terms of H-Sphere, a *sale transaction* is a user activated signup, in other words if the account hasn't been moderated (i.e. activated), it's not counted as a sale transaction while trial registration is still treated as a sale transaction.

## Adding More Features

### Changing Mail Password Outside the Control Panel

You can allow your customers to change their mail passwords without having to log into their control panel. In order to do this, you need to direct them to the location:

```
http://CP_URL?action=change_mbox_password
```

Don't forget to substitute *CP\_URL* for your mail server IP address so this location looks similar to the following:

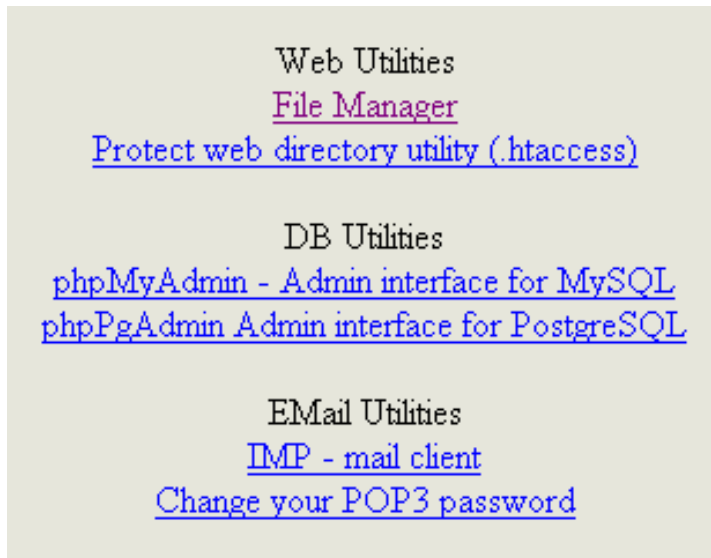
```
http://demo.psoft.net:8080/demo/servlet/psoft.hsphere.CP?action=change_mbox_password
```

### Entering Included Products From Outside the Control Panel

Your users can enter included products without entering their control panel. Links to these products are available at:

```
http://YOUR_WEB_SERVER_IP
```

*\* Valid only for Unix / Linux*



When you direct your customers to this location, don't forget to replace *YOUR\_WEB\_SERVER\_IP* with your real web server IP.

## Configuring Your DNS Settings

This document covers the following topics:

- [Adding Domains for Third Level Hosting](#)
- [Adding Instant Alias Templates](#)
- [Adding custom DNS records](#)

### Adding Domains for Third Level Hosting

To add a domain for third level hosting, you need to create a DNS zone. You must have at least one DNS zone in your system. To add a DNS zone, do the following:

1. Select *DNS Manager* in the *E.Manager* menu:

<input type="radio"/> <a href="#">INFO</a>
<input type="radio"/> <a href="#">SIGNUP</a>
<input type="radio"/> <a href="#">SEARCH</a>
<input type="radio"/> <a href="#">Support Center</a>
<input type="radio"/> <a href="#">Look And Feel</a>
<input type="radio"/> <a href="#">Settings</a>
<input type="radio"/> <b>E.MANAGER</b>
<a href="#">Enterprise</a>
<a href="#">P.Servers</a>
<a href="#">Add P.Server</a>
<a href="#">L.Servers</a>
<a href="#">Add L.Server</a>
<a href="#">Server Groups</a>
<b><a href="#">DNS Manager</a></b>
<a href="#">Shared SSL Manager</a>
<input type="radio"/> <a href="#">Reports</a>
<input type="radio"/> <a href="#">Logout</a>

2. Click the **Add DNS Zone** link:

DNS Manager			
Name	Admin e-mail	Allow hosting	Action
<a href="#">Add DNS Zone</a>			




3. Enter zone name and zone administrator e-mail and choose whether to allow third level domain hosting in this zone:

New DNS zone	
Name	<input type="text" value="besthosting.com"/> +
Admin e-mail	<input type="text" value="admin.besthosting.com"/> +
Allow third domain level hosting	<input checked="" type="checkbox"/>
<input type="button" value="Submit"/>	

- ◆ **Name:** the name of the DNS zone you are going to create. If this domain name is not yet registered, don't forget to register it with a domain registration company.
- ◆ **Admin e-mail:** the e-mail address of this DNS zone administrator.
- ◆ **Allow third level domain hosting:** allow the creation of lower level domains in this DNS zone.
- ◆ **Master/slave server:** available only for service DNS zones – allows you to choose and appoint a master and a slave server. The information is backed up every hour.

4. After you submit the form, the new zone appears in the DNS Manager table:

*DNS zone added*

DNS Manager			
Name	Admin e-mail	Allow hosting	Action
besthosting.com	admin.besthosting.com		 
<a href="#">Add DNS Zone</a>			

5. Click the EDIT icon to go to the DNS zone management page. Here you can add [DNS records](#) and [instant alias templates](#) and DNS records to your DNS zone:

Instant aliases for DNS zone besthosting.com					
Prefix	Shared Ip tag	Example			Action
<a href="#">Add instant alias</a>					
Custom DNS records for DNS zone besthosting.com					
Name	TTL	Class	Type	Data	Action
Add new <input type="text" value="A"/> record <input type="button" value="Go"/>					

### Adding Instant Alias Templates

*Instant Alias Templates* are used to generate *Instant Aliases*, temporary addresses providing immediate access to users' domains from the Internet. They are usually helpful when the DNS servers worldwide are being refreshed and the site is temporarily unavailable at the regular domain name.

Creating an instant alias template will automatically add one or more A–DNS records to your service zone. These records resolve all your logical servers.

To add an instant alias template, click the *Add instant alias* link. This will open the following form to fill out:

New instant alias	
Prefix	<input type="text" value="u"/> +
Shared IP tag	<input type="text" value="2"/> +
<input type="button" value="Submit"/>	

- **Prefix:** instant alias prefix that will appear on the left to the domain part in user's instant domain alias. Different prefixes should be set if you use different shared IP tags. Other than that, it is recommended to use one and the same prefix (e.g. *u* for all instant alias templates).

- **Shared IP tag:** a digital "mark" that helps separate sites within one plan on one logical server. All sites located on the same logical host under the same plan are usually assigned to the same shared IP. This feature allows to give a different shared IP to a group of sites of, say, explicit nature. This may become necessary as many corporate firewalls filter sites based on their IP, not the domain name.

Normally, you are expected to have devoted one IP address for each shared IP tag. To use a shared IP tag, you need to have it defined for every logical host. Go to the [LServers](#) section for instructions.

Numbers 10 to 99 are acceptable. The default value of 2 is assigned when the field is submitted being empty.

If the IP address with the specified shared IP tag doesn't exist on one or more logical servers, you will get the corresponding message on the instant alias properties page.



<b>WARNING: IP missing logical servers</b>		
You should create a shared ip with the 7 tag on the following logical servers for the correct work of the whole system		
ID	Name	Description
1	web1.hs.3wcorp.net	web server 1
2	ultra.psoft	web server 2
9	win.hs.3wcorp.net	win server1

If you see this message, add a shared IP with this shared IP tag to the listed logical servers. Go to the [LServers](#) section for instructions.




After you have added an instant alias with a shared IP tag, you are taken back to the list of instant aliases. The new instant alias template has appeared in the list. This means the system has added all necessary DNS records to the DNS zone.

### Adding Custom DNS Records

To add a custom DNS record, select the DNS zone by clicking the corresponding *Edit* icon:

Instant aliases for DNS zone besthosting.com					
Prefix	Shared Ip tag	Example			Action
u	7	*.uNNNN.besthosting.com			
k	2	*.kNNNN.besthosting.com			
<a href="#">Add instant alias</a>					
Custom DNS records for DNS zone besthosting.com					
Name	TTL	Class	Type	Data	Action
Add new <input type="text" value="A"/> record <input type="button" value="Go"/>					

You will be taken to the DNS records page:

Created DNS records			
Name	TTL	Data	Controls
*.k1.besthosting.com	86400	10.128.3.30	
Logical servers			
Name	IP	Description	Controls
ultra.psoft	10.128.4.30	web server 2	
win.hs.3wcorp.net	192.168.112.105	win server1	
<a href="#">Add records to all listed logical servers</a>			

The upper part of the table lists the existing DNS A records in the selected DNS zone.

The lower part of the table appears only when the DNS zone does not contain A records for some logical servers. It lists these logical servers with their IP's. To add a logical server to the DNS zone, click the Add button. You can add all these servers to the DNS zone by clicking the **Add records to all listed logical servers** link at the bottom of the table.

You can add one of the following types of DNS records:

- **A records** to map domain names and web server IP's.
- **MX records** to map domain names and their mail server IP's.
- **CNAME records** to map aliases with domain names.

To add a custom DNS record, go to the zone management page and select the record type from the drop-down list. Then click the *Go* button:

Instant aliases for DNS zone besthosting.com					
Prefix	Shared Ip tag	Example			Action
u	7	*.uNNNN.besthosting.com			
k	2	*.kNNNN.besthosting.com			
<a href="#">Add instant alias</a>					
Custom DNS records for DNS zone besthosting.com					
Name	TTL	Class	Type	Data	Action
Add new <input type="text" value="A"/> record <input type="button" value="Go"/>					

- Adding custom A records

An A record gives you the IP address of a domain. That way, users that try to go to *www.mydomain.com* will get to the right IP address.

To add a new DNS A record, you need to provide a set of parameters:

New custom A DNS record				
\$ORIGIN besthosting.com				
Name	TTL	Class	Type	Data
shop +	86400	IN	A	192.168.110.13 +
Submit				

- ◆ **Name:** the string appended to the domain name to create a FQDN mapped to the IP. For example, if your domain name is *besthosting.com*, entering *cp* will make the fully qualified domain name *cp.besthosting.com*.
- ◆ **TTL:** seconds to elapse before the record is refreshed in the provider's DNS cache.
- ◆ **Data:** the IP address that fully qualified domain name will be mapped to. You can get this IP address with any ping utility.

- Adding custom MX records

Adding MX records is similar to adding A records:

New custom MX DNS record				
\$ORIGIN besthosting.com				
Name	Class	Type	Data	
shop +	IN	MX	10 +	mail.shop.net +
Submit				

In case of MX records, the *Data* field contains the preference and the mail domain name. If you leave the *Name* field blank, all mail will be redirected to this zone.

**WARNING:** Please pay attention to \$ORIGIN when you add an MX record.

- Adding custom CNAME records

If you have selected CNAME record, the following page appears:

New custom CNAME DNS record				
\$ORIGIN besthosting.com				
Name	TTL	Class	Type	Data
<input type="text" value="megashop"/> +	<input type="text" value="86400"/>	IN	CNAME	<input type="text" value="shop.besthosting.com"/> +
<input type="button" value="Submit"/>				

In the case of CNAME records, the values have the same format as in the A record with the exception of the *Data* field. In the *Data* field you have to enter the name of the server to which you are creating the alias record.

WARNING: Please pay attention to \$ORIGIN when you add a CNAME record.

The DNS records you create appear on the zone management page:

Instant aliases for DNS zone besthosting.com					
Prefix	Shared Ip tag	Example			Action
u	7	*.uNNNN.besthosting.com			
k	2	*.kNNNN.besthosting.com			
<a href="#">Add instant alias</a>					
Custom DNS records for DNS zone besthosting.com					
Name	TTL	Class	Type	Data	Action
shop.besthosting.com	86400	IN	A	192.168.110.13	
megashop.besthosting.com	86400	IN	CNAME	shop.besthosting.com	
shop.besthosting.com		IN	MX	10 mail.shop.net	
Add new <input type="text" value="A"/> record <input type="button" value="Go"/>					

## Installing Shared SSL Certificates

Related Docs: • [Securing Reseller CPs with SSL](#) • [Reseller Shared SSL](#)

Shared SSL certificates are also known as wildcard or Server–Wide certificates. They are used to service multiple domains.

[Thawte](#) determines a wildcard certificate as "a single certificate, with a wildcard character in the domain name field. This allows the certificate to secure multiple hosts within the same domain. For example, a certificate for ' \*.domain.com ', could be used for *www.domain.com*, *www1.domain.com*, *www2.domain.com*, in fact, any host in the *domain.com* domain. When a client checks the host name in this certificate it uses a shell expansion procedure to see if it matches." Wild Card certificates can be purchased, for instance, at <http://www.geotrust.com/ebusinessid/wildcard.asp>.

According to [VeriSign](#), a shared SSL certificate "enables Internet Service Providers (ISPs) to provide SSL (Secure Sockets Layer) encryption and business authentication to Web business customers, but without the need to issue unique digital certificates to each hosted customer. The service offers ISPs the convenience and streamlined management of a single specially licensed SSL digital certificate to share among multiple hosted Web sites".

Shared SSL certificates work only within one domain level. For example, if you get a domain name for *\*.domain.com*, it will work for *www.domain.com* and *subdomain.domain.com*. But it won't work for *www.subdomain.domain.com* or *http://domain.com* and visitors' browsers will show a warning message: "The name on the security certificate does not match the name of the site". The cost of the Shared SSL certificates usually depends on the number of subdomains that it covers and varies depending on the certificate authority.


If you have several web servers, you can install the same shared ssl certificate to each of the servers.

To install a shared SSL certificate:

1. Select *Shared SSL Manager* in the *E.Manager* menu:

<b>E.MANAGER</b>
<u>Enterprise</u>
<u>P.Servers</u>
<u>Add P.Server</u>
<u>L.Servers</u>
<u>Add L.Server</u>
<u>Server Groups</u>
<u>DNS Manager</u>
<b><u>Shared SSL Manager</u></b>

2. Turn *Shared SSL* on for the domain you would like to secure:

Shared SSL Manager		
Name	Admin e-mail	Action
victor.psoft	victor.psoft	OFF
besthosting.com	admin.besthosting.com	ON 
test.katon.psoft.net	katon.psoft.net	OFF

3. The window that appears will give you two options:

[Generate a temporary SSL certificate and certificate request](#)

**New SSL Support**

Shared IP Tag

**SSL Server Private Key**

**SSL Certificate**

- ◆ Generate a temporary wildcard certificate by clicking the link at the top of the window;
- ◆ Enter your existent wildcard certificate by entering it in the form. When you click the *Submit* button, the certificate will be installed.

If you have created a temporary wildcard certificate, you can request a permanent wildcard certificate in the future from a trusted certificate authority. To install the SSL certificate, click the *Edit* icon next to the domain name and enter the certificate key and

certificate file. Then click the *Upload* button.

<b>Install completely new Certificate key and file pair</b>	<b>List of all web-servers:</b> web3.psoft web2.hs.psoft.net web1.hs.psoft.net win.hs.psoft.net
	<b>Certificate Key:</b> <input type="text"/>
	<b>Certificate File:</b> <input type="text"/>
	<input type="button" value="Upload"/>

Sometimes, you may have to use a Certificate Authority File provided with the Certificate by your Certificate Authority (e.g. Geotrust, Equifax, etc.). To use the Certificate Authority File, you have to add a line to the apache config of each virtual host that

uses shared SSL. H-Sphere can do this for you: enter the file in the *Certificate Authority File* text box and click the *Upload* button.

The screenshot shows a web interface for uploading a Certificate Authority File. On the left, there is a vertical label "Certificate Authority File". To the right, there is a section titled "List of web-servers with certificate pair:" containing three lines of text: "web1.hs.psoft.net", "web2.hs.psoft.net", and "win.hs.psoft.net". Below this list is a large, empty text input field with a vertical scrollbar on the right side. At the bottom left of the input field, there is a button labeled "Upload".

**Note:** If you are using more than one shared IP, each of them must have a unique shared IP tag. You can't create more than one certificate on one shared IP tag.

4. Go to Plan Edit Wizard and enable *Shared SSL*. By doing this, you will also automatically enable *Third Level Domain Alias*, *Third Level DNS Zone*, *Domain Alias A DNS Record*.
5. If you have added a new web server and want it to be serviced with the shared SSL certificate, click the *Edit* icon next to the domain name and enter the certificate key and certificate file in the *Install completely new certificate key and file pair* boxes. Then click the *Upload* button. This will update the shared SSL certificate installation on all servers, including the newly installed one.

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Related Docs: • [Securing Reseller CPs with SSL](#) • [Reseller Shared SSL](#)

## Introduction to Billing

Related Docs: • [Creating And Editing Plans](#)

One of H–Sphere's biggest assets is that it provides fully automated billing for credit card and check payment accounts. This document provides a quick overview of all billing features in H–Sphere.

### Plans

Hosting resources and services are sold in plans, each having its own price scheme. Plans operate with such concepts as resources, prices, credit limit, free units, max units, etc.

[More >>](#)

### Billing Types

Plans in H–Sphere can be commercial and free. Free plans are typically used to host your corporate site or to disable billing for any other reasons. Commercial plans require payments by credit cards or checks. Commercial plans can allow trial hosting for a limited period of time.

[More >>](#)

### Billing Profiles

For the system to be able to charge customers for the resources and services, each pay user should enter the information about credit cards or check account. Such info is contained in user's *billing profile*. One billing profile can be used for several accounts. At the same time customers can have multiple billing profiles, but only one active at a time. Trial users don't have billing profiles.

[More >>](#)

### Prices

The system charges users three types of prices: not only when you purchase resources.

- *Recurrent*: at the beginning of the billing period.
- *Overlimit*: for resources used beyond the booked amount (e.g. disk space, traffic, etc.).

Prices are different between plans and billing periods.

[More >>](#)

#### Limiting Resources

Each plan includes a certain amount of *free* resources. If need arises, users can buy more, until they reach the *maximum* possible amount of resources they can have.

Usage of some resources, such as disk space and traffic, can be controlled additionally by resource limits. Users can exceed a resource limit, but every excess unit is charged at the overlimit price.

[More >>](#)

#### Billing periods

You can create many billing periods within a plan for customers to choose from. Billing periods allow you to set discounts for each individual price type – setup, recurrent, and overlimit. The bigger billing period, the bigger the discount.

[More >>](#)

#### Crediting And Debiting Accounts

You can debit (take money from) and credit (put money to) individual accounts. Accounts are mainly credited when you receive check payments from customers or when payments are refunded. Debiting accounts is used less often, usually when you need to charge your customers an extra amount.

You can configure your system to debit accounts automatically on regular basis for services that are not supported by H–Sphere. For instance, you can use H–Sphere to collect payments for antivirus protection that you offer outside the control panel.

[More >>](#)

#### Credit Limit

H–Sphere accumulates user fees up to a certain amount called credit limit. When the credit limit is reached, **credit card** payment users are charged, and check payment users are barred from buying more resources. Credit limit is set at the plan level and is the same for all accounts in this plan. However, you can enlarge credit limit for individual accounts, and reset credit limit for all users in the system in one go.

[More >>](#)

## Traffic

Actual use of traffic cannot be physically restricted, but can be regulated by charging higher prices for excessive traffic consumption. At the beginning of the billing period customers pay for traffic they expect to run up. If they go over this pre–paid amount, they are charged for the excess gigabytes at the usage (overlimit) rate at the end of each billing month.

[More >>](#)

## E–mailing Invoices

When creating plans, you choose whether you want H–Sphere to e–mail invoices to users immediately after they buy resources. With e–mail invoicing on, customers will receive invoices for every single bill entry, e.g. overlimit traffic. With e–mail invoicing off, customers will get no invoices, even at the end of the billing period.

After signup, users can change this option for their accounts.

[More >>](#)

## Taxes

H–Sphere allows you to apply taxes, such as VAT, to customer charges. Taxes are added to the summary invoice amounts.

[More >>](#)

## Billing Resellers

Resellers are charged for each individual unit of resources purchased or used by their customers. Every time the system creates a billing log entry for a reseller's customer, it also creates a shadow billing log entry for the reseller.

[More >>](#)

## Money Returns

If a customer decides to quit hosting and remove the account after recurrent fees have been paid, he can get the money back under two conditions. One is when a user claims money during the *Moneyback period* which you can set for each plan. In this case, the user gets back 100% of all payments, including setup and recurrent fees. The other situation is when a user gives up hosting services after the moneyback period has expired. In this case, the user gets back only the recurrent fee for the remaining part of the billing period adjusted for the *refund percentage*. Overlimit and Setup fees are non-refundable.

[More >>](#)

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Related Docs: • [Creating And Editing Plans](#)

## Billing

Related Docs: • [Introduction to Billing](#) • [Managing Accounts](#)

This document explains the concepts and procedures of the H-Sphere billing system. If you find that explanations in this document are vague or incomplete, please e-mail [support@psoft.net](mailto:support@psoft.net).

- [Plans](#)
- [Billing Types](#)
- [Billing Profiles](#)
- [Prices](#)
- [Limiting Resources](#)
- [Billing Periods](#)
- [Credit Limit](#)
- [Traffic](#)
- [Disk Space](#) ([Disk Space Quota](#) and [Summary Disk Usage](#))
- [Money Returns](#)

## Plans

Hosting resources and services are sold in plans or packages. A new customer that signs up for a plan gets an account with home directories on the web and mail servers, a certain amount of free web and mail disk space, a certain amount of traffic to use for free, a certain number of free mailboxes, and some other resources. The quantity of such free resources is different in each plan and is changed with [plan wizards](#).

When a user needs more disk space or mailboxes or any other resources, he can buy them at the price which is set for his plan. You can set prices when you create a plan or at any later time.

Should the need arise, customers can change their hosting plan. You can configure which plans customers can upgrade from and to as suggested in the [Compatible Plans guide](#).

To create a new hosting plan in the system:

1. Select *Plan Wizards* in the *Info* menu.
2. Click *Select* for the type of the plan you would like to create.
3. Follow the wizard. Explanations to the wizard can be found [here](#).

To edit resources or prices in an existing hosting plan:

1. Select *Plans* in the *Info* menu.
2. Click the name of the plan you want to edit.
3. Follow the wizard. Explanations to the wizard can be found [here](#).

These are the types of plans you may need:

Plan(s)	Used to:	Related docs
Administrative	administer your hosting system	
Tech Support Admin	answer trouble tickets and assign them to other support staff	<a href="#">Providing Technical Support</a>
Tech Support	answer trouble tickets only	<a href="#">Providing Technical Support</a>
System (Service)	manage your corporate (promotion) site	<a href="#">Hosting Your Own Domain</a>
Reseller	host reseller accounts	<a href="#">Creating Resellers</a>

Unix	provide Unix-based hosting services	
Windows	provide windows-based hosting services	
Zeus	host customer accounts on Zeus web server	
E-Mail Only	provide only e-mail services	
Real Unix	provide Unix-based RealMedia hosting	
Real Windows	provide Windows-based RealMedia hosting	

## Billing Types

**No Billing:** Plans in H-Sphere can be commercial and free. Free plans are typically used to host your corporate site or to disable billing for any other reasons. To disable billing in a plan, select *Without Billing* in the *Billing Type* field of the Plan Wizard, and any references to billing information will disappear from the signup wizard.

**Credit Cards:** Commercial plans require payments by credit cards or checks. Once you have added and configured at least one Merchant Gateway, H-Sphere begins to accept credit cards and the credit card option appears in the signup wizard. Removing all merchant gateways will remove the credit card option from the signup wizard.

See also [adding custom credit card brands](#) and [activating credit card accounts](#).

**Checks:** users send checks to the location you have specified. After you have received a payment, you should process it as suggested in [Processing Check Payments](#). You can also enable or disable check payments:

1. Select *Merchant Gateway* in the *Settings* menu.
2. Turn *Accept Checks* on or off.

Turning off check payments will affect the whole system, not individual plans. After you have enabled check payments, existing check payment users will still be able to use this form of payment, but new customers won't see this option in the signup forms.

**Online Payment Systems:** Starting with version 2.3, you can collect payments using online payment providers, PayPal and WorldPay. See also [Online Payment Providers](#).

**Trial:** Commercial plans can allow trial hosting for a limited period of time. Trial users are not charged for the resources they use, but when they decide to become pay users, they have to choose how they want to pay, by credit card or by check. When they become pay

customers, they are charged for the resources they have used during the trial period. Their custom settings remain unchanged. See also [Providing Trial Hosting](#).

## Billing Profiles

A billing profile is a set of billing details that is required to collect payments from a customer. One customer can have multiple billing profiles, but only one active at a time. For instance, a user can have two credit cards, VISA and MASTERCARD, and a check account. This user can have three billing profiles, two for credit cards and one for checks. If the VISA billing profile is set active, the MASTERCARD won't be charged and no check payments will be necessary.

One billing profile can be used for multiple accounts. This means a user with several accounts can pay with one card or receive all bills at one mailing address.

Trial users don't have billing profiles until they choose to become pay users. The system, however, tracks all trial user's purchases and includes them into the first bill.

Once a billing profile is created, it cannot be modified: the user has to create a new profile. If a user several billing profiles, those that are not active can be deleted.

## Prices

Prices apply to resources used beyond **Free units**. When we talk about free units, we actually mean free gigabytes of traffic, free megabytes of disk space, free subdomains and mailboxes, etc. a user will get for free with the hosting account. *Free* isn't applicable to resources that can't be measured in units, such as *Directory Index* or *SSH Access*. Changes to free units affect both existing and new users.

You can set the following types of prices for resources and services:

- **Setup**: a single-time amount payable at the moment of purchasing a unit of this specific resource. It is also charged for disk space quota when the latter is changed. Setup fee is **not** charged for free resources. Changes to setup prices apply only to new users; existing users don't get affected.
- **Recurrent**: the amount payable **ahead** at the beginning of the billing period. If a resource is purchased in the middle of a billing period, the recurrent fee is calculated for the period from the moment of purchase to the end of the billing period. Recurrent fee is

charged whenever a new billing period starts, including:

- when a suspended account is resumed;
- when a user changes plan or payment interval.

Changes to recurrent prices apply only to new users; existing users don't get affected. Recurrent fees are refundable and adjusted for [refund percentage](#).

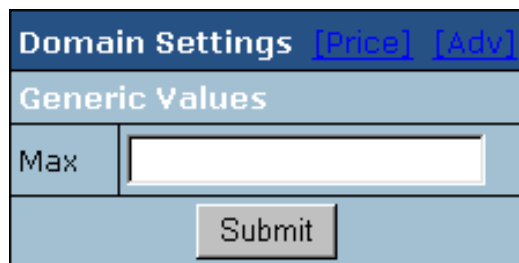
- **Usage** (same as *extra* and *overlimit*): the payment for every resource unit **used over the limit** by the closure of the billing period:
  - when the billing period naturally expires;
  - when the account is suspended;
  - when a user changes plan or payment interval.Changes to usage prices affect both existing and new users.

See [Creating And Editing Plans](#) on how to set/change prices.

## Limiting Resources

You can limit each type of resources a customer can have by setting the *Max units* value:

1. Select *Plans* in the *INFO* menu.
2. On the page that appears, click *RESOURCE*.
3. Select *Edit* next to the resource you want to limit.
4. You will be taken to the *Resource Settings* page:



The screenshot shows a web interface for 'Domain Settings'. At the top, there are two links: '[Price]' and '[Adv]'. Below this is a section titled 'Generic Values'. Underneath, there is a label 'Max' followed by an empty text input field. At the bottom of this section is a 'Submit' button.

5. In the *Max* field, enter the maximum of this resource you allow per one customer in this plan. For example, if you set Max disk space to 200, no single user of this plan will be able to set disk space quota higher than 200 MB.

Disk space usage and traffic are also controlled by disk space usage limit and traffic limit. Users set their disk usage and traffic limits based on how much disk space and traffic they are going to use, and pay for this amount at the recurrent price. If they exceed this limit, they pay for the excess at the usage (overlimit) price.

However you can't stop them from using more traffic, summary disk, MySQL database by just Max value utility.

Let's say you are providing 10 MB of traffic for free, allowing to use more at the price of \$1 for MB and charging \$5 MB for going over the user predefined traffic limit.

With 100MBs as Max value for traffic recourse you allow customers to increase their traffic limit to 100MB. However even if they raise their limit to 100 MB paying \$90 recurrent fee, they will be able to go over it.

Setting higher overlimit prices doesn't always agree with you price policy.

In this case you can configure the system to automatically suspend customer accounts when they use more resources then set in percents of the user predefined limit.

To do this, go to *Settings*→*User warnings*. On the screen that shows up, set the percentage of user predefined limit, reaching which their accounts will be suspended.

## Billing Periods and Discounts

Billing periods determine how far in advance users pay for resources and services. In each hosting plan, you can create one or more billing periods for users to choose from at signup.

Billing periods allow you to set discounts for each individual price type – setup, recurrent, and overlimit. The bigger billing period, the bigger the discount. For example, you can create a monthly, a quarterly, and a yearly billing periods, each with its own discounts. Prices for the actual billing periods will be calculated as the default billing period prices multiplied by the duration of the billing period in months, adjusted for the refund percentage if specified. All resources are discounted the same way, which means that account registration will be discounted by the same percentage as domain creation.

Also, you can explicitly set prices for each type of resource in actual billing periods using plan creation / edit wizards. **IMPORTANT:** If prices are set explicitly in the plan wizards, discounts won't apply.

When a new account is activated upon signup, a billing period opens, which makes it start differently for each individual account. A new billing period starts:

- on activating paid account (accounts can be created but not activated as in case of [account moderation](#))
- on switching from trial to paid account
- on resuming suspended account
- on switching to another plan






- on switching to another billing period

A billing period closes:

- on quitting hosting
- on suspending account
- on switching to another plan
- on switching to another billing period

To create a billing period:

1. Select *Plans* in the *INFO* menu.
2. On the page that appears, click *Settings* for the hosting plan to edit.
3. Make sure *Billing* is ON.
4. In the *Billing Configuration* section, click the *Add* icon:

Payment Intervals	[Interval]	[Size]	[Setup D]	[Usage D]	[Recurrent D]	[Control]
	MONTH	1	%	%	%	
	MONTH	2	5%	%	%	
	MONTH	6	10%	%	%	
	YEAR	1	15%	%	%	
						

- ◆ **Interval:** the time unit used to specify payment interval duration.
- ◆ **Size:** the number of such time units in this payment interval.
- ◆ **Setup D, Usage D, Recurrent D:** discounts for different type of fees.
- ◆ **Control:** click the *Edit* icon to modify settings for the above parameters.

In H–Sphere billing periods cannot be deleted, but you can change their duration. For instance, if you decide you don't need your yearly billing period, you can change its duration to two months. **Warning: Don't change the duration of a billing period if it has live accounts, as this will mess up billing for them.** Instead you can create an identical plan with the same set of resources but different billing periods and move accounts to this plan. Once you know you have no accounts under this billing period, you can safely change its duration.

To set or change discounts for a billing period:

1. Select *Plans* in the *INFO* menu.
2. On the page that appears, click *Settings* for the plan to edit.
3. Make sure *Billing* is ON. In the *Billing Configuration* section, click the *Edit* icon for the selected billing period.
4. On the page that appears, enter discounts for each price type:

Actual Payment Interval	
Interval	MONTH ▾
Size	<input type="text"/> +
Setup Discount	<input type="text"/> + %
Usage Discount	<input type="text"/> + %
Recurrent Discount	<input type="text"/> + %
<input type="button" value="Submit Query"/>	

*Example:* Entering 2 in the *Size* box and 10 in the *Recurrent Discount* box will reduce the recurrent fee by 10% for all accounts with the payment interval of 2 months.

Users signed up for one month billing period pay \$10 as a recurrent fee each month.

Users signed up for two months billing period pay \$18 every two months.

### Credit Limit

In **credit card** payment accounts, the system accumulates fees up to a certain amount called credit limit. When the cumulative fees reach or exceed the credit limit, the customers are charged.

When the credit limit is reached in **check** payment accounts or **invalid/expired** credit cards, users become unable to buy more resources. This will not, however, suspend the account, and the recurrent and usage fees, will still be accrued. This way, the negative balance will grow with every new billing period.

*Example:* If you set the credit limit to \$10, a user with a \$0 balance purchasing \$5 resource won't be charged, although his balance will become -\$5. This is also true of invalid credit card or check payments. If this user decides to buy some extra \$10 of resources, he will get

charged \$15, and his balance will become zero. But in case of an invalid credit card or a check payment, this user won't be able to buy these extra \$10 of resources, and his balance will remain -\$5. If this is the case, and if his usage fee equals \$20, at the end of the payment interval his debt will increase to ( $\$5 + \$20 =$ ) \$25.

Credit limit is set in plan wizards and is the same for all accounts in this plan. However, you can [enlarge or reduce credit limit for individual accounts](#) and [reset credit limit for all users](#) in the system in one go.

## Traffic

User traffic in H-Sphere is calculated per server, e.g. web server, mail server, Windows server, etc., and then is added up to make up summary traffic. It is not broken up into incoming or outgoing. Nor is it differentiated by the platform (operating system).

Initially, users get some free traffic they can run up without being charged. That makes up their *traffic limit*. If they go beyond this traffic limit, they are charged for each GB of excess at the *usage (overlimit) price*, which is usually quite high.

Regardless of account's billing period, traffic usage is calculated once a month – or less than a month if the traffic month is forced to close with a traffic limit change or other events, such as billing period closure, changing to another billing period, or other plan. For example, if a customer signs up on March 7 for a billing period of 6 months, traffic will be closed and reset on the 7th of each month.

If users have or expect high hit rates, to prevent overlimit charges, they can book more traffic in advance by setting higher *traffic limit* (initially it equals free units). After this, they will pay for the whole booked amount at the *recurrent price*, which is usually lower than the usage price. Recurrent fee is charged in advance for the whole billing period (not for the traffic month) for traffic limit minus free units and is non-refundable if the user fails to use it all up.

Recurrent fee is prorated for the period left to the end of the billing period, if the user changes their traffic limit in the middle of the billing period.

When a traffic month ends, the user traffic limit is subtracted from total traffic run up to obtain the excess, and, if the result is positive, it is charged at usage fee. For example, you host a user with the account's billing period of 6 months, 0 free units, and the traffic limit of 6GB. During the first month, the user runs up 6.5GB, which is 0.5GB higher than traffic limit. The payment for 0.5GB excess traffic is charged as the usage (overlimit) fee right at the end of the first traffic month.

