

Parallels[®] Plesk Sitebuilder

Plesk Sitebuilder 4.2 for Linux/Unix Site Owner's Guide

Copyright Notice

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Preface

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About Parallels Plesk Sitebuilder

Parallels Plesk Sitebuilder consists of two parts: the Wizard and the Administrator Panel.

Plesk Sitebuilder Wizard is a web application enabling its users to create web sites and publish them on the Internet.

The Administrator Panel is a tool for managing Plesk Sitebuilder system-wide preferences and maintaining web sites created in the Wizard.

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What's New in This Version

Parallels Plesk Sitebuilder 4.2 offers you the following new features:

- **SitePal module.** This module allows you to embed animated characters on your site.
- **Fotolia image gallery.** You can now browse the Fotolia gallery and buy images - directly from Plesk Sitebuilder.

About This Guide

This guide instructs you how to manage and maintain your web sites created in Plesk Sitebuilder.

Who Should Read This Guide

This guide is intended for users who manage and maintain web sites created in Plesk Sitebuilder using a site owner account.

Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

Formatting Convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the Interface tab.
	Titles of chapters, sections, and subsections.	Read the Getting Started chapter.

<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	<i>Trial sites</i> - sites created by anonymous users.
Monospace	URLs, names of commands, files, and directories.	For example: <code>http://[Sitebuilder_host]/Login</code>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at <http://www.parallels.com/en/support/usersdoc/>. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

CHAPTER 1

Getting Started

This chapter guides you through the initial steps that should be taken to start using Plesk Sitebuilder.

In this chapter:

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Learning Plesk Sitebuilder Administrator Panel Interface	10
Getting Help	16

Logging In to Plesk Sitebuilder

➤ *To log in to Plesk Sitebuilder:*

- 1 Open your Internet browser.
- 2 Enter the URL you have received from your Plesk Sitebuilder provider into the address bar of your browser.
For example, `http://[Sitebuilder_host]/Login`
- 3 Press ENTER.
- 4 Enter your user name in the **User name** field.
- 5 Enter your password in the **Password** field.
You can change your password at any time (see section **Changing Your Password and Updating Personal Information** (on page 18)).
- 6 Select the language of Plesk Sitebuilder interface from the **Interface language** list.
- 7 Click **Log in**.

If prior to gaining a Plesk Sitebuilder account you have created a trial site in the Plesk Sitebuilder Wizard (on the same computer that you are logging in from), you will be prompted to assign the site to your account and thus upgrade it to a regular one. You may skip this step and **appropriate the site** (see page 26) at a later stage, but note that it may be deleted by your Plesk Sitebuilder provider or automatically destroyed after the expiration date.

If you have not worked in the Plesk Sitebuilder Wizard before (or worked on another computer), you proceed directly to the Wizard where you can create your site. For instructions on working with the Wizard, refer to *Plesk Sitebuilder 4.2 for Linux/Unix Wizard User's Guide* (<http://www.parallels.com/en/products/sitebuilder/docs>).

To proceed to your Administrator Panel, click the  **Go to Admin Panel** shortcut in the upper part of the Wizard screen.

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Recovering Forgotten Password

➤ *To recover your forgotten password:*

- 1 In your browser's address bar, enter the URL to your Plesk Sitebuilder Administrator Panel:

`http://[Sitebuilder_host]/Login`

- 2 Press ENTER.
- 3 Click **Forgot Your Password?**
- 4 On the **Reset Password** screen, enter your user name and e-mail address registered in the system.
- 5 Click **Send**.

After your e-mail address is received, the system checks if it is stored in the database and sends the password recovery link and instructions to your e-mail address.

- 6 Click the password recovery link in the automatic message you receive from Plesk Sitebuilder.
- 7 On the **Change Password** screen, enter and confirm your new password.
- 8 Click **Change**.

Learning Plesk Sitebuilder Administrator Panel Interface

Read the following section to learn the basic principles of working with Plesk Sitebuilder interface.

In this section:

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Navigating in Plesk Sitebuilder

The Plesk Sitebuilder Administrator Panel interface enables you to use two ways of navigation through the application: *desktop view* and *standard view*.

