WebHost Manager 7

User Guide

DOCUMENTATION VERSION: 1.2

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1 What is WebHost Manager?

WebHost Manager is the control center of the CPanel/WebHost Manager package. It is used to set up and manage accounts, monitor bandwidth and services, and much more – all aspects of web hosting are covered through WebHost Manager. You can keep track of the accounts on your server, their bandwidth, and disk space usage, and more with only an Internet connection and the click of a button.

Note: This help file assumes that you have a good working knowledge of the Linux Operating System and computer and networking procedures. Refer to the following sites if you need more information about the terms or functions used in this help file:

- linuxnewbie.org
- Linux Documentation Project

Refer to page 11 for more information on how to WebHost Manager's features.

2 How do I use WebHost Manager?

WebHost Manager is an extensive web application that provides a complete range of web hosting functionality. The following areas of functionality are provided:

- **Server Setup** – The Server Setup area enables you to control the main setup of your server, including nameservers, changing passwords, and enabling and disabling services and resellers.
- **Support** – The Support area contains the Interactive Knowledgebase, a database of common problems and solutions. All of the fixes can be activated from the Knowledgebase area itself.
- **Languages** – The Languages area enables you to create, alter, and upload/download language configuration files for CPanel.
- **Backup** – The Backup area deals with configuring and restoring backup files and versions of key files (such as httpd.conf).
- **System Reboot** – The System Reboot area enables you to reboot your server in two separate ways.
- **Server Status** – The Server Status area displays a wide variety of server information, from your server's Apache status to CPU usage.
- **Account Functions** – The Account Functions area deals with all of the functions necessary to create and manage web hosting accounts, from creating and editing accounts to mailing all user and listing all subdomains.
- **Transfers** – The Transfers area enables you to transfer web accounts from other server to your own server.
- **Themes** – The Themes area deals with all aspects of the CPanel and WebHost Manager user interface, from branding current themes to creating your own.
- **Packages** – The Packages area enables you to create your own custom web hosting packages.
- **DNS Functions** – The DNS Functions area manages all aspects of DNS, from parking a domain to adding a DNS zone.
- **FrontPage** – The FrontPage area allows you to install and uninstall FrontPage extensions for your Microsoft customers.
- **MySQL** – The MySQL area enables you to repair a database, change passwords, and show what MySQL processes are in use.
- **IP Functions** – The IP Functions area enables you to add and manage IP addresses, including adding and reserving addresses and displaying IP usage.
- **Disk Drives** – The Disk Drives area deals with formatting and mounting new hard drives and optimizing hard drives for superior performance.
- **Software** – The Software area deals with installing and updating server and system software on your server.
- **Security** – The Security area deals with security issues, from scanning for security beaches and Trojan Horses to modifying Apache's memory usage limit.
- **Email** – The Email area allows you troubleshoot problematic e-mail addresses and manage your mail queue.
- **System Health** – The System Health area displays a variety of information that indicates the health of your system, including current disk and CPU usage.

- **CPanel 6** – The CPanel 6 area contains a variety of miscellaneous features that help you to manage CPanel accounts.
- **SSL/TLS** – The SSL/TLS area enables you to manage all areas of SSL certificates, from generating new certificates to installing and changing them.
- **Restart Services** – The Restart Services area allows you to restart various system services.

2.1 Installation

WebHost Manager uses comprehensive installers that take most of the effort out of installing the complex WebHost Manager software package. You will need the following to install WebHost Manager:

- RedHat Linux 6.2 (SERVER INSTALL) or newer (RedHat 7.0 is not supported due to compiler bugs) OR
- Mandrake Linux 7.2 (SERVER INSTALL) or newer
- A CPanel license (CPanel/WebHost Manager will not run without a license file). You can obtain a license from an authorized cpanel.net distributor or a test license by mailing beta@cpanel.net. For a list of distributors, please see http://www.cpanel.net/

The following partition scheme is recommended:

- /boot 35 Meg
- /usr 2048+ Meg (If you have a 60 gig drive try 4096 for /usr, 5000 if you have an 80 gig drive, etc.)
- /var 1500+ Meg
- /tmp 1024 Meg
- / 1024 Meg
- /home grow to fill disk
- swap 2x memory size

Minimum CPU/RAM/HD:

- P266
- 256 Meg of ram
- 4 Gig of space

To install WebHost Manager

1. Make sure you are logged in as root.
2. # cd /home
3. # wget http://layer1.cpanel.net/lastest

   Note: For FreeBSD, you need to download and untar the latest installer package from http://www.cpanel.net/ .
4. # sh lastest
5. The installer has now started, and will take between 10 and 70 minutes depending on your machine. If you are asked any questions press the **Enter** key, or **q** if there is no default. After the install completes, you need to setup WebHost Manager – refer to page 13 for more information.

2.1.1 Logging on for the first time

When you log on to WebHost Manager for the first time you need to set up the basic settings on your server. After you have completed these initial steps you can log into WebHost Manager normally – refer to page 14 for more information.

Note: You can change your initial server settings at any time – refer to page 16 for more information.

To log on:

1. Enter the address of your WebHost Manager in your web browser. The address needs to be in the form of **http://www.yourdomain.com:2086/** or **https://www.yourdomain.com:2087/**.
2. Enter your user name and password in the **User Name** and **Password** fields.
3. Click on **OK** button.
4. Click on the **Next** button in the first page.
5. Read the legal agreement and click on the **I Agree** or **I Disagree** button.
6. Enter the primary IP address, BIND version, and IP address of the master cluster server (optional) in the **Primary IP Address**, **BIND Version**, and **Master Cluster Server** fields.
7. Enter your administrator's contact details in the **Server Contact's AIM** (AOL Instant Messenger), **Server Contact's E-Mail Address**, and **Server Contact's Pager Address** fields.

   Note: Entering ICQ contact details in the available field does not currently work due to changes in the ICQ protocol.
8. Enter the name of the default CPanel theme that you want to use in the **Default CPanel4 Theme** field. The two standard themes that are automatically installed with CPanel are **default** and **iconic**. Refer to page 56 for more information about themes.
9. Enter the default home directory where new users accounts will be created and the prefix that matches other user partitions in the **Default Home Directory** and **Home Directory Prefix** fields.
10. Enter the current hostname of your server in the **Hostname** field.
11. Enter the name of the type of Apache logs that you want to receive. Two options are available:
    - **combined** – All information is logged, including referrers, user agents, and requested files.
    - **access** – Only information about requested files is logged.
12. Enter up to four nameserver names in the **Primary Nameserver**, **Secondary Nameserver**, **Third Nameserver**, or **Fourth Nameserver** fields. The **Primary Nameserver** and **Secondary Nameserver** fields are mandatory.
13. Choose whether you want users to have CGI access in the **CGI Script Alias** field. **y** = Yes, **n** = no.
14. Enter the IP address of the master nameserver in the **Master Nameserver** field, if required.

    Warning: This will turn your server into a slave server if this option is enabled. It is advisable to establish a key rust relationship with the master nameserver after enabling this option – refer to page 67 for more information.
15. Click on the **Save** button.

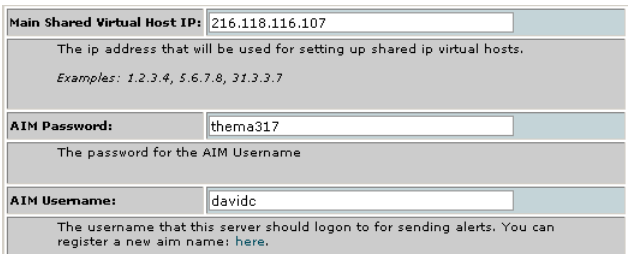


Figure 2.1: Editing your server setup

16. Click on the **Finish** button.
17. Click on the **Continue** button.

2.1.2 Logging on

You need to log on in order to use WebHost Manager to manage your web site.

To log on:

1. Enter the address of your WebHost Manager in your web browser. The address needs to be in the form of **http://www.yourdomain.com:2086/** or **https://www.yourdomain.com:2087/**.
2. Enter your user name and password in the **User Name** and **Password** fields.
3. Click on **OK** button. You will now be logged on to WebHost Manager.

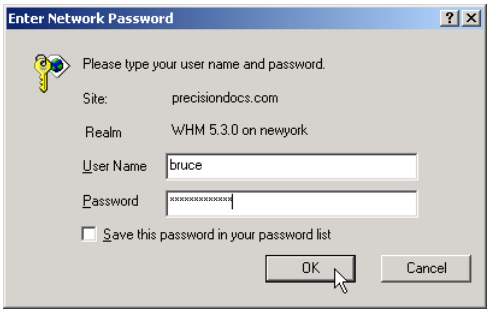


Figure 2.2: Logging on

2.1.3 News

WebHost Manager includes a news page that lists the latest feature enhancements, releases, and bug fixes. It is a good idea to check the News page regularly.

To read the latest CPanel and WebHost Manager news:

1. Click on the **cPanel/WHM News** link at the top of the navigation menu.

2.1.4 Change log

The WebHost Manager change log displays the change log for the version of WebHost Manager that you are running.

To read the change log:

1. Click on the **Change Log** link at the top of the navigation menu.

2.2 Server Setup

The Server Setup area enables you to control the main setup of your server, including nameservers, changing passwords, and enabling and disabling services and resellers.

Warning: Do not change your server settings unless you are absolutely sure you know what you are doing. Altering these settings incorrectly can result in CPanel and WebHost Manager functioning incorrectly.

2.2.1 Editing your server setup

The Edit Setup area enables you to edit your server configuration settings that you created during the installation and initial logon process (refer to page 13 if you have not logged on yet). This includes editing your master IP address, BIND version, contact details if problems occur, and related information.

Warning: Do not change your server settings unless you are absolutely sure you know what you are doing. Altering these settings incorrectly can result in CPanel and WebHost Manager functioning incorrectly.

To edit your server setup:

1. Click on the **Edit Setup** link in the Server Setup menu.
2. Enter the hosting IP address, AIM (AOL Instant Messenger) username and password, and BIND version in the **Main Shared Virtual Host IP**, **AIM Password**, **AIM Username**, and **BIND Version** fields.
3. Enter your administrator's contact details in the **Server Contact AIM** and **Server Contact ICQ UIN** fields.
4. Enter the name of the default CPanel theme that you want to use in the **Default CPanel Theme** field. Refer to page 56 for more information about themes.
5. Enter the name of the ethernet device that you are using in the **Alternate Main Ethernet Device** field, if required. You only need to do this if you are using an ethernet device that is **not** the first ethernet device on the machine.
6. Enter the default home directory where new users accounts will be created and the prefix that matches other user partitions in the **Default Home Directory** and **Home Directory Prefix** fields.
7. Enter the current hostname of your server in the **Hostname** field.
8. Enter the ICQ password and UIN for whomever deals with system alerts in the **ICQ Password** and **ICQ UIN** fields.
9. Enter the name of the type of Apache logs that you want to receive. Two options are available:
   - **combined** – All information is logged, including referrers, user agents, and requested files.
   - **access** – Only information about requested files is logged.
10. Enter the lowest UID number to start from when creating accounts in the **Minimum Uid** field, if required.
11. Enter up to three nameserver names in the **Primary Nameserver**, **Secondary Nameserver**, and **Third Nameserver** fields. The **Primary Nameserver** and **Secondary Nameserver** fields are mandatory.
12. Choose whether you want users to have CGI access in the **CGI Script Alias** field. **y** = Yes, **n** = no.
13. Enter the IP address of the master nameserver in the **Master Nameserver** field, if required.

    Warning: This will turn your server into a slave server if this option is enabled. It is advisable to establish a key rust relationship with the master nameserver after enabling this option – refer to page 67 for more information.

14. Enter the server administrator's contact details in the **Server Contact E-Mail Address** and **Server Contact Pager Address** fields.
15. Enter the IP address of the master cluster server in the **Master Cluster Server** field, if required.
16. Click on the **Save** button.

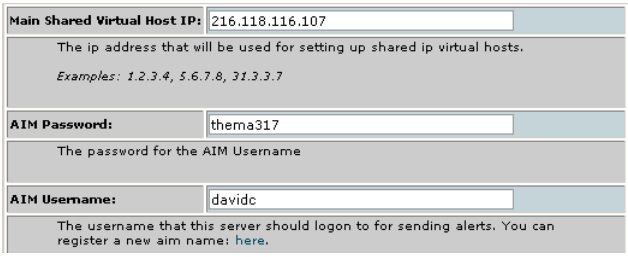


Figure 2.3: Editing your server setup

2.2.2 Tweaking settings

You can change a large number of global settings on your server. These changes effect all users of the machine, including yourself, resellers, and reseller's customers.

Note: Many of the options described below refer to CPanel functionality. If you do not know what these functions are, refer to your **CPanel User Guide** for more information.

To tweak settings:

1. Click on the **Tweak Settings** link in the Server Setup menu.
2. Click on the tick box or radio button next to the following items to enable or disable the function.
   - **Allow Creation of Parked/Addon Domains that resolve to other servers** – Allows customers to create parked and addon domain names whose DNS settings point to remote servers.
   - **Allow Creation of Parked/Addon Domains that are not registered** – Allows customers to create parked and addon domain names without any validation on whether the domain name is registered or not.
   - **Allow users to Park/Addon Domains on top of domains owned by other users** – Allows customers to park and addon domain names without checking if the domain name is currently used by other customers.
   - **Prevent users from parking/adding on common internet domains** – Stop customers from parking or adding on well known domain names, such as **hotmail.com**.
   - **The load average above the number of cpus at which logs file processing should be suspended** – Suspends log file processing when the server load average is greater than the number entered in the adjacent field.
   - **Number of days between processing log files and bandwidth usage** – Enter the number of days between processing log files and bandwidth usage in the adjacent field. Decimal values are allowed.
   - **The load average that will cause the server status to appear red** – Enter the load average above which will cause the server status image to appear red to customers (refer to page 41 for more information).
   - **Keep log files at the end of the month** – Maintains old log files after the end of each month. If not ticked, log files are deleted after each month.

- **Analog Stats** – Enables the Analog web statistics script.
- **Webalizer Stats** – Enables the Webalizer web statistics script.
- **Awstats Stats** – Enables the Awstats web statistics script.
- **Enable Reverse dns resolution for Awstats** – Enables Awstats to look up the domain names of IP addresses that contact customer's web sites. This increases server load and bandwidth.
- **Allow users to update Awstats from CPanel** – Allows customers to regenerate Awstats statistics whenever they choose.
- **Horde Webmail** – Enables the Horde webmail application.
- **Neomail Stats** – Enables the Neomail webmail application.
- **SquirrelMail Webmail** – Enables the SquirrelMail webmail application.
- **Spamassassin** – Enables the Spamassassin application.
- **Delete each domain's access logs after stats run** – After web statistics are calculated for a domain name delete the access logs for that domain.
- **Interchange Version to use** – Indicates which version of the Interchange shopping cart to use, or disables the script.
- **Chmod value for raw apache log files** – Sets the permissions on raw Apache log files.
- **Disk Space Usage Warnings** – Sends an e-mail each night when a user is near their disk space limit.
- **Email Box Usage Warnings** – Sends an e-mail each night when a user is near their e-mail inbox limit.
- **Attempt to prevent pop3 connection floods** – Limit the amount of connections from each host to the POP3 server.
- **The number of times users are allowed to check their mail using pop3 per hour** – Enter the number of times users can check their POP3 mailboxes per hour.
- **Prevent the user 'nobody' from sending out mail to remote addresses** – Prevents the 'nobody' user from sending e-mails outside the script's domain.
- **The maximum each domain can send out per hour** – Enter how many e-mails one domain can send per hour.
- **Email users when they have reached 80% of their bandwidth** - Sends a warning e-mail to customers when they have reached 80% of their monthly bandwidth limit.
- **Disable Suspending accounts that exceed their bandwidth limit** – Does not automatically suspend accounts that exceed their bandwidth limit.
- **Keep Stats Log (/usr/local/cpanel/logs/stats_log) between cpanel restarts** – Enables WebHost Manager to keep the statistics log when restarting the application.
- **Stats Log Level** - Used for debugging purposes (Indicates what error logging is saved in /usr/local/cpanel/logs/stats_log).
- **Disable Disk Quota display caching** – If disabled, disk quotas will be updated continuously, but will slow down the machine significantly. If not disabled, disk quotas will be delayed by up 15 minutes.
- **Allow Sharing Nameserver Ips** – Enables you to assign multiple DNS servers to the same IP address..
- **MySQL Version to use** – Indicate which MySQL version for customers to use.
- **Number of minutes between mail server queue runs** – Enter the number of minutes between the mail server queue being run.
- **Use jailshell as the default shell for all new accounts** – Uses the jailshell as the default shell for all customers who log in via Telnet/SSH. Jailshell does not allow you to view /etc/passwd for all users or view other user's files.

- **Add the mail. prefix for mailman urls** – Inserts a **mail.** subdomain prefix before Mailman URLs.
- **Mailman** – Enables the Mailman mailing list script.

Note: New web statistics packages take 24-48 hours to generate enough statistics to display for users.

3. Click on the **Save** button.

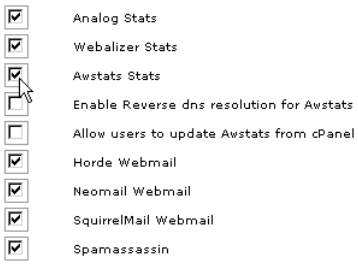


Figure 2.4: Tweaking settings

2.2.3 Using the Contact Manager

The Contact Manager enables you to set priority levels on which alerts are sent to you and when. You can set the priority rating on each contact method, which indicates what level of priority is sent to that contact method. For example, if you set pager a rating of 3, each alert with a priority of 1-3 will be sent to your pager. You can also set the priority rating of of each alert type.