When a user changes traffic limit, the current traffic month closes, and the following calculations are performed:

1. Traffic limit for a traffic month is prorated to the period from the start of the traffic month to the day when the traffic limit is changed.
2. The resulting GBs are subtracted from total traffic run up by this day.

3. If the result is positive, it is charged at usage fee.
4. The user traffic is reset.
5. A) The user is charged recurrent fee prorated to the time left to the end of the billing period for MBs of increased traffic limit.  
B) The user is refunded recurrent fee prorated to the time left to the end of the billing period for MBs of decreased traffic limit.  
As the result of traffic cycle interruption the billing period for traffic becomes different from the billing period for the account.

For example, you host a user with 0 free units, the traffic limit of 6 GB, and the billing period of 6 months starting 1 January. By 15 January, the user runs up 3.5 GB of traffic and increases the traffic limit.

1. 6 GBs of month traffic limit is prorated to 15 days which makes 3 GB.
2. Prorated traffic limit of 3 GB is subtracted from 3.5 GBs of traffic run up for 15 days which makes 0.5 GB.
3. 0.5 GB of excess traffic is charged at a usage fee.
4. Traffic is reset.
5. A new traffic month is open and since then will close on the 15th of each month.

Traffic usage can be restricted, which means when end users run up a certain amount of traffic, their sites will get suspended, and visitors won't be able to see the pages, and mailboxes and virtual ftp accounts will stop working. Read [here](#) for instructions.

Also, you can restrict the maximum possible traffic limit end users can set. To set the Max value:

1. Select *Plans* in the *Info* menu.
2. Click *Resource* for the selected plan.
3. Click *Edit* for the *Summary Traffic* resource.
4. In the *Max* field, enter the maximum allowed traffic limit value (in GB).

This table uses examples, starting with easy further to more difficult, to explain how end customers are charged for using traffic.

#	Plan & Account Settings:	Traffic consumption:	System Behavior:
1.	Billing period = 1 month; Free = 10GB; Recurrent = \$2; Usage = \$4; Traffic Limit = Free = 10GB (Initially, traffic	User stays within Free units.	User pays nothing.
2.		By the end of the traffic month, user runs up 15GB.	User pays for ( 15GB – 10GB Traffic Limit = ) 5GB overlimit. The amount of charge is ( 5GB x \$4 usage ) = \$20.
3.		On the 15th day of the traffic month user changes traffic	When the user changes traffic limit, traffic month closes. The old traffic limit is prorated to the number of days in the closed period:

	limit always equals free units)	limit. By then, he has already run up 4GB.	$(10\text{GB} / 30\text{ days}) * 15\text{ days} = 5\text{GB}$ . This means, the user having run up 4GB for 15 days hasn't exceeded the prorated to 15 days 5GB traffic limit and will be charged \$0.
4.		On the 15th day of the traffic month user changes traffic limit. By then, he has already run up 6GB.	Just like in the previous example, prorated traffic limit (which equals free units) makes 5GB. The user has exceeded it by $(6\text{GB} - 5\text{GB}\text{ prorated traffic limit} = ) 1\text{GB}$ and will be charged $(1\text{GB}\text{ overlimit} \times \$4\text{ usage} = ) \$4$ usage fee.
5.	Same as in 1–4, but user has previously changed traffic Limit to 20GB	User stays within Traffic Limit.	No matter how much traffic user has run up, if he stays within traffic limit, he pays for the $(20\text{GB}\text{ Traffic Limit} - 10\text{GB}\text{ Free Units} = ) 10\text{GB}$ of booked traffic, which makes $(10\text{GB} \times \$2\text{ recurrent} = ) \$20$ recurrent fee.
6.		By the end of the traffic month, user runs up 25 GB.	User pays for $(20\text{GB}\text{ Traffic Limit} - 10\text{GB}\text{ Free Units} = ) 10\text{GB}$ of booked traffic at the begining of the traffic month plus $(25\text{GB} - 20\text{GB}\text{ Traffic Limit} = ) 5\text{GB}$ overlimit at the closure of the traffic month.. Recurrent fee = $(10\text{GB}\text{ booked} \times \$2 = ) \$20$ . Usage fee = $(5\text{GB}\text{ overlimit} \times \$4 = ) \$20$ . The total fee is $(\$20\text{ recurrent} + \$20\text{ usage} = ) \$40$ .
7.		On the 15th day of the traffic month user changes traffic limit. By then he has run up 9GB.	When the user changes traffic limit, traffic month closes. Traffic limit is prorated to the number of days in the closed period: $(20\text{GB} / 30\text{ days}) * 15\text{ days} = 10\text{GB}$ . This means, the user hasn't exceeded the traffic limit and will be only refunded prorated half (\$10) of the \$20 recurrent fee charged at the beginnig of the interrupted traffic month for $(20\text{GB}\text{ Traffic Limit} - 10\text{GB}\text{ Free Units} = ) 10\text{GB}$ booked at \$2 recurrent price. The total fee for this traffic period is \$10 recurrent fee.
8.		On the 15th day of the traffic month user changes traffic limit. By then he has run up 12GB.	Just like in the previous example, prorated traffic limit makes 10GB. This means, the user has exceeded the traffic limit by $(12\text{GB} - 10\text{GB} = ) 2\text{GB}$ and will be refunded prorated half (\$10) of the \$20 recurrent fee charged at the beginning of the interruted traffic month (see previous example) and charged $(2\text{GB}\text{ overlimit} \times \$4\text{ usage price} = ) \$8$ usage fee. The total fee for this traffic period is $(\$10\text{ recurrent} + \$8\text{ usage} = ) \$18$ .

## Disk Space

Starting with version 2.3, you can choose whether to charge your customers by [disk space quota](#) (reserved disk space) or [summary disk usage](#).

### Disk Space Quota

If you configure the system to charge end users by disk quota, they will pay recurrent fees for all the disk space they have reserved by setting various kinds of disk quota, such as FTP, mailbox and db quota. They can't upload more files than their disk quota, and will get an error message if they try to do so. Initially, disk quota equals Free MBs, and when end users need more disk space, they can increase the disk quota or, in other words, purchase more disk space.

In disk quota, recurrent fee is calculated by the formula:

$( \text{Disk quota} - \text{Free Units} ) \times \text{recurrent price}$

and is measured in \$/MB. The recurrent fee is charged at the beginning of the account's entire billing period and is refundable. Usage fee is not applicable for the disk quota resource, because disk quota can't be exceeded.

*Note:* All files with the user's ID including those outside user's home directory are counted toward used disk space usage including *Transfer, Referrer, Agent* and *Error* logs that are used for user site's statistics. This accounts for frequent differences between used disk space shown by the control panel and the actual files in user home directory.

To restrict users from increasing their disk space quota:

1. Select *Plans* in the *Info* menu.
2. Click the *Resource* link next to the plan.
3. Click the *Edit* icon next to the *Disk Space Quota / Mailbox Quota / DB Quota* resource.
4. In the *Max* field, set the maximum allowed disk space quota in megabytes.

This table uses examples, starting with easy further to more difficult, to explain how end customers are charged for disk space quota.

#	Plan & Account Settings:	Summary Disk Usage:	System Behavior:
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1.	Billing period = 1 month;	User stays within Free units of 10MB.	User pays nothing.
2.	Free Disk Space Quota = 10MB; Recurrent = \$2;	User attempts to upload files to have the total of 12MB.	User gets an error saying that disk space quota can't be exceeded.
3.	Disk Space Quota = Free = 10MB ( Initially, Disk Space Quota equals Free units )	On the 15th day the user tries to upload files to have the total of 12MB and gets an error, so he raises disk quota to 15MB and then uploads the files.	When the user changes disk quota, the old disk usage cycle closes. Then the user is charged recurrent fee for the remaining 15 days for ( 15MB – 10MB free = ) 5MB over free units: ( 5MB x \$2 recurrent) x 15 days left to the end of the billing period/ 30 days = \$5.
4.	Same as in 1–3, but user has previously raised disk space quota to 15MB.	User stays with 12MB throughout the whole month.	At the beginning of the month, user pays for the difference between disk space quota and free units: ( 15MB quota – 10MB free ) x \$2 recurrent = \$10.
5.		User stays with 15MB disk quota the first 15 days, then raises disk quota to 20MB.	At the beginning of the month, user pays for the difference between disk space quota and free units: ( 15MB quota – 10MB free ) x \$2 recurrent = \$10. On the 15th day, the disk quota cycle closes, user is refunded half of the recurrent fee (\$5) and then is charged recurrent fee for the remaining 15 days: ( 15 days x ( 20MB quota – 10MB free ) / 30 days ) x \$2 recurrent = \$10, of which \$5 will be taken from the refunded amount.

### How do disk space quota changes affect users?

Increasing Free MBs	Decreasing Free MBs
<p>Disk Space Quota won't change in user CP. Please use the Mass Mail feature to let your users know they can increase disk quota in their CP to the new Free without being charged Monthly.</p> <p><i>Example:</i> A user had 5MB free and 5MB disk quota. Later, you increased free units to 10MB. User's quota will stay at 5MB until it is increased from this user's control panel, and</p>	<p>Disk Space Quota won't change in user CP. But users will be charged Monthly for each MB of the difference between the new Free and their Disk Space Quota starting from the next month. Please use the Mass Mail feature to let your customers know you decreased Free for disk space quota and if they don't want to be charged for the difference, they should change their quota to the new Free.</p>

users won't benefit from the raise in Free units.

If you increase Free in the middle of the month, the user isn't refunded the recurrent fee for the remaining days of the disk quota cycle.

## Summary Disk Usage

Alternatively, you can configure your system to charge end users by disk usage, which works similarly to traffic. Used disk space on different types of servers (web, mail, MySQL, Windows, etc.) is summarized every 24 hours to make up *Summary Disk Usage*. Summary disk usage is not differentiated by the platform (operating system).

Initially, users get some free disk space they can use without being charged. If they go beyond this free amount, they are charged for each MB of excess at the *usage (overlimit) price*, which is usually quite high. Usage fee is charged at the end of disk usage month regardless of account's billing period. The disk usage cycle can be less than a month if it is forced to close with a disk limit change or other events. For example, if a customer signs up on March 7 for a billing period of 6 months, and then changes disk limit on March 21, the new starting date for the disk usage cycle will then become the 21st of each month.

If users have a lot of web/mail/etc content, they can raise their *disk limit* (initially it equals free units). After this, they will pay for the whole booked amount at the *recurrent price*, which is usually lower than the usage price. Recurrent fee is charged in advance for the whole account billing period (not disk usage month) for disk limit minus free units. Recurrent fee is non-refundable if the user fails to use it all up, but is refunded for the unused days of a prematurely closed disk usage cycle.

*Example:* If a user has 5MB free and the actual files take 5MB, but the disk limit is 10MB, the user would pay for ( 10MB – 5MB free = ) 5MB as recurrent fee. However, if this user's files total to 15MB, the user will pay for the same 5MB as recurrent fee at the beginning of the billing period plus ( 15MB – 10MB limit = ) 5MB as overlimit fee at the end of the disk usage month.

Every day all servers are scanned, and all actually used disk space including free units is added up throughout the disk usage month, then the cumulative amount is divided by the number of days elapsed since the beginning of the current disk usage month, and the resulting average is displayed in the end user's control panel. This accounts for numerous questions why disk usage in end user's control panel is different from the disk space actually occupied by user's files.

At the end of the disk usage month, the cumulative amount is divided by the number of days, and if the resulting average exceeds the disk limit, the customer is charged overlimit fees for the excess amount.

*Example:* You enable the summary disk usage resource, set free summary disk usage at 100 MB, monthly at \$1 and extra at \$2. Also, you zero all quota prices. If the customer sets disk limit to 200 MB, he will pay monthly recurrent fee for the ( 200MB – 100MB = ) 100MB of disk space. Now imagine that on the first day of the billing month the user uploaded several big files, and the used disk space became 210MB, and so it was until the end of the billing month. At the end of the billing month, the user will pay ( 10MB x \$2 = ) \$20 overlimit fee.

The next billing month, the customer uses 210 MB for 15 days, then deletes several files, and stays with 190 MB for the second half of the billing month. As the result, the prorated disk usage will equal ( (15days x 190MB + 15 days x 210MB) / 30days = ) 200MB, which stays within the disk limit, so the customer is not charged the overlimit fee.

Even if you charge your customers for summary disk usage, disk quota can't be removed, because it's an obligatory system resource. Instead, you need to do all of the following:

- set free units for *Summary Disk Usage*;
- set *Summary Disk Usage* prices;
- delete all *Disk Space Quota* prices to make sure that your users aren't charged twice for the same disk space;
- enter some free megabytes of *Disk Space Quota*, so the system doesn't keep end users from uploading their web content.

You can prevent end users from setting very big disk quota by setting *Max value* for the disk quota resource:

1. Select *Plans* in the *Info* menu.
2. Click *Resource* for the selected plan.
3. Click *Edit* for the *Disk Space Quota* resource.
4. In the *Max* field, enter the maximum allowed disk space quota value (in MB).

To enable Summary Disk Usage **for a certain plan**:

1. Select *Plans* in the *INFO* menu.
2. Click the name of the plan to start the Plan Edit wizard.
3. Include *Summary Disk Usage* on the first step.
4. On the subsequent steps, don't set prices for web, mail, and other disk quotas unless you want to charge your customers twice, for disk quota and disk usage. Instead, set prices for Summary Disk Usage.
5. Log into each existing user/reseller account under this plan, go to *Account* (regular user) / *Info* (reseller) → *Quick Access* and

press the *Add* button in the Summary Disk Usage section.

To enable Summary Disk Usage **for all your user/reseller plans**:

1. Log into your control panel server as cpanel user:  
`su - cpanel`
2. Execute the SummaryQuotaUpdate class:  
`java psoft.hsphere.converter.SummaryQuotasUpdate --enable`
3. Login as root and restart H-Sphere. The Summary Disk Usage resource will be added to all plans, its free units will be set to equal Free Disk Space Quota, its monthly and usage prices will be removed.
4. Enter each plan where you want to charge for Summary Disk Usage instead of disk space quota, set prices for Summary Disk Usage and delete all disk quota prices. Also, enter Free units for the *Disk Space Quota* resource.

To disable Summary Disk Usage for all your user/reseller plans:

1. Log into your control panel server as cpanel user:  
`su - cpanel`
2. Execute the SummaryQuotaUpdate class:  
`java psoft.hsphere.converter.SummaryQuotasUpdate --disable`
3. Login as root and restart H-Sphere. The Summary Disk Usage resource will be removed from all plans.
4. Enter each plan and set prices for Disk Space Quota.

This table uses examples, starting with easy further to more difficult, to explain how end customers are charged for summary disk usage.

#	Plan & Account Settings:	Summary Disk Usage:	System Behavior:
1.	Billing period = 1 month;	User stays within Free units of 10MB.	User pays nothing.
2.	Free Summary Disk Usage = 10MB; Recurrent = \$2;	Throughout the month, user occupies 15MB of disk space.	User pays for ( 15MB – 10MB Disk Limit = ) 5MB overlimit. The amount of charge is ( 5MB x \$4 usage ) = \$20.
3.	Usage = \$4; Disk Usage Limit = Free = 10MB (Initially, disk usage limit always	The first 15 days of the month user stores 5MB of files. On the 15th day, user uploads another	The used amount will be averaged to one month: ( ( 15days x 5MB + 15days x 15MB ) / 30days ) = 10MB. The user has stayed within the disk limit and pays nothing.

	equals free units)	10MB of files. The remaining 15 days, user stores 15MB of files.	
4.		The first 15 days of the month user stores 15MB of files. On the 15th day, user changes disk space limit from 10MB to 15MB.	On the 15th day when the user changes the disk space limit, the disk usage month closes, and the used amount is recalculated: $((15 \text{ days} \times 5 \text{ MB overlimit}) / 30 \text{ days} = ) = 2.5 \text{ MB overlimit}$ . The overlimit fee is $(2.5 \text{ MB} \times \$4 \text{ usage} = ) \$10$ .
5.	Same as in 1–4, but the user has previously changed Disk Usage Limit to 15MB.	Throughout the whole disk usage month, the user had 12MB of files.	The user pays $((15 \text{ MB limit} - 10 \text{ MB Free}) \times \$2 \text{ recurrent} = ) \$10$ at the beginning of the disk usage month.
6.		Throughout the whole disk usage month, the user had 17MB of files.	The user pays $((15 \text{ MB limit} - 10 \text{ MB Free}) \times \$2 \text{ recurrent} = ) \$10$ at the beginning of the disk usage month plus $((17 \text{ MB} - 15 \text{ MB limit}) \times \$4 \text{ overlimit} = ) \$8$ at the end of the disk usage month.
7.		Throughout the first 15 days of the month, user had 17MB of files. On the 15th day of the month user changed disk quota from 15MB to 18MB.	The user pays $((15 \text{ MB limit} - 10 \text{ MB Free}) \times \$2 \text{ recurrent} = ) \$10$ at the beginning of the disk usage month. On the 15th day, the unused recurrent fee for the remaining 15 days (\$5) is refunded, i.e. credited to account balance. The prorated overlimit disk usage for the first 15 days is $(15 \text{ days} \times (17 \text{ MB} - 15 \text{ MB}) / 30 \text{ days} = ) 1 \text{ MB}$ , so the due amount at the end of the month would be $(1 \text{ MB} \times \$4 \text{ overlimit} = ) \$4$ . This amount will be taken from the account balance. As a result, the user won't be charged overlimit fee on the 15th day, but will be charged recurrent fee for the subsequent disk usage month.

## Money Returns

Customers can get their money back in two cases:

- **Complete refund:**

When a user quits hosting **during** the Moneyback period, he gets back 100% of all **recurrent** fees for all the resources he has used. The Money Back amount does not include the Setup Fee and is not affected by the refund percentage.

• **Partial refund:**

When a user quits hosting **after** the Moneyback period, he gets back his recurrent fees adjusted for the refund percentage for the time remaining till the end of the current billing period.

Partial refunds are calculated according to the following formula:

$$\text{refund} = (\text{recurrent fee} \times \text{time left to the closure of the billing period}) / (\text{duration of the billing period} \times \text{refund percentage})$$

*Example:* A user's one-month billing period started on November 1 and closes on November 30. Recurrent fee for a dedicated IP is \$3. At the beginning of the billing period the user was charged \$3 for the dedicated IP. On November 10 this user switched to a shared IP. With a 10% refund percentage the user will get back \$0,2 refund.

**IMPORTANT:** Refunds can't be issued to credit cards. The money must be returned either by check or by crediting the account balance.

To set the moneyback period:

1. Select *Plans* in the *INFO* menu.
2. Click the name of the plan to start the wizard.
3. Scroll down to the *Settings* section and check *Enable* in the *Money Back Guarantee* field. Enter the duration of the Money Back period in days.
4. Scroll down to the bottom of the page and check *Don't change resources prices*.
5. Complete the wizard.

To set the refund percentage:

1. Select *Plans* in the *INFO* menu.
2. Click *Resources* for the plan.
3. On the page that appears, click *Price* next to the resource to set refund percentage for:

Unix Resources			<a href="#">settings</a> <a href="#">access</a>
<b>Disable</b>	<b>Enabled Description</b>	<b>Controls</b>	<b>Disabled Enable Description Controls</b>
<input type="checkbox"/>	Actual account	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	Domain	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	Billing Info	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	Contact Info	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
	User Account	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
	IP Address	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
	Hosting	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	CGI Resource	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	

4. In the *Refund Percentage* field, enter which part of the recurrent fee that will be returned to the user:

Modlogan Resource Price <a href="#">[Edit]</a> <a href="#">[Adv]</a>						
Interval	Size	Free Units	Setup Fee	Usage Fee	Recurrent Fee	Refund Percentage
Default (1 Month)		<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +
1	MONTH	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +
<input type="button" value="Submit Query"/>						

*Example:* User's billing period started on November 1 and is closing on November 30. The recurrent price for dedicated IP is \$3. At the beginning of the billing period the user was charged \$3 recurrent fee for dedicated IP. On November 10 the user switched to shared IP. With 10% refund percentage he will get back \$0,2 refund. The refund will be added to the account credit.

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Related Docs: • [Introduction to Billing](#) • [Managing Accounts](#)

## Creating and Editing Plans (Plan Wizards)

Related Docs: • [Billing](#) • [Understanding Compatible Plan Groups](#)

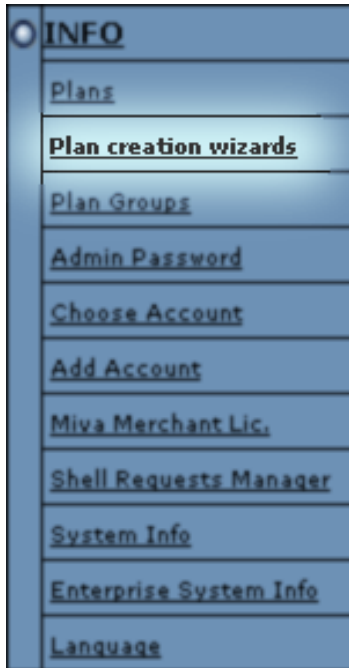
This document explains how to create and edit plan settings and prices using plan creation and edit wizards.

- [Starting Plan Creation Wizards](#)
- [Starting Plan Edit Wizards](#)
- [A Typical Plan Wizard](#)
  - [Step 1: Selecting Resources and Configuring Plan Settings](#)
  - [Step 2: Setting Domain Registration Prices](#)
  - [Step 3: Setting Prices for the Default Billing Period](#)
  - [Step 4: Setting Prices for Actual Billing Periods](#) (Edit wizard only)
- [Unix Plan Wizard](#)
- [Unix RealServer Plan Wizard](#)
- [MySQL Plan Wizard](#)
- [Windows Plan Wizard](#)
- [Windows RealMedia Plan Wizard](#)
- [E-mail Plan Wizard](#)
- [Administrator Plan Wizard](#)
- [Reseller Plan Wizard](#)

### Starting Plan Creation Wizards

In H-Sphere, plans are created with Plan Creation Wizards. To start a plan creation wizard:

1. Select *Plan Creation Wizards* in the *Info* menu:



2. On the page that appears, choose the type of the plan.  
See below for explanations on each plan type. If a plan is marked *Not Configured*, check if you have a logical server where its accounts will be hosted. Click [here](#) for more.
3. Go through the wizard following the instructions [below](#).

### Starting Plan Edit Wizards

Plans are edited with Plan Edit Wizards. To start a plan edit wizard:

1. Select *Plans* in the *Info* menu.
2. In the list of plans that appears, click the name of the plan you would like to edit.
3. Go through the wizard following the instructions [below](#).

### A Typical Plan Wizard

Most plan wizards guide you through three or more steps:

- [step 1](#):
    - including or excluding particular resources;
    - making them active by default;
    - configuring settings such as duration of the trial period, credit limit, money-back period, default type of IP, etc.
  - [step 2](#):
    - setting prices for domain registration services in this specific plan. This step will be omitted if you haven't configured your [Domain Registration Manager](#).
  - [step 3](#):
    - setting setup and monthly prices for the **default** billing period (1 month);
    - setting free amounts for each resource type.
  - [step 4](#) and the subsequent:
    - setting setup and recurrent prices for the **actual** billing periods;
    - defining the amount of free resources etc.
- The number of subsequent steps depends on the [actual billing periods](#) for this plan.

### Step 1. Selecting Resources and Configuring Plan Settings

On the first step, select which resources will be available and active in the plan:

- **Include**: check the box to have the resource available for users subscribing for the plan. If you leave this box unchecked, users of this plan will be unable to take advantage of this resource. Checking *Include* alone doesn't activate this resource by default; in newly created accounts it will be off.
- **Activated** determines whether the resource should be enabled immediately at signup (checked) or activated later by the user (unchecked). If a pay resource has *Activated* unchecked, it won't be included in the signup bill, but users will be able to turn it on when necessary and will be charged for it at the moment of activation.

Some of the plan's resources are integral to the system and cannot be excluded from the plan. They are not available on this page.









*Note*: If you exclude resources that are in use by some users, they'll remain functional but become inaccessible from the user control panel.

Step 1 has several sections:

## Unix Plan Creation Wizard. Step 1.

Plan Name	<input type="text" value="Unix Lite"/> +
-----------	--

– enter a name for the plan you are creating.

Domain types	
Domain 	<input checked="" type="checkbox"/> Include
Domain registration 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Leave custom prices as they are
SubDomain 	<input checked="" type="checkbox"/> Include
Stopgap Domain 	<input checked="" type="checkbox"/> Include
Third level domain 	<input checked="" type="checkbox"/> Include
Domain alias 	<input checked="" type="checkbox"/> Include
Parked domain 	<input checked="" type="checkbox"/> Include
Service Domain 	<input type="checkbox"/> Include

- **Domain:** check this box to allow domain transfer and domain registration from the user control panel.
- **Domain registration:** allow users to create new standard domains through *OpenSRS*: and *Enom*.
- **Leave registrar prices as they are** (version 2.3 and higher): Check this box to skip the second step of the wizard and use the [default prices](#). To use custom domain registration prices, see [below](#).
- **SubDomain:** allow users to create subdomains. Subdomains have the same functionalities as regular domains.
- **Stopgap Domain:** allow your customers to use hosting services without a real domain. Stopgap domains don't have DNS zones, and don't allow e-mail service. Still, users can access their sites using their [instant domain aliases](#). Stopgap domains support web site management and FTP services. Also, IP-only access is possible with a dedicated IP.
- **Third level domain:** allow your customers to create third level domains based on the domain names you offer. E.g. if your domain name is *example.com*, a user can have a domain like *thirdlevel.example.com*. Third level domains have the same functionalities as second level domains, i.e. regular domains.
- **Domain alias:** (also referred to as *stack domain*) an extra domain name that points to a 'primary' domain. For example, the owner of the domain name *example.com* can register another domain name, e.g. *example.net* and have it point to the location of *example.com*. This means that every Internet user who goes to *example.net* will land in *example.com*. Domain alias can have its own DNS zone, custom DNS records and their own mail service.

- **Parked domain:** allow your customers to use H–Sphere DNS server for designating IPs to domain names serviced and hosted on other servers (not those of H–Sphere).
- **Service Domain:** should be included only for the administrative plans (like *System plan*) to host and manage your corporate web–site. To enable users register third level domains with the second level domain name of your corporate site, register it as a *service domain*. For example, the company offers third level domains at *example.com*, such as *thirdlevel.example.com* or *userdomain.example.com*. Naturally, the site of the hosting company should be available at *example.com* or *www.example.com*.

Web Services	
CGI Resource	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
cgi-bin Resource	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Front Page	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Server Side Include	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
PHP Module	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Redirect Url	<input checked="" type="checkbox"/> Include
Directory Index	<input checked="" type="checkbox"/> Include
Server Side Imagemap	<input checked="" type="checkbox"/> Include
SiteStudio	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Logical Server Group (Unix web servers)	Test Group ▾

- **CGI Resource:** allow your customers to map file extensions as CGI executables.
- **cgi–bin Resource:** allow your customers to create cgi–bin directory, so all the cgi–bin directory's content is treated as cgi executables which the server tries to run.
- **Front Page:** allow your customers to use FrontPage extensions on their web sites.
- **Server Side Include:** allow your customers to use interactive real–time features such as echoing current time, conditional execution based on logical comparisons, querying or updating a database, sending an e–mail etc., with no programming or CGI scripts.
- **PHP Module:** allow your customers to create dynamic web pages with PHP.
- **Redirect URL:** allow your customers to redirect visitors from one URL to another. When an Internet user tries to connect to a URL that is redirected, he is taken to the address this URL is mapped to.


- **Directory Index** (version 2.09 and higher): allow your customers to set their custom directory indexes
- **Server Side Imagemap** (version 2.08 and higher): allow your customers to have files with a specific extension regarded as map files
- **Site Studio** (version 2.09.5 and higher): allow your customers to use a powerful site construction tool enabling them to create a professional-looking site in a matter of minutes.
- **Logical Server Group**: appropriate resources under this plan will be created on a particular logical server group.

Statistics	
Transfer Log	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Referrer Log	<input checked="" type="checkbox"/> Include
Agent Log	<input checked="" type="checkbox"/> Include
Error Log	<input checked="" type="checkbox"/> Include
Webalizer Resource	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Modlogan Resource	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated



- **Transfer Log**: check the boxes to have transfer logs written into user directories. Transfer logs include combined data about every visit to your customer's site, including:
  - ◆ Remote host IP (i.e. visitor's IP)
  - ◆ Time of request (i.e. when visitor requested the page)
  - ◆ First line of request
  - ◆ Error generated by request, if any
  - ◆ Size of message sent in response to the request
  - ◆ Referrer (i.e. from which page visitor was directed)
  - ◆ Agent ID (i.e. type of browser or another agent and related information, such as user's OS, etc.)
- **Referrer Log**: check the box to have separate referrer logs written into user directories. Referrer logs contain the URLs from which visitors were referred to your customer's site.
- **Error Log**: check the box to have separate error logs written into user directories. Error logs store data about errors generated by the server (e.g. *Page Not Found* error) or by their cgi scripts.
- **Agent Log**: check the box to have separate agent logs written into user directories. Agent logs contain data about visitors' browsers or any other Internet-based software, and related data.
- **Webalizer Resource / Modlogan Resource**: Check the boxes to install Webalizer and Modlogan into user directories. These two programs parse the transfer log and produce statistics reports in readable HTML format to be viewed through a browser.











Mail Services	
Email Auto Responder	<input checked="" type="checkbox"/> Include
Mail Box Alias	<input checked="" type="checkbox"/> Include
Mail Forward	<input checked="" type="checkbox"/> Include
Mailing List	<input checked="" type="checkbox"/> Include
Logical Server Group (Mail servers)	<b>mail servers</b>

– Allow or disallow creating the above mail resources by your customers.

E-Commerce Options	
SSL Module 	<input checked="" type="checkbox"/> Include
Shared SSL 	<input checked="" type="checkbox"/> Include
MIVA Resource 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
osCommerce 	<input checked="" type="checkbox"/> Include










- **SSL Module:** enable your customers to use SSL (Secure Sockets Layer protocol) – a standard for transmitting confidential data such as credit card numbers over the Internet.
- **Shared SSL:** provide SSL (Secure Sockets Layer) encryption and business authentication to Web business customers.
- **Miva Resource:** allow your users to create online stores with Miva Merchant. For more information visit [www.miva.com/products/merchant/](http://www.miva.com/products/merchant/)
- **osCommerce:** allow your users to create online stores using an open source e-commerce solution (osCommerce 2.1 release). For more information visit [www.oscommerce.com](http://www.oscommerce.com).

Other	
MySQL 	Include
Logical Server Group (MySQL servers) 	<b>MySQL servers</b>
MS SQL	Not

	configured
PGSQL	Not configured
FTP sub-account 	Include
Virtual FTP Server 	Include
Anonymous FTP Server 	Include
Custom DNS Record 	Include
Shell Access 	Include
Crontab 	Include
RLimitCPU 	Include
RLimitMEM 	Include
RLimitNPROC 	Include
Summary Disk Usage 	Include

- **MySQL, MS SQL, PGSQL:** allow or disallow your customers to create and use their own databases. See also: [Setting Prices for the Default Billing Period](#).
- **FTP sub-account:** allow or disallow your customer to create additional logins and passwords to his directory so his friends or colleagues can independently use it.
- **Virtual FTP Server:** allow or disallow your customers to let their friends and colleagues download, upload or view files in the dedicated directories.
- **Anonymous FTP Server:** allow or disallow your customers to let anybody else download, upload or view files in the dedicated directories.
- **Custom DNS Record:** allow your customers to create new custom DNS records.
- **Shell Access:** allow your customers to access and operate their accounts through Shell.
- **Crontab:** enable your customers to clock and run their own Unix shell scripts automatically.
- **RLimitCPU:** checking the box will restrict the CPU usage by users' cgi scripts.

- **RLimitMEM:** checking the box will restrict the memory usage by user' cgi scripts.
- **RLimitNPROC:** checking the box will restrict the number of simultaneous processes per user. \* *More information on [RLimit](#)*
- **Summary Disk Usage** (version 2.3 and higher): unchecking this box will stop the system from billing end users for disk usage. For more on disk usage, read [here](#).

Settings	
Home Directory 	/hsphere/local/home <input type="text" value="home"/> +
Billing type 	<input checked="" type="radio"/> Paid <input type="radio"/> Trial Duration <input type="text"/> + Credit limit <input type="text"/> + <input type="radio"/> Without billing
Credit limit 	<input type="text"/> +
Money Back Guarantee 	30 <input type="text"/> + Days <input checked="" type="checkbox"/> Enable
E-mail invoice notification 	<input type="checkbox"/>
Default IP type 	shared <input checked="" type="radio"/> Shared <input type="radio"/> Dedicated
Shared IP Tag 	2 <input type="text"/>
Instant alias appearance for given shared IP tag 	dNNN.uNNN.writers.psoft <input type="text"/>
Stopgap domain appearance for given shared IP tag 	username.uNNN.writers.psoft <input type="text"/>
Don't change resources prices.	<input type="checkbox"/>
<input type="button" value="Next"/>	

Name	Meaning	Recommended Value	Notes
Home Dir	The directory on the server where user home dirs under this plan will be stored. If you need to put all accounts under this plan in a	Leave as is	For Unix-based plans this directory MUST be 3-level as the default, for

	separate directory, create this directory first and set permissions based on your security policy. New accounts under this plan will be stored in the defined directory.		example: /hsphere/local/unixgold. Otherwise the traffic will fail to be calculated.
Billing Type	<b>Paid:</b> no trial period available		Don't switch to without billing.
	<b>Trial:</b> paid plan with trial period available. Check the box to enable trial registration for this plan. If the box is checked, you will have to fill in the following fields too: – <b>Duration:</b> enter the duration of the trial period in days. Usually trial period does not exceed one month. – <b>Credit Limit:</b> maximum amount of credit a trial user can run up acquiring paid resources. If you set Trial Credit Limit to zero, trial users will be able to acquire only free resources. Usually this amount either equals the initial registration payment plus the recurrent fee for one payment period, or exceeds it a bit to enable trial users to buy some extra resources. After this amount has been reached, the user cannot purchase any more resources. When trial users become pay users, they are charged the amount they have run up during the trial period.	Checked	Decreasing the trial period affects already signed up trial users so their trial time is 'cut'. Their accounts can be suspended if they have had their accounts more than the trial period is set to.
	<b>Without billing:</b> a totally free plan. Accounts registered without filling in the billing forms.		Don't switch to paid.
Credit Limit	Amount of account's 'expenses' to be accumulated until it is charged. Credit limit serves two purposes: – <i>cumulative:</i> All setup, recurrent and usage fees are accrued until their cumulative amount reaches or exceeds the credit limit. Only then is this amount charged. This method minimizes referrals to credit card processing centers. This purpose is not applicable to check payments. – <i>restrictive:</i> This purpose is pertinent to invalid credit, broken or expired cards and check payments. After user's negative balance reaches the credit limit, the user cannot buy any more resources. However, the recurrent and usage fees are still accrued, so the negative balance increases with every new payment interval.  <i>Example: If you set the credit limit to \$10, a user with \$0 balance purchasing \$5 resource won't be charged, although his balance</i>	About \$10	Changing Credit Limit affects both existent and new accounts.