The **standard view** (see page 12) is a customary view of the control panel divided into two main areas: the navigation pane on the left and the work area, where operations are performed, on the right.

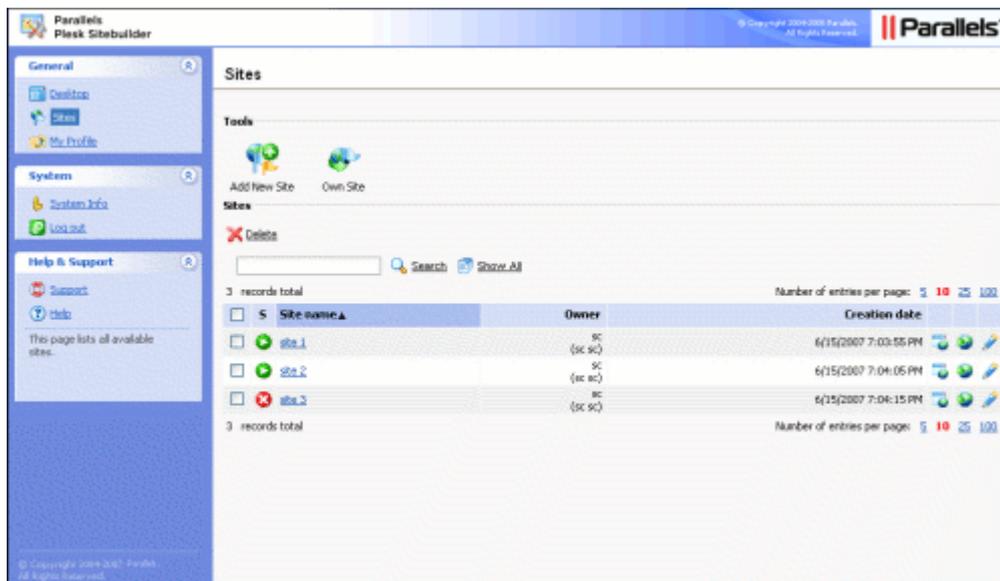


Figure 1: Plesk Sitebuilder Standard View

The **desktop view** (see page 13) displays system statistics and shortcuts to the main functionalities of the Administrator Panel.

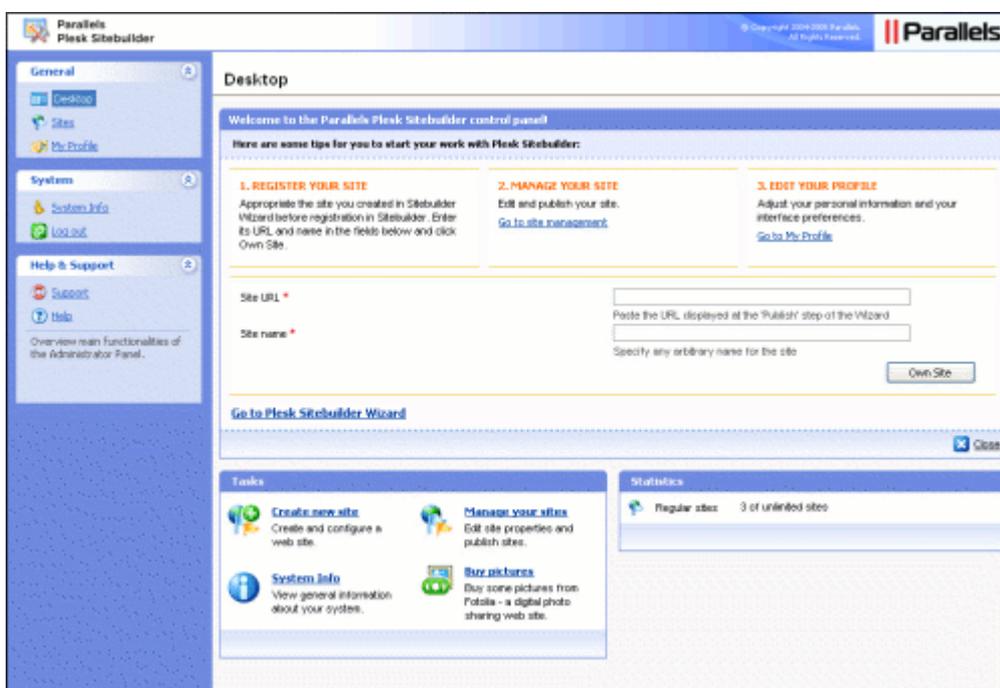


Figure 2: Plesk Sitebuilder Desktop View

On second- and deeper-level screens, there is a **path bar** (see page 14) to help you navigate back to the main screen.