Note: If you set the priority level of an alert higher than than the priority level of any contact method, you will not be contacted when that alert occurs.

To use the Contact Manager:

1. Click on the **Contact Manager** link in the Server Setup menu.
2. Enter the priority level of each of the contact methods in the top fields.

Figure 2.5: Setting the pager priority level

3. Change the priority level of the alerts in the fields listed, if required.

2.2.4 Tweaking FTP settings

You can change between two different FTP servers, Proftpd and Pure-ftpd, as required. The advantages and disadvantages of both servers are displayed in the displayed screen capture.

You can also enable or disable anonymous FTP for the entire machine, if required.

To alter your FTP settings:

1. Click on the **Tweak Ftp Settings** link in the Server Setup menu.
2. Click on the **Switch to Pure-ftpd** button.

3. If you need to enable or disable anonymous FTP, click on the **Disable Anonymous Ftp** button.

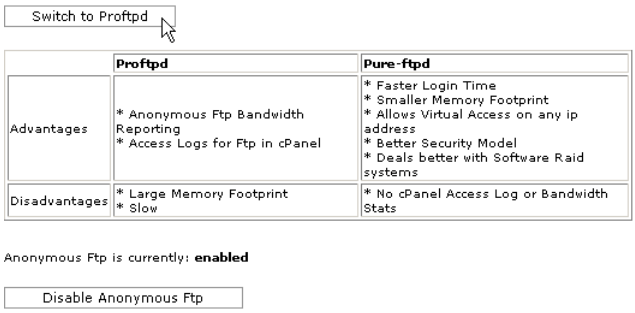


Figure 2.6: Tweaking FTP settings

2.2.5 Changing update preferences

You can select which updates you would like to receive from DarkORB automatically, if any. There are three package types available:

- **CPanel Updates** – Updates to CPanel.
- **DarkOrb Package Updates** – Updates to DarkOrb packages, such as exim, proftpd, and any RPMs (Red Hat Package Manager) DarkOrb build.
- **Security Package Updates** – Updates to security packages.

Each package update has the following options available:

- **Automatic** – Package is updated automatically as releases become available.
- **Manual Updates Only** – Package is updated manually. All updates are available for manual download from the cpanel.net site.
- **Never Update** – Disables the automatic update function.

CPanel and WebHost Manager package updates contains one of the following build types:

- **EDGE** – A development release that has undergone the least amount of testing.
- **RELEASE** – A formal release that has undergone extensive testing.
- **STABLE** – A formal release that has shown no problems during use by customers.

To change update preferences:

1. Click on the **Change Update Preferences** link in the Server Setup menu.
2. Click on the required radio buttons for the CPanel, DarkORB, and Security packages.
3. Click on the **Save** button.

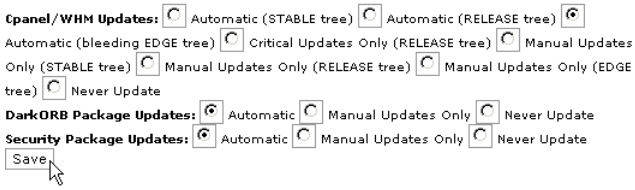


Figure 2.7: Changing update preferences

2.2.6 Changing your hostname

The Change Hostname option enables you to change the hostname of your server. It is important to choose a hostname that will not be used for any account, and the hostname must be socially acceptable, as it will appear in all mail headers. The hostname must be a FQDN (Fully Qualified Domain Name). All valid hostnames must have at least 2 dots in them, for example entropy.yourdomain.com.

WebHost Manager automatically generates 10 random hostnames based on your current hostname as samples which you can use.

To change your hostname:

1. Click on the **Change Hostname** link in the Server Setup menu.
2. Enter your changed hostname in the **New Hostname** field.
3. Click on the **Change** button.

Figure 2.8: Changing your hostname

2.2.7 Modifying the resolver configuration file

The resolver configuration file (resolv.conf) is a configuration file for name server routines. Normally you do not need to modify resolv.conf.

Note: Do not modify the IP values unless you know what you are doing. If they are not altered properly, your server will not function properly.

To modify the resolver configuration file:

1. Click on the **Modify Resolver Configuration** link in the Server Setup menu.
2. Click on the **Continue** button.
3. Read the information unless you are sure you know what you are doing. Enter your primary resolver's IP address in the **Primary Resolver** field.
4. Enter additional resolvers' IP addresses in the **Secondary Resolver** and **Tertiary Resolver** fields, if required.

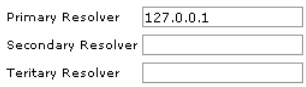


Figure 2.9: Modifying the resolver configuration file

5. Click on the **Continue** button.

2.2.8 Setting the time on your server

The Server Time area enables you to set the time zone for your server clock. You can also synchronize your server time with the displayed time in your browser.

To set the time on your server:

1. Click on the **Server Time** link in the Server Setup menu.
2. Click on the required time zone in the drop-down list.
3. Click on the **Change Time Zone** button.
4. If you need to synchronize your server time with the displayed time in your browser, click on the **Sync Time with Time Server** button.

Figure 2.10: Setting the time on your server

2.2.9 Reseller Center

The Reseller Center enables you to control all aspects of reseller privileges. Adding reseller privileges gives the user account access to WebHost Manager with a restricted subset of functionality, which you can then add to as required.

To add reseller privileges:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the account to which you want to add reseller privileges from the **Add Reseller Privileges** drop-down list, and click on the **ok** button.

   You now need to edit the new reseller's privileges, as the default setting is very restricted. Refer to page 23 for more information.

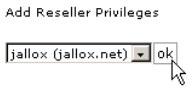


Figure 2.11: Adding reseller privileges

Removing reseller privileges

Remove reseller privileges when you do not want that customer to be able to access WebHost Manager.

To remove reseller privileges:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the account from which you want to remove reseller privileges from the **Remove Reseller Privileges** drop-down list, and click on the **ok** button.

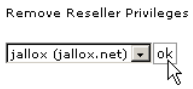


Figure 2.12: Removing reseller privileges

Editing reseller privileges

You can turn on or off almost all WebHost Manager functionality per reseller. Any changes that you make are applied immediately.

Note: There are a number of reseller settings that can potentially cause problems:

- **All Features** – This gives the reseller **root** access on this server.
- **Account Modification** – This enables the reseller to circumvent account creation limits, and allows shell access and dedicated IPs.
- **Edit DNS Entries** – This enables the reseller to access all DNS zones.

To edit reseller privileges:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the account whose privileges you want to edit from the **Edit Reseller Privileges** drop-down list, and click on the **ok** button.
3. You can limit the amount of accounts that a reseller can create in a number of ways. All methods can be used with each other and the effects are cumulative.
    - If you want to limit the accounts that the reseller can create by account type, click on the first tick box.
    - If you want to limit the number of accounts that the reseller can creates, click on the second tick box and enter the account limit amount in the **amount** field. You can also limit these by account type – click on the indented tick box.
    - f you want to limit the accounts that the reseller can create by resources used, disk space and/or bandwidth, click on the third tick box. Enter the resource limits in the **Disk Space** and **Bandwidth** fields.
4. Click on the **feature** tick boxes that the reseller requires.
5. Enter the primary and secondary nameserver names for the reseller in the **Primary Nameserver** and **Secondary Nameserver** fields. You can enter third and fourth nameservers in the last two nameserver fields, if required.
6. Click on the **Save** button.

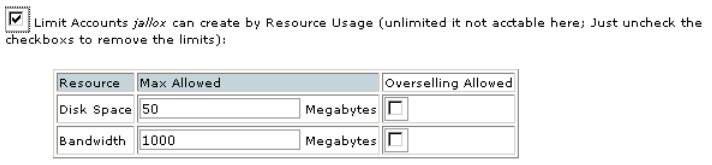


Figure 2.13: Editing reseller privileges

Viewing reseller statistics

You can view statistics for each reseller, listed by domain name, whether it is suspended or not, disk space used, and bandwidth used.

To view reseller statistics:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **View Reseller Usage/Stats** drop-down list, and click on the **ok** button.
3. View the reseller's statistics as required. Refer to page 24 if you want to suspend or unsuspend a reseller's accounts.

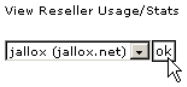


Figure 2.14: Viewing reseller statistics

Suspending and unsuspending a reseller's accounts

You can suspend all of a reseller's accounts if the accounts are violating your AUP (Acceptable Usage Policy) or otherwise causing problems. This should be used as a last resort – always contact the reseller first to discuss the problem, unless the situation is urgent.

To suspend or unsuspend a reseller's accounts:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the required account from the **View Reseller Usage/Stats** drop-down list, and click on the **ok** button.
3. Click on the tick box above the button that you need to use.
4. Click on the **Suspend All [reseller]'s Accounts** or **UnSuspend All [reseller]'s Accounts** button, as required.

   Note: This will suspend or unsuspend all of the reseller's accounts, but not the reseller's own account. Refer to page 46 for more information.

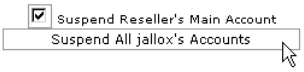


Figure 2.15: Suspending and unsuspending a reseller's accounts

Terminating a reseller's account

Terminate a reseller's account when that reseller is no longer a customer.

Note: This will delete all accounts that the reseller owns as well, without chance of recovery.

To terminate a reseller's account:

1. Click on the **Reseller Center** link in the Server Setup menu.

2. Click on the required account from the **View Reseller Usage/Stats** drop-down list, and click on the **ok** button.

3. Make sure the **Terminate Reseller's Main Account** tick box is ticked and click on the **Terminate All [reseller]'s Accounts** button. You need to enter "I understand this will irrevocably remove all the accounts owned by the reseller [reseller]" in the available field.

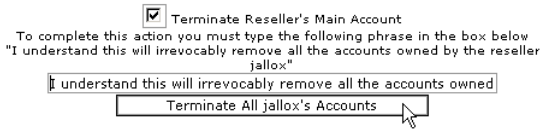


Figure 2.16: Terminating a reseller's account

Managing a reseller's IP delegation

All accounts, when first created, can use any available IP address. You can restrict the IP address(s) for the account, if required.

To manage a reseller's IP delegation:

1. Click on the **Reseller Center** link in the Server Setup menu.

2. Click on the required account from the **Manage Reseller Ip Delegation** drop-down list, and click on the **ok** button.

3. Click on the **Allow [reseller] to use any available ip address** radio button or the **Restrict ips [reseller] can use for accounts** radio button, as required.

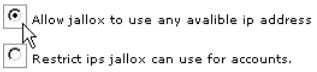


Figure 2.17: Allowing a reseller to uas any available IP address

4. If you clicked on the **Restrict ips [reseller] can use for accounts** radio button, click on the tick box(es) next to the IP addresses that the reseller can use.

5. Click on the **Save** button.

Managing a reseller's shared IP address

All accounts, when first created, use the same shared IP address for such things as FTP. You can change the shared IP address for the account to another IP address, if required.

To manage a reseller's shared IP:

1. Click on the **Reseller Center** link in the Server Setup menu.

2. Click on the required account from the **Manage Reseller Main Shared/Ipless Ip** drop-down list, and click on the **ok** button.

3. Click on the required IP address from the drop-down list.

4. Click on the **Save** button.

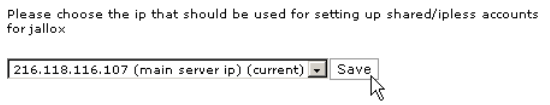


Figure 2.18: Managing a reseller's shared IP address

Changing ownership of an account

You can change the ownership of an account from one reseller to another, or to yourself, as required.

To change ownership of an account:

1. Click on the **Reseller Center** link in the Server Setup menu.
2. Click on the **Change Ownership of an account** link.
3. Click on the required domain name and click on the **Change** button.
4. Click on the new owner from the drop-down list and click on the **ok** button.

Figure 2.19: Changing ownership of an account

2.2.10 Assigning an IP for a new nameserver

You need to add an IP address for a nameserver when you create a new nameserver.

To assign an IP for a new nameserver:

1. Click on the **Manage Nameserver IPs** link in the Server Setup menu.
2. Enter the IP for the new nameserver in the **Nameserver** field and click on the **Assign** button.

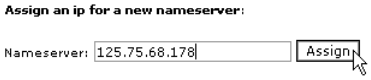


Figure 2.20: Assigning an IP for a new nameserver

2.2.11 Enabling quotas

You can enable WebHost Manager to set disk space quotas for the accounts on your server.

Note: If you have compiled a custom kernel on your machine that does **not** have quota support, enabling quotas may result in an unbootable system.

To enable quotas:

1. Click on the **Initial Quota Setup** link in the Server Setup menu.
2. Read the warning information and then click on the **Ok** button.

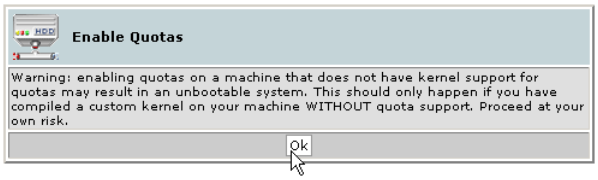


Figure 2.21: Enabling quotas

2.2.12 Enabling nameservers

This function enables you to set up your own nameservers. If you chose to add your own nameservers during the installation of WebHost Manager, your nameserver information is already listed here.

Note: It is recommended that you do not enable nameservers unless you are gong to use them. You can turn off a nameserver using Service Manager – refer to page 29 for more information.

To enable nameservers:

1. Click on the **Initial Nameserver Setup** link in the Server Setup menu.
2. Read the warning information and then click on the **Ok** button.

Figure 2.22: Enabling nameservers

2.2.13 Setting the MySQL root password

You should change your MySQL root password occasionally to maximize your site security. You should **always** change this password if you think someone else has access to your WebHost Manager account.

Warning: Do not make the MySQL and server root passwords the same.

To set the MySQL root password:

1. Click on the **Set MySQL Root Password** link in the Server Setup menu.
2. Enter the new MySQL password in the **New Password** field, and click on the **Change Password** button.

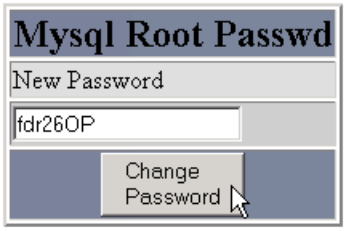


Figure 2.23: Setting the MySQL root password

2.2.14 Enabling or disable traceroute

The Traceroute Setup enables you to enable or disable traceroute on your server. This is most useful in allowing you to track what path an e-mail takes to isolate where problems are occurring in your mail system.

To enable or disable traceroute:

1. Click on the **Enable/Disable Traceroute** link in the Server Setup menu.
2. Click on the **Enable** button to enable traceroute or click on the **Disable** button to disable traceroute.

Figure 2.24: Disabling traceroute

2.2.15 Changing your server's root password

You should change your server root password occasionally to maximize your site security. You should **always** change this password if you think someone else has access to your WebHost Manager account.

Warning: Do not make the MySQL and server root passwords the same.

Note: Do not give out your root password to anyone that does not absolutely need it. If you are to give out your route password to DarkORB, or other staff, please verify their e-mail address before you give them the password.

To change the root password:

1. Click on the **Change Root Password** link in the Server Setup menu.
2. Enter the new root password in the **New Password** field, and click on the **Change Password** button.

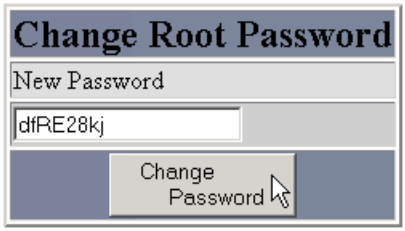


Figure 2.25: Changing your server's root password

2.2.16 Forwarding system mail

The Mail Manager area enables you to forward system mail to specific locations, if required. You can set forwarding rules on three separate system users:

- root
- nobody
- mailman

To forward system mail:

1. Click on the **Change System Mail Preferences** link in the Server Setup menu.
2. Enter the forwarding mail address for a system user in the available field, and click on the **Change** button.
3. Repeat the previous step for the other fields as required.
4. Remove the address in a field and click on the **Change** button to disable mail forwarding for that user.

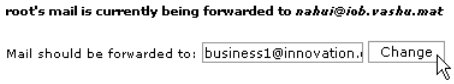


Figure 2.26: Forwarding system mail

2.2.17 Service Manager

The Service Manager area enables you to start and stop available services on your server. The following services are available:

- **cppop** – POP3 server
- **entropychat** – CPanel's HTML-based chat server
- **exim** – SMTP server
- **httpd** – web server
- **interchange** – shopping cart server
- **melange** – Java-based chat server
- **mysql** – database server
- **named** – name server (BIND)
- **proftpd** – FTP server
- **spamd** – SpamAssassin server

  Note: If you choose to disable this, you need to disable the SpamAssassin option from all customers as well. Refer to page 17 for more information on disabling this setting.
- **exim on another port** – Run another copy of exim on a different port number, as some providers block 25, the standard port number

Refer to page 92 if you need to restart any services.

To start or stop a service

1. Click on the **Service Manager** link in the Server Setup menu.
2. Click on the tick boxes next to the required services to start or stop them.
3. Click on the **Save** button.