	<i>will become -\$5. This is also true of invalid credit card or check payment. If he decides to buy some extra \$10 resource, he will be charged \$15, and his balance will become zero. But in case of invalid credit card or check payment, this user won't be able to buy these extra \$10 resource, and his balance will remain -\$5. If this is the case, and if his usage fee equals \$20, at the end of the payment interval his debt will increase to \$25.</i>		
Money Back Guarantee	the period in days after pay registration when users can claim back the recurrent fees they have paid if they decide to quit hosting services. The Money Back amount does not include the Setup Fees and is not affected by the refund percentage. The blank field sets it to zero, which disables the feature.	Less than 1 billing period	Immediately takes effect and influences existent accounts.
E-mail Invoice Notification (version 2.1 and higher)	set the system to send e-mail invoices to users with accounts registered under the plan.		<ul style="list-style-type: none"> <li>- e-mail invoices are sent to the e-mail address user provides in his billing info or contact info (in the absence of the first)</li> <li>- the default can be overridden by individual user settings</li> <li>- toggling the option doesn't affect settings of the existing users</li> </ul>
Default IP type	Define the kind of IP user domains will get at signup (shared or dedicated). Each new user to signup for this plan will be given this kind of IP.	Shared	<ol style="list-style-type: none"> <li>1. In the case of dedicated IPs, when you run out of dedicated IPs, newcomers won't be able to signup.</li> <li>2. Changing this parameter doesn't affect existent domains. Only new domains created under reconfigured plan will get the defined IP type. This is done either at signup or in the existent account.</li> </ol>
Shared IP Tag	a digital "mark" that is assigned to all accounts created under this plan. All sites located on the same logical host are usually assigned the same shared IP. Shared IP Tags allow dedicating a different shared IP to a group of sites. Possible uses: <ul style="list-style-type: none"> <li>- hosting sites in different plans on different shared IPs;</li> </ul>	2	<p>Don't change the shared IP tag in Windows based plans if they have live accounts.</p> <p>In Unix based plans changed shared IP tag immediately shows up in the</p>

	<ul style="list-style-type: none"> <li>– hosting resellers' end customers on different shared IPs;</li> <li>– using different wildcard certificates for resellers and the parent host;</li> <li>– hosting sites of explicit nature on a different shared IP. This may become necessary as some corporate firewalls filter sites by their IPs, not domain names, which may block other sites with the same IP.</li> </ul> <p>To use this feature, you must already have this tag (or tags) defined for every logical host (see also <a href="#">Configuring Your DNS Settings</a>).</p>		<p>system control panel interface, however it actually takes effect only when the changes to the server configuration are applied.</p>
Instant alias appearance for given shared IP tag	Select a template to create user instant aliases. Instant aliases are based on your domain names and allow users to view their sites without using their own domains. The example of an instant alias appearance is username.kNNN.example.com, where kNNN is the name of the logical server, on which user's account is located.		Changes to this parameter will apply only to new domains, while the existent domains will retain the 'old' shared IP tag.
Stopgap domain appearance for given share IP tag	Select a representation for user stopgap domains. Stopgap domains will allow users to maintain their sites and access them using instant domain aliases. Stopgap domain is not a real domain and does not allow the user to have any domain name, DNS zone, and e-mail service. However, stopgap domain users can have IP-only access if they purchase a dedicated IP.		Changes to this parameter will apply only to new domains, while the existent domains will retain the 'old' shared IP tag.

## Step 2. Setting Domain Registration Prices

*Available in version 2.3 and higher.*

To get to this page, don't check the second checkbox (*Leave registrar prices as they are*) on step 1. This page allows setting domain registration prices for the selected plan as opposed to setting default domain registration prices in the [Domain Registration Manager](#).

Prices for Registrar		
Duration	Default price	Custom price
<b>.com</b>		
1 Year	10 \$	<input type="text" value="5"/> +
2 Years	10 \$	<input type="text" value="10"/> +
3 Years		<input type="text" value="9"/> +
4 Years		<input type="text"/> +
5 Years		<input type="text"/> +
<b>.net</b>		
1 Year	12 \$	<input type="text"/> +
2 Years	20 \$	<input type="text"/> +

The prices on this page will override the default prices. If you don't enter a price, a corresponding default price will be used in its place. If the default price hasn't been specified either, the domain registration option won't be available in the user control panel and the signup wizard.

These are actual prices for the billing periods, they are not prorated to one year. This means, you need to enter "15 30 45 60 75 90 105 120 135 150", not "15 15 15 15 15 15 15 15 15".

### Step 3. Setting Prices for the Default Billing Period

To get to this page, don't check the last checkbox (*Don't change resource prices*) on step 1. On this page, you set BASE prices used to calculate prices for ACTUAL BILLING PERIODS. For example, a price for a 2 month billing period will be calculated as the base price multiplied by 2 months. Base prices will apply only when you don't specify actual billing period prices directly. For more on billing periods, see [here](#). For explanations on each price type, see [here](#).

**\*Important: Don't separate thousands with commas!** Starting with version 2.08, comma "," is treated as a decimal separator, not thousand separator, to support international standards (e.g. £2,95).

The table below explains what should be entered for resources that confuse H–Sphere administrators.

Resource	Explanation	Free Units	Setup Fee	Recurrent Fee (Monthly)	Usage Fee (Extra)	Note
<b>Actual Account</b>	A user/reseller/admin account in H–Sphere. One actual account equals one control panel and takes one H–Sphere license	N/A	Charged when the user creates a new H–Sphere account	This amount is charged for one account. If a user has two H–Sphere accounts (e.g. Unix and Windows), he will be charged ( Monthly X 2 )	N/A	
<b>Summary Traffic</b>	User data transferred to/from web, mail, and other servers	GB of traffic which users do not pay for	N/A	Applied only if users change their default traffic limit. Charged once at the beginning of the billing period for the difference between the	Charged at the end of each month of the billing period for the prorated amount used up beyond the limit.	<a href="#">more on traffic</a>

				limit and the free units.		
<b>Disk Space Quota</b>	User quota on the web / windows server	MB of disk space that you grant users for free	N/A	Applied only if users change their default disk space quota. Charged once at the beginning of the billing period for the difference between the quota and the free units	N/A	<a href="#">more on disk quota</a>
<b>Domain</b>	Includes transferred domains and newly registered OpenSRS/Enom domains. Prices for this resource don't replace domain registration prices you entered on the previous page. Prices here are set for your services and are collected based on user's billing period, whereas prices on the previous page are collected on yearly basis for the services offered by	Number of domains a user can transfer or register without being charged, let alone yearly domain registration fees	Charged when the user transfers/registers a domain beyond free units	Charged at the beginning of the billing period for each registered or transferred domain beyond free units	N/A	<a href="#">more on Enom/OpenSRS registration</a>

	Enom/OpenSRS. <i>Note:</i> service domain isn't counted as payable resource					
<b>Mailbox</b>	Each new customer domain is created with a webmaster mailbox. If a user runs out of free mailboxes, adding a new domain – even a free domain – will trigger charges for a webmaster mailbox. Hence, it is a good idea to provide at least several free mailboxes.		Charged when the user purchases a new mailbox beyond free	Charged at the beginning of the billing period for each mailbox beyond free	Charged at the end of each billing period for each mailbox beyond free	
<b>Mailbox quota</b>	Quota on <u>one</u> user mailbox	The <u>default</u> mailbox size	N/A	Applies only when users increase their mailbox quota. Charged once at the beginning of the billing period for the difference between the quota and the free units.	N/A	Mailbox quota can't be exceeded
<b>MySQL/PGSQL database quota</b>	Quota on <u>one</u> database calculated as the total size of all files in the database directory	MB of free disk space that you give out for each new database	N/A	Applies only when users increase their database quota. Charged once at the beginning of	Charged for the disk space (prorated to the billing month duration) used in excess of the database	MySQL/PGSQL quota can be exceeded

				the billing period for the difference between the quota and the free units	quota as of the last day of the billing month. For example, you host a user with the billing period of 6 months, 0 free units, and the database size quota of 60MB. By the end of the first month, the size of the database makes 65MB, and the 5 MB overlimit is charged as the usage (excess) fee	
<b>MS SQL Quota</b>	Quota on <u>one</u> database calculated as the total size of all files in the database directory.	MB of free disk space that you allocate for each new database	N/A	Applies only when users increase their database quota. Charged once at the beginning of the billing period for the difference between the limit and the	N/A	MS SQL quota can't be exceeded

				free units.		
<b>IP Address</b>	A <u>dedicated</u> IP Address	Number of dedicated IPs that you grant users for free	Charged when the user purchases a new dedicated IP beyond free units	Charged at the beginning of each billing period for each dedicated IP beyond free units	Charged at the end of each billing period for each dedicated IP beyond free units	Only dedicated IP Addresses are billed; shared IPs are always free
<b>Real User</b>	the maximum number of simultaneous connections, i.e. how many visitors can simultaneously access user's RealServer account.	Number of simultaneous connections to RealServer that you grant users for free.	N/A	Charged once at the beginning of the billing period for the difference between the limit and the free units.	N/A	Can't be exceeded

#### Step 4. Setting Prices for Actual Billing Periods

This page is available only in plan edit wizards. Plan creation wizards don't have this step, because you need to [create billing periods](#) first.

Once you have entered the prices, click the *Create* button, and the plan will be created.

See the [example screenshots of unix plan configuration](#).

See [above](#) for comments on individual resources.

## Unix RealMedia Plan Wizard

This plan type allows hosting RealMedia streaming audio content on Unix platforms.

## MySQL Plan Wizard

The plans created with this wizard allow customers only to create and use MySQL online databases. The customer can authorize individual Internet users to connect to the MySQL database and use it from any remote location.

## Windows Plan Wizard

Windows plans are created similarly to Unix plans (see [Unix Plan Wizard](#)). The only difference is that you can include **ASP** resource to enable your users maintain sites created with the means of ASP and **ColdFusion Module** to enable your users to maintain sites created by ColdFusion (Third party commercial products such as ColdFusion, MS SQL server, Real Server, and Miva are purchased separately and should be installed prior to H-Sphere)

**Note:** in version 2.07 and higher you can't create Windows plans, unless you have 'Windows' physical servers. *Not configured* means that your system lacks servers pertaining to the services to be run under the plan.

## Windows RealMedia Plan Wizard

In version 2.07 and higher you can't create Windows RealMedia plans unless you have a winbox with properly configured RealServer.

## E-mail Plan Wizard

E-mail plans are created similarly to Unix plans (see [Unix Plan Wizard](#)). The only difference is that they don't include any resources other than domain, mail and Custom DNS record. Stopgap domains are not supported.

## Regulating the overall number of resources that can be created

To set the maximum number of resource units a user can buy under this plan, go to INFO -> Plans -> Resource -> Edit (next to the selected resource) -> the Max field

Administrator Plan Wizard

Use this plan to create administrative plans:

Admin Plan Creation Wizard.	
Plan Name	<input type="text"/> !
General	
Signup Admin	<input type="checkbox"/> Include
Login as user	<input type="checkbox"/> Include
Admin DNS manager	<input type="checkbox"/> Include
Compatible Plan Groups	<input type="checkbox"/> Include
Shell Requests Manager	<input type="checkbox"/> Include
Billing management	
Admin Billing Manager	<input type="checkbox"/> Include
Merchant Gateway Manager	<input type="checkbox"/> Include
Support options	
TroubleTicket Admin	<input type="checkbox"/> Include
Allow to assign trouble tickets	<input type="checkbox"/>
<input type="button" value="Submit"/>	

- **Signup Admin:** allow the admin to sign up new users.

- **Login as user:** allow the admin to log into users' accounts.
- **Admin DNS manager:** allow the admin to manage DNS settings.
- **Compatible Plan Groups:** allow the admin to arrange plans in groups.
- **Shell Requests Manager:** allow the admin to acknowledge users' shell access requests.
- **Admin Billing Manager:** allow the admin to debit and credit users' accounts.
- **Merchant Gateway Manager:** allow the admin to configure merchant gateways.
- **TroubleTicket Admin:** allow the admin to answer users' trouble tickets.
- **Allow to assign trouble tickets:** allow the admin to assign users' trouble tickets to other tech support members.










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Related Docs: • [Billing](#) • [Understanding Compatible Plan Groups](#)

### Plan Configuration Example

Related Docs: • [Creating And Editing Plans](#)

This page is an example of a typical Unix plan:

Unix Plan Edit Wizard Step 1 of 3 	
Plan Name	LinuxLite
Domain types	
OpenSRS registration 	<input checked="" type="checkbox"/> Include
Domain 	<input checked="" type="checkbox"/> Include
SubDomain 	<input checked="" type="checkbox"/> Include
Stopgap Domain 	<input checked="" type="checkbox"/> Include
Parked domain 	<input checked="" type="checkbox"/> Include
Domain alias 	<input checked="" type="checkbox"/> Include
Third level domain 	<input type="checkbox"/> Include
Service Domain 	<input type="checkbox"/> Include
Web Services	
CGI Resource 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
cgi-bin Resource 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Front Page 	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Activated
Server Side Include 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
PHP Module 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Redirect Url 	<input checked="" type="checkbox"/> Include
Directory Index 	<input checked="" type="checkbox"/> Include
Server Side Imagemap 	<input checked="" type="checkbox"/> Include
Throttle Resource 	<input checked="" type="checkbox"/> Include
SiteStudio 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated
Logical Server Group (Unix web servers) 	<b>web servers</b>
Transfer Log 	<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Activated

### Unix Plan Edit Wizard Step 2 of 3

Plan Name LinuxLite

Set the prices for the DEFAULT BILLING PERIOD. These are BASE prices used to calculate prices for ACTUAL BILLING PERIODS (e.g. 2 weeks, 1 month, 2 month, 1 year, etc.)

SETUP - the single-time amount payable at the moment when a unit of the resource is purchased;

FREE - the number of resource units users get for free;

MONTHLY - the advance payment for one unit of this resource;

EXTRA - the payment for every resource unit used beyond the quota.

\*Leave fields blank instead of entering zeros.

#### Prices

Actual account Setup  + \$ Monthly  + \$

#### Quotas

Summary traffic Free  + \$/Gb Monthly  + \$/Gb Extra  + \$/Gb

Disk space Quota Free  + \$/Mb Monthly  + \$/Mb

Mail Quota Free  + \$/Mb Monthly  + \$/Mb

#### Domain types

OpenSRS registration Setup  + \$

Domain Free  + \$ Setup  + \$ Monthly  + \$

SubDomain Free  + \$ Setup  + \$ Monthly  + \$

Stopgap Domain Free  + \$ Setup  + \$ Monthly  + \$

Parked domain Free  + \$ Setup  + \$ Monthly  + \$

Domain alias Free  + \$ Setup  + \$ Monthly  + \$

#### Web Services

CGI Resource Setup  + \$ Monthly  + \$

cgi-bin Resource Setup  + \$ Monthly  + \$

Front Page Setup  + \$ Monthly  + \$

Server Side Include Setup  + \$ Monthly  + \$

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Related Docs: • [Creating And Editing Plans](#)

## **Plan Controls**

Related Docs: • [Billing](#) • [Creating And Editing Plans](#)

This document describes the advanced plan controls. It is recommended to avoid using them, if the same task can be done with the plan edit wizards.

Plan controls are available on the first page that opens as you enter the admin Control Panel:

Plan ID	Plan Description	Signup Access	Advanced	Action
3	Admin	ACCESS	RESOURCE SETTINGS	COPY
7012	<a href="#">Email Basic</a>	ACCESS (FULL)	RESOURCE SETTINGS	EDIT COPY
7010	<a href="#">RESELLER</a>	ACCESS	RESOURCE SETTINGS	EDIT COPY
7000	Tech Support	ACCESS	RESOURCE SETTINGS	COPY
7001	Tech Support Admin	ACCESS	RESOURCE SETTINGS	COPY
7014	<a href="#">Unix Demo (DEMO MODE)</a>	ACCESS (FULL)	RESOURCE SETTINGS	EDIT COPY
7006	<a href="#">Unix Skif plan</a>	ACCESS (FULL)	RESOURCE SETTINGS	EDIT COPY
7006	<a href="#">Unix</a>	ACCESS	RESOURCE SETTINGS	COPY
7006	<a href="#">Unix</a>	ACCESS	RESOURCE SETTINGS	COPY
7006	<a href="#">Unix</a>	ACCESS	RESOURCE SETTINGS	COPY
7006	<a href="#">Unix</a>	ACCESS	RESOURCE SETTINGS	COPY
7006	<a href="#">Unix</a>	ACCESS	RESOURCE SETTINGS	COPY
7006	<a href="#">Unix</a>	ACCESS	RESOURCE SETTINGS	COPY
		<a href="#">Signup Links</a>	<a href="#">Deleted plans</a>	

- **ON/OFF** – turning the plan off will not remove accounts or plan settings, but will just block signup for it for all users including admin himself until he enables it again.
- **Resources** – include or exclude specific resources in this plan. If you are not well familiar with the system, it is highly recommended to use the [Plan Edit Wizard](#) unless this is one of admin-level plans that cannot be modified via the wizard.
- **Settings** – configure template locations. This page is reserved for H-Sphere development and debugging and should not be used in production control panels.
- **Access** – set which users have permissions to create accounts under this plan.
- **Copy** – create a copy of this plan. You may need this option to create a new plan based on the selected plan.
- **Delete** (version 2.05 or higher) – delete a plan.

## Resources

If you are well familiar with the resource hierarchy, you can use the *Resources* page to enable or disable resources in the selected plan:

Unix Resources			<a href="#">settings</a> <a href="#">access</a>
Disable	Enabled Description	Controls	Disabled Enable Description Controls
	Actual account	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	Domain	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	Billing Info	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	Contact Info	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
	User Account	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
	IP Address	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
	Hosting	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<input type="checkbox"/>	CGI Resource	<a href="#">[Edit]</a> <a href="#">[Price]</a> <a href="#">[Adv]</a>	

Some resources cannot be disabled (like *User Account*, *IP Address*, etc. in the example above). These are the so-called "required" or "service" resources vitally important for the correct operation of the plan (version 2.09.5 and higher).

To enable or disable a specific resource, check it in the correspondent column and click the *Change* button. This resource will become available or unavailable to all users under this plan.

- [\[Edit\]](#) – Configure basic settings for resources.
- **Price** – Set general price scheme. See [here](#) for details.
- **Adv** – Configure advanced settings.

## Settings

This page is used to configure locations for plan-specific templates:

**Admin Settings**
[resources](#) [access](#)

### Plan Configuration

Plan Name	<input type="text" value="Admin"/>	+	<input type="button" value="Change"/>
Default Template	<input type="text" value="admin/plans.html"/>	+	<input type="button" value="Change"/>
Template directory	<input type="text" value="admin/"/>	+	<input type="button" value="Change"/>

### Custom Values

menuId	<input type="text" value="admin"/>
	<input type="button" value="Submit"/>

### Add Custom Value

Name	<input type="text"/>
Value	<input type="text"/>
	<input type="button" value="Submit"/>

- **Plan Name:** this is the only place where you can edit the name of the plan.
- **Default Template** defines the page that opens when a user logs into the control panel. To specify a custom page, enter the file name and the path relative to the template directory. If your template works incorrectly, you can remove it to return to the system defaults.
- **Template Directory** specifies the name of the directory with templates used by this specific plan. If a template is not found in this directory, the system takes generic H-Sphere template with the same filename.

For example, you have a plan called 'SPECIAL', where the Template Directory parameter is set to special/ and the current skin is

set to 'No Menu'. When the system tries to find, for instance, the design/login.html template, it will first scan the ~cpanel/shiva/shiva-templates/nomenu/replacements/special/design/ directory, and if fails, it moves on to the ~cpanel/shiva/shiva-templates/nomenu/design/ directory in search of this template.

As seen from the above, the Template Directory parameter is NOT used for creating custom templates. Instead, when a new plan is added to the system, plan-specific templates are placed in this directory. Besides that, when you customize H-Sphere templates, you should check the replacements/ directory of each design location for plan-specific templates and customize them if necessary.

Edit

Edit page allows you to set basic parameters for the plan:

<b>Actual account Settings</b> <a href="#">[Price]</a> <a href="#">[Adv]</a>	
<b>Generic Values</b>	
Max	<input type="text"/>
Removable	<input checked="" type="radio"/> Yes <input type="radio"/> No
Addable	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Submit Query"/>	
<b>Custom Values</b>	
<input type="button" value="Submit Query"/>	
<b>Add Custom Value</b>	
Name	<input type="text"/>
Value	<input type="text"/>
<input type="button" value="Submit Query"/>	

- **Max:** set the maximum number of resource units a user can buy under this plan.  
*Note:* as for IP, you can set the 'Max' value only to dedicated IPs.
- **Removable:** define whether the resource can be removed by a user. Use this option to make sure this resource can never be deleted under this plan.
- **Addable:** define whether the resource can be added by a user under this plan.
- **Custom Values:** provide extra configuration parameters. Don't add custom values unless you definitely know how to use them.

## Access

Access page allows you to set which users have permissions to create accounts under this plan:

**Unix lite Access**
[\[resources\]](#) [\[settings\]](#)

*If no boxes are checked, full access to this plan is granted*

- Unix lite
- Tech Support Admin
- Real Server Unix
- Tech Support
- Real Server Windows
- Windowz
- MCClient
- Admin
- MCAdmin
- Unix

Here you can choose users who can create accounts under the selected plan. The Admin plan, for example, should not be available to any

other users other than the administrator.

To grant permissions to plan users, check the boxes for this plan in the list. For the Admin plan, only *Admin* box should be checked. If no boxes are checked, this plan will be available to all users, including those who are registering accounts "from the street".

## Copy

Alternatively to the Plan Creation Wizard, you can use this feature to create custom plans based on the predefined plan samples. To create a new plan, click *Copy* for the selected plan sample. The newly created copy will appear in the plan list. You can now modify it according to your needs via Plan Edit Wizard or above discussed configuration tools.

## Delete

Although deleting plans is quite a rare procedure (as *plans* are essential part of the whole system), you may want to delete needless or harshly created plans. To delete a plan, go to the *Plans* page, *Info* menu and click the *Trash* icon in the selected plan entry.

**Warning:** Deleted plans cannot be restored by any means! Do not delete any of the system default plans because they serve to create custom plans!

It is impossible to delete a plan if there is at the least one account created under it. In other words only those plans free of accounts can be deleted.

To see your deleted plans list, click the *Deleted Plans* link under the System Plans chart on the *Plans* page, *Info* menu.

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Related Docs: • [Billing](#) • [Creating And Editing Plans](#)

## Understanding Compatible Plan Groups

Related Docs: • [Billing](#)

Users often change their plans, and if the plans are different by nature, such changes cause losses in user data. To minimize such losses, plans are grouped so users can change plans only within one group. Users cannot switch plans if they belong to different groups. If user's plan does not belong to any group, the user will be unable to switch to any new plan. Each plan can be only in one group.

Each group should consist of two and more plans. It makes little sense to put one plan to a separate group. Rather, leave this plan outside any group.

You should always group plans based on their compatibility, so plans with the same settings belong to the same group. You must always stick to the following rules:

- Don't group plans with **different platforms** (for example Windows and Linux hosting), or this will lead to unexpected results. A very common mistake is to put trial plans, Unix and Windows2000, into a separate group. This will not allow trial users to switch to pay plans, as they are in a different group, and if users switch from Windows2000 Trial to Unix trial, they will lose the settings that are unavailable under Unix plan, including ASP and ODBC service.
- Don't group **E-mail Only** plans with other plan types. Users can't switch from E-mail Only to, say, Unix plans, and if they attempt to do so, they will get an error. Instead, users need to create a new Unix account and delete the e-mail only account.
- Don't group **No Billing** plans with other plan types. Although the system allows moving from a payment plan to no billing, such a move implies losses in user billing info. Switching from No Billing to a payment plan isn't supported by the system.
- Don't group **Reseller plans** with any other plan types. Users can't switch from, say, Unix plan to Reseller plan. Instead, users need to create a new Reseller account and delete the Unix account.
- Don't group plans if they are bound to **different servers**. Compatible plans keep data on the same box and don't require any reconfiguration.

To group plans:

1. Select *Plan Groups* in the *Infomenu*:

<b>INFO</b>
<u>Quick Access</u>
<b>Plans</b>
<u>Plan creation wizards</u>
<u>Plan Groups</u>
<u>Miva Merchant Lic.</u>
<u>Urchin licenses</u>
<u>Shell Requests Manager</u>
<u>System Info</u>
<u>Enterprise System Info</u>

2. You will be presented with a screen with unassigned plans on the left and groups of compatible plans on the right:

Available plans	Plan groups
<input type="checkbox"/> Tech Support Admin	Linux: Personal Acct
<input type="checkbox"/> Sales Administration	Linux: Bronze Acct
<input type="checkbox"/> Sales Representative	Linux: Silver Acct
<input type="checkbox"/> Trial: Win2000 Account	Linux: Gold Acct
<input type="checkbox"/> Trial: Linux Account	Linux: Platinum Acct
<input type="checkbox"/> Real Server	Linux: Executive Acct
<input type="checkbox"/> Admin	<a href="#">DELETE</a>
	Win2000: Personal Acct
	Win2000: Bronze Acct
	Win2000: Silver Acct
	Win2000: Gold Acct
	Win2000: Platinum Acct
	Win2000: Executive Acct
	<a href="#">DELETE</a>
	Tech Support
	TTAdmin
	<a href="#">DELETE</a>
<input type="button" value="Submit Query"/>	

3. Check the plans you would like to put into one group and click *Submit Query*. The plans will be moved from the list of Available plans into the Plan groups list.

To ungroup plans in a group, click the *DELETE* button next to the group you want to delete.

To add a plan to the group, delete the group first and then create a new one, with the plan you wanted to add.

To regroup plans, you must ungroup them first, and then group them the way you want.

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Related Docs: • [Billing](#)

## Controlling Server Resources

(version 2.09 and higher)

To prevent overconsumption of your server's resources by users' cgi scripts, you can use Resource Limit Controls. It allows you to control the usage of the CPU, memory and server processes on the box with the web server.

\* RLimit Controls use directives of Apache 1.2.X modules and, therefore, are not applicable for Windows hosting.

This document explains how to:

- [Enable RLimit in Plans](#)
- [Configure RLimit Values](#)
- [Limit Resource Use For Individual Accounts](#)
- [What does it mean when my CGIs fail with "Premature end of script headers"?](#)

### Enable RLimit in Plans

To apply RLimit to user scripts under a certain plan, go to the *Other* section of the Plan Edit Wizard Step 1. It lists the following resources:

RLimitCPU	<input type="checkbox"/> Include
RLimitMEM	<input type="checkbox"/> Include
RLimitNPROC	<input type="checkbox"/> Include

- **RLimitCPU** – restrict the strain of CPU usage.
- **RLimitMEM** – restrict the memory used by processes run on the server.
- **RLimitNPROC** – restrict the number of the processes run simultaneously.

## Configure RLimit Values

In most cases the default values are the best to prevent overconsumption of system resources on the one hand and allow correct performance of cgi scripts on the other.

To set custom values for these resources, select *Plans* in the *INFO* menu. Then, click the *resources* link next to the plan you would like to edit. On the page that appears, find:

### **RLimitCPU**

The *Min* parameter sets the soft resource limit for all processes and the *Max* parameter sets the maximum resource limit. CPU resource limits are expressed in seconds per process.

### **RLimitMEM**

The *Min* parameter sets the soft resource limit for all processes and the *Max* parameter sets the maximum resource limit. Memory resource limits are expressed in bytes per process.

### **RLimitNPROC**

The *Min* parameter sets the soft resource limit for all processes and the *Max* parameter sets the maximum resource limit. Process limits control the number of processes per user.

**Warning:** Don't change any parameters other than *Min* and *Max*.

**NOTE:** Enabling RLimitMEM may disallow running certain CGI scripts and may result in FrontPage and Miva products not functioning or functioning incorrectly. Users may get the "premature end of script headers" message. As a rule of thumb, you can disable RLimitMEM resource if you want your users to be able to use FrontPage and Miva, since these processes use a considerable amount of memory resources.

For more information please refer to [apache documentation](#).

The above changes will be applied only to accounts created thereafter. If you need to apply these changes to a specific existing account, enter this account's control panel, go to the *Web Options* page, and click *Apply Changes*.

## Limiting Resource Use For Individual Accounts

**Tip:** To switch RLimitMEM OFF for one account in a plan where RLimitMEM is ON, do the following:

1. switch RLimitMEM OFF for the whole plan,
2. enter this accounts' control panel,
3. go to the *Web Options* page,
4. click *Apply Changes*,
5. go back to your admin control panel,
6. switch RLimitMEM back ON for the whole plan.

The reverse procedure can be used to switch RLimitMEM ON for one account in a plan where RLimitMEM is OFF.

## Understanding Users, Accounts, and Domains

Related Docs: • [Creating And Editing Plans](#)

On the user side, H–Sphere operates with three different tiers: users, accounts, and domains.

### Users

A user, for the most part, is nothing but a login and password to enter H–Sphere. One user can have many accounts (control panels) created under the same or different plans, and switch between them without having to log in every time.

### Accounts

H–Sphere primarily operates with accounts, not users. One account, also referred to as **Actual Account**, equals one license and one control panel with its own balance, traffic usage, disk quota and usage, online invoice, menu tree, cp look and feel, etc. The unique thing about each account is not username, but a numeric *account ID*. The common account types are:

- *administrative account* – used to administer the entire hosting system;
- *tech support account* – used to answer/manage trouble tickets from customers;
- *customer account* – used by end users to administer their services;
- *service account* – a variation of a customer account used to host your promotional corporate site.

Sometimes you can see an *Actual Account* opposed to a *User Account*. A *User Account* refers to an FTP account with its home directory on the web server.

One user can have **many accounts** created under different plans. e.g: an account with a windows-based plan, an account with a Unix-based plan, and an account with a realserver plan. You, as H-Sphere administrator, can have an admin account and a regular customer account. When a user logs in with the username and password, H-Sphere offers the list of all accounts created under this user. The user can enter any of these accounts, and in each account the settings will be different. This is done for convenience, so users don't have to log in every time they switch between their accounts.

Generally, if one user has several accounts, it allows to:

- \* use only one set of login/password to all accounts within one user;
- \* use the same billing and contact information;
- \* have several accounts signed up under different plans in one user;
- \* switch between accounts easily without logging in every time.

In order to **create a new account** under the same user:

1. Select *Add Account* in the *User* menu. You will get to signup page.
2. Follow the signup process. Note that the system uses the contact information previously entered.

To **switch between accounts** within the same user:

1. Select *Choose Account* in the *User* menu.
2. Click the *Select* icon to log into chosen account.

## Domains

Domains represent the third tier in the end-user side hierarchy. Your customers can have as many domains as they want under their one control panel license, unless you limit the domains they can have. In terms of a web server, a domain is little more than a correspondence to a web-site. Domains within one account share one control panel (one menu tree with the same look and feel), and, having no traffic usage or disk quota of their own, are billed in bulk with the same invoices.

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Related Docs: • [Creating And Editing Plans](#)

## Signing Up New Users

This document explains how to sign up new users from the admin control panel.

- [How do I sign up new users?](#)
- [How do I activate accounts?](#)
- [How do change plan for an account awaiting moderation?](#)

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<input type="radio"/> <a href="#">INFO</a>
<input checked="" type="radio"/> <a href="#">SIGNUP</a>
<a href="#">Signup</a>
<a href="#">Moderate</a>
<a href="#">Stats</a>
<input type="radio"/> <a href="#">SEARCH</a>
<input type="radio"/> <a href="#">Support Center</a>
<input type="radio"/> <a href="#">Look And Feel</a>
<input checked="" type="radio"/> <a href="#">Settings</a>
<input type="radio"/> <a href="#">E.MANAGER</a>
<input type="radio"/> <a href="#">Reports</a>
<input type="radio"/> <a href="#">Logout</a>

2. On the page that shows, click *Select* next to the plan for the new account:

<b>Select Plan Which You Want To Create New Account Under:</b>	
<b>Ungrouped</b>	
Admin	
MySQL	
Real Server Unix	
Win 2000	

3. Signup Wizard page appears. Go through *Signup Wizard*. Click arrows in the right lower corner of the page to proceed signup.

- ◆ Enter your contact info in the form that shows (name, e-mail, address, etc.).
- ◆ Select payment type in the drop-down box (credit card, check, online payments) or trial hosting.
- ◆ Enter payment information: credit card numbers, expiry date and etc. – for credit cards; address where the bills will be sent – for checks.

- ◆ Enter username and password for this account.
- ◆ Choose the type of domain you want to sign up with (or sign up without domain).
- ◆ Agree to charges if any, and complete the creation of account.

When you are through with the Signup Wizard, account will be either created or assigned for activation. Read below on [account activation](#). If you want to replace signup forms with those of your own, click [here](#).

## How Do I Activate Accounts?

Newly registered accounts do not get activated immediately. Some of them need to be activated manually by admin. This procedure is called *account moderation*.

In version 2.3 and higher, in addition to check pay accounts, when trial account is put under moderation, customer will receive two moderated email notifications: one is sent upon signup and states that account soon *will be activated*. Second one is sent upon activation, stating that account has been *registered* and can be accessed by the user.