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Using Navigation Pane

The navigation pane is located in the left part of the Plesk Sitebuilder screen.

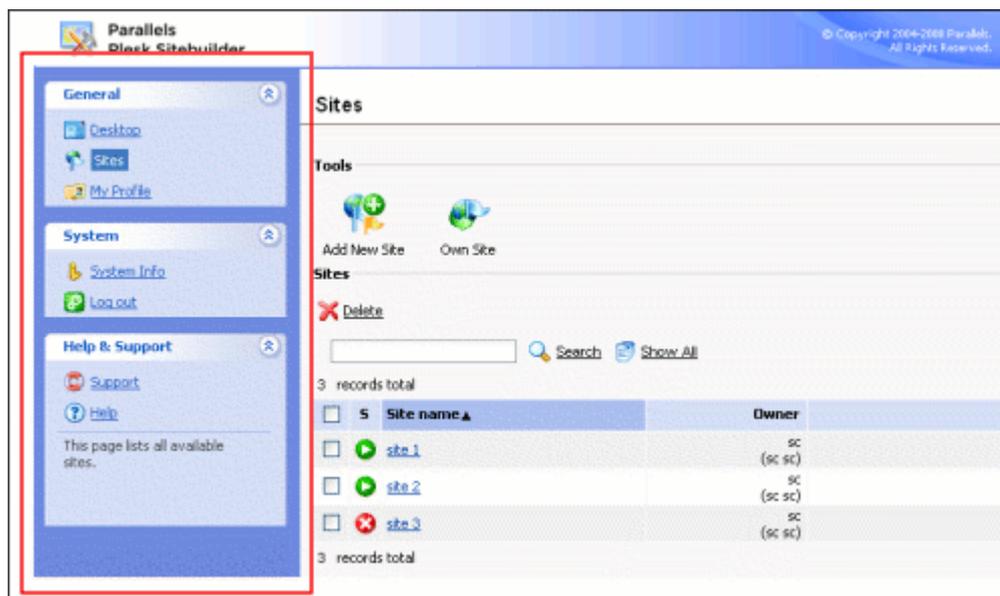


Figure 3: Plesk Sitebuilder Navigation Pane

The navigation pane gives you access to the following functions:

- **Sites**. Enables you to add and manage sites.
- **My Profile**. Enables you to configure your account parameters.
- **System Info**. Enables you to view information about the Plesk Sitebuilder program and the limits and permissions of your service plan.
- **Log out**. Finishes the current session with the Plesk Sitebuilder Administrator Panel.
- **Support**. Enables you to submit a request to your technical support representative.
- **Help** button opens the context-sensitive online help on the corresponding page.

Using Desktop Interface

Plesk Sitebuilder Desktop looks as follows:

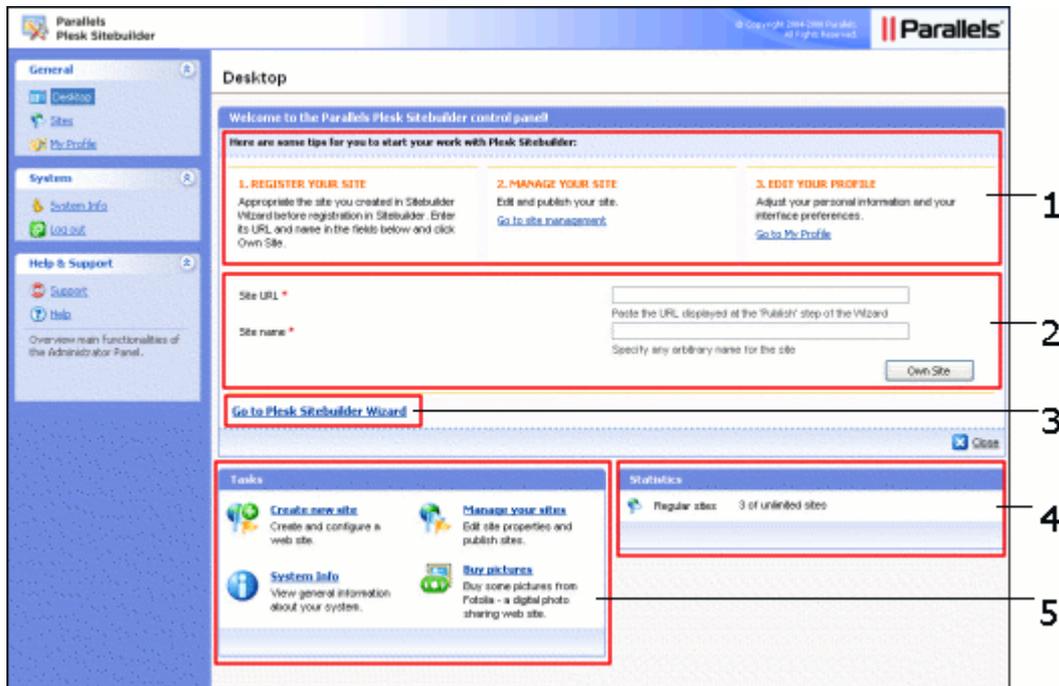


Figure 4: Plesk Sitebuilder Desktop Interface Structure

The **Desktop** screen is logically divided into the following parts:

- 1 Short tips describing basic management options of the Plesk Sitebuilder Administrator Panel, and shortcuts to these options.
- 2 An area where you can appropriate a trial site created in the Plesk Sitebuilder Wizard, if you have created one before getting a Plesk Sitebuilder account. To register a trial site and assign it to your account:
 - Specify the trial site URL in the **Site URL** field. You can take this URL from the **Publish** screen of this site in the Wizard.
 - Enter any arbitrary name for the site in the **Site name** field.
 - Click **Own Site**.

Shortcut to Plesk Sitebuilder Wizard. The Wizard opens on the **Overview** page, where you can select which of your sites you want to edit. If you wish to create a new site, refer to **Registering Site in System** (on page 24) for details. Information about working with Plesk Sitebuilder Wizard is provided in the *Plesk Sitebuilder 4.2 for Linux/Unix Wizard User's Guide* (<http://www.parallels.com/en/products/sitebuilder/docs>).

If you do not want these options to be displayed ever again, click  **Close** in the bottom right corner of the section. When you log in to Plesk Sitebuilder next time, this section is not displayed.

- 3 **Statistics** section, which displays the following statistical data:

- **Regular sites.** The number of created sites, the total number of sites permitted for creation by your service plan, and the number of sites still available for creation.

4 Tasks.

This section shows shortcuts to the frequently performed operations.

When working in Plesk Sitebuilder, you can access the desktop by clicking  **Desktop** on the top of the navigation pane.

Using Path Bar

To work with the second- and deeper-level screens of the application, use a path bar: a chain of links that appears in the upper-left part of the work area, above the screen title. Use a corresponding path bar link to return to the main screen, or to one of the intermediate screens.



Figure 5: Navigating in Plesk Sitebuilder Using Path Bar and "Up Level" Button

You can also use the  **Up level** button in the upper-right corner of the screen to return to the previous screen.

Working with Lists

On the management pages of various system objects (sites, registered site visitors, etc.), information is present in the form of object lists.

In such a list, each object record is a table row displaying the object name, status, and relevant parameters of the object (for example, for each site, the owner and creation date is shown). Above and below each list, the total number of items contained in the list is displayed. Below the list, you can adjust the number of items to be displayed per page (5, 10, 25 or 100). In multi-page lists, you can navigate between the pages by clicking the page number shortcuts above and below the list. To go to the first/last page of the list, click **First Page** or **Last Page**, accordingly.

In lengthy lists, you can find items using the search function, or sort items by one of available parameters. To find an item, type a search criterion into the input box above the list, and click **Search**. The list will show the items matching the search criterion. To return back to viewing all items, click **Show All**.