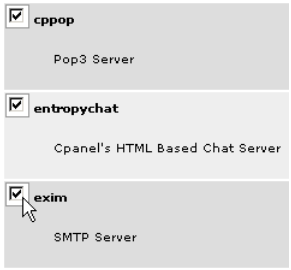


Figure 2.27: Using the Service Manager

2.2.18 Enabling or disabling SuExec

SuExec is an Apache feature that gives users the ability to run CGI and SSI programs using user IDs that are different from the user ID of the calling web server. This effectively means that CGI and SSI programs will not have access to the root account or have root permissions.

Refer to the SuExec support page for more information about the advantages and risks of SuExec.

To enable or disable SuExec:

1. Click on the **Enable/Disable SuExec** link in the Server Setup menu.
2. Click on the **Enable** button to enable SuExec or click on the **Disable** button to disable SuExec.

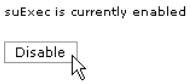


Figure 2.28: Disabling SuExec

2.2.19 Wheel group (su)

The Wheel group is a user group that can gain access to root on your server by using the **su** command (create a shell with the entered user id). You can add and remove users from that group as required.

To add a user to the Wheel group:

1. Click on the **Manage Wheel Group Users** link in the Server Setup menu.
2. Click on the required user in the displayed list and click on the **Add user to wheel group** button.

Figure 2.29: Adding a user to the Wheel group

Removing a user from the Wheel group

Remove a user from the Wheel group when you no longer want that user to have root access to the server.

To remove a user from the Wheel group:

1. Click on the **Manage Wheel Group Users** link in the Server Setup menu.
2. Click on the button with the name of the user that you want to remove from the Wheel group.

Figure 2.30: Removing a user from the Wheel group

2.2.20 Enabling or disabling shell fork bomb protection

WebHost Manager is installed with shell fork bomb protection against Telnet/SSH users using all of the server resources and causing a system crash. This protection can be disabled or re-enabled as required.

To enable or disable shell fork bomb protection:

1. Click on the **Shell Fork Bomb Protection** link in the Server Setup menu.
2. Click on the **Disable Protection** or the **Enable Protection** button as required.

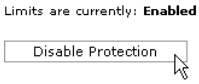


Figure 2.31: Disabling shell fork bomb protection

2.2.21 Remote access keys

A remote access key is used for automatic account creation scripts, external billing software, and various other applications that need to call WebHost Manager to create, remove, or modify accounts. A Perl and PHP module is available for applications using those technologies – refer to page **??** and/or page **??** for more information. Refer to the external software provider for detailed instructions as to where and how the remote access key needs to be inserted for their application.

To view or generate a remote access key:

1. Click on the **Setup Remote Access Key** link in the Server Setup menu.
2. You can copy and paste the current key, if that is what you need. To generate a new key, click on the **Generate New Key** button.

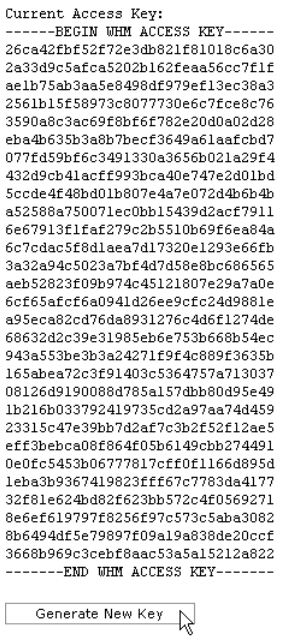


Figure 2.32: Generating a remote access key

2.3 Support

The Support area contains a knowledgebase of problems and script solutions, as well as a support request form for server owners.

2.3.1 Using the Interactive Knowledgebase

The Interactive Knowledgebase enables you to find solutions to many common problems you may encounter when running WebHost Manager – simply search for related topics to your keywords, and the Knowledgebase will present a list of solutions.

To use the Interactive Knowledgebase:

1. Click on the **Interactive Knowledgebase** link in the Support menu.
2. Enter a brief keyword description of the problem you are having in the **Enter Issue** field.

   Example: If you have a problem with mailman after installing suexec, enter: suexec mailman
3. Enter the domain that has the problem in the **Affected Domain** field, if required. This will customize any solutions you find to that domain.
4. Click on the **Search for Answer** button.
5. Click on the **Click-to-fix!** link next to the required solution. If you entered a domain as part of the search criteria, the solution script will automatically run against that domain. If you did not enter any domain as part of the search criteria, the solution script will run against your account.

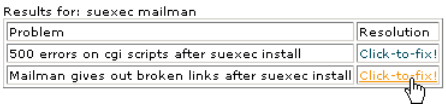


Figure 2.33: Using the Interactive Knowledgebase

2.3.2 Submitting a support request

You can submit a support request to CPanel.net developers. There are several alternate forms of help you should peruse **before** you submit a support request:

1. **CPanel/WebHost Manager FAQ** – Please use the online search facility in the online FAQ to see if your problem is listed.
2. **Support Forums** – Search through the archives or ask a question at the CPanel.net support forums .
3. **Documentation** – Please check the online CPanel and WebHost Manager documentation for help.

Note: The following support request form is designed only for server owners. If you have a question about how to use WebHost Manager or CPanel, please direct the question to the company from which you obtained your license. CPanel support will not be able to answer questions about installing third party software (ImageMagick, pdflib, etc.).

To submit a support request:

1. Click on the **Submit a Support Request** link in the Support menu.

2. Click on one or more of the available links. If you need to contact CPanel directly, click on the **Contact CPanel.net** link.

3. Enter your name, e-mail address, phone number, and IP address of your server in the **Your Name**, **Your Email Address**, **IP Address of Server**, and **Call Back #** fields. The **IP Address of Server** field should already have the correct IP address entered in the field.

4. Enter a brief, one line description of your problem in the **Brief Description of Problem** field.

5. Enter the name of the distributor from which you obtained a software license in the **Distributor/Partner NOC Name** field.

6. Enter a detailed description of the problem in the **Detailed Problem Description** field. Add as much detail as you can about the problem.

7. To the best of your ability, enter each action required to reproduce the problem in the **Steps to Reproduce the Problem** field.

8. Click on the **Send Request** button.

Figure 2.34: Submitting a support request

2.4 Languages

The Languages area enables you to create, alter, and upload/download language configuration files for CPanel. These configuration files accept HTML code and allow you to alter all the words in CPanel to conform to the native language of your customers.

2.4.1 Editing a language file

You can edit the words used in any language file. You can use this to make small changes in the currently active language file or completely change a cloned language file for a new language (refer to page 35 for more information).

Note: Most third-party themes or skins do not have the ability to change based on language files. Please contact the creator of your theme for more information.

To edit a language file:

1. Click on the **Edit a Language File** link in the Languages menu.
2. Click on the language file that you want to edit.
3. Alter the text in any of the available fields. You can use HTML code if required.

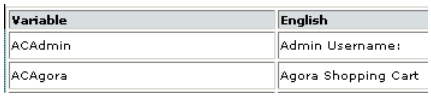


Figure 2.35: Editing a language file

4. Click on the **Save** button.

2.4.2 Cloning a language file

In order to create a new language file you need to clone or copy one of the existing language files. You can then download the file for manual editing (refer to page 36) or edit the file online (refer to page 35).

To clone a language file:

1. Click on the **Clone/Create a New Language** link in the Languages menu.
2. Click on the language file that you want to clone.
3. Enter the name for the language file in the **Please enter a name for the new language** field and click on the **Do It** button.

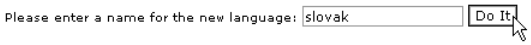


Figure 2.36: Cloning a language file

4. You can now download the file for manual editing (refer to page 36) or edit the file online (refer to page 35).

2.4.3 Uploading a language file

You can upload a new language file once you have finished altering a downloaded file (refer to page 36 for more information).

To upload a language file:

1. Click on the **Upload a Language File** link in the Languages menu.
2. Use the **Browse...** button to select the language file that you want to upload. This can be any plain text file.
3. Click on the **Upload** button.

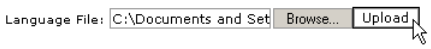


Figure 2.37: Uploading a language file

2.4.4 Downloading a language file

You can download a language file for offline editing. This is most useful when you have copied an existing file which you are going to change to a new language (refer to page 35 for more information).

To download a language file:

1. Click on the **Download a Language File** link in the Languages menu.
2. Click on the language file that you want to download.
3. Copy and paste the displayed text to a text file for editing.

2.4.5 Modifying languages for other programs

Several of the existing scripts used by CPanel have pre-configured languages files already installed. You can choose which language file you want to use for your customers at any time.

To modify languages for other programs:

1. Click on the **Additional Language Configuration** link in the Languages menu.
2. Click on the required language from the drop-down list for each script.

Figure 2.38: Modifying languages for other programs

3. **Save** button.

2.5 Backup

The Backup area deals with configuring and restoring backup files and versions of key files (such as httpd.conf).

2.5.1 Configuring backups

You can specify how often backups occur and where backups are placed – either on the same server or on a separate backup drive. You can also specify the specific parts of the backup process that are enabled.

Note: The backup interval options work in the following fashion:

- **Daily** – WebHost Manager performs separate daily, weekly, and monthly backups.
- **Weekly** – WebHost Manager performs separate weekly and monthly backups.
- **Monthly** – WebHost Manager performs only monthly backups.

To configure backups:

1. Click on the **Configure Backup** link in the Backup menu.
2. Click on the radio button next to the following items to enable or disable the specified functionality:
    - **Backup Status** – Turns the automatic backup function on or off. The **Restore Only** radio button allows site restoration from old backups to occur, but does not create new backups.
    - **Backup Interval** – Specify the interval used by the backup process.
    - **Days to run backup** – Click on the tick boxes of the days on which you want to run backups.
    - **Remount/Unmount backup drive** – Mounts and unmounts the backup drive when a backup is created. This requires a separate drive mount to operate.
    - **Bail out if the backup drive cannot be mounted** – Stops the backup if the drive can not be mounted. Recommended if the **Remount/Unmount backup drive** option is enabled.
    - **Incremental backup** – Backup process only copies what has changed since the last backup. This creates a much smaller backup file, but changes are piecemeal and the backup files are not compressed.
    - **Backup Accounts** – Backup process copies all account information for your customers.
    - **Backup Config Files** – Includes config files in the backup process.
    - **Sql Databases** – Includes MySQL databases in the backup process. You can choose to backup up databases in separate accounts, the master MySQL directory, or both.
    - **Backup Raw Access Logs** – Includes the Apache raw access logs in the backup.
    - **Backup Type** – Select what type of backup you need.
    - **Ftp Backup Host** – Enter the domain name of the FTP backup host (only required if **Remote Ftp Server** is enabled).
    - **Ftp Backup User** – Enter the user name to use on the FTP backup host (only required if **Remote Ftp Server** is enabled).
    - **Ftp Backup Pass** – Enter the password to use on the FTP backup host (only required if **Remote Ftp Server** is enabled).
    - **Backup Destination** – Enter the location of backups in the available field. This should be a dir/nfs/coda mount with at least twice the space of all your /home* partitions.

      Warning: Do **not** set this to your /home directory.

3. Click on the **Save** button.

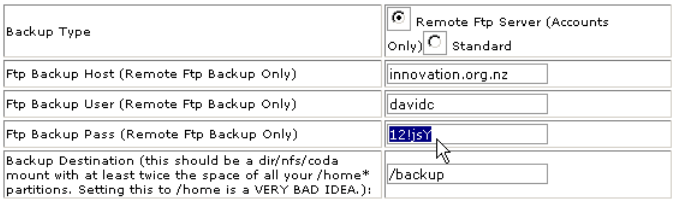


Figure 2.39: Configuring backups

2.5.2 Restoring a backup

You can restore all backup files that you have created using WebHost Manager.

Note: WebHost Manager copies over each previous backup with the latest backup. For example, each daily backup copies over the previous daily backup, and each weekly backup copies over the previous weekly backup.

To restore a backup:

1. Click on the **Restore Backups** link in the Backup menu.
2. Click on one of the following buttons:
   - **Daily**
   - **Weekly**
   - **Monthly**
3. Click on the user name from the available list that you want to backup.
4. Click on the following tick boxes as required:
   - **Recreate account** – Recreate the account entirely as part of the restore, rather than just overwriting existing files.
   - **Give Ip address** – Give the account an IP address as part of the restore.
   - **Restore Subdomain Entries** – Restore the accounts subdomains as part of the restore.
   - **Restore Mail config** – Restore the accounts mail configuration as part of the restore.
   - **Restore Mysql Dbs** – Restore any MySQL databases as part of the restore.
5. Click on the **Start Restore** button.

2.5.3 Restoring multiple backups

You can restore multiple backups at one time. You can only restore multiple backups of the same type, daily, weekly, or monthly.

To restore multiple backups:

1. Click on the **Restore multiple backups** link in the Backup menu.
2. Click on the **Daily**, **Weekly**, or **Monthly** button to select the type of backup you want to restore.
3. Click on the tick boxes next to the backup files that you want to restore, or click on the **Select All** button.
4. Click on the **Start Restore** button.

2.5.4 Rolling back files

WebHost Manager automatically saves a backup version of the following three files whenever they are changed:

- httpd.conf
- named.conf
- proftpd.conf

You can revert to any of the previously saved versions whenever required. The restored version becomes the latest version, and does not delete other versions.

To roll back a file:

1. Click on the **Configuration File Rollback** link in the Backup menu.
2. Click on one of the following buttons:
   - **[path]/httpd.conf button**
   - **[path]/named.conf**
   - **[path]/proftpd.conf**
3. Click on the < button to review previous versions. As you change files, the **Date** field will update and the display area will update with the contents of the different file.
4. Click on the **Restore** button to roll back to the displayed version of the file.

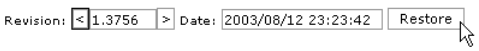


Figure 2.40: Rolling back a file

2.6 System Reboot

WebHost Manager has two reboot functions available:

- **Graceful** – A graceful server reboot attempts to shutdown all processes on your server and then reboot the system. This is a similar process to the **reboot** command.
- **Forceful** – A forceful server reboot forces the system to restart and may not always shutdown all running processes. This process should not be used unless a graceful server reboot does not work.

Note: Make sure you save information in open applications before you reboot, as unsaved information will be lost.

Warning: A forceful reboot may cause data loss.

To reboot your server:

1. Click on the **Graceful Server Reboot** or **Forceful Server Reboot** link in the System Reboot menu.
2. Click on the **Ok** button.

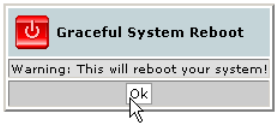


Figure 2.41: Rebooting the server

2.7 Server Status

WebHost Manager can display a variety of server information:

- **Service Status** – Displays what services are running on your server, as well as server load, memory usage, swap usage, and hard drive space usage. Running services have a green circle next to them, while failed services have a red circle next to them.
- **Server Information** – Displays information about the hardware and software configuration on your server. This includes processor type, and speed, memory information, system software, drive information, memory usage, and drive space usage.
- **Apache Status** – Displays information about Apache. Most of the information is displayed in a table with a key to the symbols used underneath the table.
- **CPU/Memory/MySQL Usage** - Displays a table of processes that use CPU, memory, and MySQL processes. The table displays who is using the process, CPU usage %, Memory usage %, and MySQL usage.

More system information can be found in the page 82 section. Refer to page 72 for more information about MySQL processes.

To display server information:

1. Click on the **Service Status**, **Server Information**, **Apache Status**, or **Cpu/Memory/MySQL Usage History** link in the System Reboot menu.
2. View the displayed information.

apache (1.3.28 (Unix))	up	
bind (9.2.1)	up	
ftpd	failed	
imap	up	
mysql (4.0.13)	failed	
syslogd	up	
webmail	up	
Server Load	0.05 (1 cpu)	
Memory Used	18.7 %	
Swap	0.915 %	
Disk hdv1 (/) **No DMA!** (Click to Enable)	77 %	

Figure 2.42: Viewing service status

2.8 Account Functions

The Account Functions area deals with all of the functions necessary to create and manage web hosting accounts, from creating and editing accounts to e-mailing all users and listing all subdomains. Refer to the many sub-topics below for more information on using the account functions in WebHost Manager.

2.8.1 Listing accounts

The List Account function displays all of the accounts on your server. It displays a variety of detailed information including the account's domain name, IP number, user name, contact e-mail, partition location, and disk space quota. At the bottom of the list is the total number of accounts and a search function that enables you to search for specific types of accounts.

To list your accounts:

1. Click on the **List Accounts** link in the Account Functions menu.
2. A detailed list of accounts on your server is displayed. If you need to find a subset of your accounts, click on one of the listed radio buttons, enter the search criteria in the available field, and click on the **Find** button.

Domain	Ip	UserName	Contact Email	Setup Date	Partition	Quota	Space Used	Package	Cpanel Theme	Reseller
frank.com	216.118.116.107	frank	none	Wed Aug 13 03:08:17 2003	home	500 Meg	0 Meg	undefined	x	root
jallox.net	216.118.116.107	jallox	jallox@whmdemo.cpanel.net	Tue Aug 12 20:34:00 2003	home	250 Meg	2 Meg	undefined	xmail	root

Figure 2.43: Listing your accounts

2.8.2 Creating a new account

WebHost Manager enables you to quickly add new accounts – you simply fill in the fields to specify the account details. Using packages will speed up this process considerably – refer to page 60 for more information.

Note: The CPanel / WebHost Manager package does not support domains or usernames that start with numbers. Do not create accounts that start with numbers as you will not be able to use some functions on these accounts.