By default, the following accounts are automatically moderated upon signup:

- Check pay accounts
- Electronic payment accounts: WorldPay and PayPal networks.
- Credit card pay accounts that experienced some errors with processing centers (version 2.3 and higher). [More >>](#)
- Any accounts that experienced internal errors during signup process.

Other accounts can be automatically moderated on your request:

- Credit card accounts can be moderated when *Moderated CC Signup* is turned on. To do this, go to *Merchant Gateway* in the *Settings* menu. [More>>](#)
- Trial accounts can be moderated if *Signup Guard* in the *Settings* menu is configured to put all trial accounts on moderation.
- Finally, all accounts can be moderated through *Signup Guard* in the *Settings* menu. Read below on [Signup Guard](#).

To activate accounts:

1. Select *Moderate* in the *Signup* menu. The list of accounts awaiting moderation shows:

Moderated Signup		
Unix		
<a href="#">katon_u2</a>	2001-04-23 16:47:36.0	<a href="#">Delete</a>
<a href="#">testmod</a>	2001-05-25 11:42:35.0	<a href="#">Delete</a>

2. Click the name of the account.
3. On the page that shows, check all information about the owner of the account.
4. Click the *Create* link at the very top of the page to activate the account.


If you decide to reject the account moderation request and remove the account, do the following;

1. Select *Moderate* in the *Signup* menu.
2. On the page that shows, click the name of the account.
3. View the account's registration data
4. Click the *Delete* link at the very bottom of the page. The account is removed.

How do I change plan for an account awaiting moderation?  
(version 2.3 and higher)

When an account gets to the *Moderate* signup section, a plan for this account can be changed. You can chose a plan if it's grouped with other compatible plans. To change a plan for moderated account:

1. Select *Moderate* in the *Signup* menu.
2. On the page that shows, click the name of the account.
3. Scroll down to the *Plan name and billing period* section.

Plan name and billing period for User: kisselev (Unix) 	
Plan	Unix
Billing Period	1 MONTH

4. Click the *Edit* icon next to the plan name and the following page shows:

Contact info for User : (Unix)	
Plan	<div style="border: 1px solid black; padding: 2px;">           Unix ▼         </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;">           Unix copy            Unix copy            Unix         </div>
<input type="button" value="Save"/>	

5. Chose a new plan from a drop-down box and click *Save*.
6. On the page that appears, chose a new billing period for this plan and click *Save*.

Thus, you have changed a plan before activating it for the user.

#### How Do I Ensure that Nobody Signs Up with a Stolen Credit Card? (version 2.08 and higher)

When the attempts to use stolen credit cards become frequent, the online processing center may close or suspend your account. To prevent this, you can switch to the *moderated credit card signup* mode and manually check each credit card, including its authenticity, address info, and other details, before allowing to create the account and charging the registration fee.

To enable moderated credit card signup, select Merchant Gateway Manager in the *Settings* menu. On the page that appears, switch *Moderated CC signup* ON:

Merchant configuration	
Add new gateway	<div style="border: 1px solid black; padding: 2px;">           AuthorizeNet ▼ <input type="button" value="Add"/> </div>
Active	AX <a href="#">Dummy Gateway</a> 0.0/0.0 0/0 <a href="#">Deactivate</a> VISA <a href="#">Dummy Gateway</a> 0.0/0.0 0/0 <a href="#">Deactivate</a>
Set Active	<div style="border: 1px solid black; padding: 2px;">           AuthorizeNet Account ▼ Payment type <input type="text" value="VISA"/> <input type="button" value="Activate"/> </div>
Edit Gateway	<div style="border: 1px solid black; padding: 2px;">           AuthorizeNet Account ▼ <input type="button" value="Edit"/> </div>
Moderated CC signup	<input checked="" type="radio"/> ON
Accept checks	<input checked="" type="radio"/> ON

Signup Guard  
(version 2.1 and higher)

You can create smart rules (filters) to moderate accounts matching specific criteria. Once configured, this utility decides if the new account will be created right away or will be placed into the *awaiting moderation* list on the SIGNUP->Moderate page with appropriate comments/warnings.

To configure moderation rules, do the following:

1. Select *SignupGuard* in the *Settings* menu.

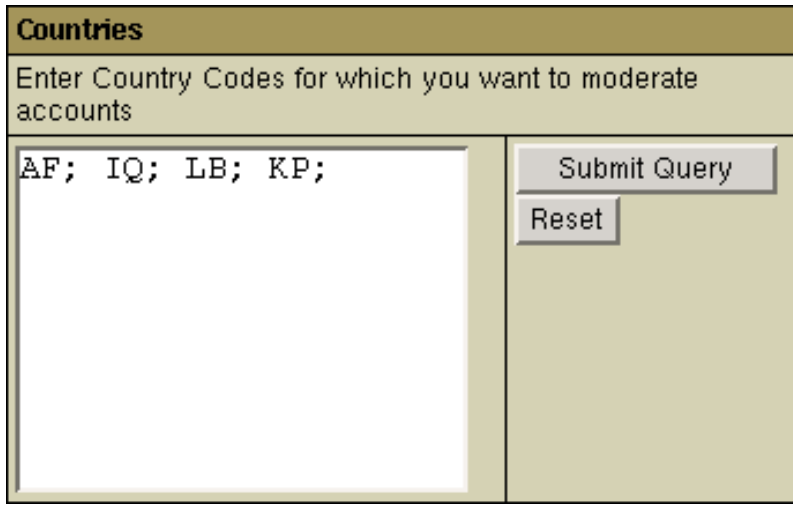
Signup Guard	
<input type="checkbox"/> Moderate Everything	<input type="checkbox"/> IP of a country should match billing country info
<input type="checkbox"/> Moderate On Domain Registration	<input type="checkbox"/> Moderate On Domain Transfer
<input type="checkbox"/> Moderate On Stopgap Domain	<input type="checkbox"/> Moderate On 3rd leved domain
<input type="checkbox"/> Moderate On No Domain	<input checked="" type="checkbox"/> Moderate On Trial Account Signup
Max. Amount	<input type="text" value="100000.0"/>
<input type="button" value="Submit Query"/> <input type="button" value="Reset"/>	
Black Lists	
<u>Domains</u>	<u>Remote IPs</u>
<u>Contact/Billing Emails</u>	<u>Phone #</u>
<u>Countries</u>	<u>Credit Card Numbers</u>
<u>Names</u>	<u>Usernames</u>

2. On the page that appears, select which accounts will be placed in the *awaiting moderation* list and click *Submit*.  
**Note:** *Max Amount* – accounts will be moderated if the total price for such signup is bigger than this amount.

## Setting Signup Guard Blacklist

If you wish, you can blacklist certain parameters and accounts with such parameters will be moderated as well. To do it:

1. On *Signup Guard* page, in the *Black Lists* section, choose the parameters (e.g: countries) to be tracked during signup:



**Countries**  
Enter Country Codes for which you want to moderate accounts

AF; IQ; LB; KP;

Submit Query  
Reset

2. On the page that shows, enter parameters, delimiting them with semicolons+white spaces.
3. Click *Submit Query*.

From now on, make sure to check the *awaiting moderation* list regularly. It is available on the *SIGNUP* → *Moderate* page.

**Note:** SignupGuard will never reject client signup, it will place all suspicious signups into the *awaiting moderation* list on the *SIGNUP*→*Moderate* page.

### Country codes for the Signup Guard blacklist

Here is the list of country codes for the Signup Guard blacklist:



Country	Code	Country	Code	Country	Code	Country	Code
Afghanistan	AF	Ecuador	EC	Libyan Arab Jamahiriya	LY	Samoa	WS
Albania	AL	Egypt	EG	Liechtenstein	LI	San Marino	SM

Algeria	DZ	El Salvador	SV	Lithuania	LT	San Tome and Principe	ST
American Samoa	DS	Equatorial Guinea	GQ	Luxembourg	LU	Saudi Arabia	SA
Andorra	AD	Eritrea	ER	Macau	MO	Senegal	SN
Angola	AO	Estonia	EE	Macedonia	MK	Seychelles	SC
Anguilla	AI	Ethiopia	ET	Madagascar	MG	Sierra Leone	SL
Antarctica	AQ	Falkland Islands (Malvinas)	FK	Malawi	MW	Singapore	SG
Antigua and/or Barbuda	AG	Faroe Islands	FO	Malaysia	MY	Slovakia	SK
Argentina	AR	Fiji	FJ	Maldives	MV	Slovenia	SI
Armenia	AM	Finland	FI	Mali	ML	Solomon Islands	SB
Aruba	AW	France	FR	Malta	MT	Somalia	SO
Australia	AU	France, Metropolitan	FX	Marshall Islands	MH	South Africa	ZA
Austria	AT	French Guiana	GF	Martinique	MQ	South Georgia (The South Sandwich Islands)	GS
Azerbaijan	AZ	French Polynesia	PF	Mauritania	MR	Spain	ES
Bahamas	BS	French Southern Territories	TF	Mauritius	MU	Sri Lanka	LK
Bahrain	BH	Gabon	GA	Mayotte	TY	St. Helena	SH
Bangladesh	BD	Gambia	GM	Mexico	MX	St. Pierre and Miquelon	PM
Barbados	BB	Georgia	GE	Micronesia, Federated States	FM	Sudan	SD
Belarus	BY	Germany	DE	Moldova, Republic of	MD	Suriname	SR
Belgium	BE	Ghana	GH	Monaco	MC	Svalbarn and Jan Mayen Islands	SJ
Belize	BZ	Gibraltar	GI	Mongolia	MN	Swaziland	SZ
Benin	BJ	Greece	GR	Montserrat	MS	Sweden	SE
Bermuda	BM	Greenland	GL	Morocco	MA	Switzerland	CH
Bhutan	BT	Grenada	GD	Mozambique	MZ	Syrian Arab Republic	SY
Bolivia	BO	Guadeloupe	GP	Myanmar	MM	Taiwan, Province of China	TW
Bosnia and Herzegovina	BA	Guam	GU	Namibia	NA	Tajikistan	TJ
Botswana	BW	Guatemala	GT	Nauru	NR	Tanzania, United Republic of	TZ
Bouvet Island	BV	Guinea	GN	Nepal	NP	Thailand	TH
Brazil	BR	Guinea-Bissau	GW	Netherlands	NL	Togo	TG
British Indian Ocean Territory	IO	Guyana	GY	Netherlands Antilles	AN	Tokelau	TK
Brunei Darussalam	BN	Haiti	HT	New Caledonia	NC	Tonga	TO
Bulgaria	BG	Heard and Mc Donald Islands	HM	New Zealand	NZ	Trinidad and Tobago	TT
Burkina Faso	BF	Honduras	HN	Nicaragua	NI	Tunisia	TN
Burundi	BI	Hong Kong	HK	Niger	NE	Turkey	TR
Canada	CA	Hungary	HU	Nigeria	NG	Turkmenistan	TM
Cambodia	KH	Iceland	IS	Niue	NU	Turks and Caicos Islands	TC
Cameroon	CM	India	IN	Norfolk Island	NF	Tuvalu	TV
Cape Verde	CV	Indonesia	ID	Northern Mariana Islands	MP	Uganda	UG
Cayman Islands	KY	Iran (Islamic Republic of)	IR	Norway	NO	Ukraine	UA
Central African Republic	CF	Iraq	IQ	Oman	OM	United Arab Emirates	AE
Chad	TD	Ireland	IE	Pakistan	PK	United Kingdom	GB
Chile	CL	Israel	IL	Palau	PW	United States	US
China	CN	Italy	IT	Panama	PA	United States minor outlying islands	UM
Christmas Island	CX	Ivory Coast	CI	Papua New Guinea	PG	Uruguay	UY
Cocos (Keeling) Islands	CC	Jamaica	JM	Paraguay	PY	Uzbekistan	UZ
Colombia	CO	Japan	JP	Peru	PE	Vanuatu	VU
Comoros	KM	Jordan	JO	Philippines	PH	Vatican City State (Holy See)	VA
Congo	CG	Kazakhstan	KZ	Pitcairn	PN	Venezuela	VE
Cook Islands	CK	Kenya	KE	Poland	PL	Vietnam	VN
Costa Rica	CR	Kiribati	KI	Portugal	PT	Virigan Islands (British)	VG
Croatia (Hrvatska)	HR	Korea, Democratic People's Republic	KP	Puerto Rico	PR	Virgin Islands (U.S.)	VI
Cuba	CU	Korea, Republic of	KR	Qatar	QA	Wallis and Futuna Islands	WF
Cyprus	CY	Kuwait	KW	Reunion	RE	Western Sahara	EH

Czech Republic	CZ	Kyrgyzstan	KG	Romania	RO	Yemen	YE
Denmark	DK	Lao People's Democratic Republic	LA	Russian Federation	RU	Yugoslavia	YU
Djibouti	DJ	Latvia	LV	Rwanda	RW	Zaire	ZR
Dominica	DM	Lebanon	LB	Saint Kitts and Nevis	DN	Zambia	ZM
Dominican Republic	DO	Lesotho	LS	Saint Lucia	LC	Zimbabwe	ZW
East Timor	TP	Liberia	LR	Saint Vincent and the Grenadines	VC		

How do I know which computer signup came from? (version 2.1 and higher)

Tracking down signup IPs is useful when verifying order info to prevent fraud. You would pay closer attention to orders having US contact information and other country's IP address. Tracking down signup IPs is available only for moderated accounts. To learn the IP which moderated account order came from, go to *SIGNUP* -> *Moderate*. Click the accounts name link to view account related info. In the *Other signup information* table *REMOTE\_ADDR* entry reads this account signup IP:

<b>Other signup information for User:</b>	
<b>testtrackip (Unix)</b>  	
REMOTE_ADDR	192.168.112.130

\* Besides that, signup IP is also displayed to subscribers on the last page of the signup wizard.

What if there are any errors while the user is trying to sign up?

Even if a signup fails, the user is still allowed to complete the registration procedure. The potential customer is notified of the temporary problems and the signup request lands in the moderate section:

- signups that experienced H-Sphere system errors will be placed into a regular Moderated Signup sections, so when you fix the internal errors that happened while the user was registering with the system, his account can be activated.  
\* available in 2.2 and higher  
You will be notified of the internal error with Trouble Ticket System.
- credit card signups that experienced errors with processing centers will be placed into a Signups failed to the unknown reason section, Moderated Signup, Signup menu.  
\* available in 2.3 and higher versions

To see what was the problem was, go to Reports -> Charge Log -> Error Message.

### How Do I Track My Signup Statistics?

Signup statistics includes data about accounts created and deleted by each admin. Signups "from the street" are not included into this statistics. To read about overall signup reports, click [here](#).

To view the Signup statistics, choose *Stats* from the *Signup* menu. Clicking on the underlined number in the *Live accounts* column will display details on these accounts. Click the underlined columns' captions to sort the entries.

The **Export** link under the chart enables you to save the chart data in \*.csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiters.

### Moving Users from Trial to Paid

To make a trial user a pay customer, it is usually enough to go to the *Billing* menu in the user's control panel and create a billing profile for this user. In case of checks, the user will become a pay customer after:

1. you receive the check payment;
2. you credit the amount to user's account;
3. you resume the account.

In case of credit cards, H-Sphere resumes the account automatically.

## Finding User Accounts

Related Docs: • [Signing Up New Users](#) • [Signup, Transaction and Revenue Reports](#) • [Managing User Accounts](#)

To perform any operations with an individual account, you need to find it in the system. You can search users and accounts:

- [by generic criteria](#)
- [by domain name](#)
- [by contact info](#)
- [in resellers](#)
- [among suspended](#)
- [among deleted](#)

Also, you can generate reports to find users and accounts:

- [by account balance](#)
- [by estimated balance exhaustion date](#)
- [by merchant gateway transactions](#)
- [by invoice/balance entries](#)
- [by credit card charges](#)
- [by transfer traffic](#)
- [by disk usage](#)
- [by CC failed processing attempts](#)
- [by logical and physical servers](#)
- [by resellers transfer traffic](#)
- [by reseller disk usage](#)

On the reports pages, however, you can't perform most operations, so once you know the username or account ID, retrieve the account using the *Search* utility.

Generic Search

Use generic search to find your direct customers, not customers of your resellers.

To run generic search:

1. Click the *Search* menu.
2. Enter search criteria and click *Search*:

Search Criteria	
Payment Method	<input type="text" value="Any"/>
Plan	<input type="text" value="Any"/>
Username	<input type="text"/>
Account ID	<input type="text"/>
Email	<input type="text"/>
Registration Date	
From:	<input type="text" value="01/31/2000"/>
To:	<input type="text"/>
Entries Per Page:	<input type="text" value="5"/>
<input type="button" value="search"/>	

Search by Domain Name

To find an owner of a domain name:

1. Select *By Domain* in the *Search* menu.
2. In the *Domain Name* field, enter a search string. For instance, typing *music*, you retrieve all accounts with domain names containing '*music*':

*music.funhosting,*  
*musicians.funhosting,*  
*instruments.music.funhosting,*  
*instruments.musical.funhosting,*  
*music.instruments.funhosting,*  
*musical.instruments.funhosting*

#### Search by Contact Info

To find an account by user's Contact Info:

1. Select *By Domain* in the *Search* menu.
2. Enter search criteria and click *Search*.

#### Search in Resellers

To find an account under a specific reseller:

1. Select *In Resellers* in the *Search* menu.
2. Enter search criteria and click *Search*.

#### Search Suspended Accounts

To find a suspended account:

1. Select *Suspended* in the *Search* menu.
2. Enter search criteria and click *Search*.

## Search Deleted Accounts

To find a deleted account:

1. Select *Deleted* in the *Search* menu.
2. Enter search criteria and click *Search*.

## Search by Account Balance




To find an account by current balance:

1. Select *Billing Balances* in the *Reports* menu.
2. Enter search criteria. In the *Balance* field select the minimum balance value. For instance, to list users that owe you more than \$15, select *Debt* and enter *15*.
3. Click *Search*.

## Search by Estimated Balance Exhaustion Date

You can also find customers by the date when they will run out of balance deposit if they don't buy more resources and don't refill the account with a check payment.

1. Select *Estimated Balance Exhaustion Date* in the *Reports* menu.
2. Enter search criteria and click *Search*:

Exhaustion balance date	
From	<input type="text" value="01/31/2000"/> 
To	<input type="text"/> 
Entries Per Page	<input type="text" value="10"/> 
<input type="button" value="Submit"/>	

### Search by Merchant Gateway Transactions

To find accounts by de facto transactions with the processing center in a given time period:

1. Select *Charge Log* in the *Reports* menu.
2. Enter search criteria and click *Search*.

### Search by Invoice/Balance Entries

To find accounts by individual debits and credits to account balance, such as fees and refunds:

1. Select *Billing Entries* in the *Reports* menu.
2. Enter search criteria and click *Search*.

### Search by Credit Card Charges

To find accounts by summarized debits and credits for each credit card charge:

1. Select *Monetary Transactions* in the *Reports* menu.
2. Enter search criteria and click *Search*.

### Search by Transfer Traffic (version 2.07 and higher)

To find accounts by overall traffic generated over the specified period of time:

1. Select *Transfer Traffic* in the *Reports* menu.
2. Enter search criteria and click *Search*.

Traffic readings in this report is different from the Summary Traffic in the user control panel, as it shows traffic for the period defined in the search criteria, whereas the user control panel shows traffic generated during the current billing period.

#### Search by Disk Usage (version 2.3 and higher)

To find accounts by disk usage consumed by customers over a specified period of time, do the following:

1. Select *Disk Usage* in the *Reports* menu in your admin control panel.
2. Enter search criteria and click *Search*.

*Note:* in the list of accounts that shows, click the *Edit* icon in the *Controls* section. On a page that appears you will be able to login into the accounts.

#### Search by CC Processing Errors (version 2.3 and higher)

To find accounts with credit cards that failed to be connected or charged by credit card processing centers, do the following:

1. Select *CC Processing Errors* in the *Reports* menu in your admin control panel.
2. Enter search criteria and click *Submit*.

*Note:* to login into the accounts that show in search result, click the *Edit* icon in the *Controls* section.

#### Search by Logical and Physical Servers (version 2.3 and higher)

To find accounts by logical or physical servers and to generate a report by accounts located on these servers:

1. Select *Users* in the *Search* menu.
2. Choose search criteria and click *Search*.

Search Criteria	
Group	Any ▼
Physical Server	Any ▼
Logical Server	Any ▼
Entries Per Page	5 ▼
<input type="button" value="Search"/>	

#### Search by Reseller Traffic (version 2.3 and higher)

This feature allows you to retrieve data on transfer traffic consumed by resellers and/or users of the reseller. This report is available only to admins. To do this:

1. Select *Reseller Traffic* in the *Reports* menu.
2. Enter search criteria and click *Search*.

*Note:* checking the "*Show user details*" box will show reseller's users accounts directly. Leaving this box unchecked will show resellers accounts only.

#### Search by Resellers Disk Usage (version 2.3 and higher)

To find reseller accounts by the amount of disk space that resellers or reseller's users consumed over a specified period of time, do the following:

1. Select *In Resellers Disk Usage* in the *Reports* menu in your admin control panel.

2. Enter search criteria and click *Search*.

*Note:* checking the "Show user details" box will show reseller's users accounts directly. Leaving this box unchecked will show resellers accounts.

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Related Docs: • [Signing Up New Users](#) • [Signup, Transaction and Revenue Reports](#) • [Managing User Accounts](#)

## Managing User Accounts

Related Docs: • [Signing Up New Users](#) • [Signup, Transaction and Revenue Reports](#)

To perform any operations with an individual account, you need to [find it in the system](#) using the *Search* utility in the navigation menu. From the search results page you can:

- [View user and account information](#)
- [Credit accounts](#)
- [Change billing period starting date](#)
- [Debit accounts](#) (one-time and recurrently)
- [Enlarge credit limit](#)
- [Reset credit limit](#)
- [Login as user](#)
- [Suspend and resume accounts](#)
- [Delete accounts](#)
- [Send mass mails \(newsletters\)](#)

Viewing User and Account Information

To view details of a particular user or account:

1. [Find the account](#) using the *Search* utility.
2. Click the username to view contact info and billing info.
3. Click the account ID to view account details.
4. Click the *View* icon in the *Balance* column to view balance details.

### Crediting Accounts

Credited amounts are never added to credit card balances. H-Sphere can't put money on credit cards. Instead, credited amounts are put on the account balance. To credit a fixed amount to an account:

1. [Find the account](#) using the *Search* utility.
2. Click the *Credit* icon in the *Billing* column.
3. Enter the amount:

Credit to account	
Amount	<input type="text" value="100"/> +
Description	<input type="text" value="CHECK"/>
ID String	<input type="text"/>
Comment	
<input type="text"/>	
<input type="button" value="Submit Query"/>	

◆ **Amount:** don't enter negative amounts; instead, use the [debit](#) utility.

- ◆ **Description:** the reason for crediting the account.
- ◆ **ID String:** the explanation to the transaction that will show up in the invoice and the balance statement.
- ◆ **Comment:** this comment won't show to users.

## Changing Billing Period Starting Date (version 2.08 and higher)

To change or reset the beginning of account's billing period:

1. [Find the account](#) using the *Search* utility.
2. Click the *Date* icon in the *Billing* column.
3. Enter the starting date of the next billing period.
4. Click *Submit*.

Be very cautious when using this feature. Changing the billing period starting date may result in major problems:

- If you shift the period starting date backwards, the client will be charged the recurrent fees twice for the overlapping days (for the remainder of the old period AND for the new interval). For instance, the initial one month billing period started on November 11. If on November 26 you set the date to October 2, the system will:
  - ◆ Refund half of all the recurrent fees for the interrupted billing period.
  - ◆ Charge the recurrent fees for October 2 – November 2
  - ◆ Charge the recurrent fees for November 2 – December 2Thus, most likely, you will want to [credit](#) the extra charged amount back to user's account.  
Note that traffic won't be reset. User control panel will show the traffic that was used from the billing date you have set till the present.
- If you shift the starting date forward, you will interrupt and close the current billing period which will cause the refunds of all recurrent fees prorated to the time left to the end of the billing period. The next payment interval, however, will start only on the date that you set. This way, you will create a gap between the billing periods. The system does not charge the customer for the time gap. The customers are only charged the recurrent fee for the resources like traffic or MySQL Quota that they actually use up. Also, if a user purchases some resources during the gap period, the system will charge the recurrent fee for these resources. However, it will calculate the price from the moment of purchase till the end of the new billing period. Say, you close the current billing period on November 11 and set the new starting date to December 1 (with a one-month payment interval). This way, the user does not pay any recurrent fees the remaining days of November. Still, if a user buys a resource on November 20, he/she will be charged the recurrent fee for the interval of 40 days (November 20 – January 1).

- If you set the same billing date for many customers, the system may become overloaded on this billing day.

## Debiting Accounts

When you debit a **check** payment user, the amount is subtracted from the account balance. When you debit a **credit card** payment user, the amount is first subtracted from the account balance, and when the credit limit is reached, all the negative balance is charged to the credit card. Once you have debited an account, you can't put the money back to the credit card, you can only credit the account balance or send this amount by check. To debit an account:

1. [Find the account](#) using the *Search* utility.
2. Click the *Debit* icon in the *Billing* column.
3. Select from multiple debit options:

### ◆ One-time debit

Debit account once.

One-time debit	
Description	<input type="text"/>
Note	<input type="text"/>
Price	<input type="text"/> !
<input type="button" value="Add"/>	

*Description:* the title of the charge displayed in user' invoice and balance statement.

*Note:* the comment displayed in small font in user' invoice and balance statement.

*Price:* debit amount.

*E-mail invoicing* send a separate e-mail invoice for this debit.

*Include taxes* apply taxes to this debit.

### ◆ Month based debit:

Debit account every month for regular premium services.

Month based debit	
Description	<input type="text"/>
Duration	<input type="text"/>
Frequency	<input type="text"/>
Start	<input type="radio"/> on the first day of the month, pro-rated <input type="radio"/> on the first day of the month <input type="radio"/> right now
Units	<input type="text"/>
Admin code	<input type="text"/>
Price	<input type="text"/>
<input type="button" value="Add"/>	

*Description:* the title of the charge displayed in user' invoice and balance statement.

*Duration:* when this period expires, debit charges are discontinued.

*Frequency:* the charge cycle; leave 1 to charge the account every month.

*Start:*

◇ *on the first day of the month, pro-rated:* account is debited on the 1st of each charge cycle, except for the first time. The first debit charge is conformed with the time left to the end of the charge cycle.

*Example:* enabled – 20 April; frequency – 2 months; price – \$6

On 20 April the first debit charge will be applied. Account will be charged \$4 (\$3 for May + \$1 for ten days of April). The next debit charge (\$6) will be applied on 1 June.

◇ *on the first day of the month:* account is debited on the 1st of each charge cycle. The whole debit amount is charged without being pro-rated.

*Example:* enabled – 20 April; frequency – 2 months; price – \$6

On 20 April the first debit charge will be applied. Account will be charged \$6. Next \$6 charge will occur on 1 June.

◇ *right now:* account is debited on the day you enabled it each charge cycle.

*Example:* enabled – 20 April; frequency – 2 months; price – \$6

On 20 April the account will be debited \$6. Next \$6 charge will occur on 20 June, then on 20 August, and so on.

*Description:* the title of the charge displayed in user' invoice and balance statement.

*Admin note:* this note won't be visible to the user, for admin's use.

*Price:* debit amount.

◆ **Billing period based debit**

Debit account at the beginning of each billing period for regular premium services.

Billing period based debit	
Description	<input type="text"/>
Note	<input type="text"/>
Admin note	<input type="text"/>
Price	<input type="text"/> !
<input type="button" value="Add"/>	



*Description:* the title of the charge displayed in user' invoice and balance statement.

*Note:* the comment displayed in small font in user' invoice and balance statement.

*Admin note:* this note won't show to the user.

*Price:* debit amount.

Active debiting rules are listed at the bottom of the page:

Existing custom debits	Price	Action
<b>One-time debit</b>		
licence agreemnet violation fine <i>next time your account will be deleted</i>	\$20.00	
<b>Month based debit</b>		
spam protection <i>obligatory</i> * <i>Admin note:spam-officer</i> <i>[Duration:1(6) month(s), Frequency:billed once in 2 month(s)]</i>	\$1.50	
<b>Billing period based debit</b>		
webcontent back-up <i>unix lite +</i> * <i>Admin note:on request</i>	\$0.50	

## Enlarging Credit Limits

To enlarge or reduce credit limit for a particular account by a fixed amount:

1. [Find the account](#) using the *Search* utility.
2. Click the credit limit value in the *Credit* column.
3. On the page that appears, enter the amount above plan's credit limit value. Entering a negative amount will decrease the Credit Limit. For example, the Credit Limit for the plan is \$10. To make it \$12 for a specific account, enter 2. To make it \$8 for a specific account, enter -2.
4. Click *Enlarge*.

## Resetting credit limit (version 2.09.6 and higher)

Sometimes you need to reset credit limits for all accounts to the plan's default value. To do it in one go, do the following:

1. Select *Other* in the *E. Manager* menu.
2. Click *Reset Credit Limit* to cut down all the personal credit enlargements in your customers' accounts. This won't affect your resellers' customers.
3. Click *Reset Credit Limit for all accounts in the system (resellers inclusive)* to do the same for your resellers' customers, too:

Mass credit limit reset
Reset credit limit for all accounts to the plan's credit default value. This will delete all your manual credit enlargements of users' accounts.
<a href="#">Reset credit limit</a>
<a href="#">Reset credit limit for all accounts in the system (resellers inclusive)</a>

*Note:* Remember that resetting credit limit for all accounts will set all enlarged credit limits, if any, to zero in all accounts under all plans. This will show on the Search result page in the *Credit Limit* section.

#### Logging In As User

To log into user's control panel:

1. [Find the account](#) using the *Search* utility.
2. Click the *Login* icon in the *Controls* column.

#### Suspending and Resuming Accounts

To suspend or resume an individual account:

1. [Find the account](#) using the *Search* utility.
2. Click the *Suspend* or *Resume* icon in the *Controls* column.

When you suspend account:

- The current billing period is closed.

- The account is refunded all the recurrent fees for the unused resources prorated to the period left to the end of the interrupted billing period
  - \* The "Full refund" message in the account Online Invoice implies that it isn't adjusted to the refund percentage.

When you resume account:

- A new billing period is opened.
- The account is accrued all the outstanding recurrent fees for a new billing period.

Owners of suspended accounts get e-mail notifications, and can view their invoices and billing profiles. The suspended account mail system is restricted by:

- d (sets no password changing flag)
- p (sets no pop access flag)
- w (sets no web mail access flag)
- i (sets no imap access flag)
- b (sets bounce mail flag)
- r (sets no external relay flag)

Starting with version 2.08 visitors to suspended sites are redirected to the predefined *index.html* page in the */hsphere/shared/skel/suspended/* directory. If you edit this page, back it up as it is overwritten with system updates.

**Note:** If you resume an expired trial account, it will be suspended again in some 24 hours. To bring this account into operation, the trial user should create a valid billing profile.

## Deleting Accounts

To delete an individual account permanently:

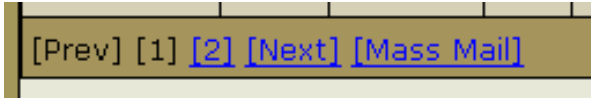
1. [Find the account](#) using the *Search* utility.
2. [Suspend](#) the account.
3. Make sure all outstanding amounts are settled.
4. Click the *Delete* icon in the *Controls* column.

**Warning:** When deleting a reseller account, make sure to delete this reseller's customers first.

## Sending Mass Mails (Newsletters)

To send a newsletter to a group of customers:

1. [Select accounts](#) using the *Search* utility.
2. Click the Mass Mail link at the bottom of the search results page:



3. Compose the message:

Mass Mail	
From	<input type="text"/> !
Use charset from settings	<input type="checkbox"/>
AutoInserts	<input type="checkbox"/> Use message templates <input type="text" value="Welcome message"/> <input type="button" value="Insert"/> <input checked="" type="radio"/> Subject Company <input type="text" value="name"/> <input type="button" value="Insert"/> User <input type="text" value="first name"/> <input type="button" value="Insert"/> <input type="radio"/> Message
Subject	<input type="text"/>
Message	<div style="border: 1px solid gray; height: 200px; width: 100%;"></div> <p>[spellcheck]</p> <p>Send the message as <input type="text" value="Plain text"/></p> <p>One Message Per Email Address: <input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<input type="button" value="Send"/>	

- ◆ *From*: enter one of your e-mail addresses to send the message from.
- ◆ *Use charset from settings*: message encoding will be set based on the language selected by the customer.
- ◆ *Use Message Templates*: check this box to e-mail system notifications. In this case, any info you enter in the message body will be ignored.
- ◆ *Autoinserts* (version 2.09 and higher): Use this feature to convert your mass mails into personalized letters. When composing a mass mail, insert generic variables that will be replaced with individual recipient's name, e-mail address, etc.
- ◆ *Subject*: enter a subject of the message.

- ◆ *Message*: enter a message to be sent to all customers. Remember: if you use message templates, this message will be ignored.
  
- ◆ *Spellcheck*: version 2.3 and higher allows checking your mail messages for spelling. To do it:
  1. Click the *spellcheck* link under the message field. Pop-up window shows with misspelled words, if any, being underlined:
  2. Point your mouse to a misspelled word and a number of suggestions shows.
  3. Choose correct variants and click *Done*.
  
- ◆ *Send the message as* (version 2.11 and higher): Select *HTML* to apply formatting to your message, e.g.:
  - <i>text in italic</i><br>
  - <b>text in bold</b>
  - <ul>
  - <li>unordered list (bullet)</li>
  - <li>unordered list (bullet)</li>
  - </ul>
  
- ◆ *One Message Per Email Address*:
  - Yes* – only one message will be sent to an address, regardless of how many accounts use it.
  - No* – the message is sent to every account's e-mail address even if it is the same for different accounts.

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Related Docs: • [Signing Up New Users](#) • [Signup, Transaction and Revenue Reports](#)

## Getting Administrative Info

Related Docs: • [Managing User Accounts](#) • [Signup, Transaction and Revenue Reports](#)

This document explains how to obtain different types of administrative information.