Figure 6: Searching for Objects

To sort list items by a certain parameter in ascending or descending order, click the parameter's title in the column heading. The order of sorting will be indicated by a small triangle displayed next to the parameter's title.



Figure 7: Sorting Objects

To choose an object for further operation, select the check box on the left of the object's name.



Figure 8: Selecting Particular Objects in a List

To choose all objects in the list, select the check box at the head of the column.



Figure 9: Selecting All List Objects at Once

To perform operations with objects in a list, select the required items and click the group operation shortcut above the list (for example, **Delete**, **Activate**, **Add to plan**, etc.).

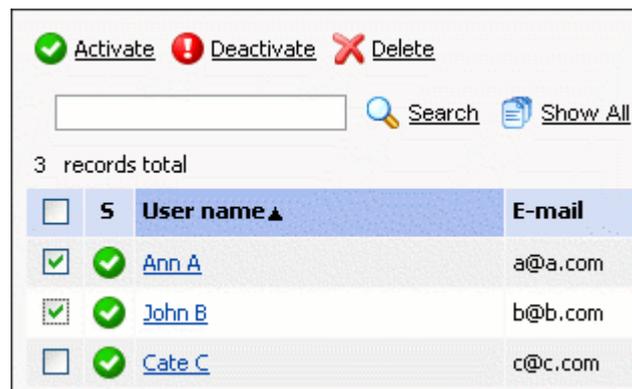


Figure 10: Performing Operations on Objects

To proceed to editing a list item, click its name in the list. The non-editable items (for example, built-in Plesk Sitebuilder page sets) are not clickable.

In all major Plesk Sitebuilder lists, the status of an item is indicated by a status icon in the **Status (S)** column (✓ or !). For sites, their status (published or unpublished), is indicated by ▶ or ✗ icons.

In some lists, individual operation shortcuts are displayed for each item. For example, for each site on the  **Sites** screen, there is a  **Preview** icon, a  **Publish** icon, and an  **Edit** icon.

Using Context Help

Below the **Help** icon, there is a context help tip area. It provides a brief description of the current screen and the operations available from it. When you place the mouse cursor over a system element or status icon, additional information about this element is displayed.

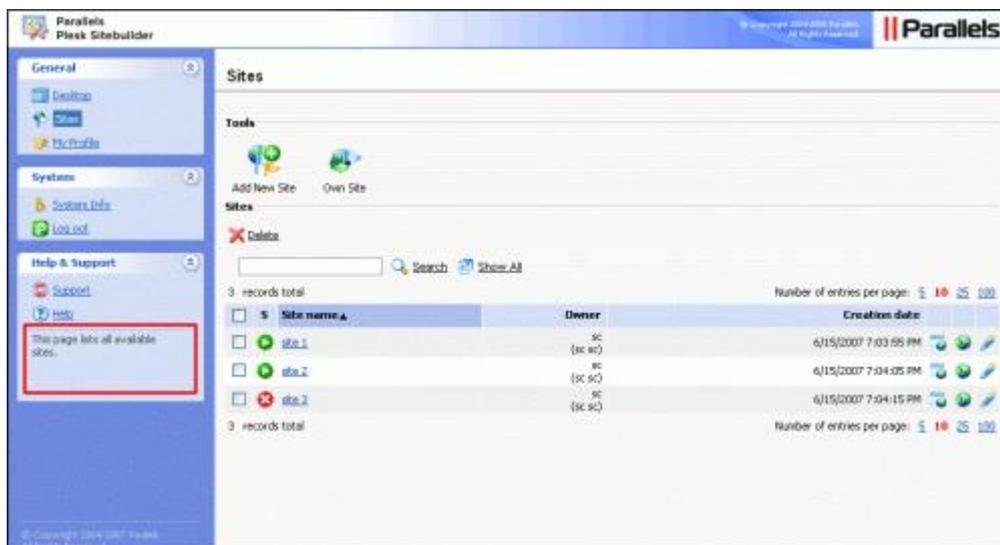


Figure 11: Using Context Help

Getting Help

The Plesk Sitebuilder help system has been created to assist you in solving problems you might encounter when creating your site. To find the information you need, you can do the following:

- Use on-screen context-sensitive help. It is the easiest and quickest way to get instant help with your immediate tasks. At the bottom of the navigation pane, you can find short instructions on the operations that are available on the current page.