To create a new account:

1. Click on the **Create a New Account** link in the Account Functions menu.
2. If you want to use a predefined package for this account, click on the required option in the **Package** drop-down list. This will fill in many of the fields automatically.
3. Enter the domain name and username of the account in the **Domain** and **UserName** fields. The **UserName** field will automatically populate with the first 8 characters of the domain name, but you can change this to whatever you want.
4. Enter the password and disk space quota for the account in the **Password** and **Quota** fields.
5. Indicate whether this account is an IP address or not in the **Ip** tick box. If ticked, all accounts created with this package can not use a domain name.
6. Indicate whether CGI access, Shell access, and FrontPage Extensions are allowed in the **CGI Access**, **Shell Access**, and **FrontPage Extentions** tick boxes.

7. Enter the maximum number of items allowed in the **Max Ftp Accounts**, **Max Email Accounts**, **Max Email Lists**, **Max SQL Databases**, **Max Sub Domains**, **Max Park Domains**, and **Max Addon Domains** fields.

   Note: Enter the text **unlimited** if you do not want to place a limit on any particular item.

8. Enter the maximum bandwidth in megabytes allowed by the account in the **Bandwidth Limit** field.
9. Click on the default CPanel theme for the account in the **Cpanel Theme** field.
10. If this is an IP account, you can choose what available IP address is used from the **IP Address** drop-down list.
11. Click on the **Create** button.

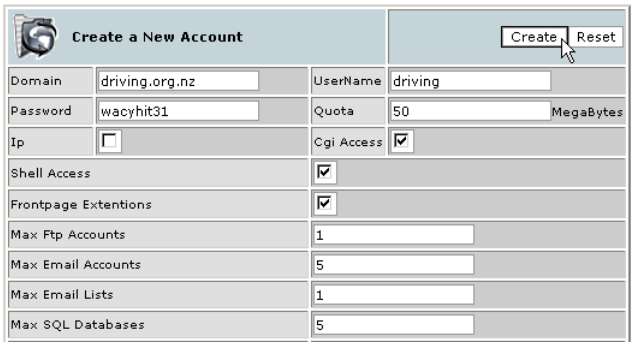


Figure 2.44: Creating a new account

2.8.3 Skeleton directory

The skeleton directory is the directory template that is used to create all new accounts - any files that are placed in the skeleton directory are automatically copied into new accounts. For example, if you placed an index.html file in the /public_html folder in your skeleton directory, all new accounts will have that automatically include that file.

To display the skeleton directory path:

1. Click on the **Skeleton Directory** link in the Account Functions menu.
2. The skeleton directory path is now displayed.

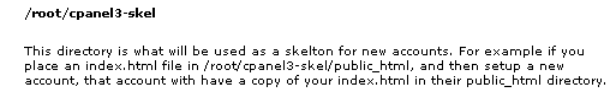


Figure 2.45: Displaying the skeleton directory path

2.8.4 Terminating an account

Terminating an account deletes the account and all associated files from your web server. Terminating a problematic account should be a last resort – you can always suspend an account until the problems are resolved. Refer to page 46 for more information.

To terminate an account:

1. Click on the **Terminate an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list.
3. If you need to keep the DNS zone active, click on the **Keep Dns Zone** tick box.
4. Click on the **Terminate** button. Use the user name function if a user has several different accounts, all of which need to be terminated.

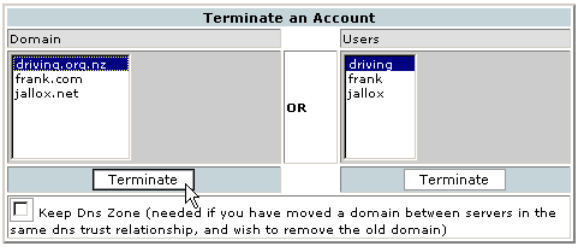


Figure 2.46: Terminating an account

2.8.5 Modifying an account

All account options are available for modification. You can modify the domain and user name, CPanel theme, maximum e-mail and FTP accounts, and other items. You can also modify an account's details by changing packages – refer to page 44 for more information.

To modify an account:

1. Click on the **Modify an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Edit** button.
3. Edit the displayed fields as required. Refer to page 42 for a description of each field, if required.
4. Click on the **Save** button.

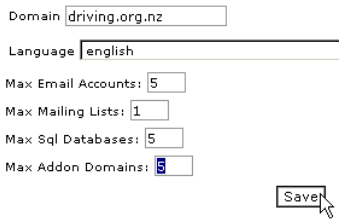


Figure 2.47: Modifying an account

2.8.6 Upgrading or downgrading an account

You can modify an account by upgrading or downgrading the package used for the account. This enables you to make wide-ranging changes quickly and consistently according to your pricing and package structure.

To upgrade or downgrade an account:

1. Click on the **Upgrade/Downgrade an Account** link in the Account Functions menu.

2. Click on the domain or user name in the displayed list and click on the **Modify** button.
3. Click on the new plan in the displayed list and click on the **Change** button.

   Note: Changing plans does not modify CGI access and does not affect whether they have an IP or not.

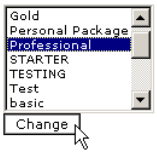


Figure 2.48: Upgrading an account

2.8.7 Rearranging an account

WebHost Manager enables you to change the location of an account at any time. This is usually used when the available disk space on a server is low and you need to move accounts to another partition or drive.

Note: Refer to page 53 if you need to move accounts from one server to another.

To rearrange an account:

1. Click on the **Rearrange Accounts** link in the Account Functions menu.
2. Click on the domain or user name in the displayed list and click on the **Rearrange** button.
3. Click on the required drive to move the account to from the available drop-down list and click on the **Move Account** button.

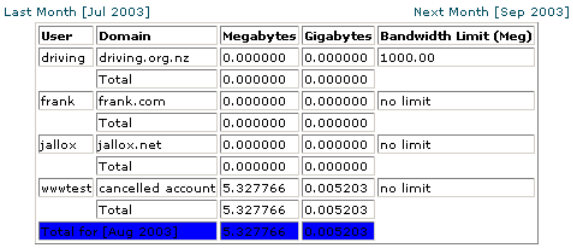
2.8.8 Viewing bandwidth usage

You can view the total bandwidth used, broken down by account, on your server per month.

Note: Only HTTP, POP mail, and FTP traffic statistics are currently monitored for bandwidth. You need to use a third-party bandwidth management tool to track other types of bandwidth usage, such as mrtg .

To view bandwidth usage:

1. Click on the **View Bandwidth Usage** link in the Account Functions menu.
2. View the displayed bandwidth usage.



User	Domain	Megabytes	Gigabytes	Bandwidth Limit (Meg)
driving	driving.org.nz	0.000000	0.000000	1000.00
	Total	0.000000	0.000000	
frank	frank.com	0.000000	0.000000	no limit
	Total	0.000000	0.000000	
jallox	jallox.net	0.000000	0.000000	no limit
	Total	0.000000	0.000000	
wwwtest	cancelled account	5.327766	0.005203	no limit
	Total	5.327766	0.005203	
Total for [Aug 2003]		5.327766	0.005203	

Figure 2.49: Viewing bandwidth usage

2.8.9 Limiting bandwidth usage

WebHost Manager enables you to limit the bandwidth usage of a particular domain or all the domains of a particular user.

Note: Bandwidth usage is only checked once a day, between midnight and 6am server time.

To limit bandwidth usage:

1. Click on the **Limit Bandwidth Usage** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Limit** button.
3. Enter the bandwidth limit for the account in the **Bandwidth Limit** field and click on the **Change** button.

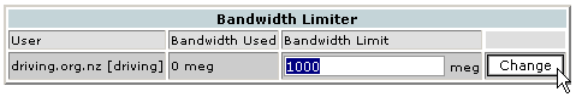


Figure 2.50: Limiting the bandwidth on an account

2.8.10 Suspending or unsuspending an account

WebHost Manager enables you to suspend problematic accounts. Suspension simply means that no web site pages are served to accounts, no FTP connections are accepted, and all e-mail is blocked. Suspension is the first step in dealing with problematic accounts. If the problems can not be resolved, the account needs to be terminated – refer to page 43 for more information.

To suspend or unsuspend an account:

1. Click on the **Suspend/Unsuspend an Account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list.
3. Enter a brief description of why the account is being suspended in the **Reason** field, if you are suspending an account.
4. Click on the **Disallow resellers from unsuspended** tick box if you do not want the reseller who signed up this account unsuspending it.
5. Click on the **Suspend** or **UnSuspend** button.

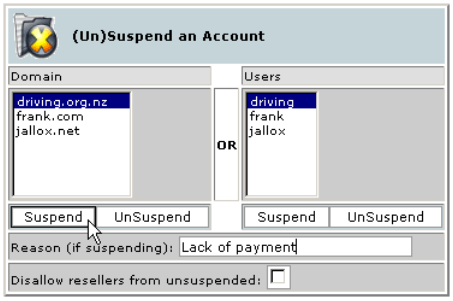


Figure 2.51: Suspending an account

2.8.11 Listing suspended accounts

You can keep track of all accounts you have suspended by listed the accounts.

To list suspended accounts:

1. Click on the **List Suspended Accounts** link in the Account Functions menu.
2. A list of suspended accounts is now displayed.

Figure 2.52: Listing suspended accounts

2.8.12 Modifying the Suspended Account page

The Suspended Account page is the HTML page that account holders will see when they attempt to log in to their account. You can modify the default page to contain your specific contact information and brading, if required.

To modify the Suspended Account page:

1. Create an HTML page that appears exactly how you want it to appear.
2. Click on the **Modify Suspended Account Page** link in the Account Functions menu.
3. Copy and paste the HTML code of your modified page over the content of the default Suspended Account page and click on the **Save** button.

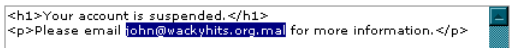


Figure 2.53: Modifying the Suspended Account page

2.8.13 Modifying quotas

The Quota Editor allows you to alter how much disk space an account is allowed.

Note: If all of your account's quota amounts are listed as zero, which you know is incorrect, then your quota.user file is probably corrupt. Run the script at **/scripts/fixquotas**.

To alter an account's disk space quota:

1. Click on the **Quota Modification** link in the Account Functions menu.
2. Enter the new quota amount next to the required account in the **Quota** field and click on the **Change** button.
3. Repeat the procedure for multiple accounts.

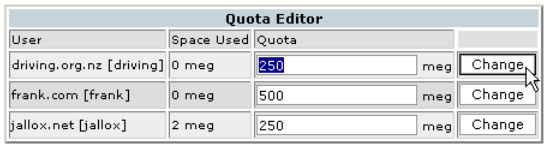


Figure 2.54: Altering an account's disk space quota

2.8.14 Modifying an account password

You can change an account holder's password , if required. This is usually necessary when the account holder can not remember their password.

To change an account's password:

1. Click on the **Password Modification** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Change Password** button.

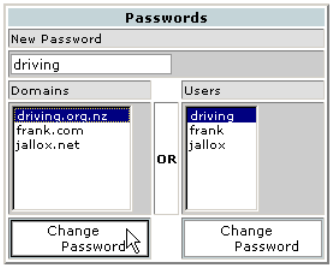


Figure 2.55: Changing an account's password

2.8.15 E-mailing all users

WebHost Manager enables you to send an e-mail to all users on your server at any time. By default this e-mail only goes to direct account holders, but you can specify that the e-mail should be sent to all reseller accounts as well.

To e-mail all users:

1. Click on the **Email all users** link in the Account Functions menu.
2. Click on the **Click Here to Attempt to Guess...** link at the top of the window to have WebHost Manager guess the e-mail addresses of accounts that have not entered an e-mail address, if required.
3. Enter the name, e-mail address, and subject of this e-mail in the **From Name**, **From Email**, and **Subject** fields.
4. Enter the e-mail in the main display area.
5. Click on the **Send Email to Reseller's Customers** tick box if you want to send this e-mail to reseller's clients as well as your own clients, if required.
6. Click on the **Send** button.

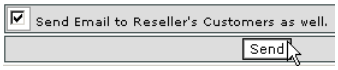


Figure 2.56: E-mailing all users

2.8.16 Displaying all accounts

WebHost Manager can display a summary list of active and inactive accounts at any time. Inactive accounts are by definition suspended; active accounts are by definition not suspended.

To display all accounts:

1. Click on the **Show Active and Inactive Accounts** link in the Account Functions menu.
2. A list of all active and inactive accounts is now displayed. You can make all inactive accounts active again by clicking on the **Make Inactive Domains Active** link.

Figure 2.57: Displaying all accounts

2.8.17 Changing account ownership

Occasionally an account may be listed as belonging to one reseller when it actually belongs to another. WebHost Manager enables you to change the ownership of an account from one reseller to another at any time.

To change account ownership:

1. Click on the **Change ownership of an account** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Change** button.
3. Click on the correct owner in the available drop-down list and click on the **ok** button.

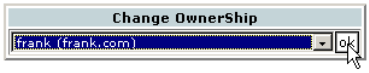


Figure 2.58: Changing account ownership

2.8.18 Enabling or disabling demo mode

You can use WebHost Manager's demo mode feature to turn any account into a demo account. A demo account restricts a user's ability to alter files and folders, but still appears to be fully functional. Demo mode is usually used as a sales tool for prospective clients.

To enable or disable demo mode:

1. Click on the **Disable or Enable Demo Mode** link in the Account Functions menu.
2. Click on the required domain or user name in the displayed list and click on the **Modify** button.
3. Click on the **Enable** button to enable demo mode or click on the **Disable** button to disable demo mode.

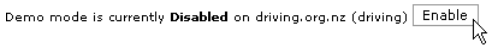


Figure 2.59: Enabling demo mode

2.8.19 Showing reseller accounts

The Show Reseller Accounts function displays a list of reseller and non-reseller accounts on your server.

To show reseller accounts:

1. Click on the **Show Reseller Accounts** link in the Account Functions menu.
2. A list of reseller (labeled Resold) and non-reseller (labeled Non-Resold) accounts is now displayed.

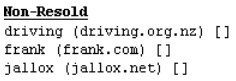


Figure 2.60: Showing reseller accounts

2.8.20 Downloading a raw Apache log

A raw Apache log is a server log that details every command that the Apache server processed over a specific time period. This is a useful diagnostic tool when you are not quite sure what the problem is with a specific account.

To download a raw Apache log:

1. Click on the **Download a Raw Apache Log** link in the Account Functions menu.
2. Click on the required domain or user name from the displayed list and click on the **Download Log** button.

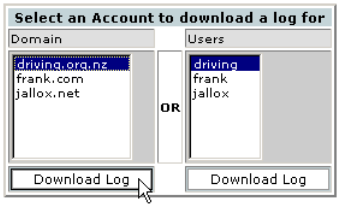


Figure 2.61: Downloading a raw Apache log

3. Save the log file to disk.

2.8.21 Unsuspending all accounts that exceed bandwidth

All accounts that exceed their specified bandwidth maximum will receive a Bandwidth Exceeded message whenever they try to log on to their account. You can unsuspend all accounts that exceed bandwidth until the next bandwidth check (bandwidth checks occur once per day).

To unsuspend all accounts that exceed bandwidth:

1. Click on the **Unsuspend Bandwidth Exceeders** link in the Account Functions menu.
2. Read the message and click on the **Ok** button.

Figure 2.62: Unsuspending all accounts that exceed bandwidth

2.8.22 Fixing insecure CGI permissions

If you are having problems with SuExec and CGI permissions, you can use this function to fix the permissions in suexec_log for your cgi scripts.

Note: You may need to use this function again after attempting to use an insecure CGI script if the directory containing the scripts has insecure permissions.

To fix insecure CGI permissions:

1. Click on the **Fix Insecure Permissions (Scripts)** link in the Account Functions menu.
2. A status message is now displayed.

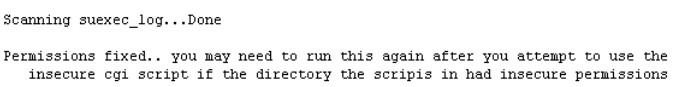


Figure 2.63: Fixing insecure CGI permissions

2.8.23 Changing a site's IP address

You can change the IP address of a domain, if required.

To change a site's IP address:

1. Click on the **Change Site's IP Address** link in the Account Functions menu.
2. Click on the domain name that you want to manage and click on the **Change Password** button.
3. Click on the new IP address from the **New Address** drop-down list.
4. Click on the **Change** button.

2.8.24 Enabling or disabling shell access

Shell access allows an account holder to log into the web server using SSH. You can specify what particular shell each account uses when they log in.

To manage shell access:

1. Click on the **Manage Shell Access** link in the Account Functions menu.
2. Click on the **Enable Normal Shell**, **Enable Jailed Shell**, or **Disable** button next to the required account. You can also click on the **Jail All Users** button to enable the jail shell on all accounts.

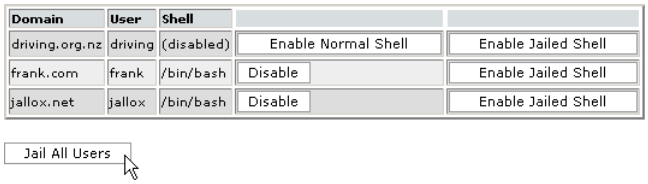


Figure 2.64: Enabling the jail shell

2.8.25 Resetting an account's original package bandwidth limits

WebHost Manager enables you to view a list of all accounts that have had their bandwidth limit changed from the original package limit when the account was first created. You can reset any of the changed bandwidth limits back to the original amount.