### Obtaining summary user info from the web interface

- [How do I know the number of customers I have?](#)
- [How do I know the number of accounts in the system?](#)
- [How do I know the overall number of domains my customers have?](#)
- [How do I get the list of all the domains that are being hosted on my server including domains under resellers?](#)
- [How do I know how many Miva licenses are used by my customers?](#)
- [How do I know how many customers have been signed up by each admin?](#)
- [How do I view user's billing history?](#) ( version 2.1 and higher)
- [How do I tell which version of hsphere is installed?](#)

#### **Technical server info**

- [How do I obtain information about server load and uptime?](#)

#### Summary User Info

How do I know the number of customers I have?

Select *System Info* in the *INFO* menu. The page that appears will show you the total number of your customers and the customers that are awaiting moderation.

To see the overall number of customers in the system including your resellers' end customers, select *Enterprise System Info* in the *INFO* menu.

How do I know the number of accounts I have?

Select *System Info* in the *INFO* menu. On the page that appears, scroll down to the section *Accounts Info by Plan*.

To see the overall number of accounts in the system including those under your resellers, select *Enterprise System Info* in the *INFO* menu.

How do I know the overall number of domains my customers have?

Select *System Info* in the *INFO* menu. On the page that appears, scroll down to the section *Accounts Info by Plan*.

How do I get the list of all the domains that are being hosted on my server including domains under resellers?

Go to your main admin CP → *Search* menu → *By all clients* and in the *Search criteria* enter "%" in the *Domain name* field.

To see the overall number of domains in the system including those under your resellers, select *Enterprise System Info* in the *INFO* menu.

How do I know how many Miva licenses are used by my customers?

Select *Miva Merchant License Manager* in the *INFO* menu. This would include licenses used by resellers' customers.

How do I know how many customers have been signed up by each admin?

Select *Stats* in the *Signup* menu.

How do I view user's billing history?

version 2.1 and higher

1. Select a search utility in the *SEARCH* menu.
2. Find the account.
3. In the *Balance* column, click the *View* icon for this account.

How do I tell which version of hsphere is installed?

With H–Sphere 2.3 and higher versions you can see your H–Sphere version from your main admin CP. To do this:

1. Log into your admin control panel.
2. Select *System info* in the *INFO* menu.
3. See the version in the *H–Sphere Version* field.

Moreover, you can get this info in a system database. Version is located in `/usr/hsphere/local/home/cpanel/shiva/psoft_config/HS_VERSION`.

## Technical Server Info

How do I obtain information about server load and uptime?

Select *P.Servers* in the *E.Manager* menu. Then click the *View* icon next to the server of your interest. The information is updated once a minute.

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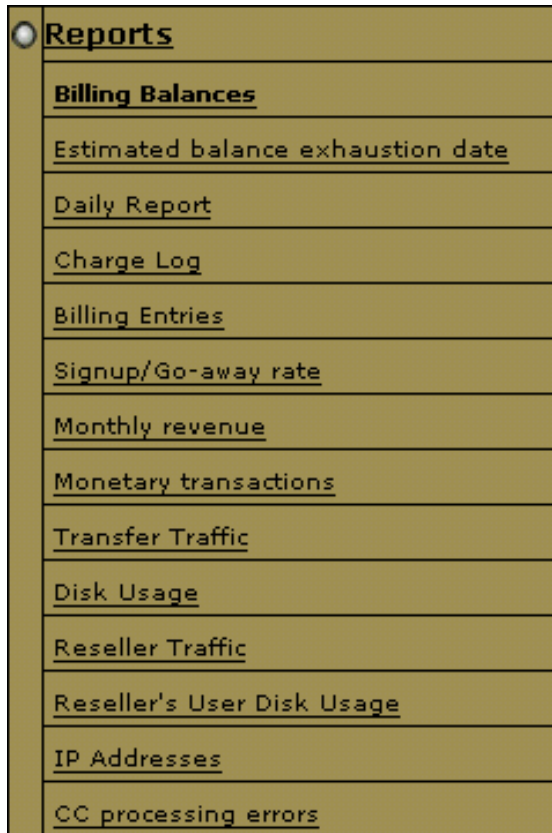
Related Docs: • [Managing User Accounts](#) • [Signup, Transaction and Revenue Reports](#)

## Signup, Transaction, and Revenue Reports

Related Docs: • [Managing User Accounts](#) • [Finding User Accounts](#)

Reports help you monitor accounts in the system, find needed accounts, and view details on these accounts.

To access reports, select *Reports* in the navigation menu:

A screenshot of a navigation menu with a dark olive green background and white text. The menu items are listed vertically, each on a separate line. The first item, 'Reports', is bolded and has a small white circle to its left. The other items are underlined. The items are: Billing Balances, Estimated balance exhaustion date, Daily Report, Charge Log, Billing Entries, Signup/Go-away rate, Monthly revenue, Monetary transactions, Transfer Traffic, Disk Usage, Reseller Traffic, Reseller's User Disk Usage, IP Addresses, and CC processing errors.

<b>Reports</b>
<u>Billing Balances</u>
<u>Estimated balance exhaustion date</u>
<u>Daily Report</u>
<u>Charge Log</u>
<u>Billing Entries</u>
<u>Signup/Go-away rate</u>
<u>Monthly revenue</u>
<u>Monetary transactions</u>
<u>Transfer Traffic</u>
<u>Disk Usage</u>
<u>Reseller Traffic</u>
<u>Reseller's User Disk Usage</u>
<u>IP Addresses</u>
<u>CC processing errors</u>

H-Sphere suggests several search methods, each serving its purposes:

- [Billing Balances](#) – searches user accounts by balance, days in debt, etc.
- [Estimated balance exhaustion date](#) (version 2.095 and higher) – calculates the date when user account balance becomes negative, in other words, when user runs out of his balance money.
- [Daily Report](#) – shows how many users signed up and how many users canceled hosting over the specified time period.
- [Charge Log](#) – shows the messages that H-Sphere exchanged with the Credit Card Online Processing Center.
- [Billing Entries](#) – searches accounts by transactions performed over the specified time period.
- [Signup/Go-away rate](#) – shows how many users signed up and how many users resigned over the specific time period.
- [Monthly Revenue](#) – shows a financial report for the selected month.

- [Monetary Transaction](#) – shows all payments made towards each account over the specified time period.
- [Transfer Traffic](#) (version. 2.07 and higher) – shows how much traffic was used during certain period of time.
- [Disk Usage](#) (version. 2.3 and higher) – searches accounts by the disk space used by the customers
- [Reseller Traffic](#) (version. 2.3 and higher) – shows transfer traffic used by resellers and their users, searches resellers accounts by traffic.
- [Reseller's User Disk Usage](#) (version. 2.3 and higher) – shows disk space used by resellers and their users.
- [IP Addresses](#) (version. 2.3 and higher)– searches accounts by the IP addresses.
- [CC Processing Errors](#) (for version 2.3 and higher)– shows the number of failed CC processing attempts.
- [Content Move](#) (for version 2.3 and higher) – shows the results of moving virtual hosting between physical servers within the same H–Sphere cluster.

Most of the reports ('billing balances', 'estimated balance exhaustion date', 'charge log', 'billing entries' and 'monetary transactions') allow you to save the results of the report in the \*.txt format and export them to other applications. You can find the *Export* link at the bottom of the results page. To use this tool, you should:

1. Click with the right mouse button on the Export link.
2. Choose the "Save Target As" or "Save Link Target As" "Save Link As" from the pop–down menu.

Alternatively, click the *Export* link and follow the standard download procedure using the dialog window.

It saves the report results in the \*csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiter separators.

## Billing Balance

The Billing Balance feature enables you to keep track of users' balances. You can customize your search by the following criteria:

Search Balance	
Plan	Any <input type="text"/>
Payment Type	Any <input type="text"/>
Balance	Debt <input type="text"/> > Value: <input type="text"/>
Days in Debt	<input type="text"/>
Entries Per Page	10 <input type="text"/>
<input type="button" value="Submit Query"/>	

- **Plan:** the plan under which the accounts were created.

- **Payment Type:** the type of payment for the services provided.
- **Balance:**
  - ♦ *Debt:* defines users with debt. **Important: H–Sphere regards debt as negative balance exceeding credit limit.**
  - ♦ *Deposit:* defines users with positive balance.
- **>Value:** the balance threshold. For example, if you select Debt and set >Value to \$10, the search will retrieve only the accounts with the debt of \$10 or more.
- **Days in Debt:** days in debt that exceeds the credit limit. If you enter 7, the search will retrieve only accounts with the debt that appeared 7 or more days ago.
- **Entries Per Page:** set the number of matching accounts to be listed at a time on the Search Results page.

The results of the search are organized as follows:

<u>Username</u>	<u>Acnt Id</u>	<u>Plan</u>	<u>B.Period</u>	<u>Days in Dept</u>	<u>Type</u>	<u>Balance</u>	<u>Suspended</u>
<a href="#">katon_ut</a>	<a href="#">2521</a>	Unix	1 MONTH	2	Trial	(\$117.89)	Jun 18, 2001 5:17:38 PM
<a href="#">testtrial</a>	<a href="#">11666</a>	Unix Lite	1 MONTH		Trial	(\$10.90)	Active
<a href="#">testmod2</a>	<a href="#">11833</a>	Unix Lite	1 MONTH	2	Check	(\$8.85)	Active

where:




- **Username:** the user's login. Click it to view user's Contact Info.
- **Acnt Id:** the system ID of the account. Click it to view the account properties.
- **Plan:** the plan this account was created under.
- **B.Period:** the frequency of payments for hosting services of this account.
- **Days in Debt:** days in debt over the credit limit. If you enter 7,, the search would only show the accounts with the debt that appeared 7 or more days ago. The empty cell means that the debt hasn't reached the Credit Limit yet.
- **Type:** the type of payment.
- **Balance:** positive balance shows how much the user has paid in advance (usually when paying by check or canceling some resources). Negative balance shows how much the user owes you and is displayed in brackets, e.g. (\$104).
- **Suspended:** the day and the time when this account was suspended. All account settings are saved, but the access to these accounts is disabled. 'Active' means the account is not suspended. For more information on Suspending and Activating accounts click [here](#).

You can sort search results by clicking underlined column captions.

The *Export* link enables you to save the chart data in \*csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiter separators.


Estimated balance exhaustion date  
(version 2.095 and higher)

From time to time you might need to inform your check users about when their account balances are likely to become negative. In other words, let them know when approximately they will run out of their balance money, in case they will pay off their outstanding debts and won't purchase any more paid resources. Use this report tool for these purposes:

Exhaustion balance date	
From	<input type="text" value="01/31/2000"/> 
To	<input type="text" value=""/> 
Entries Per Page	<input type="text" value="10"/> 
<input type="button" value="Submit"/>	

**From/To:** the search will retrieve all the accounts with estimated exhaustion balance date within the time frame set.

The results of the search are organised in the following way:

User name	Account ID	Plan	Billing Period	E-mail	Balance	Exhaustion date	Controls
<a href="#">example1</a>	<a href="#">4832</a>	Unix	1 WEEK	example1@domain.com	\$59.74	May 27, 2004 12:00:00 AM	 EDIT
<a href="#">example2</a>	<a href="#">49593</a>	Unix	1 WEEK	example2@domain.com	\$225.85	Sep 24, 2003 12:00:00 AM	 EDIT
[1] <a href="#">[Export]</a> <a href="#">[Mass Mail]</a>							

- **Username:** the user's login. Click it to view user's Contact Info.
- **Acnt Id:** the system ID of the account. Click it to view the account properties.

- **Plan:** the plan this account was created under.
- **Billing Period:** the frequency of payments for hosting services of this account.
- **Email:** the contact info account's e-mail address.
- **Balance:** the current amount of money on user's balance.
- **Exhaustion date:** *approximate* time when the user's balance indicated on the left runs out and becomes zero. This is only true if that user won't buy any more paid resources.
- **Controls:** Click the *Edit* icon to access [Credit / Debit / Enlarge Credit Limit / Change Billing Period Start Date / Login / Suspend / Resume / Delete](#) utility.

Upon the search results, you can send a *mass email* to all users in the report. To do this, click the *Mass Mail* link at the bottom of the report page.

## Daily Report

The Daily Report feature allows you to keep track of subscribed users and total signup payments, as well as users that have canceled their hosting and total refunds.

To keep track of accounts created during a certain period of time, select *Daily Report* in the *Reports* menu. In the *Report Criteria* form that appears, define the period when the accounts were created:

Report criteria	
From: <input type="text" value="01/31/2001"/>	To: <input type="text" value="07/31/2001"/>
<input type="button" value="search"/>	

*Note! The date must be written with slashes, as shown in the screenshot above (MM/DD/YYYY).*

The next page presents information on newly created and canceled accounts grouped by plans AND billing periods:

Report for period from 06/10/2001 to 06/15/2001 (new hosting)

where:

- **Plan:** the plan under which retrieved accounts were created or canceled.
- **Period(month):** the duration of the billing period in months.
- **#of accounts:** the number of accounts in the system both under this plan and with this billing period created or canceled between the requested dates.
- **Signup pays / Refunded:** the total amount of signup payments or refunds for these accounts.
- **1 year pays / losses:** expected annual income from new hosting or deficiency from canceled hosting.



#### Charge Log

To view the messages that H-Sphere exchanged with the Credit Card Online Processing Center, select *Charge Log* in the *Reports* menu. The retrieved information is organized in the chart with the following columns:

- **Username:** user login. Click the link to view user's contact info.
- **A.Id:** account's system Id.
- **Performed on:** the time and the date when the transaction was executed.
- **Message out:** dump of the message sent to the credit card online processing center.
- **Message in:** dump of the reply message.
- **Error Message:** dump of the transaction intercommunication error message.

## Billing Entries

The Billing Entries feature allows you to find accounts by several criteria. Select *Billing Entries* in the *Reports* menu and then enter the search parameters in the form that appears:

Search Billing Entries	
Account ID	<input type="text"/>
User name	<input type="text"/>
Plan	<input type="text" value="Any"/>
Transaction Type	<input type="text" value="Any"/>
Created:	From <input type="text"/>  To <input type="text"/> 
Only live User	<input type="checkbox"/>
To show records with zero amounts	<input type="checkbox"/>
Entries Per Page	<input type="text" value="10"/>
<input type="button" value="Submit"/>	

Check the *Only Live Users* box to exclude canceled accounts from the search.

When you submit your query, the billing entries will be shown in the following chart:

<u>User name</u>	<u>Account ID</u>	<u>Description</u>	<u>Domain</u>	<u>Plan</u>	<u>Billing Period</u>	<u>Performed on</u>	<u>Type</u>	<u>Amount</u>	<u>Start</u>	<u>End</u>	<u>E-mail</u>
<a href="#">alpha</a>	<a href="#">1162</a>	Monthly fee for myplan plan (6/27/02 - 7/27/02)	alpha.com	myplan	1 MONTH	Jun 27, 2002 5:07:33 PM	Recurrent	\$0.00	Jun 27, 2002 5:13:06 PM	Jul 27, 2002 5:13:06 PM	<a href="mailto:alpha@example.com">alpha@example.com</a>
<a href="#">alpha</a>	<a href="#">1162</a>	Refund for SiteStudio for alpha.com (7/2/02 - 7/27/02)	alpha.com	myplan	1 MONTH	Jul 2, 2002 5:57:55 PM	Refund	(\$3.00)	Jul 2, 2002 5:57:54 PM	Jul 27, 2002 12:00:00 AM	<a href="mailto:alpha@example.com">alpha@example.com</a>

[\[Prev\]](#) [\[1\]](#) [\[2\]](#) [\[3\]](#) [\[4\]](#) [\[5\]](#) [\[6\]](#) [\[7\]](#) [\[8\]](#) [\[9\]](#) [\[10\]](#) [\[11\]](#) [\[12\]](#) [\[13\]](#) [\[14\]](#) [\[15\]](#) [\[16\]](#) [\[17\]](#) [\[18\]](#) [\[19\]](#) [\[20\]](#) [\[21\]](#) [\[22\]](#) [\[23\]](#) [\[24\]](#) [\[25\]](#) [\[26\]](#) [\[Next\]](#)  
[\[Export\]](#) [\[Mass Mail\]](#)

where:

- **Username:** the user's login. Click it to view the Contact Info.
- **Acnt Id:** the system ID of the account. Click it to view the account properties.
- **Domain:** the domain name of the site.
- **Plan:** the plan under which this account was created.
- **B.Period:** the frequency of payments for hosting services for this account.
- **Performed on:** the date and the time when the transaction was performed.
- **Type:** the type of transaction
- **Amount:** the amount of transaction. Outflow transactions are displayed in brackets.
- **Start** indicates according to the type of transaction
  - ◆ *Setup* – the beginning of the billing period. In this case it coincides with the **Performed**.
  - ◆ *Recurrent* – the beginning of the billing period.
  - ◆ *Usage* – the beginning of the billing period. It coincides with the **Performed**.
  - ◆ *Refund* – the beginning of the billing period.
  - ◆ *Charge* – the beginning of the billing period.
  - ◆ *Credit* – the beginning of the billing period.
  - ◆ *Moneyback* – the beginning of the billing period.
  - ◆ *Debit* – the time beginning of the billing period.
- **End** indicates according to the type of transaction –
  - ◆ *Setup* – not applicable.
  - ◆ *Recurrent* – the time and the date of the end of the billing period.
  - ◆ *Usage* – the time and the date of the end of the billing period. It coincides with the **Performed**.

- ◆ *Refund* – the end of the billing period.
- ◆ *Charge* – not applicable.
- ◆ *Credit* – not applicable.
- ◆ *Moneyback* – not applicable.
- ◆ *Debit* – not applicable.

Each transaction is represented in a separate billing entry. You can sort them by clicking underlined column captions.

### Signup/Go-away Statistics

This feature enables you to get month statistics for each specific plan. Open *Signup/Go-away rate* in the *Reports* menu, then select the month and the year to view the statistics.

Monthly Signup/Go-away rate By Plan for <input type="text" value="September"/> <input type="text" value="2001"/> <input type="button" value="Get"/>				
Ungrouped	Initial amount	Signup accounts	Go-away accounts	Closing amount
Admin	0	1	0	1
Billing	0	0	0	0
MySQL	0	0	0	0
Real Server Unix	0	0	0	0
Real Server Windows	0	1	1	0
Tech Support	0	0	0	0
Tech Support Admin	0	0	0	0
Unix	0	8	5	3
Unix_service	0	1	1	0
Win 2000	0	5	4	1
<b>Subtotal:</b>	0	16	11	5
<b>TOTAL:</b>	0	16	11	5

- The first column presents plans grouped by their compatibility.
- **Initial amount:** the number of accounts under this plan at the beginning of the month.

- **Signup accounts:** the number of accounts under this plan registered during this month.
- **Go-away accounts:** the number of accounts abandoned during this month.
- **Closing amount:** the number of active accounts by the end of the month.

## Monthly Revenue

To view the financial report on each month, select *Monthly Revenue* in the *Report* menu. The page that opens presents data in the following table:

Monthly revenue By Plan for <input type="text" value="September"/> <input type="text" value="2001"/> <input type="button" value="Get"/>							
Ungrouped	Setup	OpenSRS	Recurrent	Usage	Refund	Money back	Total
MySQL	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Real Server Unix	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Real Server Windows	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Unix	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Unix_service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Win 2000	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>subtotal:</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL:</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

- the first column presents plans grouped by their compatibility.
- **Setup:** the total signup payments for the accounts registered under this plan during the selected month;
- **OpenSRS:** the gross amount received for domain name registration with OpenSRS. For example, if you charged users the total of \$300, while your payments to OpenSRS were \$280, the table will show \$300.
- **Recurrent:** the total recurrent payments for this month. For example, if a user selected a 6 month billing period and was charged the recurrent fee at the beginning of the first month, all this amount will be included in the first month; the remaining five months will show zero recurrent payments.
- **Usage:** the total usage payments for this month. For example, if a user selected a 6 month billing period, he would be charged at the end of the last month; all this amount will be included in the last month's usage fee, and the remaining five months will show zero usage payments.
- **Refund:** the total amount of money refunded during this month.
- **Money back:** the total amount of money returned to the users who claimed their money back during the Money Back period.
- **Total:** overall money received for the month.

## Monetary Transactions

Choose *Monetary Transaction* from the *Reports* menu. Combine *Account Id*, *Username*, *Plan* and *Created* search criteria to retrieve monetary transaction statistics organized in chart which consists of the following columns:

- **Username:** user login.
- **Account Id:** account's unique system Id number.
- **Domain:** domain name.
- **B.Period:** account's billing period.
- **Charged on:** the time and the date the sum indicated in the *Charge* column was charged.
- **Setup:** setup fee accrued.
- **Domain reg.:** OpenSRS domain registration fee accrued.
- **Recurrent:** recurrent fee accrued.
- **Usage:** usage fee accrued.
- **Refund:** refund accrued.
- **Charge:** final amount charged. This amount is the sum of all accrued fees and current negative balance less the refund.
- **Type:** type of payment /\*CC stands for credit cards/.

Each row in the chart represents an invoice for a separate payment.






You can sort entries by clicking underlined column captions.

The *Export* link enables you to save monetary transaction statistics in the \*.csv format that is supported by numerous spreadsheet and database programs. Commas are used as delimiters.

## Transfer Traffic Report (version 2.07 and higher)

To generate report by overall traffic generated over the specified period of time:

1. Select *Transfer Traffic* in the *Reports* menu.

Search Criteria	
Plan	Any 
Traffic type	Any 
User name	<input type="text"/>
Account Id	<input type="text"/>
E-mail	<input type="text"/>
Traffic run up dates	
From	01/31/2000 
To	<input type="text"/> 
Entries Per Page	10 
<input type="button" value="Submit"/>	

2. Enter *Search criteria*

- ◆ *Traffic Type*: overall traffic or specific transferred (HTTP, FTP, mail, Real Server) traffic.
- ◆ *Plan, username, account ID* and *email* are explained above.

3. Click *Search*.

Report shows a list of users matching your search criteria, plan they are signed up under, email and transfer traffic consumed over the specified period. By clicking the *Edit* icon in the *Controls* section, a login page shows and you will be able to login into this account.

*Note*: Upon retrieving a report, you can send a *mass email* to all users displayed in the report. To do this, click the *Mass Mail* link at the bottom of the report page and send a message.

Traffic reading in this report is different from the Summary Traffic in the user control panel, as it shows traffic for the period defined in the search criteria, whereas the user control panel shows traffic generated during the current billing period.

Transfer traffic report can also be used as a search utility to find accounts [by overall traffic](#).

Disk Usage Report  
(version 2.3 and higher)

This feature allows you to retrieve data about disk space consumed by users over a specified period of time. The obtained numbers don't reflect the state for this moment in time. They show disk space usage averaged for the selected time period. To get the latest registered disk usage, limit your search to one day only.

To generate a report, do the following:

1. Go to the *Reports* menu in your admin control panel.
2. Select *Disk Usage*. The following page will show:

Search Criteria	
Plan	Any <input type="button" value="v"/>
Usage type	Mail Server <input type="button" value="v"/>
User name	<input type="text"/>
Account Id	<input type="text"/>
E-mail	<input type="text"/>
<b>Traffic run up dates</b>	
From	01/31/2000 <input type="button" value="1 2"/>
To	09/01/2002 <input type="button" value="1 2"/>
Entries Per Page	10 <input type="button" value="v"/>
<input type="button" value="Submit"/>	

3. Enter *Search Criteria*:

- ◆ *Usage Type*: overall disk usage or disk space consumed on specific (mail, web, DB) server.
- ◆ *Plan, username, account ID* and *email* are the same as for other reports.

#### 4. Click *Search*.

On the page that shows, you can see a list of users, their accounts that match your search criteria, plans they are signed up under, emails and disk usage consumed during the mentioned period. Clicking the *Edit* icon in the *Controls* section you are taken to the page from where you can login into selected account. You can also use this feature as a search utility to find account by disk space used for a period of time.

*Note:* Upon the search results, you can send a *mass email* to all users displayed in the report. To do this, click the *Mass Mail* link at the bottom of the report page.

#### Reseller Traffic Report (version 2.3 and higher)

This feature allows you to retrieve data on transfer traffic consumed by resellers and/or users of the reseller. This report is available only to admins. To do this:

1. Select *Reseller Traffic* in the *Reports* menu. The following page will appear:

Search Criteria	
Plan	NewReseller
Traffic type	HTTP Traffic
Reseller	Any
User name	<input type="text"/>
Account Id	<input type="text"/>
E-mail	<input type="text"/>
Show user details	<input type="checkbox"/>

2. Enter search criteria:

- ◆ *Traffic Type*: overall traffic or specific transferred (HTTP, FTP, mail, Real Server) traffic.
- ◆ *Reseller*: choose a name of the reseller.
- ◆ *Plan, username, account ID* and *email* are explained above.

3. Click *Search*.

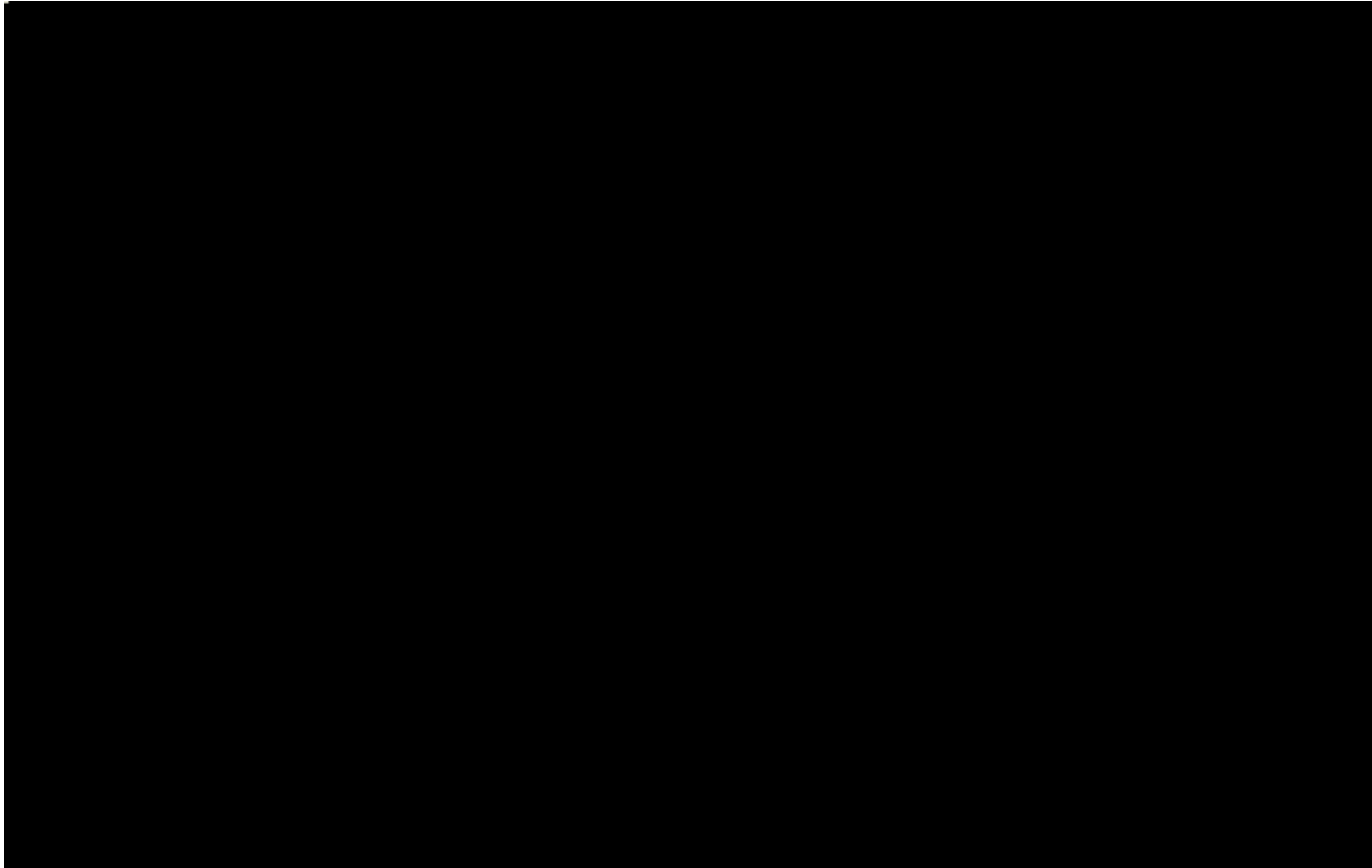
*Note*: checking the "Show user details" box, the result page will show traffic used exactly by the customers of the reseller. Leaving this box unchecked will show report on traffic used by resellers only.

*Note*: Upon the search results, you can send a *mass email* to all users displayed in the report. To do this, click the *Mass Mail* link at the bottom of the report page.

In Resellers Disk Usage Report  
(version 2.3 and higher)

This feature allows you to generate a report by the amount of disk space that reseller's users consumed over a specified period of time. This report is available only to admins. To generate a report:

1. Go to the *Reports* menu in your admin control panel.
2. Select *Reseller's User Disk Usage*. The following page will show:



3. Enter *Search Criteria* :
  - ◆ *Usage Type*: overall disk usage or disk space consumed by specific (mail, web, DB) server.
  - ◆ *Reseller*: choose a name of the reseller.
  - ◆ *Plan, username, account ID* and *email* are explained above.

4. Click *Search*.

*Note:* if you check the "Show user details" box, the result page will show disk space used by customers of reseller. If you leave this box unchecked, you will get a report on disk space used by resellers in general.

*Note:* Upon the search results, you can send a *mass email* to all users displayed in the report. To do this, click the *Mass Mail* link at the bottom of the report page.

IP Addresses Report  
(version 2.3 and higher)

To find necessary IP addresses or have them sorted by different criteria, do the following:

1. Go to the *Reports* menu in your admin control panel.
2. Select *IP Addresses*
3. Enter *Search Criteria* of IP addresses:

Search Criteria	
IP Address From	<input type="text"/> +
To	<input type="text"/> +
Logical Server	web1.hs.psoft.net ▾
Physical Server	ps1.hs.psoft.net ▾
Group	web servers ▾
Type	(Free Dedicated IP) ▾
Entries Per Page	5 ▾
<input type="button" value="Submit"/>	

4. Click *Submit*

5. The following results will show:

- ◆ **ID** of logical server
- ◆ **Logical server** host name
- ◆ **Host IP**
- ◆ **IP Type** (Status)
- ◆ Additional **Info**

*Note:* For *Busy Dedicated IP* info shows the domain name hosted on it, and for *Busy DNS Reseller IP* also the name of the reseller.

### CC Processing Errors Report (version 2.3 and higher)

This feature allows you to generate a report on failed credit card attempts to be connected or charged by credit card processing center. This report is available only for credit pay users. To generate a report, do the following:

1. Go to the *Reports* menu in your admin control panel.
2. Select *CC Processing Errors*.
3. Enter *Search Criteria*:

- ◆ *State of the account, plan, username and account ID* are mentioned above.
- ◆ *Email type for Mass Mail*: select whence in your control panel email address for mass mailing will be taken from – contact or billing info.

Search Criteria	
State	Active ▾
Plan	Unix ▾
User name	<input type="text"/>
Account ID	<input type="text"/>
E-mail	<input type="text"/>
Email type for Mass Mail	<input checked="" type="radio"/> Contact Info <input type="radio"/> Billing Info
Entries Per Page	10 ▾
<input type="button" value="Search"/>	

4. Click *Submit*.

*Note:* Upon the search results, you can send a *mass email* to all users in the report. To do this, click the *Mass Mail* link at the bottom of the report page.

### Content Move (version 2.3 and higher)

To make a report on Content Move:

1. Go to the *Reports* menu in your admin control panel.
2. Select *Content Move*.
3. Enter search criteria.

Search Criteria	
User name	<input type="text"/>
Account ID	<input type="text"/>
Source Server	Any <input type="button" value="v"/>
Target Server	Any <input type="button" value="v"/>
Only uncompleted	<input type="checkbox"/>
Entries Per Page	5 <input type="button" value="v"/>
<input type="button" value="Search"/>	

4. Click Search.

Go to [Moving accounts between H-Sphere servers within the same control panel](#) for more necessary information about Content Move report.

Related Docs: • [Managing User Accounts](#) • [Finding User Accounts](#)

## Providing Trial Hosting

This document covers the following topics:

- [Enabling Trial Registration](#)
- [Suspending and Resuming Trial Accounts](#)
- [Grouping Trial Plans](#)

Each pay plan can have trial registration enabled. It enables users to signup for evaluation without paying. Users are given a certain number of days to decide if they want to continue with this service and pay for it. If a user decides not to pay, the account gets suspended when the trial period ends. You can delete it later.

Trial users are not charged for the resources they use. However, when they become pay users, they are charged for the resources they have used during the trial period. Trial users become pay users at the moment when their billing information is verified and accepted, and their custom settings remain unchanged.

### Enabling Trial Registration

To enable trial hosting for an individual plan, do the following:

1. Select *Plans* in the *Info* menu and click the plan name to start the plan edit wizard:



If the user hasn't paid by the end of the trial period, the account gets suspended. The suspension disables all features, including website, mail, ftp, and others, and when logging into H-Sphere, users will see the page saying to become a pay user. When the user pays up, the account gets resumed.

## Grouping Trial Plans

To ensure correct transition from one plan to another, you should always group plans based on their compatibility, so plans with the same settings belong to the same group. Don't group plans of different nature (for example Windows and Linux hosting), as this will lead to unexpected results. A very common mistake is to create dedicated Unix and Win2000 trial plans and put them in a separate trial plans group. On the one hand, this will not allow trial users to switch to pay plans, as they are in a different group. On the other hand, when switching from Win2000 Trial to Unix trial, a user will lose the settings that are unavailable under Unix plan, such as ASP and ODBC service.