To reset an account's original package bandwidth limit

1. Click on the **Reset Package Bandwidth** link in the Account Functions menu.
2. Click on the Reset to **Package Bandwidth Limit** button next to the required account.

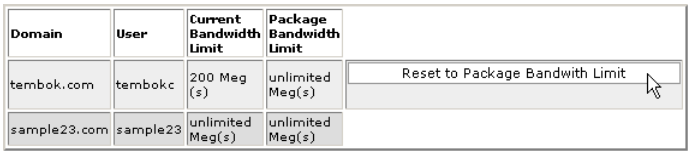


Figure 2.65: Resetting an account's original package bandwidth limit

2.8.26 Listing subdomains

WebHost Manager enables you to list all subdomains on your server. This function will display all subdomains and parked domains, sorted by domain name.

To list all subdomains:

1. Click on the **List Subdomains** link in the Account Functions menu.
2. A list of subdomains and parked domains, sorted by domain name, is now displayed.

2.9 Transfers

Assuming you are running WebHost Manager version 4.2 or newer on two servers, you can move domains from one server to another. You can do this one account at a time using this procedure, or you can transfer multiple domains at once – refer to page 54 for more information.

Note: To transfer one account from a WebHost Manager server with a username and password, refer to page 53 for more information.

To transfer one account from another server:

1. Click on the **Copy an account from another server** link in the Transfers menu.
2. Enter the IP address or domain name and server root password in the **Server to copy from** and **Server root password** fields.
3. Enter the username of the account that you want to copy in the **Username to copy** field.
4. Click on the **Give new account an ip address** tick box if the account is using an IP address.
5. Click on the required radio button to indicate what type of control panel software the remote server is using.
6. If the SSH is disabled for the root user, you need to enter the user name and password of a user which is part of the Wheel group (su) in the **User with su access** and **User with su access password** field.
7. Click on the **Setup** button.

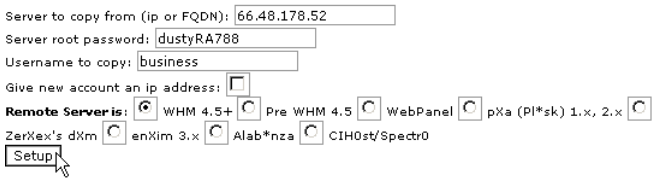


Figure 2.66: Transferring one account from another server

2.9.1 Transferring one account from a WebHost Manager server with a password

You can quickly transfer one account from a WebHost Manager server if you have a username and password. However, you can also transfer an account without the username and password (refer to page 53 for more information).

To transfer one account from a WebHost Manager server with a password:

1. Click on the **Copy an account from another server with account password** link in the Transfers menu.
2. Enter the IP address or domain name of the server to copy from in the **Server to copy from** field.
3. Enter the username and password for the account in the **Username to copy** and **User's password** fields.
4. Click on the **Give new account an ip address** tick box to give the transferred account an IP address, if required.

5. Click on the **Setup** button.

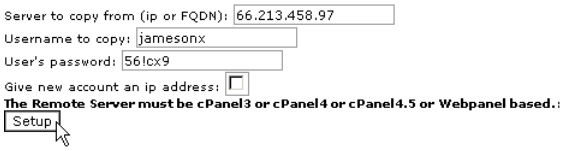


Figure 2.67: Transferring one account from a WebHost Manager server with a password

2.9.2 Transferring multiple account from another server

Assuming you are running WebHost Manager version 4.2 or newer on two servers, you can transfer multiple domains from one server to another. You do not need to know the exact details of each account on the other server as WebHost Manager will create a list of available accounts for you to transfer.

To transfer multiple account from another server:

1. Click on the **Copy multiple accounts from another server** link in the Transfers menu.
2. Enter the IP address or domain name and server root password in the **Server to copy from** and **Server root password** fields.
3. Click on the required radio button to indicate what type of control panel software the remote server is using.
4. If the SSH is disabled for the root user, you need to enter the user name and password of a user which is part of the Wheel group (su) in the **User with su access** and **User with su access password** field.
5. Click on the **Grab Account List** button.

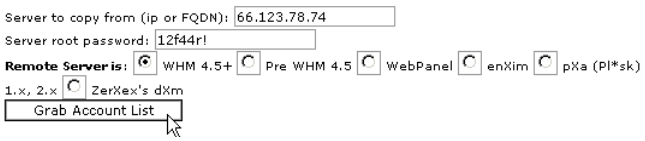


Figure 2.68: Transferring multiple account from another server

6. Click on the tick boxes next to the accounts that you want to copy or click on the **Select All** button.
7. Click on the **Copy** button.

2.9.3 Transferring multiple account from a Alab*nza server

You can transfer multiple domains from an Alab*nza server to your server, if required. The access user must have su access to root and the server must accept SSH connections from IP 216.118.116.107.

To transfer multiple account from a Alab*nza server:

1. Click on the **Copy multiple accounts from an Alab*nza server** link in the Transfers menu.
2. Enter the IP address or domain name and server root password in the **Server to copy from** and **Server root password** fields.

3. Enter the username and password for the server in the **Access username** and **Access user's password** fields.

4. Click on the **Grab Account List** button.

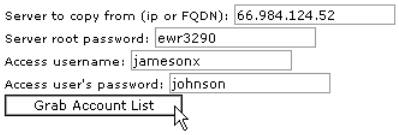


Figure 2.69: Transferring multiple account from a Alab*nza server

5. Click on the tick boxes next to the accounts that you want to copy or click on the **Select All** button.

6. Click on the **Copy** button.

2.10 Themes

Themes are the GUI (Graphic User Interface) of WebHost Manager and CPanel – they control the "look and feel" of these applications. Both WebHost Manager and CPanel can have their own distinct themes, which can range from a change of background color and logo (such as the default WebHost Manager themes) right through to a complete re-write of what the application looks like and how to use it. Several companies have designed their own custom themes for CPanel which are completely different from the default and iconic themes that come with the software. These changes are usually made for branding and usability purposes.

2.10.1 Changing the WebHost Manager theme

You can select a theme for WebHost Manager from the themes that you have installed. This theme only applies to the user name with which you logged in.

To change the WebHost Manager theme:

1. Click on the **Change WHM Theme** link in the Themes menu.
2. Click on the required WebHost Manager theme.

2.10.2 Adding a CPanel theme

You can install and update CPanel themes provided directly by DarkOrb. These will automatically update each time you update CPanel.

To add a CPanel theme:

1. Click on the **Addon CPanel Themes** link in the Themes menu.
2. Click on the **Install and Keep Updated** tick box next to the themes that you want to install.

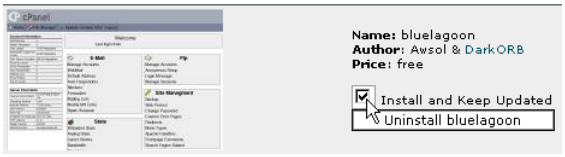


Figure 2.70: Adding a CPanel theme

3. Click on the **Save** button.

2.10.3 Adding a WebHost Manager theme

You can install and update WebHost Manager themes provided directly by DarkOrb. These will automatically update each time you update WebHost Manager.

To add a WebHost Manager theme:

1. Click on the **Addon WHM Themes** link in the Themes menu.
2. Click on the **Install and Keep Updated** tick box next to the themes that you want to install.

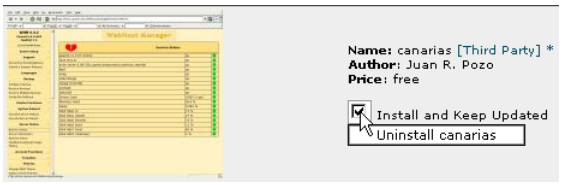


Figure 2.71: Adding a WebHost Manager theme

3. Click on the **Save** button.

2.10.4 Setting the default WebHost Manager theme

You can set a default WebHost Manager theme for all users who do have not chosen a specific WebHost Manager theme.

To set the default WebHost Manager theme:

1. Click on the **Set Default WHM Theme** link in the Themes menu.
2. Click on the required WebHost Manager theme.

2.10.5 Listing installed themes

You can view a list of all of your currently installed themes, divided into WebHost Manager and CPanel themes.

To list installed themes:

1. Click on the **List Installed WHM Themes** or **List Installed CPanel Themes** link in the Themes menu.
2. View the displayed list of themes. Refer to page 57 if you want to install a new theme.

2.10.6 Installing a new theme

WebHost Manager enables you to upload and install a new theme. This gives you the capability to create and use your own themes on both WebHost Manager and CPanel. New themes need to be archived using tar, using the directory structure shown in WebHost Manager, and have a file extension of **.whmtheme** or **.cptheme**.

You can see how currently installed themes work by downloading them – refer to page 58 for more information.

To install a new theme:

1. Click on the **Install a New WHM Theme** or **Install a New CPanel Theme** link in the Themes menu.
2. Make sure your tarred theme conforms to the displayed directory structure.
3. Use the **Browse...** button to select the theme that you want to upload.
4. Click on the **Upload** button.

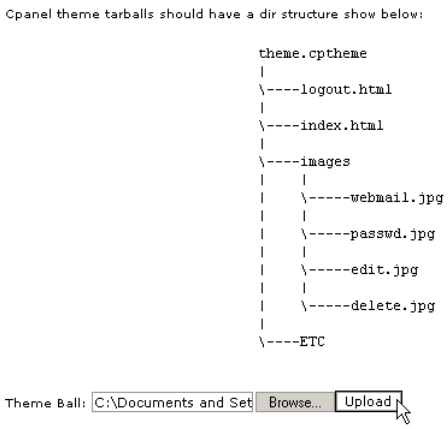


Figure 2.72: Installing a new CPanel theme

2.10.7 Deleting a CPanel theme

You can delete a CPanel theme when it is no longer required. Make sure that no users are using this theme before you delete it.

Note: If any users have themes that are automatically updated, they will reappear on this list. To successfully delete these themes, you need to remove the following script: **/scripts/postupcp**.

To delete a CPanel theme:

1. Click on the **Delete a CPanel Theme** link in the Themes menu.
2. Click on the link to the theme that you want to delete.

2.10.8 Cloning a CPanel theme

WebHost Manager enables you to clone an existing theme, which you can then download and alter as you require. This is usually done for branding purposes – you only want to add your logo and do not want to create a new theme from scratch.

To clone a CPanel theme:

1. Click on the **Clone a CPanel Theme** link in the Themes menu.
2. Click on the link to the theme that you want to clone.
3. Enter the name for the new theme in the available field, and click on the **Do it** button.

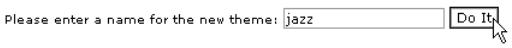


Figure 2.73: Cloning a CPanel theme

2.10.9 Downloading a themeball

You can download installed themes for WebHost Manager or CPanel as a themeball – a tarred group of all the files required for a theme. You can use this to brand the downloaded theme with your company's logo or use it as an example of how to create a brand new theme.

To download a themeball:

1. Click on the **Download a CPanel Themeball** or **Download a WHM Themeball** link in the Themes menu.
2. Click on the link to the theme that you want to download.
3. Save the themeball to a specific location.

2.10.10 Creating a new theme

You can create a CPanel or WebHost Manager theme from scratch, as long as you have the time. The best way to create a theme is to download a themeball of one of the working themes to use as an example – refer to page 58 for more information. You can find the API info in **/usr/local/cpanel/*api.txt**

You can use PHP code in CPanel themes. Example:

```
$varible = '<cpanel print="$CPDATA{'DNS'}">';
```

Perl scripts can also be included in theme pages. In the following example, ex.pl would contain perlapi.txt commands as well as Perl code.

```
<perl /usr/local/cpanel/base/frontend/default/ex.pl>
```

2.11 Packages

Packages enables you to create your own custom web hosting packages and are a critical function in WebHost Manager. These packages form the core service of your web hosting business, and your pricing structure needs to be carefully thought out. WebHost Manager helps you in this process by allowing you to customize a large number of parameters, from disk space and bandwidth to the number of sub-domains and MySQL databases, as well as specifying whether CGI, shell access, and what CPanel default theme are provided.

To add a package:

1. Click on the **Add Packages** link in the Packages menu.
2. Enter the name of the package and the maximum disk space the account can occupy in the **Package Name** and **Quota** fields.
3. Indicate whether SSL access is allowed in the **Shell Access** tick box.
4. Enter the maximum number of items allowed in the **Max Ftp Accounts**, **Max Email Accounts**, **Max Email Lists**, **Max SQL Databases**, **Max Sub Domains**, **Max Park Domains**, and **Max Addon Domains** fields.

   Note: Enter the text **unlimited** if you do not want to place a limit on any particular item.
5. Indicate whether this account is an IP address or not in the **Ip** tick box. If ticked, all accounts created with this package can not use a domain name.
6. Indicate whether CGI access and FrontPage Extensions are allowed in the **CGI Access** and **FrontPage Extentions** tick boxes.
7. Enter the maximum bandwidth in megabytes allowed by the account in the **Bandwidth Limit** field.
8. Click on the default CPanel theme for the account in the **Cpanel Theme** field.
9. Click on the default feature list for the account in the **Feature List** field.
10. Click on the **Create** button.

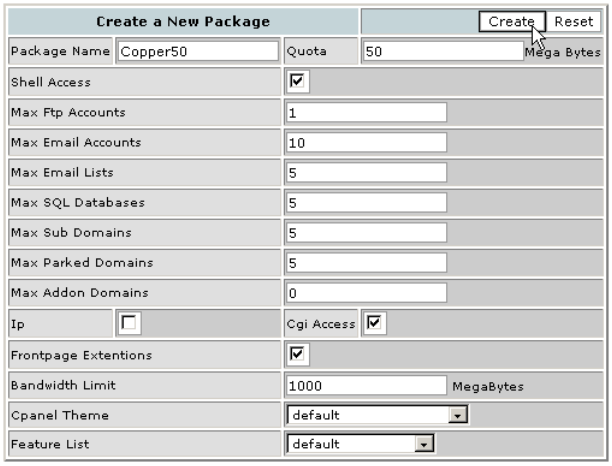


Figure 2.74: Adding a package

2.11.1 Using the Feature Manager

The Feature Manager enables you to control the functions that are available in your customer's CPanel. You can create one or more feature lists, each with their own functionality, that you then assign to each new customer when you create the account.

Note: The Feature Manager is currently a beta release, and only the bluelagoon CPanel theme supports feature lists.

To add a feature list:

1. Click on the **Feature Manager** link in the Packages menu.
2. Enter the name of the feature list that you need to add in the **Feature List Name** field and click on the **Add** button.
3. Click on the required tick boxes to enable or disable various features.
4. Click on the **Save** button when you have finished editing the feature list.

Figure 2.75: Editing a feature list

Editing a feature list

Edit a feature list when you need to enable or disable different features for a particular feature list.

To edit a feature list:

1. Click on the **Feature Manager** link in the Packages menu.
2. Click on the required feature list from the **Edit a Feature List** drop-down list and click on the **Edit** button.
3. Click on the required tick boxes to enable or disable various features.
4. Click on the **Save** button when you have finished editing the feature list.

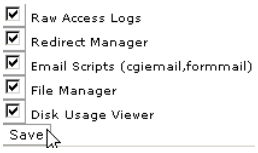


Figure 2.76: Editing a feature list

Deleting a feature list

Delete a feature list when you no longer need to provide that particular feature list. Make sure that no users are using this feature list before you delete it.

To delete a feature list:

1. Click on the **Feature Manager** link in the Packages menu.
2. Click on the required feature list from the **Delete a Feature List** drop-down list and click on the **Delete** button.

Figure 2.77: Deleting a feature list

2.11.2 Deleting a package

You can delete packages that are no longer necessary. This does not effect customers who are currently using this package.

To delete a package:

1. Click on the **Delete Packages** link in the Packages menu.
2. Click on the package that you want to delete and click on the **Kill** button.

Figure 2.78: Deleting a package

2.11.3 Editing a package

You can alter all aspects of a package whenever you need to change the package. These changes will not effect accounts that were created with the changed package, however it will effect new accounts using this package.

To edit a package:

1. Click on the **Edit Packages** link in the Packages menu.
2. Click on the required package and click on the **Edit** button.
3. Alter the fields as required. Refer to page 60 for a description of each field, if required.
4. Click on the **Edit** button when you have finished editing the package.

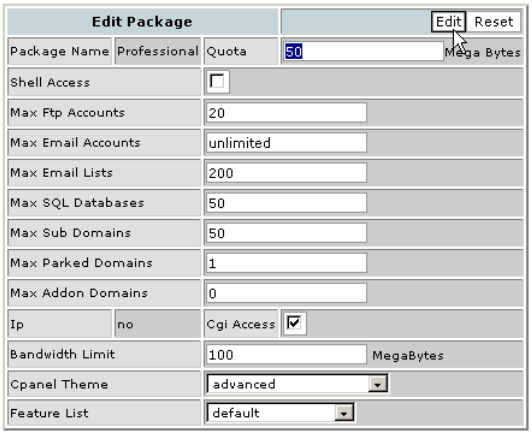


Figure 2.79: Editing a package

2.12 DNS Functions

The DNS Functions area manages all aspects of DNS, from parking a domain to adding a DNS zone.

2.12.1 Parking or pointing a domain

WebHost Manager enables you to park a domain on top of another domain, which effectively points all HTTP and e-mail traffic from the parked domain to the domain it is parked on top of.