## Processing Check Payments

If a user chooses to pay by check, the account registration and operation will include the following steps:

1. The user goes through the registration wizard.
2. Upon the completion of the wizard's last form, the account is not activated. A notification is e-mailed to the user (see [Setting up the address for users to send checks to](#) on how to do it). A copy of this notification is sent to your admin address (see [Setting E-mail](#) below on how to specify this e-mail address).
3. The user sends you a check for the amount specified in the e-mail.
4. You receive user's check and enter the received amount into the system.
5. You activate user's account. See [Moderating Accounts](#) below for instructions. At this moment system sends user an e-mail notification that the account has been activated.
6. User receives the notification e-mail and can log in to use the account.
7. Further, user sends checks to pay the bills. You enter the amounts into the system. See [Enter Payments](#) below for instructions.
8. When the billing period closes, the account is not suspended and continues to operate, and the payment owed becomes user's

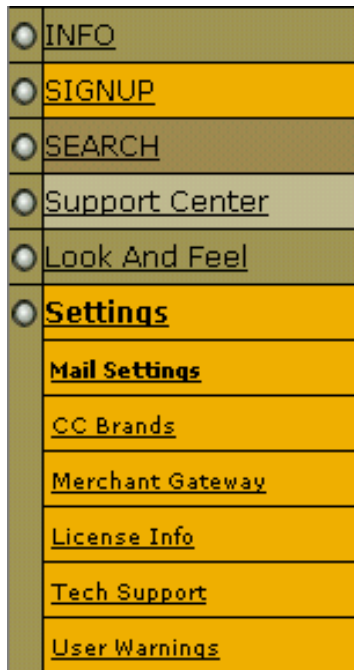
negative balance. When user's negative balance exceeds the credit limit, this user will become unable to purchase more resources, which does not allow the negative balance to grow too high over one billing period. See [Managing Accounts](#) for how to search, suspend and resume customers' accounts.

Setting up the address in the Welcome e-mail for users to send checks to









To set up the text regarding to where a signed up user should send the check, go to *Look and Feel* -> *Misc.Text* and in the *Checks Information* field enter the address which will show up in the Welcome letter after the text: "*Please print out this message and send it along with payment to:*"

Setting E-mail

To receive notifications about the creation of new accounts, you have to specify your e-mail address. In the *Settings* menu select *Mail Settings*:



In the page that appears specify who will receive copies of notifications:

Action	Recipients
[1] SIGNUP	psoft.net <katon@psoft.net>   <a href="#">[Remove All]</a>
[2] SIGNUP 1	 <a href="#">[Remove All]</a>
[3] Critical Error	 <a href="#">[Remove All]</a>
[4] Accounting Error	 <a href="#">[Remove All]</a>
[5] Moderated Signup	psoft.lviv.ua <katon@psoft.lviv.ua>   <a href="#">[Remove All]</a>
[6] Ticket Copy	 <a href="#">[Remove All]</a>

- **SIGNUP**: add people who will receive copies of notifications about the creation of new accounts. This notification is sent when the setup procedure is completed and the account is ready to be used.
- **Moderated Signup**: add people who will receive copies of notifications about the registration of new accounts that are paid for by checks. This notification is sent when the user has gone through the registration wizard and states the amount payable for the account registration.

### Moderating Accounts

In H-Sphere 2.x 'moderate' means complete account registration and activate the account. Moderation is applicable to accounts that are paid for by checks. You moderate an account when you receive the check from the user.

To moderate an account, select *Moderate* in the *Signup* menu:

<input type="radio"/> <a href="#">INFO</a>
<input checked="" type="radio"/> <b><a href="#">SIGNUP</a></b>
<a href="#">Signup</a>
<a href="#">Moderate</a>
<a href="#">Stats</a>
<input type="radio"/> <a href="#">SEARCH</a>
<input type="radio"/> <a href="#">Support Center</a>
<input type="radio"/> <a href="#">Look And Feel</a>
<input checked="" type="radio"/> <b><a href="#">Settings</a></b>
<input type="radio"/> <a href="#">E.MANAGER</a>
<input type="radio"/> <a href="#">Reports</a>
<input type="radio"/> <a href="#">Logout</a>

In the page that appears, click the account to moderate:

<b>Moderated Signup</b>		
<b>Unix</b>		
<a href="#">katon_u2</a>	2001-04-23 16:47:36.0	<a href="#">Delete</a>
<a href="#">katon_check</a>	2001-05-24 20:24:08.0	<a href="#">Delete</a>

The page that appears lists information about this account, including billing info, contact info and account properties:

Field	Value
_bi_address1	78b Turgeneva str., apt. 7
_bi_address2	
_bi_city	Lviv
_bi_company	Positive Software

At the bottom of the list there are two links:

plan_id	1000
signup	yes
template_name	submit/signup/end.sbm
type_domain	without_domain
<a href="#">Create</a> <a href="#">Delete</a>	

Click *Create* to moderate the account. At this moment the account is created and an e-mail is sent to the user. You are brought to the *Deposit* page:

Credit to account	
Amount	<input type="text"/> !
Description	CHECK ▾
ID String	<input type="text"/>
Comment	
<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>	
<input type="button" value="Submit Query"/>	

In the first field, enter the paid amount, for example 49.99. The next page informs you that the payment has been added to the system:

*The payment has been added.*

**Moderated Signup**

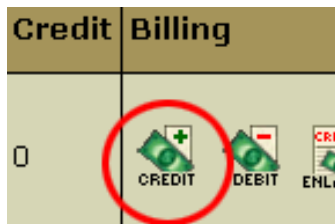
No New Accounts To Moderate

Enter Payments

To enter check payments received from the registered users, go to the *Search* menu and find the account or user you need:

<input type="radio"/> <a href="#">INFO</a>
<input type="radio"/> <a href="#">SIGNUP</a>
<input type="radio"/> <a href="#">SEARCH</a>
<a href="#">Accounts</a>
<a href="#">By Contact Info</a>
<a href="#">By All Clients</a>
<a href="#">Suspended</a>
<a href="#">Deleted accounts</a>
<a href="#">Transfer traffics</a>
<input type="radio"/> <a href="#">Support Center</a>
<input type="radio"/> <a href="#">Look And Feel</a>
<input type="radio"/> <a href="#">Settings</a>
<input type="radio"/> <a href="#">E.MANAGER</a>
<input type="radio"/> <a href="#">Reports</a>
<input type="radio"/> <a href="#">Logout</a>

In the list of search results, click the *Credit* icon in the Billing column for the necessary entry:



In the form that appears, enter the paid amount:

Credit to account	
Amount	<input type="text"/> !
Description	<input type="text" value="CHECK"/>
ID String	<input type="text"/>
Comment	
<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>	
<input type="button" value="Submit Query"/>	

- **Amount:** set the amount you credit to this account.
- **Description:** state the reason for crediting the account. This is what the user will view as a title of his bills' description.
- **ID String:** identify this transaction. This is what the user will view as a specified reason for crediting in his bills' description.
- **Comment:** give your special comment to this transaction for internal use.

### Providing Technical Support

Related Docs: • [Configuring Your Support Center](#) • [KnowledgeBase System](#)

This document explains how to answer and manage trouble tickets (further referred to as TTs) created by your customers or generated by the system.

- [Support Accounts](#)
- [Assigning and Reassigning Trouble Tickets](#)
- [Unassigning Trouble Tickets](#) (Version 2.3 and higher)
- [Answering Trouble Tickets](#)
- [Trouble Tickets Spellcheck](#) (Version 2.3 and higher)
- [Closing Trouble Tickets](#)
- [Closing Trouble Tickets Automatically](#) (Version 2.3 and higher)
- [Putting Trouble Tickets On Hold](#) (Version 2.3 and higher)
- [Searching Trouble Tickets](#)
- [Mass Deleting, Assigning and Closing of Trouble Tickets](#)
- [Creating Trouble Tickets](#)
- [Deleting Trouble Tickets](#)
- [Editing TechSupport Info](#)

Support Accounts.

Customer support is provided from two different types of accounts – Tech Support and Tech Support Admin. You need to create one of these accounts in order to use your technical support system. Please consider the following:

- **Tech Support** – allows to answer incoming trouble tickets. The system can have several Tech Support accounts. Tech Support does not see the incoming trouble tickets, unless these trouble tickets have been assigned to him by a Tech Support Admin. Tech Support cannot reassign trouble tickets to other support accounts.
- **Tech Support Admin** – allows not only to answer incoming trouble tickets, but also to assign them to other Tech Support accounts. The system can have several Tech Support Admins. **IMPORTANT: There must be at least one Tech Support Admin in the system!**

To create an account:

1. Click *Add Account* in the *Admin user* menu:

<b>Admin User</b>
<u>Admin Password</u>
<u>Choose Account</u>
<b>Add Account</b>
<u>Look And Feel</u>
<u>Language</u>

2. On the page that appears, click *Select* next to the *Tech Support* plan.
3. Follow the instructions of *Signup* procedure.

Assigning Trouble Tickets.

Trouble tickets can be assigned only by *Tech Support Admins*. To view the list of received trouble tickets, select *Support Center* in the navigation menu:

<b>Support Center</b>
<b>Tickets Center</b>
<u>Answered Tickets</u>
<u>On Hold Tickets</u>
<u>Search Tickets</u>
<u>Knowledge Base Admin</u>
<u>Knowledge Base</u>
<u>Make a Ticket</u>
<u>Trouble Tickets</u>
<u>Admin Info</u>

You will see a page with four sections:

Quick Search: Id <input type="text"/> Title <input type="text"/> From/Email address <input type="text"/> <input type="button" value="Search"/>					
<b>Open Tickets</b>					
Id	Title	Priority	Last Mod	Type	Close
1409	<a href="#">billing help</a> (<webmaster@cyber.net>)	High	Aug 13, 2002 7:31:31 PM	generic	<a href="#">Close</a>
<b>Tickets On Hold</b>					
Id	Title	Priority	Last Mod	Type	Close
1362	<a href="#">Change Support Email</a> <smith@hotmail.com>	High *	Jul 15, 2002 8:01:32 PM	generic	<a href="#">Close</a>
<b>Answered Tickets</b>					
Id	Title	Priority	Last Mod	Type	Close
1377	<a href="#">adding redirects?</a> (Mathew Kole<mat@goodhost.com>)	High	Jul 26, 2002 1:34:36 AM	generic	<a href="#">Close</a>
<b>New Tickets</b>					
Id	Title	Priority	Created	Type	Picture Up
1412 <input type="checkbox"/>	<a href="#">email only plan</a> <bob.kneeland@goodhost.com>	High	Aug 14, 2002 2:02:18 PM	generic	<a href="#">Assign</a>
<input checked="" type="radio"/> Close <input type="radio"/> Assign					<input type="button" value="Apply"/>

1. **Open Tickets:** tickets that have been assigned to you and are waiting to be answered.
2. **Tickets On Hold:** (*version 2.3 and higher*) tickets that you put off answering or hold in the system for any further purposes.
3. **Answered Tickets:** tickets that you have answered.
4. **New Tickets** (valid for Tech Support Admin accounts only): tickets submitted by users and waiting to be assigned to any tech support assistant.

To assign a trouble ticket to a specific TechSupport assistant, do the following:

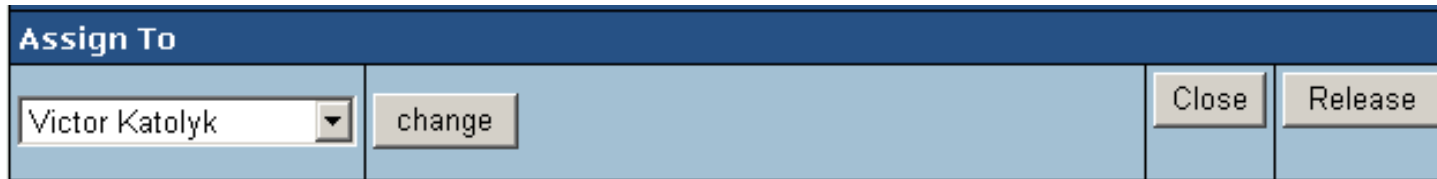
1. Select *Tickets Center* in the *Support Center* menu.
2. In the *New Tickets* section, click the *Assign* link against a necessary ticket.

3. The trouble ticket moves to the *Open Tickets* section, which means it can be answered and/or assigned to another Tech Support assistant. Alternatively, you can answer this TT by yourself or close it.

*Note:* in version 2.3 and higher, if you try to assign a ticket that has already been assigned from the main queue, you will receive an error message.

To reassign this trouble ticket to another Tech Support assistant:

1. Click the title of a Trouble Ticket.
2. Select the Tech Support assistant from the drop-down box in the upper left corner:



The image shows a screenshot of a software interface titled "Assign To". It features a light blue background with a dark blue header. On the left, there is a dropdown menu with "Victor Katolyk" selected. To the right of the dropdown is a "change" button. Further right are two buttons: "Close" and "Release".

3. Click *Change*.

*Important:* If you click *Change* to reassign the ticket, having an answer or a note entered, they will be lost.

Unassigning Trouble Tickets.  
(Version 2.3 and higher)

To release already picked up ticket to a main queue, do the following:

1. In the *Open Tickets* section, click the title of a trouble ticket.
2. Click the *Release* button in the upper right corner of the ticket (see the image above).
3. It appears in the *New Tickets* section and can be assigned to another Tech Support assistant.

Answering Trouble Tickets.

To view or answer a trouble ticket, do the following:

1. Select *Tickets Center* in the *Support Center* menu. The list of trouble tickets shows.

2. Click the title of the ticket in the list of tickets. The following page will appear:

Editing Ticket: billing help	
<b>Assign To</b>	
<input type="text" value="Victor Katolyk"/>	<input type="button" value="change"/> <input type="button" value="Close"/> <input type="button" value="Release"/>
E-Mail	HostWebmaster<webmaster@cyber.net>
E-Mail CC:	<input type="text"/> <input type="checkbox"/> On Hold
Account Info	No Info
User name	
<p>Q: <i>Where can I view all my invoices for the period from May till July 2002 ?</i></p> <p><i>[Aug 13, 2002 7:31:31 PM]</i></p>	
No Suggestions	
<b>Answer</b>	
<div style="border: 1px solid gray; padding: 5px;"> <p>Click the Online Invoice icon on your control panel home page and view all invoices.</p> </div> <p>[spellcheck]</p>	
<b>Notes</b>	
<div style="border: 1px solid gray; padding: 5px;"> <p></p> </div> <p>[spellcheck]</p>	
<b>Attachments</b>	
<input type="text" value="[ Select the files to attach ]"/>	
<input type="button" value="Submit"/>	
Choose the file to upload:	<input type="text"/> <input type="button" value="Browse..."/>
	<input type="button" value="Upload"/>

- ◆ The *Assign To* field appears only in the Tech Support Admin plan. The drop-down box shows both TechSupport admins and TechSupport assistants available in the system.
- ◆ *E-mail address* shows if the trouble ticket was generated from an email that was sent to your support mailbox.
- ◆ *E-mail CC*: enter the email where you want to CC the answer to this trouble ticket (for version 2.3 and higher).
- ◆ *On Hold*: check this box if you want to delay answering this ticket.
- ◆ *Account info*: the numeric ID of the account where a ticket was created. If it was created from an email sent to your support mailbox, this field is empty.
- ◆ *Username* of the customer who submitted the trouble ticket. If a TT was created from an email sent to your support mailbox, this field is empty.
- ◆ *Answer*: Enter an answer to a ticket or describe the solution of a problem.

**Important:** when posting an answer to a trouble ticket, do not enter text in HTML. Support system will not transform it into the plain text, but will display it as it is. E.g: entering `<i>problem</i>` will show up in a trouble ticket only as `<i>problem</i>` which will make it difficult to read. Use it only if you need to format text. HTML tags are important.

- ◆ *Notes*: enter comments for yourself and other support staff. This message won't show to the customer neither in the email nor in the control panel. In version 2.3 and higher, if you submit a note without answering, the ticket isn't sent to a client and does not get answered status.
- ◆ *Attachment* (available in 2.3 version): you can add it if a trouble ticket was sent to you by email. Users with web-based TechSupport system will be able to retrieve it.
  - ◇ Click *Browse* at the bottom of the ticket;
  - ◇ Choose the file;
  - ◇ Click *Upload*. The filename shows in the *Attachments* section.

*Note:* If a ticket was created in a control panel, the user will view this TT in a web-based interface and won't be able to view the attachment.

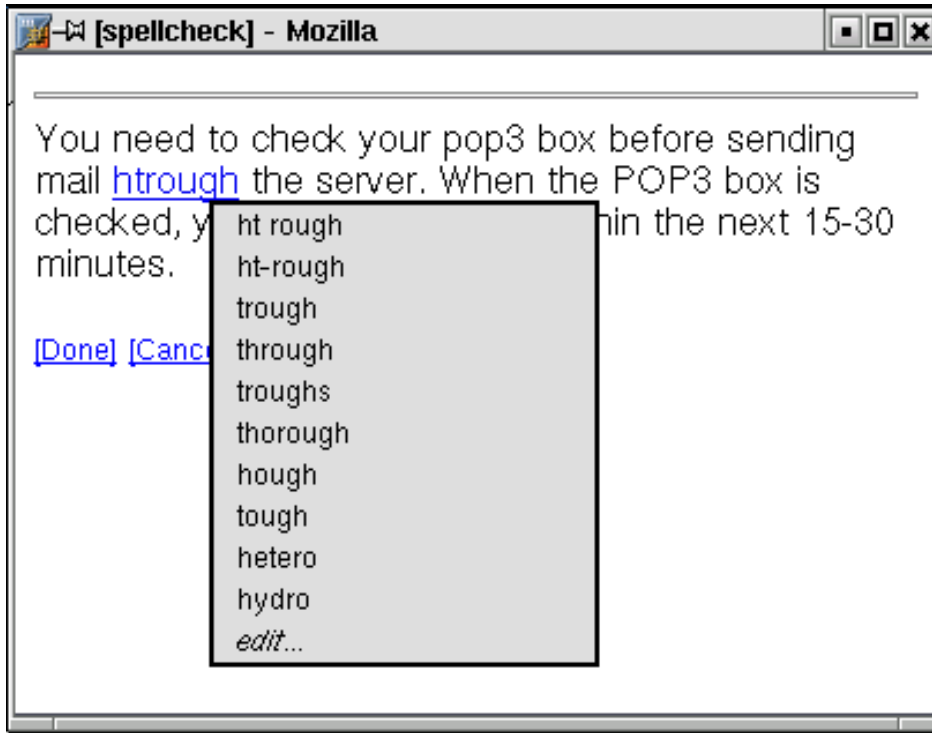
3. When the ticket is completed, click *Submit*.

*Note:* In version 2.3 and higher you can view the list of answered tickets By selecting *Answered Tickets* in the *Support Center* menu.

## Trouble Tickets Spellcheck

In version 2.3 and higher, TechSupport system allows checking answers to trouble tickets for spelling. To do spellcheck:

1. Click the *spellcheck* link under the message field. Pop-up window shows with misspelled words, if any, being underlined:



2. Point your mouse to a misspelled word and a number of suggestions shows.
3. Choose the correct variant and click *Done*.

### Closing Trouble Tickets.

Once you've answered a ticket and don't need it any further, you can close it. There are two options:

1. Open a trouble ticket and once you answer it, click the *Close* button in the right upper corner.
2. Go to *Tickets Center* page and in the list of *Open* or *Answered* Tickets, click the *Close* link on the right.

Closed trouble tickets are regarded as deleted and are not available for your viewing, but remain in the TT database and remain open in the user's interface until the user closes it (available in version 2.09 and higher, for more information see the *Support Center* chapter of the User Guide). In case the user decides to post a follow-up message on the same issue, the TT will show up on the interface in the *Open Tickets* list again. You may access closed TTs through the *Search* option.

## Closing Trouble Tickets Automatically. (Version 2.3 and higher)

You can have your trouble tickets closed automatically after they have been answered. You can choose whether you want them to:

- close immediately after they are answered (the default H-Sphere option);
- close after a certain number of days after they are answered:
  1. In TechSupport Admin CP, select *Tech Support* in the *Settings* menu.
  2. Enter the number of days when your tickets are to be closed.
- remain in open status. If you want all answered tickets to remain open in the system, enter -1 in the field, as shown on the image below:

Automatically Close Answered Tickets After x Days	<input type="text" value="-1"/> (Use -1 if you don't want option to be enabled)
--	--

## Putting Tickets On Hold.

Available for version 2.3 and higher, this feature is useful when:

- you want to put off answering low-priority tickets;
- you need to gather more information in order to give a competent answer to it;
- you need the the ticket to remain in the list for any other purposes.

To put trouble ticket on hold, do the following:

1. Select *Tickets Center* in the *Support center* menu. The list of trouble tickets shows.
2. Click the title of the ticket.
3. Read it and if you decide to put it on hold, check the box on the right as it shows on the image:

E-Mail	HostWebmaster<webmaster@cyber.net>	
E-Mail CC:	<input type="text"/>	<input checked="" type="checkbox"/> On Hold
Account Info	No Info	

4. Click *Submit*
5. Ticket appears in the *Tickets On Hold* section, marked with \* in the *priority* column.

*Note:* If you want to view only tickets on hold, select *On Hold Tickets* in the *Support Center* menu.

Searching Trouble Tickets.

Among all trouble tickets received from users, you can select those that match your specified criteria:

To search TTs, do the following:

1. Select *Search Tickets* in the *Support Center* menu. The following page will show:

Search Trouble Tickets	
Id	<input type="text"/>
Title	<input type="text"/>
From/Email address	<input type="text"/>
Body contains	<input type="text"/> <input type="checkbox"/> Match Case (Beware! Very slow!)
Assigned To	admin <input type="button" value="v"/>
Created:	From <input type="text"/> <input type="button" value="↑↓"/> To <input type="text"/> <input type="button" value="↑↓"/>
Answered:	From <input type="text"/> <input type="button" value="↑↓"/> To <input type="text"/> <input type="button" value="↑↓"/> <input type="checkbox"/> Unanswered only
Modified:	From <input type="text"/> <input type="button" value="↑↓"/> To <input type="text"/> <input type="button" value="↑↓"/>
Closed:	From <input type="text"/> <input type="button" value="↑↓"/> To <input type="text"/> <input type="button" value="↑↓"/> <input type="checkbox"/> Open only
Entries Per Page	10 <input type="button" value="v"/>
<input type="button" value="Submit"/>	

2. Enter or choose the search criteria.
3. Click *Submit*.

Version 2.3 and higher allows searching tickets directly from the main screen with new *Quick Search* feature. It is located in Tickets Center of the *Support Center*

<b>Quick Search:</b> Id <input type="text"/>	Title <input type="text"/>	From/Email address <input type="text"/>	<input type="button" value="Search"/>
--	----------------------------	---	---------------------------------------

To quick search tickets, just enter its ID, title or email address and click *Search*.

Mass Action.

(Version 2.09.5 and higher)

You may apply a specific command to a selected range of TTs. After you get a list of TTs matching the search criteria, click the *Mass Action* link at the bottom of the *Search Results* page. You can close, delete, or assign the selected TTs:

Apply action to the selected trouble tickets	
Selected tickets	1608
Action	Assign To ▼
Assign to (only for 'Assign to' action)	admin ▼
<input type="button" value="Submit"/>	

Version 2.3 and higher also allows mass closing and assigning tickets directly from the main queue. To mass close/assign selected tickets, do the following:

1. Select *Tickets Center* in the *Support Center* menu.
2. In the *New Tickets* section, check Id boxes against the tickets you want to mass assign/close.

New Tickets					
Id	Title	Priority	Created	Type	Pic Up
1412 <input type="checkbox"/>	<a href="#">email only plan</a> (Bob Kneeland <bob.kneeland@goodhost.com>)	High	Aug 14, 2002 2:02:18 PM	generic	<a href="#">Assi</a>
<input checked="" type="radio"/> Close <input type="radio"/> Assign				<input type="button" value="Apply"/>	

3. On the bottom of the page, select *Assign/Close* option on the left.
4. Click *Apply* on the right.

## Creating Trouble Tickets.

As an admin of the system, you may want to generate a trouble ticket by yourself. For instance, if a trouble ticket contains a wide range of specific questions and assigned to different Tech Support assistants. In this case you can create several tickets, as if they have been generated by the users. To do it:

1. Select *Make a Ticket* from the *Support Center* menu.
2. Fill in the TT form that shows:

- ◆ Enter the title of the ticket;
- ◆ Enter this user's e-mail;
- ◆ Choose the priority level of this ticket;
- ◆ Enter the message or the problem described;

***Important:*** when posting a trouble ticket, do not enter texts in HTML. Support system will not transform it into the plain text, but post it as it is. For example, entering `<i>problem</i>` will show up in a trouble ticket only as `<i>problem</i>` which will make it difficult for TechSupport staff to read. Use plain text when HTML tags are important.

- ◆ Optionally, add an attachment;
- ◆ Click *Submit*.

For more information, read *Support Center* in the user guide.

## Deleting Trouble Tickets.

When you close trouble tickets, they still remain in the database, and you can always retrieve them with the *Search Tickets* utility. To remove TTs permanently, follow the following:

1. Search the necessary tickets with *Search Tickets* option.
2. Click *Mass Action* link at the bottom of the page.
3. In the Action field, select *Delete* from the drop-down box.
4. Click *Submit* and tickets will be removed permanently.

## Edit TechSupport Info.

Trouble tickets contain TechSupport information that shows in emails together with your answers to customers' trouble tickets. If you want to change this information, click *Admin Info* in the *Support Center* menu.

Tech Support Admin Info	
Full Name	<input type="text"/> !
Description	<input type="text"/>
E-Mail	<input type="text"/> !
Signature	<input type="text"/>
<input type="button" value="Submit"/>	

- *Full name* of the TechSupport assistant shows in *Assigned to* line at the beginning of the email, e.g: *Assigned to: John Woods*.
- *Description* shows in brackets next to the full name. It may contain the position or status of the support person, e.g: *John Woods (senior programmer)*
- *Email* of Tech Support assistant. De facto, it is not used by H-Sphere.
- *Signature* is available in version 2.3 and higher. It shows at the bottom of the e-mail and may contain the name of support person, company's name and website for example:  
*John Woods*  
*Professional Hosting*  
*www.prohost.net*

Click *Submit* to confirm changes.

---

Related Docs: • [Configuring Your Support Center](#) • [KnowledgeBase System](#)

## **KnowledgeBase System**

(version 2.3 and higher)

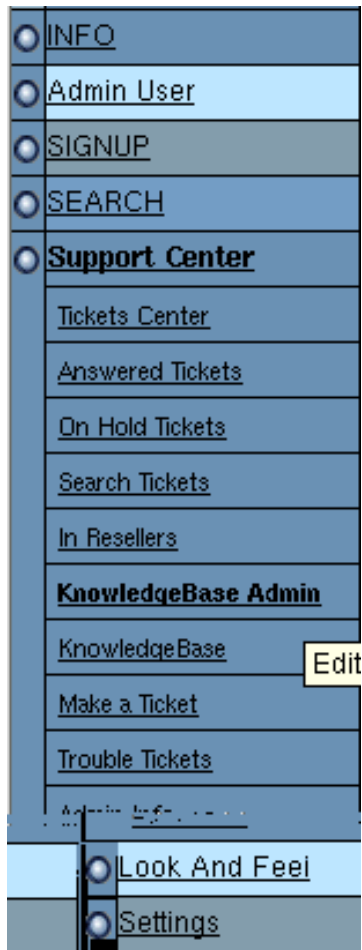
Related Docs: • [Providing Technical Support](#) • [Configuring Your Support Center](#)

In versions 2.3 and higher, H–Sphere is supplied with KnowledgeBase System. Created as a combination of FAQ and search utility, it helps to perform fast and efficient customer support.

- [Understanding Knowledge Base](#)
- [Creating Knowledge Bases](#)
- [Exporting Knowledge Base](#)
- [Importing Knowledge Bases](#)
- [Modifying Knowledge Bases](#)
- [Spellcheck Knowledge Bases](#)
- [Knowledge Base Search](#)
- [Knowledge Base Settings](#)

### Understanding Knowledge Bases

Knowledge Base is implemented in the control panel TechSupport System. It helps TechSupport admins and TechSupport assistants to compose answers to customer questions and problems. Technically, the KnowledgeBase system checks the trouble ticket against the knowledge base to find the most relevant suggested replies that appear on the trouble ticket page.



There are 2 knowledge base utilities in the *Support Center* menu:

- *KnowledgeBase Admin* allows creating, editing and removing knowledge bases. This option is available under TechSupport Admin account only.
- *KnowledgeBase* option allows only viewing records and searching suggestions. This option is available under TechSupport and TechSupport Admin accounts.

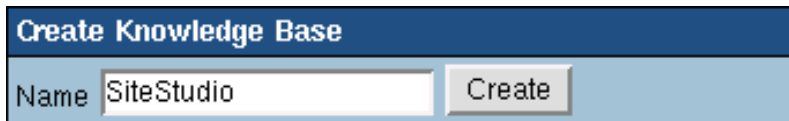
Knowledge base can be created only under Admin and Tech Support Admin plans. We presume you have already created Tech Support Admin account as a necessary step to create knowledge base and configure your technical support system.

## Creating Knowledge Bases

Knowledge base works as a standard search system. When creating knowledge base records, make sure to compose logical entries that contain important keywords and avoid wordiness.

To create a knowledge base, do the following:

1. In your admin control panel, select *KnowledgeBase Admin* from the *Support Center* menu.
2. On the page that shows, enter the name of the knowledge base in the *Create Knowledge Base* section:



The screenshot shows a web form titled "Create Knowledge Base". It features a dark blue header bar with the title in white. Below the header, the form has a light blue background. On the left, the word "Name" is followed by a text input field containing the text "SiteStudio". To the right of the input field is a button labeled "Create".

3. Click the *Create* button. The newly created knowledge base appears in the *Existing Knowledge Bases* section.
4. To create a category in this knowledge base, click the *Edit* link next to the new knowledge base.
5. On a page that shows, enter a category name in the *Add Category* section.



The screenshot shows a web form titled "Add Category". It features a dark blue header bar with the title in white. Below the header, the form has a light blue background. On the left, the word "Name" is followed by an empty text input field. To the right of the input field is a button labeled "Create".

6. Click *Create*. New category appears in the list of existing categories.
7. To create actual records in knowledge base categories, click *Add* in the necessary category.
8. Enter the problem in the *Question* field and a solution in the *Answer* field:

Knowledge Base: H-Sphere	
getting rcphosts error.	When I'm using Outlook Express, I'm
ore sending mail trough the server. When the POP3 box is the next 15-30 minutes.	You need to check your pop3 box bef checked, you can send emails within
	Submit Query

9. Click *Submit Query*.

### Exporting Knowledge Base

You can export existing knowledge bases from your H-Sphere control panel and download them to a chosen location. All knowledge bases are downloaded from H-Sphere in 'jar' format. To export a Knowledge Base:

1. In your Tech Support Admin account control panel, select *KnowledgeBase Admin* from the *Support Center* menu.

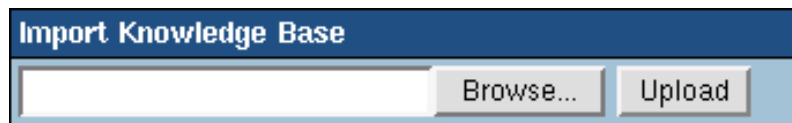
Existing Knowledge Bases
H-Sphere <a href="#">Edit</a> <a href="#">Fix</a> <a href="#">Export</a>
Site Studio <a href="#">Edit</a> <a href="#">Fix</a> <a href="#">Export</a>

2. Click the *Export* link next to a Knowledge Base and the standart dialog window shows.
3. Perform common steps to download file: choose location and click Save.

## Importing Knowledge Bases

You can import knowledge bases that have been previously backed up or created on other H–Sphere systems. An imported knowledge base is automatically added to H–Sphere. To import a knowledge base:

1. In your Tech Support Admin account control panel, select *KnowledgeBase Admin* from the *Support Center* menu;
2. Click the *Browse* button next to *Import Knowledge Base*:



3. Select the database file, then click *Upload*.

## Modifying Knowledge Bases

You can modify existing knowledge bases, e.g: add and remove categories, edit and remove posted records, move records between categories. To edit a knowledge base, do the following:

1. In your Tech Support Admin account control panel, select *KnowledgeBase Admin* from the *Support Center* menu;
2. Click the *Edit* link next to the knowledge base. On the page that shows, you can:
  - ◆ Remove categories: click the *Delete* link against the category.
  - ◆ Edit records: click *Edit* next to the record, complete the changes and click *Submit Query*.
  - ◆ Remove records: click the *Delete* link against the record.
  - ◆ Switch records between categories:
    1. Click *Edit* against the necessary record;
    2. In the drop–down box, select the category;
    3. Click the *Change* button. The record moves to the selected category.

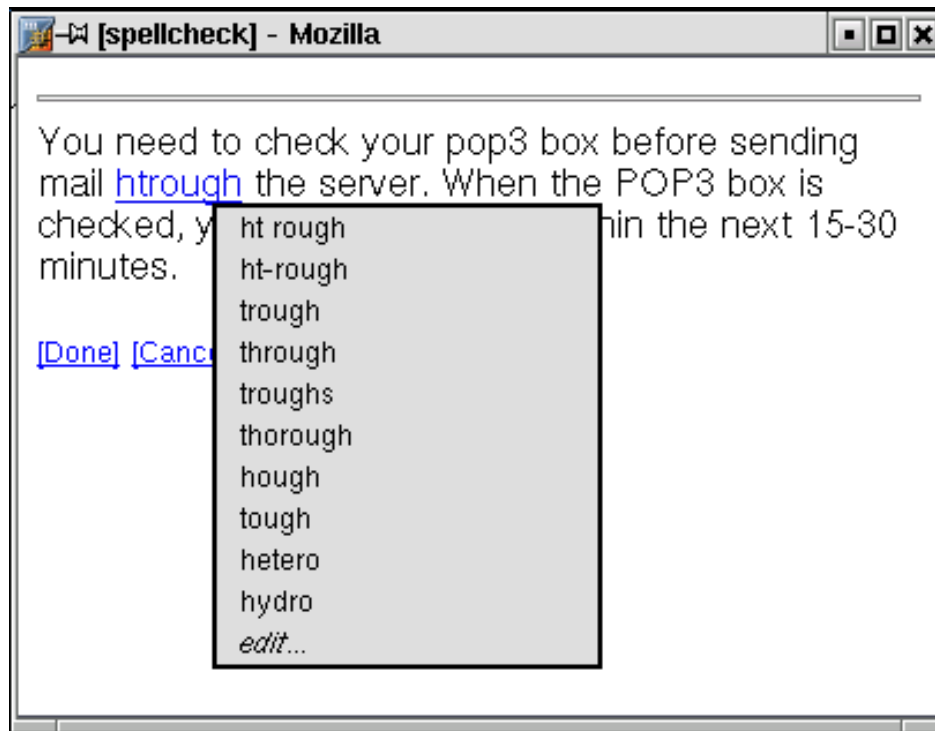
*Note:* think twice before removing categories and records, they won't be restored.