To park or point a domain:

1. Click on the **Park or Point a Domain** link in the DNS Functions menu.
2. Enter the domain that you want traffic pointed to in the available field or click on the available domain from the **Domain to park on top of** list..
3. Enter the domain that you want to park in the **Domain to park** field.

   Example: You want to point all HTTP and e-mail traffic **from** innovation.org.nz **to** business.org.nz. Enter business.org.nz in the available field and innovation.org.nz in the **Domain to park** field.
4. Click on the **Do it** button.

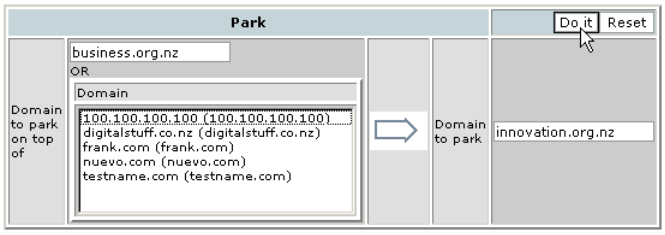


Figure 2.80: Parking a domain

Unparking a domain

Unpark a domain when you want to use that domain for another purpose or need to park it on a different domain.

To unpark a domain:

1. Click on the **List Parked Domains** link in the DNS Functions menu.
2. Click on the **UnPark** link next to the required domain.

Figure 2.81: Unparking a domain

2.12.2 Listing parked domains

You can list all domains that are parked on your server, sorted by the domains they are parked on top off. You can use this list to add mail configuration to the primary domain's CPanel, which adds the domain so

the account can modify forwarders and default address for that domain. You can also use this list to unpark domains – refer to page 64 for more information.

To list parked domains:

1. Click on the **List Parked Domains** link in the DNS Functions menu.
2. A list of parked domains is displayed, sorted by domain.
3. Click on the **Add Mail Config to user's CPanel** link to add mail configuration to the primary domain's CPanel, if required.

Figure 2.82: Listing parked domains

2.12.3 Adding an A entry for your hostname

An A entry is an Address entry, and can be entered at any time for your hostnames.

Warning: Do not add an A Entry unless you know what you are doing.

To add an A entry for your hostname:

1. Click on the **Add an A Entry for your Hostname** link in the DNS Functions menu.
2. Click on the **Add the entry** button if the displayed information looks correct.

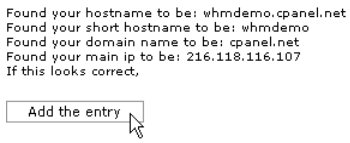


Figure 2.83: Adding an A entry for your hostname

2.12.4 Adding a DNS zone

A DNS zone is a part of your domain name but it may contain different DNS information. For example, if you added the DNS zone training.business.co.nz to business.co.nz, you could edit the properties of the training.business.co.nz DNS zone to be whatever you wanted. Refer to page 66 for more information about editing a DNS zone.

Note: You will need to wait a few hours for the DNS zone to propagate.

Warning: Do not add a DNS zone unless you know what you are doing.

To add a DNS zone:

1. Click on the **Add a DNS Zone** link in the DNS Functions menu.
2. Enter the IP address or domain name of the DNS zone in the **Ip** or **Domain** field.
3. Click on the **Do it** button.

Figure 2.84: Adding a DNS zone

Editing a DNS zone

WebHost Manager enables you to change a wide variety of DNS information at any time. Refer to the ISC's Bind web page for more information about DNS zones.

Warning: Do not edit a DNS zone unless you know what you are doing.

To edit a DNS zone

1. Click on the **Edit a DNS Zone** link in the DNS Functions menu.
2. Enter the DNS zone that you want to edit in the **Zone to Edit** field and click on the **Do it** button.
3. Alter the DNS fields as you require, and click on the **Save** button when you have finished.

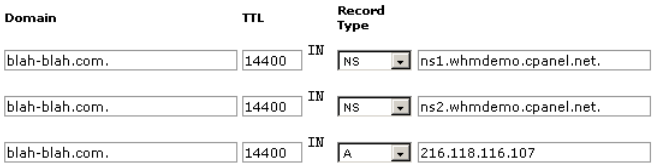


Figure 2.85: Editing a DNS zone

Deleting a DNS zone

You can delete a DNS zone when you no longer need to that particular DNS information.

Warning: Do not delete a DNS zone unless you know what you are doing.

To delete a DNS zone:

1. Click on the **Delete a DNS Zone** link in the DNS Functions menu.
2. Click on the required DNS zone from the displayed list and click on the **Delete** button.

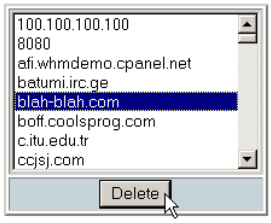


Figure 2.86: Deleting a DNS zone

2.12.5 Editing an MX entry

WebHost Manager enables you to alter MX (Mail Exchange Record) Entries at any time. By altering an MX Entry you can point the e-mail for a particular domain to another mail server, if required.

To edit an MX entry:

1. Click on the **Edit an MX Entry** link in the DNS Functions menu.
2. Click on the required domain in the list and click on the **Edit** button.
3. Enter the new domain that e-mail will be sent to and click on the **Save** button.

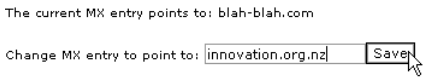


Figure 2.87: Editing an MX entry

2.12.6 Performing a DNS cleanup

WebHost Manager enables you to clean up your nameserver configuration file whenever required.

Note: Make sure you are not editing any nameserver configuration files during the clean up.

To perform a DNS cleanup:

1. Click on the **Perform a DNS Cleanup** link in the DNS Functions menu.
2. Read the warning. Click on the **Ok** button when you are ready.

Figure 2.88: Performing a DNS cleanup

2.12.7 Establishing a trust relationship

You can establish a master/primary nameserver relationship at your server setup level – refer to page 16 for more information. If you do set up a primary nameserver, you need to establish a trust relationship between the two servers so that you can add all DNS entries from the primary nameserver. This saves you having to log on to multiple servers to set up various DNS entries.

To establish a trust relationship with a primary nameserver:

1. Click on the **Establish A Trust Relationship With a Primary Nameserver** link in the DNS Functions menu.
2. Enter the root password for the trusted nameserver in the **Master Server Root Password** field.
3. Click on the **Do it** button.

2.12.8 Synchronizing DNS records

If you have established a trust relationship with a primary nameserver, you will need to synchronize the DNS records between the primary and secondary nameservers after you have added new DNS entries.

To synchronize DNS records with the primary nameserver:

1. Click on the **Synchronize DNS Records with Primary Nameserver** link in the DNS Functions menu.
2. A status list is now displayed.

2.12.9 Domain forwarding

WebHost Manager enables you to forward all traffic from your current domain to another domain. You can only forward the top level domain to another location, not any specific folders of subdomains of the domain.

To setup a domain forwarder:

1. Click on the **Setup/Edit Domain Forwarding** link in the DNS Functions menu.
2. Enter the domain that you want to forward in the **Domain** field, and the forwarding URL address in the **Redirection URL** field. Repeat as required.
3. Click on the **Save Map** button.

2.13 FrontPage

For better or worse, FrontPage is an extremely popular web site design tool. In order to support clients who use FrontPage, you need to install FrontPage extensions on their site so that the FrontPage's "quirks" will work correctly on a Linux server.

If you need to reinstall FrontPage extensions for an account, uninstall the current extensions first before reinstalling.

Note: DarkOrb does not encourage the use of FrontPage nor does it take responsibility for any of the things that FrontPage, or any other Microsoft product, does to your server.

To install or uninstall FrontPage extensions:

1. Click on the **Install FrontPage Web Extentions** or **Uninstall FrontPage Web Extentions** link in the FrontPage menu.
2. Click on the required domain or user in the displayed lists.
3. Click on the **Install** or **UnInstall** button.

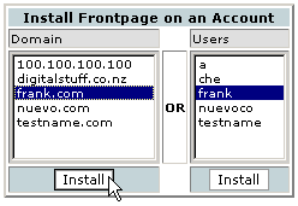


Figure 2.89: Installing FrontPage extensions

2.13.1 Installing FrontPage mail extensions

Some clients may need FrontPage mail extensions installed. This function will find **all** accounts that do not have any mail extensions installed and will install FrontPage mail extensions.

To install FrontPage mail extensions:

1. Click on the **Install FrontPage Mail Extentions** link in the FrontPage menu.
2. A status list of the search and installation process is now displayed.

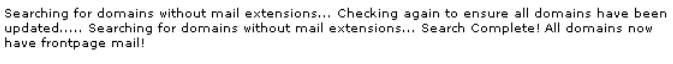


Figure 2.90: Installing FrontPage mail extensions

2.14 MySQL

The MySQL area enables you to repair a database, change passwords, and show what MySQL processes are in use.

2.14.1 Resetting the MySQL root password

You can reset your MySQL root password using WebHost Manager. This function should only be used if you are unable to change the password and have received a **permission denied** error.

Try to reset the password using the **Set MySQL Root Password** function first before following this procedure. Refer to page 27 for more information.

To reset the MySQL root password:

1. Click on the **Reset Local MySQL Root Password** link in the MySQL menu.
2. Enter the new password in the field provided and click on the **Change Password** button.

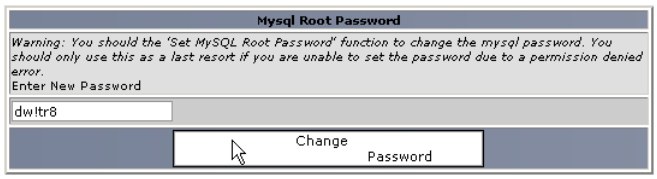


Figure 2.91: Resetting the MySQL root password

2.14.2 Adding a MySQL access host

You can add additional hosts that are able to access MySQL databases on this server. You can also specify a remote MySQL server, as long as you provide the proper user name and password.

To add one or more MySQL access hosts:

1. Click on the **Additional MySQL Access Hosts** link in the MySQL menu.
2. Enter the additional host information, one per line. For example:

   66.96.192.%
3. Click on the **Save** button.

   Note: These hosts will only become active on a user's machine **after** they have logged on to CPanel and entered the **MySQL databases** area. If you want all users to be updated automatically, click on the **Click Here!** link (not the **Save** button).

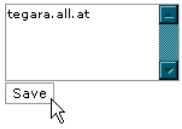


Figure 2.92: Adding a MySQL access host

2.14.3 Setting up a remote MySQL server

You can change the MySQL server from the local server ("localhost") to point to a remote server. This allows MySQL functions to be performed by another computer.

To set up a remote MySQL server:

1. Click on the **Setup Remote MySQL server** link in the MySQL menu.
2. Enter the name of the remote server in the **Remote Mysql Host** field and its password in the **Remote Mysql Host's Root Password** field.

   Note: Do not enter the root password for the remote MySQL server in the **Remote Mysql Host's Root Password** field.
3. Click on the **Setup** button.

Figure 2.93: Setting up a remote MySQL server

2.14.4 Repairing a database

You can attempt to repair a MySQL database using WebHost Manager. The function checks each table for errors and attempts to fix them.

To repair a database:

1. Click on the **Repair a Database** link in the MySQL menu.
2. Click on the database that you want to repair in the displayed list and click on the **Repair Database** button.

Figure 2.94: Repairing a database

3. A status list is displayed, stating which tables have been checked and the result.

2.14.5 Changing passwords

You can use WebHost Manager to change the password of any MySQL user or database on your server.

To change a user or database password:

1. Click on the **Change a User or Database Password** link in the MySQL menu.
2. Click on the required database or user name in the list
3. Enter the new password in the **New Password** field and click on the **Change Password** button.

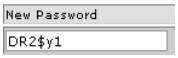


Figure 2.95: Changing a database password

2.14.6 Showing MySQL processes

WebHost Manager can create a list of all of the currently active MySQL processes on your server, including the user name, command being used, its state, and general information.

Refer to page 41 for more information about viewing general server and system processes.

To show MySQL processes:

1. Click on the **Show MySQL Processes** link in the MySQL menu.
2. A list of currently used processes is displayed.

2.15 IP Functions

The IP Functions area enables you to add and manage IP addresses, including adding and reserving addresses and displaying IP usage.

2.15.1 Showing or deleting current IP addresses

You can display a list of all of the IP addresses that are linked to your server. You can delete IP addresses from this list, except for your server's dedicated IP address.

To show or delete current IP addressed:

1. Click on the **Show or Delete Current IP Addresses** link in the IP Functions menu.
2. A list of current IP addresses is displayed. Click on the **Remove** link to delete a particular IP address.

2.15.2 Adding a new IP address

WebHost Manager enables you to add a new IP address at any time, along with the addresses required subnet mask.

Note: You must use Class C CIDR format when adding multiple IP addresses. Refer to this Overview of CIDR for more information.

To add a new IP address:

1. Click on the **Add a New IP Address** link in the IP Functions menu.
2. Enter the IP address in the **Ip(s) to add** field.
3. Alter the subnet mask default values for this IP address in the **Subnet Mask** field, if required.
4. Click on the **Do it** button.

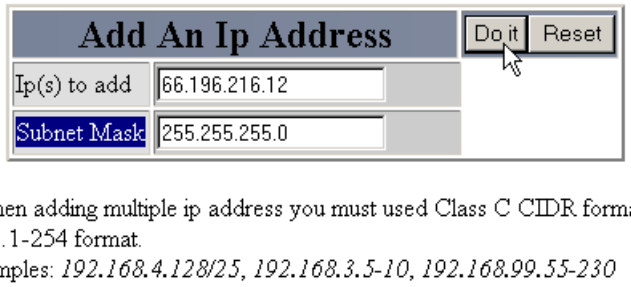


Figure 2.96: Adding a new IP address

2.15.3 Rebuilding the IP address pool

Rebuilding the IP address pool frees up IP addresses and updates **/etc/ipaddrpool**.

To rebuild the IP address pool:

1. Click on the **Rebuild the IP Address Pool** link in the IP Functions menu.
2. A status list is now displayed.

```
Please wait while I rebuild your ipaddrpool
Your main ip is 216.118.116.107
[216.118.116.103] [0.0.0.0][0.0.0.0][0.0.0.0][0.0.0.0][0.0.0.0][216.118.116.107]
Opening Ip Address Pool....Done
Wrote New Pool!

Found 0 free ips. /etc/ipaddrpool has been updated
```

Figure 2.97: Rebuilding the IP address pool

2.15.4 Reserved IP addresses

WebHost Manager enables you to reserve IP addresses so that they will not be used when automatically assigning IP addresses to new accounts. (This only applies to new accounts that are created using the **Ip** tick box – refer to page 42 for more information.)

To show or edit reserved IP addresses:

1. Click on the **Show/Edit Reserved IPs** link in the IP Functions menu.
2. A list of current IP addresses is displayed. Reserved IP addresses have a tick in the tick box next to the address.
3. Click on the tick box next to the address to reserve or unreserve the address and click on the **Save** button.

2.15.5 Showing IP address usage

You can display a list of all of the IP addresses on your server and what domain names they point to.

To show IP address usage:

1. Click on the **Show IP Address Usage** link in the IP Functions menu.
2. A list of IP addresses and associated domains is now displayed.

Ip Address	Http Usage	Ftp Usage	Mail Usage
216.118.116.107	www.sex.com www.frank.com www.testname.com www.100.100.100.100 www.digitalstuff.co.nz		sex.com(1 accts) frank.com(1 accts) testname.com(1 accts) 100.100.100.100(1 accts) digitalstuff.co.nz(1 accts)

Figure 2.98: Showing IP address usage

2.16 Disk Drives

You can format or mount a new hard drive at any time using WebHost Manager. You can also optimize an EIDE hard drive (refer to page 75 for more information).

Note: Formatting a hard drive will delete all information on that hard drive.

To format or mount a new hard drive:

1. Click on the **Format/Mount a new Hard Drive** link in the Disk Drives menu.
2. Follow the displayed instructions.

2.16.1 Optimizing an EIDE hard drive

WebHost Manager allows you to optimize EIDE (Enhanced Integrated Drive Electronics) drives for significant performance speed and performance increases.

Warning: This function may cause your server to lock up or crash when performed on older chip sets. Use at your own risk.

To optimize an EIDE hard drive:

1. Click on the **Optimize EIDE Harddrives** link in the Disk Drives menu.
2. Read the displayed warning. Click on the **Ok** button if you want to proceed.

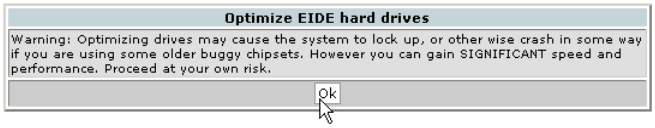


Figure 2.99: Optimizing an EIDE hard drive

2.17 Software

The Software area deals with installing and updating server and system software on your server.

2.17.1 Installing an RPM

RPM (Red Hat Package Manager) is a common way of installing software on Red Hat Linux systems. WebHost Manager enables you to install a large number of different packages, if and when required, and re-install them if a problem occurs.

To install an RPM:

1. Click on the **Install a RPM** link in the Software menu.
2. Click on the package that you want to (re)install.
3. Click on the **Ignore Dependencies** tick box if you want WebHost Manager to ignore any dependencies that may occur during installation.
4. Click on the **Force Install** tick box if you are reinstalling a package.
5. Click on the **Install** button.

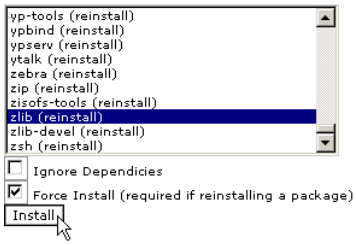


Figure 2.100: Reinstalling an RPM

2.17.2 Rebuilding the RPM database

The database that keeps track of your RPM (Red Hat Package Manager) installations can become corrupt. You should only perform this function when technical support advises you that it is the correct course of action.

To rebuild the RPM database:

1. Click on the **Rebuild RPM Database** link in the Software menu.
2. Click on the **Ok** button.

   Note: This procedure may take 1-30 minutes, depending on the speed of your machine.

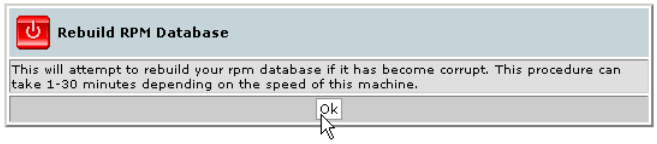


Figure 2.101: Rebuilding the RPM database

2.17.3 Installing a Perl module

Perl modules are a collection of Perl scripts that allow you to perform one or more functions. WebHost Manager enables you to install a number of Perl modules if and when you require them.

To install a Perl module:

1. Click on the **Install a Perl Module** link in the Software menu.
2. Enter the name of the Perl module that you want to install in the available field and click on the **Search** button.
3. Click on the link to install the required Perl module.

Figure 2.102: Installing a Perl module

2.17.4 Updating server or system software

WebHost Manager provides you with the ability to update your server or system software or backend scripts at any time. When activated, WebHost Manager will compare the current server and system software and backend scripts against its list of upgrades kept on its upgrade server, and upgrades any older versions automatically.

To update your server software:

1. Click on the **Update Server Software**, **Update System Software**, or **Update Backend Scripts** link in the Software menu.
2. A software status list is now displayed with any updates performed, if any.

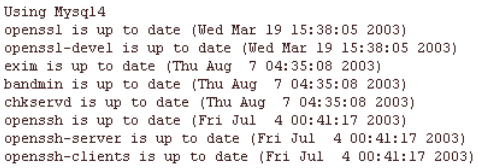


Figure 2.103: Updating server software

2.18 Security

The Security area deals with security issues, from scanning for security beaches and Trojan Horses to modifying Apache's memory usage limit.

2.18.1 Running a quick security scan

WebHost Manager can perform a quick security scan of your server that attempts, in test mode, to shut down various essential services. If any of these tests succeed, there has been a security breach of your server.

Note: You may see [FAILED] next to one or more tests when you run the scan. This usually indicates that the service was shut down normally prior to the scan, and does not normally indicate that there has been a security breach.

To run a quick security scan:

1. Click on the **Quick Security Scan** link in the Security menu.
2. A list of results is now displayed.

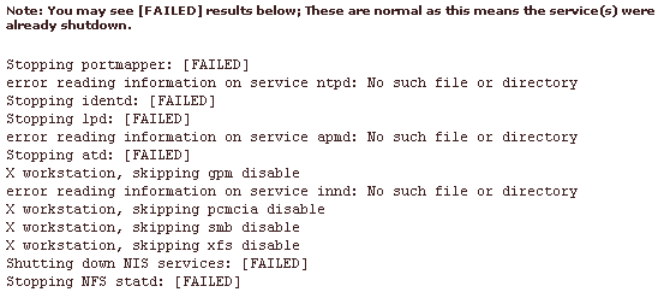


Figure 2.104: Running a quick security scan

2.18.2 Modifying Apache memory usage limit

WebHost Manager includes a function that automatically calculates the memory limit needed by Apache and resets the memory used by Apache to that amount. This frees up your memory for other operations, and is useful on busy or full servers.

To modify the Apache memory usage amount:

1. Click on the **Modify Apache Memory Usage Limit** link in the Security menu.
2. A result list is now displayed.

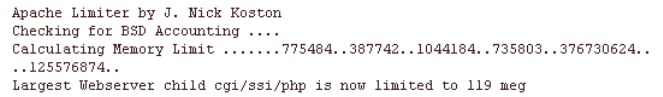


Figure 2.105: Modifying the Apache memory usage amount

2.18.3 Scanning for Trojan Horses

WebHost Manager includes a function that enables you to scan your server for Trojan Horses. A Trojan Horse is a malicious, security-breaking program that is disguised as something benign, such as a directory lister, archiver, or game. Like all viruses Trojan Horses can hide inside files for long periods of time.

Note: All files found during this search are only suspected Trojan Horses. This scan only denotes the possibility of a virus in the file.

To scan for Trojan Horses:

1. Click on the **Scan for Trojan Horses** link in the Security menu.
2. A results list is now displayed.

2.19 Email

The Email area allows you troubleshoot problematic e-mail addresses, manage your mail queue, and view e-mail statistics for your server.

2.19.1 Using the Mail Troubleshooter

The Mail Troubleshooter function enables you to send a test e-mail to a problematic address to determine what is wrong. This process will track down the vast majority of e-mail problems that can occur on your server.

To use the Mail Troubleshooter:

1. Click on the **Mail Troubleshooter** link in the Email menu.
2. Enter the problematic e-mail address in the **Email to trace** field.
3. Click on the **Do it** button.

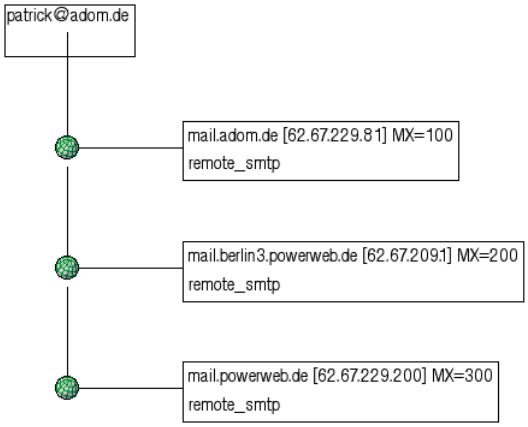


Figure 2.106: Visual trace of an e-mail address

2.19.2 Managing the mail queue

The Exim Mail Queue area enables you to view all waiting messages in the mail queue, as well as attempt to deliver or delete all the messages in the queue.

To manage the mail queue:

1. Click on the **Manage Mail Queue** link in the Email menu.
2. View the e-mail as required. Click on the **Delete** link next to an e-mail if you need to delete it, or click on the **Deliver Now** link next to an e-mail to deliver it now.

Figure 2.107: Delivering an e-mail in the mail queue

3. Click on the **Delete all messages in Queue** link if you need to delete the e-mail that are currently in the queue.

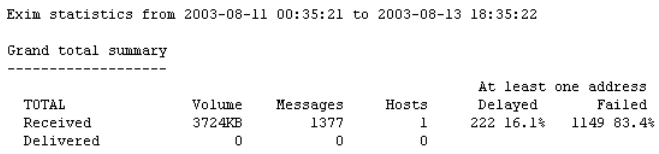
   Click on the **Attempt to Deliver all messages in Queue** link if you need to send the e-mail now. This is a good method of testing if something is functioning incorrectly with exim.

2.19.3 Viewing e-mail statistics

The View Mail Stats function displays a wide variety of information about e-mail on your server, including total volumes, how many messages were sent and delivered per hour, the top 50 accounts in terms of mail sent and received, and a list of error messages.

To view e-mail statistics:

1. Click on the **View Mail Statistics** link in the Email menu.
2. View the displayed statistics.



Exim statistics from 2003-08-11 00:35:21 to 2003-08-13 18:35:22

Grand total summary

TOTAL	Volume	Messages	Hosts	At least one address Delayed	Failed
Received	3724KB	1377	1	222 16.1%	1149 83.4%
Delivered	0	0	0		

Figure 2.108: Viewing e-mail statistics

2.20 System Health

WebHost Manager can display a variety of system information that indicates the current health of the system:

- **Current Disk Usage** – Displays the current amount of disk space being used on each hard drive and partition.
- **Current CPU Usage** – Displays the current CPU usage divided by process. More information about each process is available by clicking on each processes Pid.
- **Current Running Processes** – Displays all currently running processes and their location.

More server information can be found in the page 41 section. Refer to page 72 for more information about MySQL processes.

To display system information:

1. Click on the **Show Current Disk Usage**, **Show Current CPU Usage**, or **Show Current Running Processes** link in the System Health menu.
2. View the displayed information. If you clicked on the **Show Current CPU Usage** link, you can display more detailed information about each process by clicking on the **Pid** column link entry.

Filesystem	Type	Size	Used	Avail	Use%	Mounted on
/dev/hdv1	ext2	5.3G	4.0G	1.0G	79%	/

Figure 2.109: Viewing current disk usage

2.20.1 Killing background processes

You can set WebHost Manager to automatically detect, kill, and e-mail you about any one of the following processes:

- BitchX – BitchX
- bnc
- eggdrop – Eggdrop sites
- generic-sniffers
- guardservices
- ircd – ircd server page
- psyBNC – psyBNC tutorial
- ptlink
- services

It is recommended that you do not allow any of these processes to run on your servers. You can also add trusted users who will not have these processes killed.

To kill a background process:

1. Click on the **Background Process Killer** link in the System Health menu.
2. Click on the tick boxes next to the processes that you want to automatically kill. It is recommended that you do not allow any of these processes to run on your servers.
3. Enter the name of any trusted users in the available field, if required. Enter one user per line. All users with an uid of less than 99 (including root, mysql, named, and cpanel) are automatically trusted.
4. Click on the **Save** button.

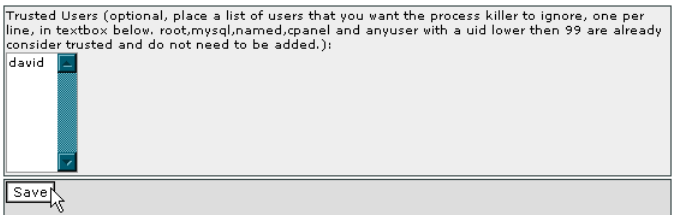


Figure 2.110: Adding a trusted user

2.21 CPanel 6

The CPanel 6 area contains a variety of miscellaneous features that help you to manage CPanel accounts.

2.21.1 Resetting a Shopping Cart

You can refresh a shopping cart that is not resetting by itself. This command is only designed to be used with the shopping cart scripts that come pre-installed with CPanel.

To reset a shopping cart:

1. Click on the **Reset a Shopping Cart** link in the CPanel 6 menu.
2. Click on the domain name with the problem shopping cart and click on the **Reset** button.

2.21.2 Modifying CPanel/WHM news

You can display a customized version of the CPanel or WebHost Manager news, rather than use the default news script. You can modify the following areas:

- **Global CPanel News** – Displays on the home page of all CPanels that you can effect, including your own, your resellers', and your resellers' customers' CPanels.
- **Global WHM News** – Displays in the News area of all resellers' WebHost Managers.
- **Resold Customer News** – Displays on the home page of all your resellers' customers' CPanels.
- **CPanel News** – Displays on the home page of all your customers' CPanels (**not** your resellers' customers').

The News page is coded in HTML so you need to use HTML code when creating your own news content.

To modify CPanel or WebHost Manager news:

1. Click on the **Modify CPanel/WHM News** link in the CPanel 6 menu.
2. Enter or copy and paste the HTML code that you want to use into the relevant work areas.
3. Click on the **Save News** button.

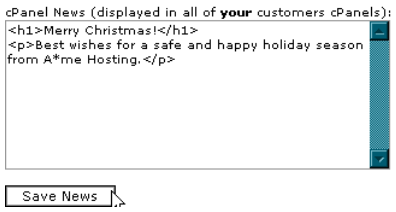


Figure 2.111: Modifying CPanel news

2.21.3 Upgrading to the latest version

You can upgrade to the latest version of CPanel automatically using WebHost Manager. WebHost Manager will check for updates, and download and apply any changes as required.

To upgrade to the latest version of CPanel:

1. Click on the **Upgrade to Latest Version** link in the CPanel 6 menu.
2. Click on the **Do it** button.

```
PHP version file is up to date
Doing a manual update...
Cpanel updates are coming from layer2.cpanel.net
fileutils passes checksum
findutils passes checksum
net-tools passes checksum
Checking /dev/hdv....Failed
x - creating lock directory
x - SKIPPING /usr/local/lib/php.ini (file already exists)
Using Mysql4
openssl is up to date (Wed Mar 19 15:38:05 2003)
openssl-devel is up to date (Wed Mar 19 15:38:05 2003)
exim is up to date (Thu Aug  7 04:35:08 2003)
```

Figure 2.112: Upgrading to the latest version of CPanel

2.21.4 Resetting a Mailman password

You can change the password for any Mailman mailing list on your server, usually when a user has forgotten their own Mailman password.

To reset a Mailman password:

1. Click on the **Reset a Mailman Password** link in the CPanel 6 menu.
2. Click on the Mailman user from the available list.
3. Enter the new Mailman password in the **New Password** field and click on the **Change Password** button.

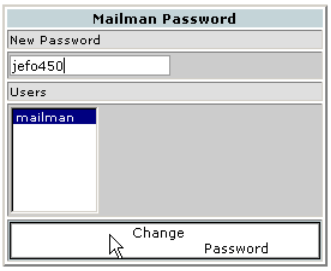


Figure 2.113: Resetting a Mailman password

2.21.5 Enabling or disabling Outlook Express autoconfiguration

WebHost Manager can enable or disable Outlook Express autoconfiguration files. These allow CPanel users to simply click on a link next to an e-mail address and your server will install Outlook Express registry settings on their computer. This function prevents a lot of support requests, as configuring e-mail clients is a common problem for users.

Note: This feature only works for users who are using Microsoft Windows.

To enable or disable Outlook Express autoconfiguration files:

1. Click on the **Enable/Disable Outlook AutoConfig** link in the CPanel 6 menu.
2. Click on the **Enable** button to enable Outlook Express autoconfiguration files or click on the **Disable** button to disable Outlook Express autoconfiguration files.

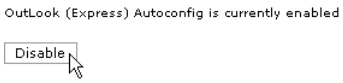


Figure 2.114: Disabling Outlook Express autoconfiguration

2.21.6 Adding on scripts

WebHost Manager provides a number of script packages that you can pass on to your CPanel customers. You can quickly install and uninstall these addon scripts as required, and if installed each script will be automatically updated as part of the WebHost Manager update (refer to page 20 for more information).

To add on scripts:

1. Click on the **Addon Scripts** link in the CPanel 6 menu.
2. Click on the **Install and Keep Updated** tick box next to the packages that you want to install.
3. Click on the **Save** button.

Figure 2.115: Adding on scripts

2.21.7 Synchronizing FTP passwords

You need to syncronize FTP password files when you reinstall proftpd.

To synchronize FTP passwords:

1. Click on the **Synchronize FTP Passwords** link in the CPanel 6 menu.

2.22 SSL/TLS

The SSL/TLS area enables you to manage all areas of SSL certificates, from generating new certificates to installing and changing them.

2.22.1 Changing a certificate

WebHost Manager enables you to change your CPanel and WebHost Manager certificate automatically, without having to manually find and replace the certificate files. Refer to page 89 for more information about generating a certificate.

Note: The CPanel certificate is used in the https://www.yourdomain.com:2083 address and the WebHost Manager certificate is used in the https://www.yourdomain.com:2087 address.

To change a certificate:

1. Click on the **Change CPanel/WHM Certificate** link in the SSL/TLS menu.
2. Enter the domain for the certificate in the **Domain this CRT is for** field.
3. Click on the **Fetch** button to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.

   Note: If you generated the certificate using WebHost Manager, the certificate files will be available. Refer to page 89 for more information.
4. Click on the **Do it** button.

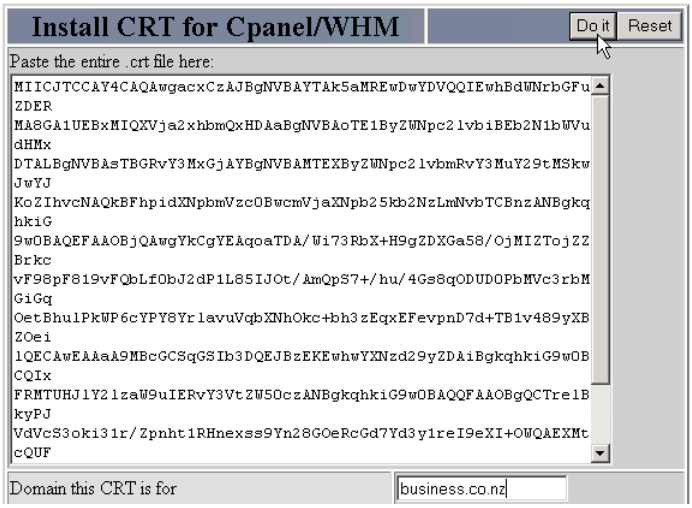


Figure 2.116: Changing a certificate

2.22.2 Resetting the CPanel/WHM certificate

You can reset the CPanel/WHM certificate, if required.

To reset the CPanel/WHM certificate:

1. Click on the **Reset CPanel/WHM Certificate** link in the SSL/TLS menu.

2. Click on the **Generate a new Certificate** button.

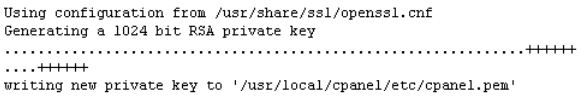


Figure 2.117: Resetting the CPanel/WHM certificate

2.22.3 Using the SSL Manager

The SSL Manager enables you to view and download currently available keys, certificates, and certificate request files. This enables you to keep track of certificates that you have generated with WebHost Manager.