*Important:* after you made significant changes in your knowledge base, like removing a number of records or adding a lot of new entries, the search system needs to be re-indexed and updated to a number of new keywords. To do it, click *Fix* against the modified knowledge base.

## Knowledge Base Spellcheck

Knowledge Base allows checking answers to trouble tickets and knowledge base records for spelling. To spellcheck records:

1. Click the *spellcheck* link under the message field. Pop-up window shows with misspelled words, if any, being underlined:

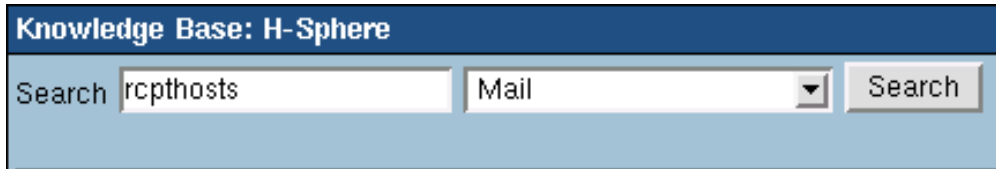


2. Point your mouse to a misspelled word and a number of suggestions shows.
3. Choose the correct variant and click *Done*.

## Knowledge Base Search

Knowledge base has a search function. It allows not just viewing suggestions in trouble tickets, but also searching the queries with the search utility. To find an answer to your question:

1. Go to *Knowledge Base* in the *Support Center* menu. At the top of the page, *Search* function shows.  
Alternatively, go to *KnowledgeBase Admin* and click *Edit* next to the knowledge base. At the top of the page, *Search* function shows.



Knowledge Base: H-Sphere			
Search	rcpthosts	Mail	Search

2. Enter query in the *Search* field.
3. Select the category from the drop-down box.
4. Click *Search*. The list of search results appears showing relative categories in brackets.

## Knowledge Base Settings

Here you will learn how actually to make knowledge base work in your trouble ticket system. You can set a default knowledge base and the number of suggestions it will put in trouble tickets. To do this:

1. Select *TechSupport* in the *Settings* menu.

Default KnowledgeBase	H-Sphere
Default Support KnowledgeBase	H-Sphere
Max Suggestions	10 (Max number of suggestions to show next to trouble ticket)

2. On the page that appears, choose the Default Knowledge Base that will be available to **end users** as well as TechSupport admins

and TechSupport assistants in the control panel from Support Center -> KnowledgeBase. To make your knowledge base available to end users of your resellers, you need to enter this reseller's admin control panel, go to *Settings*->*TechSupport*, and specify the default knowledge base.

3. Choose the Default Support Knowledge Base that will be used to suggest trouble ticket answers to all TechSupport admins and TechSupport assistants. Clicking the necessary suggestion will automatically fill out answer box for the ticket.

*Note:* you can choose between other suggestions, edit and change your answer to make it most suitable for the question.

4. Set the maximum number of suggestions to show in trouble tickets.
5. Click *Save*.

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Related Docs: • [Providing Technical Support](#) • [Configuring Your Support Center](#)

## Allowing Shell Access

Sometimes you may need to allow selected customers to access your server Shell (in other words, SSH access). Such authorised users can run shell scripts, and have other extensive privileges. However, you should be very careful with choosing who can be given shell access permission, because ignorant operation may cause serious problems to the system and makes it easier to break into the system.

To view the list of shell access requests from your customers, select *Shell Requests Manager* in the INFO menu:

<b>INFO</b>
<a href="#">Quick Access</a>
<a href="#">Plans</a>
<a href="#">Plan creation wizards</a>
<a href="#">Plan Groups</a>
<a href="#">Miva Merchant Lic.</a>
<a href="#">Urchin licenses</a>
<b>Shell Requests Manager</b>
<a href="#">System Info</a>
<a href="#">Enterprise System Info</a>

In the *Action* section, click *Allow* to enable shell access and *Prohibit* to reject the request for Shell Access.

## Moving Domains Between Accounts

Related Docs: • [Moving Accounts Between Servers](#) • [Moving Accounts Between Resellers](#)

This document explains how to move a domain with its content and site settings from one account to another within one server. The suggested procedure employs an external java class and works only for domains running on a shared IP.

1. Log into your control panel server as root:

```
su -
```

2. Change directory to /hsphere/local/home/cpanel/shiva/psoft/hsphere/tools:

```
cd /hsphere/local/home/cpanel/shiva/psoft/hsphere/tools
```

3. Download domain mover:

```
wget http://www.psoft.net/shiv/classes/DomainMover.tgz
```

4. Unpack domain mover:

- ```
tar zxf DomainMover.tgz
```
5. Change owner of DomainMover.class to cpanel:  
`chown cpanel:cpanel *.class`
  6. Change permissions:  
`chmod 600 *.class`
  7. Create the new account (you may already have it created).
  8. As root, copy the domain directory with all its content to the home of the new account and change the ownership of the files to the new account. *Example:*  
`cp -r /hsphere/local/home/user1/xyz.com /hsphere/local/home/userd2`  
`chown -R userd2:userd2 /hsphere/local/home/userd2/xyz.com`
  9. As *cpanel*, execute the class with the command:  
`su - cpanel -c 'java psoft.hsphere.tools.DomainMover xyz.com userd2'`
  10. Restart control panel.
  11. Log into the new account, go to *WebServices*, select the new domain if you don't get into it right away, and click *Apply Changes*.
  12. If this domain uses SSL, go to the old account's home directory, enter `ssl_conf`, copy the keys (not the files), then log into the new account's control panel and enter the keys.

**Note:** As the result of domain migration, the log history of this domain will be lost.

If you can't use the java class (you don't have it or the domain has a dedicated IP, you can still migrate the domain, but the site settings will be lost:

1. Remove the domain (not the whole account !) in the old user's CP. The content will remain intact.
2. Create exactly the same domain in the new user's CP.
3. Transfer all content from the old user's directory to that of the new one either by FTP or by using `mv` command of Unix shell as root, in which case you need to change files' ownership.

**Note:** If FrontPage was enabled in the original site, it is recommended to skip all `.htaccess` and other FrontPage files, because they include full path to the old directory.

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Related Docs: • [Moving Accounts Between Servers](#) • [Moving Accounts Between Resellers](#)

## Moving Accounts Between Servers

Related Docs: • [Moving Domains Between Accounts](#) • [Moving Accounts Between Resellers](#)

This document describes how to move virtual hosting accounts between physical servers within the same H–Sphere cluster.

Account move implies:

1) transfer of

- user account
- all domains hosted under this account
- home directory and its content

2) IP and DNS data changes.

Account move doesn't involve user databases, as they are located on separate database servers. Once you have correctly moved the accounts to a different web server, user scripts will be able to work with MySQL databases from the new location.

**Warning:** As a result of the account move, Webalizer statistics will be reset. ModLogAn statistics won't be lost.

Requirements:

- There should not be any users on the target server with the same username as on the source server.
- The target server should have:
  - ◆ shared IP with the same shared IP tag for migrated shared IP domains;
  - ◆ free dedicated IP for migrated dedicated IP domains.

Procedures:

Account migration is carried out in two stages referred to in that document as *account creation* and *account content move*. First, the command run from the console creates identical account with an identical set of the migrated account resources on the target server. This takes about 2 minutes per each account. Then the user account home directory content is copied to the target server from the source server where it is stored for one more day and then automatically deleted.

1. [Account creation](#)
  - ◆ [Single account creation](#)
  - ◆ [Bunch account creation](#)
2. [Account content move](#)
  - ◆ [Automatic content move](#)
  - ◆ [Manual content move](#)
  - ◆ [Content move suspension/resumption](#)
  - ◆ [Content move cancelation](#)

## Account creation

Accounts can be created [one by one](#) or [in bunches](#).

### Single account creation

1. Login to your control panel server.
2. Execute the following command under the cpanel user:

```
java psoft.hsphere.tools.MoveVHostResources --accId ACCOUNT_ID --lserverId SERVER_ID
```

where

- a) ACCOUNT\_ID is an ID of the migrated account.
  - b) SERVER\_ID is an ID of the target logical server.
3. Restart control panel.

### Bunch account creation

1. Create an XML file of the following structure:

```
<accounts>  
<account id="ACCOUNT_ID1" serverId="SERVER_ID1" />  
<account id="ACCOUNT_ID2" serverId="SERVER_ID2" />
```

```
<account id="ACCOUNT_ID3" serverId="SERVER_ID3" />
.....
<account id="ACCOUNT_IDN" serverId="SERVER_IDN" />
</accounts>
```

where

- a) ACCOUNT\_ID1-N is an ID of the account you are moving
  - b) SERVER\_ID1-N is an ID of the logical server you are moving accounts to.
2. Under cpanel user execute the following command:

```
java psoft.hsphere.tools.MoveVHostResources --config /path/to/the/XML
```

where

/path/to/the/XML is a path to the XML file created in step 1.

3. Restart control panel.

When you run command either for single or bunch account creation, the system checks if it can create identical account resources on the target server. If any identical account resource cannot be created on the target server, the system will inform you of it and won't migrate this account. If you are migrating accounts in bunches, the system will skip the account for which it can't create identical set of resources. It will check the rest of the accounts specified in the XML file and start creating them on the target server. In case there are accounts that can't be created on the target server, check what prevents the system from creating identical set of resources on the target server and try to run the command again.

### Account content move

The second step of account migration implies the move of the user account home directory and its content. Depending on account home directory size and connection speed the content move may take a significant amount of time. The account home directory can be moved either automatically or manually.

- Automatic content move

When account has been created, cron automatically initializes the content move. By default every five minutes after account creation was initialized cron checks if the account creation has been finished and then launches the content move. To change the default, open the `~cpanel/shiva/psoft_config/hsphere.properties` file, find the `MOVING_CRON_PERIOD`

variable, and set the different value. Values are set in minutes.

- Manual content move

If you don't want cron to launch content move automatically (e.g.: you want to perform the content move at the time that best suits you), you need to comment the `MOVING_CRON_PERIOD` variable in the H-Sphere properties file. In this case the content move is initialized manually. To launch the content move manually:

1. Log into your Control Panel as admin.
2. Go to *Reports* -> *Content Move* and retrieve the account using the search utility.
  - \* The *Started* entry will show "*Not Started*" for accounts awaiting manual content move.
3. On the Search result page find the *Controls* section and click the *Launch* icon.

Once the content move is over, user home directory on the source server remains for one day and then is automatically deleted.

To see if the content move is over:

1. Log into your Control Panel as a main admin.
2. Go to *Reports* -> *Content Move* and retrieve the account with the search utility.
3. The *Finished* entry on the Search result page shows:
  - a) the time and the date when the account content move was completed;
  - b) the time and the date when the account content move was last suspended;
  - c) "*Not finished*" for accounts that their content move hasn't been completed yet.

#### Content move suspension / resumption

Both automatically and manually launched content migrations can be suspended and resumed at any time. You can suspend / resume the content move only for individual accounts. No data is lost when you suspend the content move. When resumed, the system starts migrating the rest of the content. Suspension / resumption is valid only for uncompleted account content migrations.

To suspend / resume content migration:

1. Log into your Control Panel as a main admin.
2. Go to *Reports* -> *Content Move* and retrieve the account with the search utility.

- \* Check the *Only uncompleted* box, to filter off all the finished account migrations.
3. On the Search result page find the *Controls* section and click the *Suspend* or *Resume* icon.
    - \* Resumed automatic content move will be continued by cron while resumed manual content move should be started by clicking the *Launch* icon.

### Content move cancellation

You can always cancel an *uncompleted* content move. The part of the content that has been already moved to the target server by the time you cancel the migration is not automatically deleted and should be deleted manually. Besides when you cancel the content move no physical resources created while account creation are removed, and if needed should be deleted manually.

To cancel the content migration:

1. Log into your Control Panel as a main admin.
2. Go to *Reports* -> *Content Move* and retrieve the account with the search utility.
  - \* Check the *Only uncompleted* box, to filter off all the finished account migrations.
3. On the Search result page find the *Controls* section and click the *Delete* icon.

---

Related Docs: • [Moving Domains Between Accounts](#) • [Moving Accounts Between Resellers](#)

### What Are Resellers in H-Sphere?

This document explains the philosophy behind resellers in H-Sphere.

- [Plans](#)
- [Private Label](#)
- [Look and Feel](#)
- [Merchant Gateways](#)
- [Providing Support](#)

- [Control Panel](#)
- [Servers](#)
- [Billing](#)

## Plans

The Reseller feature allows you to sell your hosting services through resellers. Unlike in other control panels, resellers in H-Sphere **do not resell your plans**. Rather, they sell your hosting resources such as disk space, traffic, mailboxes, etc. at *retail* prices, and are charged for them at *wholesale* prices. In other words, you set wholesale prices and allow your resellers to group your resources into their own plans and define their own retail prices for them. Resellers aren't charged for any resource until their end-users come and buy them at retail price. This makes resellers **full-featured hosting providers** with complete freedom in developing their own sales policies and creating hosting plans that are totally different from yours by prices and combination of resources.

## Double Nature of Resellers

Resellers in H-Sphere have a double nature. On the one hand, resellers are user to the system, and have such basic user features as online invoice, billing profile, billing info, etc. On the other hand, resellers are administrators to their customers (end users). Due to such double nature, they have two control panels – a *reseller cp* and a reseller **admin cp**. A reseller **admin cp** can be created from inside the reseller cp. Further on, reseller **admin cp** is available from the reseller's login/signup page or from the reseller cp.

## Private Label

With the reseller **admin cp**, each reseller gets a private label hosting system, which leaves you completely transparent to the end customer even at user signup and domain registration. Resellers can have their own independent control panel URL, DNS server names, company information, and all other parameters visible from the user's control panel. They will appear to end customers as totally independent hosting companies. Furthermore, reseller control panels are inaccessible by IP, which excludes the possibility of accidental or intentional visits to your control panel.

## Look and Feel and Regional Settings

With their **admin** control panels, resellers can customize the look and feel of their users' control panels. They can change colors, replace all control panel images with those of their own, edit many texts, change the control panel language, and the currency of end user payments, etc. At the same time, the look and feel of their **reseller** control panels will remain unchanged, as it was set by the master admin.

## Merchant Gateways

To accept credit cards, resellers must configure their merchant gateways. They need to have their own accounts at the credit card processing centers.

## Providing Support

Resellers in H-Sphere have their own support centers to answer trouble tickets from their customers. You only receive internal system error notifications that are related to the server configuration.

## Control Panel

Resellers acquire almost all features offered by H-Sphere, aside from Logical/Physical Server management, Miva License Management, creating your own sub-resellers, and viewing summary info for the whole hosting system.

## Servers

Resellers' customers are automatically distributed across your servers, and their home directories are created next to the directories of your firsthand customers.

## Billing

Resellers are charged for each individual unit of resources purchased or used by their customers. Every time the system creates a billing log entry for a reseller's customer, it also creates a shadow billing log entry for the reseller. The two entries will, however, show two different amounts, as they use retail and wholesale prices respectively. In other words, when an end user buys something, he is charged by the reseller at the retail price, and the reseller is charged a corresponding wholesale amount. When an end user is refunded, the refund amount is credited to his account, and a corresponding wholesale refund amount is credited to the reseller's account.

At the end of each day, the wholesale charges are summarized by type, and a separate bill is created for each type of resources. As the result, resellers do not see these charges until the next day.

## Configuring DNS For Resellers

Related Docs: • [What Are Resellers in H-Sphere](#) • [Creating Reseller Plans](#)

This document explains what you need to do in your admin control panel before you can start creating reseller plans and reseller accounts:

1. [Add Reseller CP Alias Template to provide resellers with a temporary access to their control panels](#)
2. [Configure Reseller DNS Servers to allow resellers to use their own names for your DNS servers](#)

### Step 1. Adding Reseller CP Alias Template

*Note:* Properly configured admin control panels would already have a reseller cp alias template created during H-Sphere installation or post-install configuration. If you find out that you have a reseller cp alias template added, simply proceed to the next section of this document.

*Reseller CP Alias Template* is used to generate *Reseller CP Aliases*, temporary addresses that are used to access reseller control panels until they are changed to resellers' own URLs. Reseller CP Alias Template is one for all resellers.

To create the Reseller CP Alias Template, do the following:

1. Select *DNS Manager* in the *E.Manager* menu:

<input type="radio"/> <a href="#">INFO</a>
<input type="radio"/> <a href="#">SIGNUP</a>
<input type="radio"/> <a href="#">SEARCH</a>
<input type="radio"/> <a href="#">Support Center</a>
<input type="radio"/> <a href="#">Look And Feel</a>
<input type="radio"/> <a href="#">Settings</a>
<input type="radio"/> <b><a href="#">E.MANAGER</a></b>
<a href="#">Enterprise</a>
<a href="#">P.Servers</a>
<a href="#">Add P.Server</a>
<a href="#">L.Servers</a>
<a href="#">Add L.Server</a>
<a href="#">Server Groups</a>
<b><a href="#">DNS Manager</a></b>
<a href="#">Shared SSL Manager</a>
<input type="radio"/> <a href="#">Reports</a>
<input type="radio"/> <a href="#">Logout</a>

2. Click the *Edit* icon next to the DNS zone:

DNS Manager			
Name	Admin e-mail	Allow hosting	Action
besthosting.com	admin.besthosting.com		 
<a href="#">Add DNS Zone</a>			

3. On the page that appears, click *Add reseller cp alias*.

4. Enter a new prefix, for instance *u*. This prefix will help you distinguish which DNS zone will service the temporary reseller cp alias when you proceed to creating reseller plans.

**Note:** There is no need to create more than one reseller cp alias template in this DNS zone.

## Step 2. Configuring Reseller DNS Servers (version 2.08 and higher)

Resellers can use their own names for your logical servers, which improves the transparency of your hosting company.

To enable this possibility for resellers, you need to allocate several additional IPs:

1. Select L.Servers in the E.Manager menu.
2. Click on your ns1 server.
3. On the page that opens, add a range of IPs. As the type of IP, select DNS Reseller IP. Shared IP tag field is usually left empty. Ideally, the number of IP's should correspond to the number of resellers.
4. Repeat the previous step for all other name servers. Make sure to add a **different** set of IP addresses to each of your logical DNS servers, even if they are on the same box. The number of IP's must be the same for each logical DNS server. For example, if you have two DNS servers, ns1.provider.com, and ns2.provider.com, you need to add, say 10 DNS Reseller IPs to ns1.provider.com and another 10 DNS Reseller IPs to ns2.provider.com. One common mistake is to add reseller DNS IPs to the CP logical server. In this case you will get the following message:  
The dns record "\*.zxcv.web-hosting-service.com" already exists. You can use a duplicate DNS record name only for MX records.  
If you get this message, delete the range of IPs you have added and then add it again to the DNS logical server.

Reseller DNS server IPs are treated as free. If you want to charge your resellers for using them, please include their cost into reseller account maintenance recurrent fee.

If your DNS servers run out of available IPs, the system will return the following message:

```
no Reseller DNS IP is available for host ...
```

In this case, you need to add several more DNS Reseller IPs to each of your DNS servers.

Now that you have performed the above two steps, you can proceed to [creating reseller plans](#). After that you'll be able to sign up reseller accounts using the *SIGNUP* utility in your admin control panel, and the newly created resellers will be able to enter and configure their accounts according to the [Getting Started](#) section of the reseller guide.

---

Related Docs: • [What Are Resellers in H–Sphere](#) • [Creating Reseller Plans](#)

## Creating And Editing Reseller Plans

Related Docs: • [What Are Resellers in H–Sphere](#) • [Creating And Editing Plans \(Plan Wizards\)](#)

This document explains how to create and edit reseller plans in your admin control panel. You are expected to have [configured your DNS](#) accordingly.

### Creating Reseller Plans

- [Step 1: Start Reseller Plan Creation Wizard](#)
- [Step 2: Allow Global Resources and Configure Plan Settings](#)
- [Step 3: Set Domain Registration Prices](#)
- [Step 4: Set Prices for the Default Billing Period](#)
  - ◆ [distinguishing price parameters \(max, free, refund\)](#)
  - ◆ [special resources](#)
- [Step 5: Enable Reseller Plans for User Signups](#)

### Editing Reseller Plans

- [Start Plan Edit Wizards](#)
- [Set Prices for Actual Billing Periods](#)

### Creating Reseller Plans

#### Step 1: Start Reseller Plan Creation Wizard

Plans are created with Plan Creation Wizards. To start creation wizard:









1. Select *Plan Creation Wizards* in the *INFO* menu.
2. Click the *Select* icon next to *Reseller plan wizard*. Plan Creation Wizard shows.
3. Go through the wizard following the instructions below.

## Step 2: Allow Global Resources and Configure Plan Settings

In this step of the wizard you can:

- allow/disallow hosting platforms, groups of logical servers, global resources and reseller CP SSL;
- enable custom prices for domain registration and set prices for summary disk usage, reseller traffic etc;
- configure plan settings such as credit limit, control panel alias, email invoicing etc.






The first page of the wizard will have the following form:

Reseller Plan Creation Wizard.	
Plan Name 	RESELLER PRO 
Allow hosting 	<input checked="" type="checkbox"/> Unix platform <input checked="" type="checkbox"/> Windows platform
Allow server groups 	<input checked="" type="checkbox"/> web servers <input checked="" type="checkbox"/> name servers <input checked="" type="checkbox"/> mail servers <input checked="" type="checkbox"/> MySQL servers <input checked="" type="checkbox"/> win servers <input checked="" type="checkbox"/> MS SQL Server <input checked="" type="checkbox"/> PGSQL servers
Global resources 	<input checked="" type="checkbox"/> MIVA Empresa Engine <input checked="" type="checkbox"/> MIVA Merchant Shopping Cart <input checked="" type="checkbox"/> osCommerce <input checked="" type="checkbox"/> Urchin <input checked="" type="checkbox"/> MySQL <input checked="" type="checkbox"/> MS SQL <input checked="" type="checkbox"/> PGSQL <input checked="" type="checkbox"/> Real Server user <input checked="" type="checkbox"/> ColdFusion module <input checked="" type="checkbox"/> Summary disk usage
Reseller CP SSL 	<input checked="" type="radio"/> IP-Based CP SSL <input type="radio"/> Port-Based CP SSL <input type="radio"/> Disabled
DNS Reseller IPs 	<input checked="" type="radio"/> Enable dedicated DNS Reseller IPs <input type="radio"/> Use only service IP as a DNS Reseller IP
E-mail invoice notification 	<input checked="" type="checkbox"/>

Note that platforms, logical servers, global resources and Reseller CP SSL are enabled by default. If you want them to be enabled, leave

them as they are. Correspondingly, unchecking either of them will disable them for all users under this plan.

- **Plan name:** give a name to this plan. Later you can change this name by clicking the *Settings* icon in the plan list.
- **Allow hosting** (version 2.3 and higher): hosting platforms available for all users under this plan are enabled by default. *Note:* unchecking either of hosting platforms will not just disable them for all users under this plan, but also will disable all relevant server groups to be available at signup.
- **Allow server groups** (version 2.3 and higher): groups of logical servers enabled for the entire system for users after signup. *Note:* unchecking either win server or web server group will disable the corresponding hosting platform for all users under this plan. [More about disabling server groups](#)
- **Global Resources** (version 2.3 and higher): resources that are included into H–Sphere but may not be offered by the admin. They can be disabled for all users under this plan by unchecking the box next to the resource. [More about disabling global resources.](#)
- **Reseller CP SSL** (version 2.3 and higher): enable securing reseller control panel with IP–based or port–based SSL or disable it for all accounts under this reseller plan. *Note:* If the reseller CP SSL is disabled in the *Global Resources* menu, it will appear entirely disabled in the Plan Wizard. [More about Reseller CP SSL.](#)
- **DNS Reseller IPs** (version 2.3 and higher): you can choose to host resellers under this plan on a shared IP (Service IP) or on dedicated IPs (DNS Reseller IPs). Before you choose dedicated DNS IP, make sure to add a pool of free DNS IPs for resellers. [More about Reseller DNS IP.](#)
- **E–mail Invoice Notification** (version 2.1 and higher): set the system to send e–mail invoices to resellers registered under the plan.
  - e–mail invoices are sent to the e–mail address that reseller provides in his billing info or contact info (in the absence of the first);
  - the default can be overridden by individual reseller settings;
  - toggling the option doesn't affect settings of the existing resellers.

Prices	
<p>ACTUAL ACCOUNT SETUP - the single-time amount payable at the moment when a reseller account is created.  MONTHLY - the advance payment for reseller account maintenance.  CREDIT LIMIT - restrict the reseller's ability to purchase resources for resale when this credit threshold is reached.  Control panel alias - choose the alias at which reseller's control panel will be accessible from the internet until he changes it to his own URL address.</p>	
Actual account 	Setup <input type="text" value="1"/> ! hm Monthly <input type="text" value="1"/> ! hm
Reseller traffic 	<input checked="" type="checkbox"/> Free <input type="text" value="50"/> ! hm Monthly <input type="text"/> ! hm Extra <input type="text"/> ! hm
Summary Disk Usage	<input checked="" type="checkbox"/> Free <input type="text" value="50"/> ! hm Monthly <input type="text"/> ! hm Extra <input type="text"/> ! hm
Leave registrar prices as they are 	<input type="checkbox"/>
Credit limit 	<input type="text" value="100"/> !
Control panel alias 	<input type="text" value="rNNNN.res.katon.psoft"/> ▾
Don't change resources prices.	<input type="checkbox"/>
<input type="button" value="Next"/>	

- **Actual Account:** a separate reseller control panel. Once a reseller signs up, a reseller control panel is created and the following fees are charged.
  - ◆ **Setup:** the single-time amount charged when a reseller registers with your hosting system.
  - ◆ **Monthly:** recurrent fee paid at the beginning of each billing period for the account maintenance. If a reseller signs up with a billing period of more than one month, the recurrent fee is calculated as the product of this monthly fee and the number of months.
- **Reseller Traffic:** see [Summary Traffic Billing Schemes](#) below for detailed explanations. If you have changed Reseller Traffic values in the Reseller plan edit wizard, make sure not to check *Do not change resource prices.* or else the wizard won't remember the changes.
- **Summary disk usage:** (version 2.3 and higher) allow your system to charge resellers and their end users by disk usage. Used disk space on different types of servers (web, mail, MySQL, etc.) will be summarized every 24 hours to make up [Summary Disk Usage](#). If you have changed Summary disk usage values in the Reseller plan edit wizard, make sure not to check *Do not change resource prices.*, or else the wizard won't remember the changes.

- **Leave registrar prices as they are:** checking this box will fix prices for domain registration for all account under this plan that are set in the *Domain registrar* of the *Settings* menu and omit Step 2 of plan wizard – *Prices for Registrar*.
- **Credit Limit:** the amount of money you allow your resellers to have accrued until they are actually charged. All the fees reseller is to be charged are accrued until their cumulative amount reaches or exceeds the credit limit. Then, this total amount is charged. This minimizes referrals to credit card processing centers in case reseller pays by credit card. In other words, after reseller's users' accumulated negative balance reaches the credit limit, the reseller's users cannot buy any more resources. However, the recurrent and usage fees are still accrued, so the negative balance increases with every new billing period.

These fees are flat, which means they are charged no matter how many customers and user charges resellers may have.

- **Control panel alias:** alias template (mask) used for generating the URL at which reseller and his users will be able to log into the control panel until the reseller registers his own domain name.
  - \* *In case the Control panel alias field is blank, check if you have created Control panel alias template in your DNS zone (see [here](#) for instructions).*

### Step 3: Set Domain Registration Prices

*Available in version 2.3 and higher.*

In this step of the wizard you can set custom prices for domain registration services in this specific plan. Default prices are to be set and configured in [Domain Registration Manager](#).

To get to this page, don't check the *'Leave registrar prices as they are'* box on step 2. This page allows setting domain registration prices for the selected plan as opposed to setting default domain registration prices in the [Domain Registration Manager](#).

Prices for Registrar		
Duration	Default price	Custom price
<b>.com</b>		
1 Year	1 hrn	15 !
2 Years	2 hrn	28 !
3 Years	3 hrn	40 !
4 Years		52 !
5 Years		65 !

These are actual prices for the billing periods, they are not prorated to one year. This means, you need to enter "15 30 45 60 75 90 105 120 135 150", not "15 15 15 15 15 15 15 15 15 15".

The prices on this page will override the default prices. If you don't enter a price, a corresponding default price will be used in its place.

*Important:* if neither default nor custom prices are set in a plan, resellers under this plan won't be able to offer domain registration to their end users, neither will they be able to set their own prices for that. Make sure to set prices to allow your resellers to sell your domain registration services.

#### Step 4: Set Resource Prices for the Default Billing Period

This step allows to set:

- setup and monthly prices for the **default** billing period (1 month);
- Note:* these are the fees the reseller (not his users!) will be charged each time his customers create and use the resources below.
- free amounts for each resource type.

#### Price parameters:

Specify *Free units*, *Setup*, *Recurrent*, *Usage*, *Refund* and *Max units*:

Resource	Free units	Setup	Recurrent	Usage	Refund	Max units
Actual account	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +		<input type="text"/> +	<input type="text"/> +
Domain	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +		<input type="text"/> +	<input type="text"/> +

For setup, recurrent and extra prices, it is strongly recommended to leave fields empty instead of entering zeros.

Parameter	Meaning	Example	Entering 0 (zero)	Leaving Empty
Free	Units of this resource each reseller can offer his customers without being charged. Free units make sense only for pay resources.	If you set 10 <i>Free units</i> for Mailboxes , each reseller will get 10 to be spread among all his customers. If he runs out of these 10 free mailboxes, each of his new customers will have to pay the setup fee for 1 mailbox purchased.	Reseller gets no free units. Better leave the field empty instead.	Reseller gets no free units. If you want to set free units to unlimited, better don't set any recurrent price for this resource.
Max	Units of this resource that can be distributed among all customers of one reseller. <i>Max units</i> can be used to apportion the PSoft license on the number of accounts. When a reseller's customer is trying to purchase a resource beyond the reseller's limit, the system gives him a message that the system limit on this type of resource has been exceeded.	You are going to have only two resellers signed up under this plan, reseller1 and reseller2. reseller1 has only 2 customers, cust1 and cust2. You enter 10 <i>Max units</i> for Domain. If cust1 has 3 domains, cust2 will be able to have no more than 7 domains. The same restriction will be true of all customers of reseller2.	Reseller won't be able to offer any units of this resource, but end users will see the resource in their interface (disabling a resource will hide it from the H-Sphere's interface). In version 2.09 and higher, setting 0 in the <i>IP address</i> field will disable resellers to create any units of this resource. This is important for the admins who want to disallow their resellers to create any dedicated IPs.	Reseller will be able to offer unlimited units of this resource.
Refund	the part of the prepaid recurrent fee returned to the reseller if the resource is canceled by the end customer.	You are setting prices for a 2 month billing period. Your wholesale recurrent price for actual accounts is \$4. You set resellers refund to 50%. An end user signs up on 1 January. On	Reseller won't be refunded.	Reseller will be refunded 100%. Don't enter 100%, leave the field empty instead.

		1 February he cancels the account, which means the February half of the recurrent fee is due back. The reseller will get a refund of (\$4 X 50%refund X 50% billing period =) \$1.		
--	--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

## Special resources

Admins get confused with setting prices for the following resources:

**Actual Account** has one-to-one correspondence with Unix or NT accounts. Actual accounts represent *all* accounts created under reseller including admin and tech support accounts. While **User Account** corresponds to all FTP accounts with home dirs.

\* Admin and tech support accounts don't belong to *user accounts*.

\* System (i.e. reseller service) account is a *user account*.

E.g.: Setting 7 free *actual accounts* and 5 free *user accounts*, you allow resellers create 5 free end-user accounts and 2 (=7-5) admin accounts – reseller admin account and reseller tech support account, for example.

**Domain:** same as *Transfer Domain*. Setup is charged every time an end user transfers a domain or registers a domain with domain registrar through H-Sphere

\***Note:** service DNS zone domain isn't charged and isn't counted as payable resource.

**IPs:** only dedicated IPs. Reseller DNS server IPs are treated as free. If you want to charge your resellers for using them, please include their cost into reseller account maintenance recurrent fee.

**Disk Space Quota** includes both Windows and Unix disk space quotas. Free units in disk space quota are distributed among reseller's end users. If free disk space quota has been all taken and users still increase their quotas, the reseller will start to be charged. *Important:* Disk quota is applicable only to end users of the reseller, thus the reseller can't increase it through reseller admin. End-users do it for him by increasing disk quota in their user accounts. See [here](#) for more on disk space quota.

**Summary Disk Usage** (version 2.3 and higher) works similarly to traffic usage (see [below](#)). If you choose to bill resellers for Summary Disk Usage, it's a good idea not to set Disk Space Quota prices in order not to charge resellers twice. If you don't set prices for quota resources, free quota value won't make difference: when it is exceeded, the reseller will be charged zero fees. See more about [summary disk usage](#).