To use the SSL Manager:

1. Click on the **SSL Manager** link in the SSL/TLS menu.
2. Click on the button to view the text of a file or the button to view the binary form of the file.

Figure 2.118: Using the SSL Manager

2.22.4 Purchasing and installing an SSL certificate

You need to purchase an SSL certificate to provide secure access for your customers to their web server. You can purchase and install an SSL certificate from an online vendor through WebHost Manager.

To purchase and install an SSL certificate:

1. Click on the **Purchase & Install SSL Certificate** link in the SSL/TLS menu.
2. Click on the graphic of the company from which you want to purchase an SSL certificate.
3. Enter the host's domain name in the **Certificate Hostname** field.
4. Enter the principal contact's first and last name and e-mail address in the **Full Name** and **Email Address** fields.
5. Enter the name of the company the certificate is for, the company division, and the company's mailing address in the **Company Name**, **Company Division**, and **Mailing Address** fields.
6. Enter the city, state, and country code in the **City**, **State**, and **Country** fields.
7. Enter the postal code and phone number for the contact in the **Postal Code** and **Phone Number** fields.

8. Click on the the type of certificate that you want to purchase from the **Certificate Type** drop-down list. The current price list is available underneath the form.
9. Click on the **Standard Trust Logo** and/or **Credit Card Trust Logo** tick boxes, as required.
10. Click on the radio button for the number of servers you want and the number of years for which you want the certificate to be valid.
11. Enter the password for the certificate owner in the **Challenge Password** field.

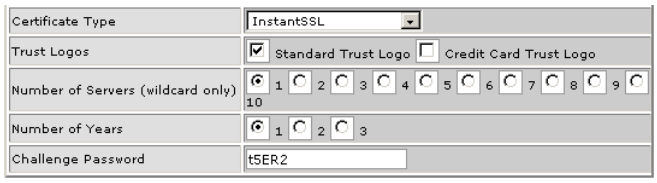


Figure 2.119: Purchasing an SSL certificate

12. Click on the **Continue** button.
13. Copy the RSA Private Key and Certificate Request values to a separate file for safe keeping.
14. Click on the **Continue** button.
15. Pay the online vendor for the certificate that you have ordered.

2.22.5 Listing SSL hosts

You can display a list of all the SSL hosts installed on your server at any time.

To list SSL hosts:

1. Click on the **List SSL Hosts** link in the SSL/TLS menu.
2. The list of installed SSL hosts is now displayed.

2.22.6 Deleting a SSL hosts

Delete an SSL host when you no longer need that SSL certificate.

To delete a SSL hosts:

1. Click on the **Delete a SSL Host** link in the SSL/TLS menu.
2. Click on the tick box next to the SSL host that you want to delete and click on the **Delete** button.

2.22.7 Generating an SSL certificate

You can generate an SSL certificate, consisting of an RSA private key and certificate, for any domain using WebHost Manager. An SSL (Secure Sockets Layer) certificate is a public key which is verified by a trusted organization (in this case RSA Data Security, Inc. , a recognized world leader in cryptography and the global de facto standard for public key cryptography and digital signatures). This will allow viewers of an SSL site to verify the identity of the web site by its public key.

To generate an SSL certificate:

1. Click on the **Generate an SSL certificate and Signing Request** link in the SSL/TLS menu.

2. Enter the e-mail address to send the certificate to in the **Email Address the Cert will be sent to** field.
3. Enter the domain that the domain is being created for in the **Host to make cert for** field.
4. Enter the administration details of the certificate in the **Country**, **State**, **City**, **Company Name**, **Company Division**, and **Email** fields.
5. Enter the password for the certificate in the **Password** field.

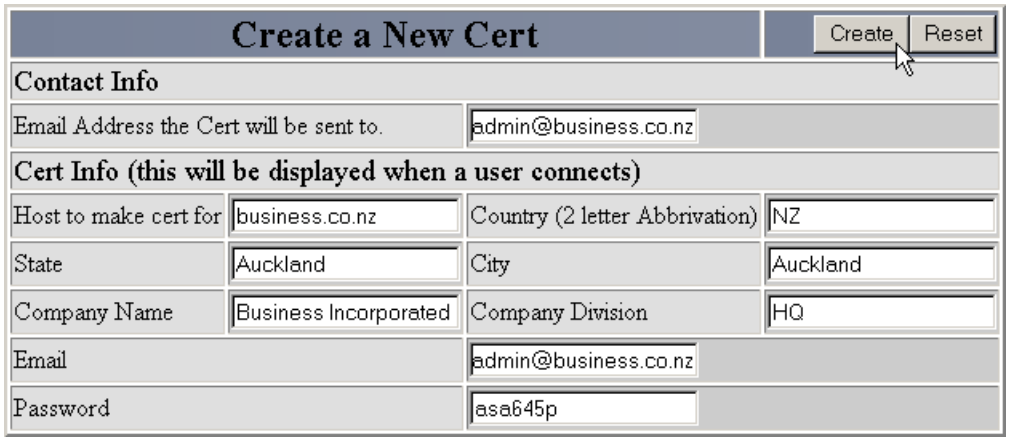


Figure 2.120: Generating an SSL certificate

2.22.8 Installing an SSL certificate

Once you have generated or received an SSL certificate (refer to page 89 for more information), you can install the certificate using WebHost Manager. You need both the certificate and key files to install the certificate.

To install an SSL certificate:

1. Click on the **Install an SSL Certificate and Setup the Domain** link in the SSL/TLS menu.
2. Enter the domain, user name, and IP address for the certificate in the **Domain**, **User**, and **IP Address** fields.
3. Click on the **Fetch** button to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.

   Note: If you generated the certificate using WebHost Manager, the certificate files will be available. Refer to page 89 for more information.
4. Paste the ca bundle for the certificate in the bottom display area, if required.
5. Click on the **Do it** button.

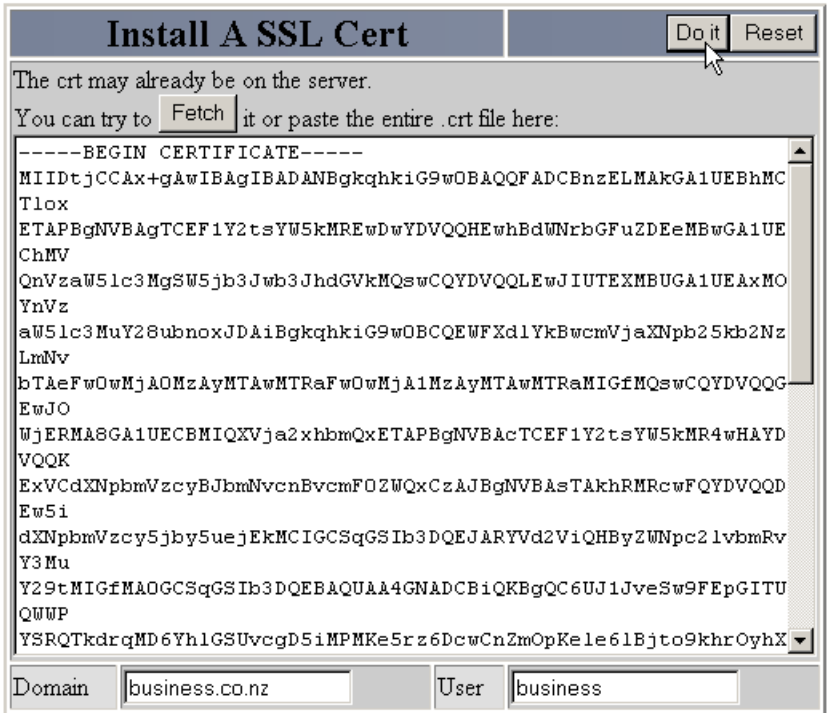


Figure 2.121: Installing an SSL certificate

2.23 Restart Services

You can restart any of the available services on the web server at any time. You can restart the following services:

- Mail Server (Exim)
- DNS/Name Server (BIND)
- FTP Server (ProFTPd)
- SQL Server (MySQL)
- SSH Server (OpenSSH)
- HTTP/Web Server (Apache)
- POP3 Server (cppop)
- IMAP Server (uwimap)
- E-Commerce Server (interchange)

Refer to page 29 if you need to start or stop a service.

To restart a service:

1. Click on the required link in the Restart Services menu. This immediately attempts to restart the service and displays that service's status.

Figure 2.122: Restarting cppop

2.24 Scripts

WebHost Manager has a large number of predefined scripts available in the **/scripts** folder. The available scripts are as follows:

- **adddns** – Adds a DNS zone.
- **addfpmail** – Add frontpage mail exts to all domains without them.
- **addnetmaskips** – Add the netmask 255.255.255.0 to all ips that have no netmask.
- **addpop** – Add a Pop Account.
- **addservlets** – Add JSP support to an account (requires tomcat).
- **addstatus** – (Internal use never called by user).
- **adduser** – Add a user to the system.
- **adduser.old** – (OLD)
- **admin** – Run WHM Lite.
- **apachelimits** – Add rlimits to Apache.
- **bandwidth** – (OLD)
- **builddomainaddr** – (OLD)
- **bupcp** – (OLD)
- **chcpass** – (Internal use).
- **checkinterchange** – (Internal use).
- **checklog** – (OLD)
- **chownpublichtmls** – Change ownership of all users web space to them, which is useful for converting to suexec. Files owned by nobody are deleted.
- **chpass** – Change password.
- **cleandns** – (OLD)
- **cleandns8** – Clean up named.conf.
- **cleanmd5** – Fix CPAN md5 problems.
- **cleanopenwebmail** – (OLD)
- **configips** – (OLD)
- ***.cgi** – (INTERNAL)
- ***.c** – (INTERNAL)
- **cpbackup** – Backup.
- **dialog*** – (NOT USED)
- **dns_setup** – (OLD)
- **dnstransfer** – Only if the server has a DNS master (sync with DNS master).

- **dotbuffer** – (INTERNAL)
- **editquota** – Change a users quota.
- **enablechkservdwebmail** – Enable service checking of webmaild.
- **exchange*** – (INTERNAL)
- **finddev** – (INTERNAL)
- **findhacks** – Search for common Trojan Horses.
- **findtrojans** – Exhaustive Trojan Horse search.
- **fixadmin** – (OLD)
- **fixcartwithsuexec** – (INTERNAL) – Can be used to fix a cart with suexec.
- **fixcgiwrap** – (OLD)
- **fixcommonproblems** – Attempt to fix the most common problems.
- **fixeverything** – Common problems and quotas.
- **fixfpwml** – Fix for .wml errors with frontpage.
- **fixheaders** – Run if nothing compiles errors with .h files on compile.
- **fixhome** – (NOT USED) – Unsymlink items.
- **fixinterchange** – Reinstall interchange Perl modules.
- **fixinterchangeperm** – fix permissions on a users interchange cart.
- **fixipsnm** – Same as addnetmask ips, but Perl though.
- **fixlibnet** – Reinstall Bundle::libnet (Perl).
- **fixlocalhostwithphp** – Change /etc/hosts to work better with php 4.2.0 + mySQL.
- **fixndc** – Repair redhat's broken named.conf on 7.2.
- **fixoldlistswithsuexec** – Run after enabling suexec on the server to change the urls that Mailman gives out to ones that don't give a 500 internal server error.
- **fixperl** – Symlink /usr/local/bin/perl /usr/bin/perl.
- **fixpop** – Fix a POP account and reset password.
- **fixquotas** – Fix quotas.
- **fixrelayd** – (OLD)
- **fixrh72ndckey** – (INTERNAL)
- **fixsubdomainlogs** – Run if subdomain logs don't show up in CPanel.
- **fixsuexeccgiscripts** – Fix cgi scripts that are broken after suexec installed.
- **fixtrojans** – (NOT USED)
- **fixvaliases** – Fix permisions on valiases.
- **fixwebalizer** – Repair a Webalizer that has stopped updating.

- **fixwebmail** – (OLD)
- **fixwwwdir** – (OLD)
- **fpbtr** – (OLD)
- **fpsuexec** – (INTERNAL)
- **fpsuexec2** – (INTERNAL)
- **fpupgrade** – (INTERNAL)
- **gencrt** – Generate a .crt and .csr file.
- **gencrt2** – (NOT USED)
- **gentomcatlist** – (INTERNAL)
- **gethomedir** – (INTERNAL)
- **getpasswd** – (INTERNAL)
- **getremotecpmove** – (INTERNAL)
- **grabemails** – (INTERNAL)
- **grabhttp*** – (INTERNAL)
- **hackcheck** – (INTERNAL)
- **hdparmify** – Enable dma/irq/32bit hd access, which speeds up ide drives.
- **HTTPreq.pm** – (INTERNAL)
- **icpanel** – (OLD)
- **initbyteslog** – (INTERNAL)
- **initfpsuexec** – Enable FrontPage suexec support.
- **initquotas** – Turn on quota support on new drives.
- **initsslhttpd** – Make sure http starts with ssl.
- **initsuexec** – Turn on suexec support if suexec is installed.
- **installaimicq** – (INTERNAL)
- **installdbi** – Install Bundle::DBD::mysql.
- **installipc** – (INTERNAL)
- **installrmmods** – (OLD)
- **installspam** – Install SpamAssassin.
- **installssl** – Add a ssl vhost.
- **installzendopt*** – Install zend optimzer.
- **ipcheck** – (INTERNAL)
- **ipusage** – (INTERNAL)
- **kernelcheck** – (INTERNAL)

- **killacct** – Delete an account.
- **killbadrpms** – Secuirty script that kills insecure rpms from the server.
- **killdns** – Delete a DNS zone.
- **killndbm** - Remove the broken NDBM_File module from 7.2.
- **killvhost** – Delete a vhost.
- **listsubdomains** – List subdomains.
- **mailadmin** – (DEAD, OLD)
- **mailperm** – Fix almost any mail permission problem.
- **mailtroubleshoot** – Guided mail fix.
- **makesecondary** – Part of DNS transfer.
- **mkquotas** – OLD
- **mkwwwacctconf** – (INTERNAL)
- **mysqladduserdb** – Create a mySQL databse and user.
- **mysqldeluserdb** – Delete a mySQL databse and user.
- **mysqlinfo** – (OLD)
- **mysqlpass** – Change mysql password.
- **newdomains*** – (OLD)
- **newftpuser** – Create a new virtual ftp users.
- **newpop** – Create a pop account.
- **nofsck** – Make fsck always use -y
- **oopcheck** – (INTERNAL)
- **park** – Park a domain.
- **pedquota** – (INTERNAL) – Part of editquota (for editting quota).
- **phpini** – Create a php.ini file.
- **pkgacct*** – (INTERNAL)
- **popftpuse** – (OLD)
- **portsup** – (FREEBSD BETA)
- **pscan** – (OLD)
- **quicksecure** – Quickly kill useless services.
- **rasetup** – (OLD)
- **rawchpass** – (INTERNAL)
- **rebuildcpusers** – Rebuild /var/cpanel/users.
- **rebuildhttpdconffromproftpdconf** – Rebuild httpd.conf from the proftpd.conf file.

- **rebuildinterchangecfg** – Used after moving a domain with Interchange to the server.
- **rebuildippool** – (INTERNAL)
- **rebuildnamedconf** – Restore named.conf from files in /var/named.
- **rebuildproftpd** – Restore proftpd.conf from httpd.conf.
- **remdefssl** – Remove default ssl vhost.
- **resetquotas** – Change quotas to what they should be .
- **restartsrv** – Restart a service.
- **reswhostmgr** – Restart whostmgr.
- **rhlupdate** – (OLD)
- **rpmup** – Upgrade redhat/mandrake errata/security.
- **runlogsnow** – (OLD)
- **runweblogs** – Run analog/webalizer/etc. for a user.
- **rusersssscpcmd** – (INTERNAL)
- **scpcmd** – (INTERNAL)
- **searchreplace** – (NOT USED)
- **secureit** – Remove unnecessary suid binaries.
- **setupfp** – Install FrontPage 3 on an account.
- **setupfp4** – Install FrontPage 4 (2000) installer on an account
- **setupfp5** – Install FrontPage 5 (2002) installer on an account
- **simpleps** – Display the process list.
- **simplesshcmd** – (INTERNAL)
- **snarf** – (INTERNAL)
- **sscpcmd** – (INTERNAL)
- **ssh*** – (INTERNAL)
- **suspendacct** – Suspend an account.
- **sysup** – update CPanel rpms.
- **telentcrt** – (OLD)
- **testinf** – (OLD)
- **trustme** – (INTERNAL)
- **uf** – (OLD)
- **unlimitnamed** – Install the latest version of bind patched to support greater than 512 ips on the server.
- **unblockip** – Unblock an IP blocked by portsentry.

- **unpktacct** – (INTERNAL)
- **unsetupfp4** – Remove FrontPage 4 or 5 from an account.
- **unslavenamedconf** – If the user accidentally sets a DNS master as local server, this will repair named.conf after the loop.
- **unsuspendacct** – Unsuspend an account.
- **upcp** – Update CPanel.
- **updated** – Update /scripts.
- **updatedomainips** – (INTERNAL)
- **updatenow** – Update /scripts NOW.
- **updateuserdomains** – (INTERNAL)
- **userps** – (OLD)
- **userss*** – (INTERNAL)
- **verify** – (OLD)
- **whoowns** – Find out who owns a domain.
- **whostmgrkey** – (OLD)
- **wwwacct** – Create an account.
- **x*** – (OLD)
- **zoneexists** – (INTERNAL)

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