## Summary Traffic Billing Schemes

<p><b>Traffic Usage</b> (version 2.1 and higher)          – charge resellers for the traffic that their end users have <b>run up</b> during a month period (either from the beginning of the billing period or from the time when the traffic limit was changed).</p> <p>* the traffic run up during the last day of the month is transferred to the next month charges</p>	<p><b>Traffic Allocation</b>          – charge resellers for traffic that their end users have <b>requested</b></p>
<p>Configuration of Traffic Charge Billing Schemes through Plan Edit Wizard</p>	
<p>On the first step set:</p> <ul style="list-style-type: none"> <li>• <b>Free:</b> GBs of traffic that you allow your reseller to provide to his end customers for month. If traffic run up during the month keeps within this amount, you don't charge reseller anything. Free makes up <i>initial traffic</i> quota.</li> <li>• <b>Extra:</b> reseller payment per each GB that is run up over <i>traffic quota</i>*. 'Extra' is charged at the end of each month.</li> <li>• <b>Monthly:</b> fee that reseller pays per each GB bought to increase his 'free'. This way reseller increases his traffic quota. This is usual when reseller constantly overpays for exceeding the 'free' limit. <i>Monthly</i> is charged at the beginning of each month.</li> </ul> <p>* <i>traffic quota = free GBs + additional GBs</i></p>	<p><i>On the first step leave all the fields referring to traffic empty.</i></p> <p>On the second step set:</p> <ul style="list-style-type: none"> <li>• <b>Free:</b> GBs of traffic for billing period a reseller can provide to all his end customers without being charged.</li> <li>• <b>Setup:</b> N/A</li> <li>• <b>Recurrent:</b> reseller month payment per each GB reseller's end customers have requested in excess of <i>free</i>.</li> <li>• <b>Usage:</b> Money per GB of summary traffic that a reseller pays if his end customers allocate more traffic quota than allowed by reseller's traffic quota. Reseller's traffic quota is calculated</li> <li>• <b>Refund:</b> % of recurrent fee that is refunded to the reseller for the unused GBs of booked traffic when the end user quits hosting or otherwise closes the billing period.</li> </ul>
<ol style="list-style-type: none"> <li>1. To set <i>traffic usage</i> scheme working, you have to log into each reseller account registered with that kind of plan and change their summary traffic limit (Info→ Account Settings) to either plan's free traffic amount or zero.</li> <li>2. If you decide on enabling <i>traffic usage</i> scheme for all your reseller plans follow the instructions below to get it work correctly:             <ol style="list-style-type: none"> <li>1. log into your CP box</li> <li>2. execute the following commands:  <code>su - cpanel</code></li> </ol> </li> </ol>	

```
java psoft.hsphere.converter.ResellerTrafficUpdate
```

### Step 5: Enable Reseller Plan for User Signups

Newly created plans are disabled by default. You need to enable them. To do it:

1. Select *Plans* in the *INFO* menu.
2. Click the OFF button to turn it ON and enable the plan you have just created.

The Reseller plan you've created becomes available for user signup.

### Editing Reseller Plans

#### Starting Plan Edit Wizards

Plans are edited with Plan Edit Wizards. To start edit wizard:

1. Select *Plans* in the *Info* menu.
2. In the list of plans that appears, click the name of the plan you would like to edit.
3. Go through the wizard following the instructions mentioned [above](#).

#### Setting Prices for Actual Billing Periods

Apart from all steps mentioned above, this step appears only in plan edit wizard after [actual billing periods are created](#). In this step you can:

- set setup and recurrent prices for the **actual** billing periods;
- define the amount of free resources etc.

The number of subsequent steps depends on the actual billing periods for this plan.

Once you have entered the prices, click the *Create* button and changes will be applied.

---

Related Docs: • [What Are Resellers in H-Sphere](#) • [Creating And Editing Plans \(Plan Wizards\)](#)

## Securing Reseller Control Panels With SSL

(version 2.3 RC3 and higher)

Related Docs: • [Installing Shared SSL Certificates](#) • [Reseller Shared SSL](#)

H-Sphere version 2.3 and higher allows securing reseller control panels with SSL by allocating either spare IPs or open ports to the control panel server. It is available only for **Apache installations** of H-Sphere because it uses virtual hosts in the Apache configuration file.

In one reseller plan, you can use either IP-based or Port-based reseller SSL, not both. Although you can set different types of CP SSL protection for different reseller plans, it's highly recommended to use *IP-based* Reseller CP SSL in contrast to *port-based*. The reason for this is that Internet is widely accessed from behind firewalls and proxy servers that don't allow using random ports.

To enable reseller control panel SSL protection:

**Step 1:** Add and register index.conf file.

1. Log into your control panel server as root.
2. Make sure you have the following line in the `/hsphere/local/home/cpanel/apache/etc/httpd.conf` file:  
`include /hsphere/local/home/cpanel/apache/conf/sites/index.conf`
3. Open file `~cpanel/shiva/psoft_config/hsphere.properties`
4. Make sure the following variables are there and uncommented:

*Note:* If you don't add these variables, Reseller CP SSL won't be working. So make sure to do it.

◆ For **IP-based** SSL:

```
RESELLER_SSL_SEC_PORT = 8443
RESELLER_SSL_INSEC_PORT = 8080
```

You may need the ports changed, e.g. to 443 and 80 correspondingly.

◆ For **port-based** SSL:

RESELLER\_SSL\_PORT\_RANGE = 8440, 8444 - 8449, 8451, 8453-8468

It's a possible range of ports for *port-based CP SSL* to be created on. Make sure that ports are open.

5. Check if you have the `sites` directory in the `/hsphere/local/home/cpanel/apache/conf/` dir. If you don't, create it:

```
mkdir /hsphere/local/home/cpanel/apache/conf/sites
```

and make file `index.conf` inside it:

```
touch /hsphere/local/home/cpanel/apache/conf/sites/index.conf
```

6. Restart H-Sphere.

**Step 2:** Check *Global Resources* for Reseller CP SSL in your admin CP.

1. Log into your admin control panel.
2. Select *Global Resources* in the *INFO* menu. The following page appears:

Reseller CP SSL Enabled For Entire System	
IP-Based CP SSL	<input checked="" type="checkbox"/>
Port-Based CP SSL	<input checked="" type="checkbox"/>
<input type="button" value="Submit Query"/>	

3. Make sure that Reseller CP SSL is checked i.e. enabled entirely for the whole system.
  - If they are checked, leave as they are.
  - If they are unchecked, check them and click *Submit*.


*Note:* be careful because unchecking the boxes will disable Reseller CP SSL entirely.

**Step 3:** Include Reseller CP SSL in Reseller Plan Wizards

This step is most important for resellers. For the resellers to be able to secure their control panel, Reseller CP SSL needs to be included in the plan settings:

1. Select *Plans* in the *INFO* menu.
2. Click the name of the reseller plan to start the wizard.

3. On the first step of the wizard, scroll down to the *Reseller CP SSL* section and select the type of CP SSL you want to be enabled in this plan.

Reseller CP SSL 	<input checked="" type="radio"/> IP-Based CP SSL <input type="radio"/> Port-Based CP SSL <input type="radio"/> Disabled
---------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------

*Note:* If you select *Disabled*, reseller CP SSL will be disabled for all accounts under this plan.

4. Confirm changes in the Plan Wizard by clicking *Submit* through all steps.

**Step 4:** Add spare IPs to the control panel server.

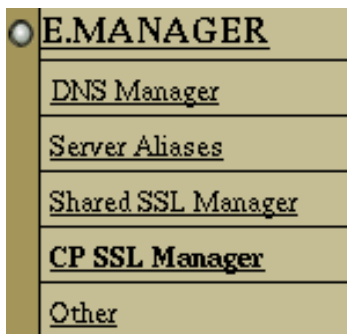
*\*Note:* Port-based CP SSL uses CP IP, so skip this step if you are setting *port-based SSL*.

1. Log into your admin control panel.
2. Click the cp logical server in the list and add [Reseller SSL IPs](#)

*Note:* for more information refer to the instructions on [how to manage servers](#).

**Step 5:** Install SSL certificate.

1. Log into reseller control panel.



2. Select *DNS Manager* in the *E.Manager* menu and create a DNS Zone if it has not been created before.
3. Select *Server Aliases* in the *E.Manager* menu.
4. Add *CP Alias* that points to the control panel logical server:

Reseller`s DNS server aliases	
ns ! . retest.com	ns.katon.psoft (DNS Server)
ns2 ! . retest.com	ns2.katon.psoft (DNS Server)
Submit	
Other reseller`s server aliases	
cp ! . retest.com	cp.katon.psoft (Control Panel)
mail ! . retest.com	mail.katon.psoft (Mail Server)
web ! . retest.com	web.katon.psoft (Web Server)
mysql ! . retest.com	mysql.katon.psoft (MySQL Server)
win ! . retest.com	win.katon.psoft (Katon's windows hosting)
Submit	

The CP alias name should coincide with the domain name you are going to secure.

5. Select *CP SSL Manager* in the *E.Manager* menu.
6. On the page that shows, turn on *CP Alias* to enable it in the system:

CP SSL Manager			
Reseller CP alias	Port number	IP	Action
cp.tech.biz.net		-	OFF

7. On the page that appears, you have two choices:

[Generate a temporary SSL certificate and certificate request](#)




**New SSL Support**

**SSL Server Private Key**

SSL Certificate

Submit

- ◆ Generate a temporary wildcard certificate by clicking the link at the top of the window;
  - ◆ Enter your existent wildcard certificate by entering it in the form.
8. Click the *Submit* button to install the certificate.
  9. On the page that shows, *CP alias* turns on. In the *Action* section you can:

CP SSL Manager			
Reseller CP alias	Port number	IP	Action
cp.tech.biz.net	443	192.168.112.172	  

- ◆ Click the *Edit* icon against the alias to edit certificate data or to enter new keys .
- ◆ Click the *Change* icon to change current reseller CP URL to the secured URL you have bought SSL certificate for.

*Note:* Select *DNS Manager* in the *E.Manager* menu. Note that if you have set IP-based CP SSL, *cp server alias* becomes an *A DNS record*.

**Step 6:** It's obligatory to restart CP after CP SSL is set and configured in H-Sphere CP. All settings will take effect only after H-Sphere restart.

---

Related Docs: • [Installing Shared SSL Certificates](#) • [Reseller Shared SSL](#)

## Reseller's Shared SSL

Related Docs: • [Installing Shared SSL Certificates](#)

This document explains how to configure your hosting system so your resellers can offer their own wildcard SSL certificates to their end customers.

In order to allow a reseller set up a shared SSL certificate, you need to give this reseller a unique IP address. This can be done by means of shared IP tags. A shared IP tag is a one or two digit 'mark' that is assigned to customer accounts so accounts with different shared IP tags can be hosted on different shared IPs. In the plan settings, you or your resellers will select out of available shared IP tags, after which new accounts will be created on this new shared IP address. Existing accounts won't be affected, meaning their old IP address will remain the same.

To create a new IP with a shared IP tag:

1. Select *L.Servers* in the *E.Manager* menu.
  2. Click the first web (or win2000) server.
  3. On the page that appears, enter a new IP address and net mask, in the *Type* box select *Shared IP*, and in the *Shared IP Tag* field enter a value from 10 to 99. Click *Submit*.
  4. Repeat the previous step for all web and win servers, using a different (unique) IP addresses for each server, but the same shared IP tag.
  5. Tell your reseller which shared IP tag he can use. For instance, if you have two resellers willing to install shared SSL certificates, you need to create two shared IP tags, e.g. 10 and 11. Then you tell one reseller that he can use tag 10, and the other, that he can use tag 11. It's a good idea to check each reseller's plan settings to make sure they are using correct shared IP tags.
- 

Related Docs: • [Installing Shared SSL Certificates](#)

## Deleting Resellers

Related Docs: • [Suspending Resellers](#)

To delete a reseller account:

1. Enter the reseller's admin panel.
  2. From the search menu retrieve all user accounts of this reseller.
  3. Delete all these accounts, one by one, except the admin account.
  4. Go to the moderation section and delete all the accounts pending for moderation, if any.
  5. Delete reseller's admin account.
  6. Go back your admin panel and delete the reseller account.
- 

Related Docs: • [Suspending Resellers](#)

## Suspending And Resuming Resellers

(version 2.2 and higher)

Related Docs: • [Deleting Resellers](#)

In H–Sphere prior to version 2.2, suspending a reseller would only disable a reseller's administrative control panel leaving end users of this reseller unaffected. Starting with H–Sphere 2.2, suspending a reseller would immediately disable reseller's control panel URL, including administrative control panel and control panels of this reseller's end users. Within the subsequent 24 hours all end customers' accounts will be suspended. Billing is also stopped for suspended resellers. **Important:** After you get upgraded to H–Sphere 2.2, end users of your suspended resellers will get suspended, too.

Resuming a reseller doesn't resume end users. After the reseller's account has been resumed, the reseller needs to log into the admin control panel and resume suspended customers' accounts one by one. This is done not to resume accounts that were suspended for other reasons.

To suspend a reseller's account:

1. Enter your admin control panel.
2. Use the search utility to find this resellers account.
3. Click *Suspend* for this account.

To resume a reseller's account:

1. Enter your admin control panel.
2. Use the search utility to find this resellers account.
3. Click *Resume* for this account.
4. Log into the reseller's account.
5. Click *Fix* next to the *Login* icon.
6. Make sure that the reseller logs into the admin control panel and resumes end users' accounts. You can also do this yourself by logging into the reseller's admin cp.

---

Related Docs: • [Deleting Resellers](#)

## Moving Accounts Between Resellers

(version 2.1 and higher)

Related Docs: • [Finding User Accounts](#) • [Managing User Accounts](#) • [Moving Domains Between Accounts](#)






You can move accounts between resellers if they belong to one of the following plan types:

- Unix
- Windows
- MySQL
- Unix RealServer
- Windows RealServer
- Administrator

You can't move accounts that to other plans types, such as e-mail only.

To move an end user account to a different reseller:

1. [Find the account](#) using the *Search > In Resellers* utility.
2. Click the *Move* icon in the *Controls* column:

<u>User name</u>	<u>Account ID</u>	<u>Created</u>	<u>Reseller</u>	<u>E-mail</u>	<u>Controls</u>
<a href="#">admin</a>	<a href="#">1</a>	11.04.01	admin	N/A	 LOGIN
<a href="#">test</a>	<a href="#">1010</a>	14.01.02	admin	test@psoft.net	 LOGIN  MOVE
<a href="#">r1_test</a>	<a href="#">5800</a>	24.03.02	reseller1	r1_test@psoft.net	 LOGIN  MOVE
<a href="#">r2_test</a>	<a href="#">5907</a>	24.05.01	reseller2	r2_test@psoft.net	 LOGIN  MOVE

3. Proceed with the wizard following the instructions on screen.

*Note:* Even though resellers use different nameservers, you don't need to add them to the control panel.

---

Related Docs: • [Finding User Accounts](#) • [Managing User Accounts](#) • [Moving Domains Between Accounts](#)

## Managing Logical and Physical Servers

This document covers the following issues:

- [Configuration Procedure](#) (STEP BY STEP)
- [Physical Servers](#)
  - ◆ [How do I add a physical server?](#)
  - ◆ [How do I reconfigure a physical server?](#)
  - ◆ [How do I delete a physical server?](#)
- [Logical Servers](#)
  - ◆ [How do I add a logical server?](#)
  - ◆ [How do I add IPs to a logical server?](#)
  - ◆ [How do I enable user signup on a logical server?](#)
  - ◆ [How do I remove a logical server?](#) (version 2.1 and higher)
  - ◆ [How do I put several DNS servers on one box?](#)
  - ◆ [How do I assign master and slave roles to DNS logical servers?](#) (version 2.3 RC 4 and higher)
  - ◆ [How do I limit resellers to particular DNS logical servers?](#) (version 2.3 RC 4 and higher)
  - ◆ [How do I set mail relays?](#)
- [Server Groups](#)
  - ◆ [How do I create a server group?](#)
  - ◆ [How do I add a group to a physical server?](#)
  - ◆ [How do I delete a server group?](#)(version 2.1 and higher)

## Configuration Procedure

H–Sphere physical and logical servers are added and configured according to the following procedure:

1. [Add physical servers](#), if any.
2. [Create server groups](#).
3. [Add server groups](#) to these physical servers.
4. [Add logical servers](#) (web, ns, mail, mysql) to the server groups.
5. [Add IPs](#) to these logical servers.
6. [Create service DNS zone](#) if you don't have it. For instance, if you have are adding mail.example.com logical server, make sure to have the *example.com* DNS zone.
7. [Create a new instant alias template](#).
8. [Add DNS A records for each logical server](#). If you are adding a mail logical server, you should also add a DNS MX record for it:
  - ◆ Name: leave empty
  - ◆ Data: 10 / mail.zone\_name For example: 10 / mail.example.com
9. [Enable user signup](#) on these logical servers.

## Physical Servers

By physical servers we mean the hardware.

### How Do I Add a Physical Server?

To add a new physical server to H–Sphere do the following:

1. Install H–Sphere servers to the new box as instructed in the *Adding Servers* section of the sysadmin manual.
2. In your admin control panel, select *Add P.Server* in the *E.Manager* menu.
3. Click *Add Physical Server* at the bottom of the page that appears.
4. On the next page, enter the name of the physical server, its IP and associated mask. For Windows servers, also enter a login and password you chose when installing the Win box.  
*Don't enter IP2 and Mask2, they are not implemented for Linux and for Windows.*
5. At the bottom of the next page, select the group (type) of logical servers to be placed on this physical server.

E.g.: If you add only web servers and mail servers, you won't be able to add a DNS server to this physical server in the future.

*Note: Win, Win Real and MS SQL server groups are not compatible with other groups, and each of them requires a separate physical server.*

6. Select *Add P.Server* in the *E.Manager* menu to see the newly added server in the list of all physical servers in the system.

### How Do I Reconfigure a Physical Server?


To reconfigure settings for an existent physical server, do the following:

1. Select *P.Servers* in the *E.Manager* menu.
2. Choose the server.
3. On the page you are taken to, you can change the IP and Mask, Login and Password for Windows servers and the groups of logical servers assigned to it.

### How Do I Delete a Physical Server? (version 2.1 and higher)

A physical server can be deleted only if it's free of logical servers. To delete a physical server, do the following:

1. Go to *E.Manager* → *P.Servers*.
2. Click the name of the physical server you've decided to delete:

Physical Server	
Id	46
Name	fbsd.test.psoft
OS type	Unix
Status	0
Used by	Unused 

The *Delete* icon in the *Used by* entry indicates that no services are running on the physical server and you can remove it.

## Logical Servers

By logical servers we mean the software that runs on physical servers and processes client requests.

### How Do I Add a Logical Server?

Before you begin adding a logical server to H–Sphere, make sure to have:

- the physical server added to H–Sphere configuration (see [above](#));
- the logical server software installed (see the *Adding Servers* section of the sysadmin manual).

To add a new logical server to H–Sphere, do the following:

1. Go to your admin control panel.
2. Click *Add L.Server* in the *E.Manager* menu.
3. On the page that appears, enter the properties of the logical server:
  - ◆ *Name*: The domain name of the logical server;
  - ◆ *Group*: The group of logical servers you are adding this server to.
  - ◆ *Type*: The type of the server.
  - ◆ *Physical Server*: The box where the logical server is installed. If nothing is available in the dropdown box, [add this server group to the physical server](#) first.
  - ◆ *Description*: The note that will help you identify this server among others.
  - ◆ *File Server*: Reserved for future implementation.
  - ◆ *File Path*: Reserved for future implementation.
4. Add DNS records for this logical server, as suggested in the DNS Configuration guide.
5. If you are adding a web server, select *Shared SSL Manager* in the *E.Manager* menu, click the Edit icon next to the domain name and enter the certificate key and certificate file in the Install completely new certificate key and file pair boxes. Then click the Upload button. This will update the shared SSL certificate installation on all servers, including the newly installed one.

### How Do I Add IPs to a Logical Server?

To add IPs you have obtained from an Internet service provider:


1. Select *L.Servers* in the *E.Manager* menu:



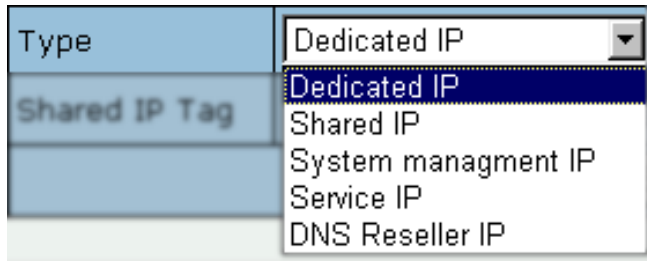
2. You will be taken to the list of all logical servers in the system. Click the server you would like to edit:

Logical Servers	
<a href="#">web1.hs.psoft.net</a>	web server 1 (web servers)
<a href="#">web2.hs.psoft.net</a>	web server 2 (web servers)
<a href="#">ns1.hs.psoft.net</a>	name server 1 (name servers)
<a href="#">mail1.hs.psoft.net</a>	mail server 1 (mail servers)
<a href="#">mail2.hs.psoft.net</a>	mail server 2 (mail servers)
<a href="#">ultra.psoft</a>	MySQL server 1 (MySQL servers)
<a href="#">win.hs.psoft.net</a>	win server1 (win servers)
<a href="#">realwin.hs.psoft.net</a>	Real server (Win Real server)
<a href="#">test</a>	bla bla (web servers)
<a href="#">Add Logical Server</a>	<a href="#">Apply changes</a>

3. On the page that appears, enter one default shared IP, one or more tagged shared IPs, or a range of dedicated IPs:

Logical Server	
Name	web1.hs.psoft.net
Group	web servers
Server Type	UNIX
File Server	fs1:/vol/vol0
Path	/s1
Description	web server 1
Physical Server	ps1.hs.psoft.net
Available for signup	
Status	1
IPs	10.128.3.30 (Default Shared IP) <a href="#">Delete</a> 10.128.3.31 - 10.128.3.32 (Busy Dedicated IP) 10.128.3.33 (Shared IP - TAG#13) <a href="#">Delete</a> 10.128.3.34 - 10.128.3.39 (Free Dedicated IP) <a href="#">Delete</a> 10.128.3.130 (Shared IP - TAG#32) <a href="#">Delete</a>
Add IP range	
From	<input type="text"/>
To	<input type="text"/> required only for Dedicated IP
Mask	<input type="text"/>
Type	<input type="text" value="Dedicated IP"/>
Shared IP Tag	<input type="text"/> Use any value from 10 (default 2) to 100
<input type="button" value="Submit Query"/>	

- ◆ **From:** enter the shared IP or the first IP of the range of dedicated IPs.
- ◆ **To:** enter the last IP of the range of dedicated IP's.
- ◆ **Mask:** enter the network mask — you should have received it from your Internet Service Provider.
- ◆ **Type:** select the type of IP you are adding to the system:



- ◆ **Dedicated IP** – the site/service will have an IP dedicated to that alone. Choose it only for web and mail servers.
- ◆ **Shared IP** – multiple web sites will use use the same IP address via typical Virtual hosting. Choose it only for web and mail servers.
- ◆ **System Management IP** – reserved for future use. Don't select it.
- ◆ **Service IP** – choose it for all logical servers other than web and mail.
- ◆ **DNS Reseller IP** – choose it only for reseller's name server aliases (version 2.08 and higher).
- ◆ **Shared IP Tag:** a digital "mark" that helps separate sites on one logical server. It allows you to allocate a separate shared IP for a group of sites of, say, explicit nature. This may become necessary as many corporate firewalls filter sites based on their IP, not the domain name.

When added to the logical web server, dedicated IP's are not registered in *ipconfig*. They are only added when new accounts are created.

**WARNING:** Make sure the same dedicated or shared IP's are not used by more than 1 server.

4. Added IPs will show up in the *IPs* entry, *Logical Server* section.

**IMPORTANT (versions 2.05–2.08 only):** When you are through with adding new (or reconfiguring the existent) logical servers, apply your changes by going to *L.Servers* and clicking *Apply Changes* at the bottom of the logical servers list.

How Do I Enable User Signup on a Server?

By default, customer signup is disabled on new logical servers. Sometimes you may want to keep it disabled to provide dedicated servers to individual customers or to prevent them from getting overloaded. In most cases, however, you would need to turn it on.

To enable user signup:

1. Do steps 1 and 2 of the [adding IPs](#) section to see the properties of this logical server.
2. On the page that appears, turn on the *Available for signup* option.

### How Do I Remove a Logical Server?

To remove a logical server:

1. Make sure no accounts, mail domains, web sites or other resources are run on it.
2. Delete all the IPs designated to it (*E.Manager* → *L.Servers* → '*selected logical server*' page).
3. Click the *Delete* icon which will then appear in the *Usage* field.

### How Do I Put Several DNS Servers On One Box?

You can have more than one DNS servers on one box. However, if you'd like to put your DNS servers on more than one box, you need to put each of them on a separate box.

To put two or more DNS servers on one box, do the following:

1. Add IPs you need into the "listen-on" parameters of the `named.conf` configuration file.
2. Copy the three scripts from the `/hsphere/shared/scripts/SingleDNS/` directory into the `/hsphere/shared/scripts/` directory replacing the existing scripts.
3. Execute the `/hsphere/shared/scripts/fix_perm.sh` script to fix the H-Sphere scripts permissions.
4. Add the second H-Sphere DNS logical server with your additional IP using the same physical server. New domain zones will be created using 2 logical DNS servers.

You may also need to edit the zone file for the primary domain and add a second NS record.

**Note:** After you put the second DNS server on the box, the old DNS zones will still have only one old DNS server.

How do I assign master and slave roles to DNS logical servers?  
(version 2.3 RC 4 and higher)

1. Go to E.Manager -> L.Servers.
2. Click DNS logical server name. You'll be taken to its configuration page. At the bottom of the page you'll see the Additional options form:

Additional options	
DNS role (master,slave)	[NOT ASSIGNED] ▼
<input type="button" value="Submit"/>	
Used by:	- all accounts ▼
<input type="button" value="Submit"/>	

3. From the DNS role drop-down box choose either *master* or *slave1* or *slave2*.
4. Repeat steps 1-3 for the rest of your DNS logical servers.

If DNS logical servers are not assigned any roles or more than one DNS logical servers are assigned the same role (e.g. two master or two slave1 servers), H-Sphere will randomly assign "master" to one of them and address another one as "slave". In this case it's quite likely that the same DNS logical server will have different roles for different DNS zones.

How do I limit resellers to particular DNS logical servers?  
(version 2.3 RC 4 and higher)

1. Go to E.Manager -> L.Servers.
2. Click DNS logical server name. You'll be taken to its configuration page. At the bottom of the page you'll see the Additional options form:

Additional options	
DNS role (master,slave)	[NOT ASSIGNED] ▼
Submit	
Used by:	- all accounts ▼
Submit	

3. From the Used by drop-down box choose:

- ◆ **all accounts** to allow both regular and reseller customer accounts to use this DNS logical server;
- ◆ **resellers only** to allow only reseller end customer accounts to use this DNS logical server;
- ◆ **master admin only** to allow only your regular customer accounts to use this DNS logical server.

**Important:** if all DNS logical servers are used by the same group, singups from under the other group will fail.

How Do I Set Mail Relays?  
version 2.1 and higher

There are two SMTP relays you can choose for each individual mail server – *POP before SMTP* and *SMTP AUTH*. In POP before SMTP, the relay system collects IP addresses of users who successfully authenticate themselves with a POP server, and then permits SMTP relaying from that IP address for a short period of time. If clients do not have known IP addresses, relays use SMTP AUTH, which is a protocol based on SMTP, in which the client must send a name and password in addition to the normal SMTP envelope information. Obviously this requires a special client, which has been configured to use this protocol.

To specify protocol for a specific server:

1. Select *Mail Servers* in the *E.Manager* menu.
2. At the top of the page that appears, click the *Change* icon next to the mail server.
3. Select the protocol and click *Update*.

Server Groups

Logical servers are grouped by functionality and purpose. For instance, you can have a group of name servers, a group of 'priority' web servers, a group of 'basic' web servers etc. Logical server groups allow you to control the distribution of user data across servers.

*Example:* You have several customers on a priority hosting plan and you want to keep their sites on a separate box. To achieve this, you need to create a separate 'priority web' server group and add it to this box.

You can add one server group to many physical servers. For instance, if you add the 'priority web' server group to p.server1, p.server2, and p.server3, your priority plan customers will be randomly distributed across these three physical servers.

A physical server may have one or many server groups. For instance, you can add the 'priority web' server group to p.server1 and p.server2, whereas all other server groups can be added to p.server3.

*Note:* You can't add a logical server to a physical server if it doesn't have the respective server group.

Consider another example:

Let's say you've got:

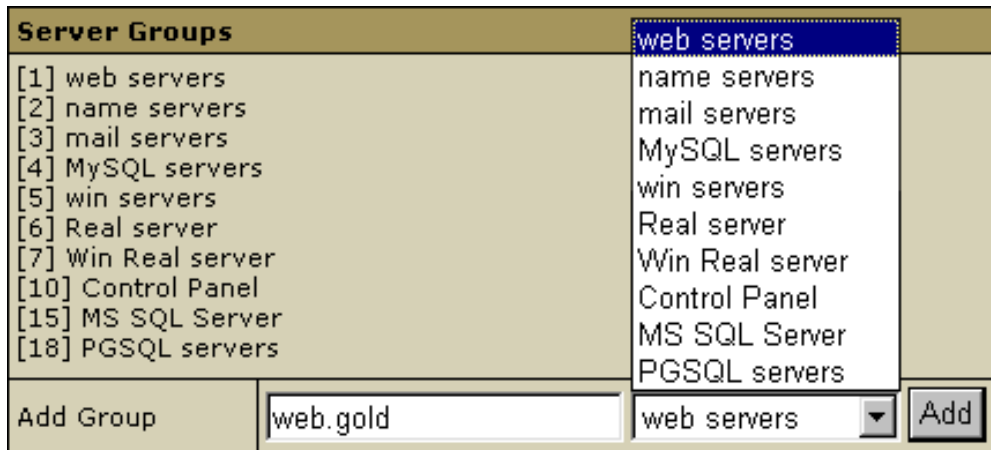
- *p.server1* with the following groups on it: *Control Panel*, *Mail*, *Web*, *Name* and
- *p.server2* with *Mail*, *Real* and *MySQL* server groups.

In this case logical servers:

- *cp.net*, *web.net*, *name.net* can be set up only on *ph\_server\_1* and *real.net* with *mysql.net* – on *ph\_server\_2*;
- while *mail.net* can be set up to any of them.

You can also have two logical servers carrying out mail service (e.g.: *mail1.net* and *mail2.net*) set up on different or the same physical server. Several different web, name, etc., logical servers can be put on one physical server, too. The only requirement is that it has the appropriate server group.

To see the server groups available in your system, go to *E.Manager*→ *Server Groups*:



How Do I Create a Server Group?

1. Select *P.Servers* in the *E.Manager* menu.
2. At the bottom of the page that appears, enter the name of the server group and select its type.
3. Click *Add*.

How Do I Add a Group to a Physical Server?

1. Select *P.Servers* in the *E.Manager* menu.
2. Click the name of the physical server.
3. At the bottom of the page that appears, select a server group and click *Add*.
4. Now you can create logical servers in this server group.

How do I delete a server group?

(version 2.1 and higher)

You can delete only custom server groups by clicking the *Delete* icon next to them.

## Placing Plans on Particular Servers

To put a particular plan on a particular physical server, go through the following steps:

**Step 1:** Go to *E.Manager* → *Server Groups*. Create groups of servers for each type (web, mail, Real, MS SQL etc.) of servers 'in charge' of the services that you intend to include in the plan:

Server Groups	
[1] web servers	web servers
[2] name servers	name servers
[3] mail servers	mail servers
[4] MySQL servers	MySQL servers
[5] win servers	win servers
[6] Real server	Real server
[7] Win Real server	Win Real server
[10] Control Panel	Control Panel
[15] MS SQL Server	MS SQL Server
[18] PGSQL servers	PGSQL servers
Add Group	web.gold
	web servers
	Add

When added, they will show up in the numbered list.

**Step 2:** Go to *E.Manager* → *P.Servers*. Click the name of this physical server. At the bottom of the page that appears, select a group you have created:

Physical Server	
Name	physical.server
IP 1	"physical server IP " +
Mask 1	"physical server Mask " +
IP 2	+ mail servers
Mask 2	+ MySQL servers
Status	win servers
Login	Real server
Password	Win Real server
	Control Panel
	MS SQL Server
	PGSQL servers
	web2
Group	Win2
	web.gold
Add Group	web servers

Submit

and click the *Submit* button. The name of the group will appear in the *Group* field. This means that this group will now be located on this physical server. Perform this procedure for each of the created server groups to get all of them assigned to appropriate servers.

**Step 3:** On the *Logical Servers* page, click the *Add Logical Server* link. On the page that appears, enter its name (e.g. *gold.web.mycompany*) select the group and this particular physical server which you assigned it to on the previous step, define server type and choose from the physical servers that have the same group. Finally, you should get the form filled out in a similar way:

Add Logical Server	
Name	<input type="text" value="gold.web.mycompany"/> +
Group	<input type="text" value="web.gold"/> ▼
Server Type	<input type="text" value="UNIX"/> ▼
Physical Server	<input type="text" value="physical.server"/> ▼
Description	<input type="text" value="for gold medium plans"/> +
File Server	<input type="text"/>
File Path	<input type="text"/>
<input type="button" value="Submit"/>	

\* *File Server and File Path fields are reserved for future implementations.*

Submit the form.

**Step 4:** On the Logical Server settings page, add the IP range that you want to be used for accounts registered at this logical server. Define their type. Set shared IP tag.

\* Read more about [Adding IPs to logical](#) server in Managing Your Logical and Physical Servers.

**Step 5:** In the upper part of the same Logical Server settings page toggle the *Available for signup* button to *ON*.

**Step 6:** The same way create and configure new logical servers for each type (web, mail, Real, MS SQL etc.) of servers 'in charge' of the services that you intend to include in the plan, in case you want the appropriate resources, that your users will enable, to be created on different boxes.

**Step 7:** Launch Edit/Creation Wizard for the plan that you intend to place on particular servers. In each section you will be prompted to select Logical Server Group where you want to create the included type of resources. Select the one assigned to that particular physical server:

Logical Server Group (Unix web servers) <b>i</b>	web servers ▼
<b>Statist</b>	web.gold
Transfer Log <b>i</b>	web2
	web servers
	ctivated

Mind, these settings will not affect existing accounts. Only new accounts will be created on the designated server.