- Use FAQ. For the fastest way to solve your issues, check out the **Plesk Sitebuilder FAQ page** (<http://faq.parallels.com>), which provides instant access to solutions for a variety of issues. Select the Plesk Sitebuilder category and view the list of FAQs related to Plesk Sitebuilder.
- Go to online forum. If you failed to solve your problem using the FAQs published on Parallels site, join our **online forum** (<http://forum.parallels.com/>). Here, all users can post questions, exchange ideas, and troubleshoot common problems. Note that Parallels does not provide official support through this forum.
- Contact technical support. If you have any problems or questions that are not covered in the user documentation or FAQs, you can click  **Support** located on the navigation pane and submit your problem to your technical support representative.

You can also access an online version of this guide by clicking  **Help** on the navigation pane. The online help opens on the page describing the interface screen on which you currently stand.

Configuring Settings Related to Your Account

This chapter describes how to set up and customize your Plesk Sitebuilder Administrator Panel.

In this chapter:

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Setting Up Global Account	19
Viewing Information about Your Copy of Plesk Sitebuilder and Service Plan Limitations.....	22

Changing Your Password and Updating Personal Information

➤ *To change your password:*

- 1 On the navigation pane, click  **My Profile**.
- 2 On the **Personal Info** tab, click **Change Password**.
- 3 Type your old and new passwords in the respective fields.
The password cannot be empty and cannot contain more than 255 characters.
- 4 Click **OK**.

➤ *To update your personal information:*

- 1 On the navigation pane, click  **My Profile**.
- 2 On the **Personal Info** tab, you can update your first, last name and e-mail address in the corresponding fields.
- 3 Click **OK**.

Choosing Language, Skin, and Number of Items to Be Shown per Page

- *To customize your Administrator Panel interface:*
 - 1 On the navigation pane, click  **My profile**.
 - 2 Go to the **Interface** tab.
 - 3 Select a language from the **Language** list.
 - 4 Select a skin from the **Skin** list.
 - 5 Specify the number of items (sites, users, and so on) to be displayed per one page in the **Items per page** field.

Setting Up Global Account

Global Account is a Single Sign-On technology feature that allows you to log in to different Parallels products using a single global login and password. If you have several accounts in Plesk Sitebuilder, you can connect them all to a global account and switch between these accounts without entering a password every time. You can also connect all your accounts in other Parallels products to your global account and switch between them without providing credentials.

After you create a global account and connect local accounts to it, you will be able to choose from any account connected to your global account when logging in under your global account.

Single Sign-On technology and the ability to use global accounts can be activated only through Plesk Sitebuilder API or from Parallels Plesk Control Panel (if Plesk Sitebuilder is run behind Plesk Control Panel).

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Creating Global Account

➤ *To create a global account:*

- 1 On the navigation pane, click  **Global Account**.
- 2 Click  **Connect to Global Account**.
- 3 Select **Create new global account**.
- 4 Provide the login and password for your global account.
- 5 Provide an e-mail address to be used for password recovery.
- 6 Click **OK**.

Your global account is active now, so you can proceed with connecting other accounts to it. Refer to **Connecting Local Accounts to Your Global Account** (on page 20).

Connecting Local Accounts to Your Global Account

➤ *To connect a local Plesk Sitebuilder account to your global account:*

- 1 Log in to Plesk Sitebuilder under the local account you want to connect.
- 2 On the navigation pane, click  **Global Account**.
- 3 Click  **Connect to Global Account**.
- 4 Make sure that **Use existing global account** option is selected and provide the login and password for the global account you want to connect to.
- 5 Click **OK**.

Repeat the procedure for other local accounts as necessary.

➤ *To connect an account in another product with SSO support to your global account:*

- 1 Log in to software product with SSO support under the account you want to connect.
- 2 Follow the instructions on connecting to a global account in respective software product documentation. Make sure that you provide the credentials for the existing global account when you are asked to.

Repeat steps 1-2 for other accounts or products as necessary.

Note. Different software products may use different names for the Global Account feature, such as Federated Identity or Global Login. Refer to respective software product documentation for more information.

After you have connected all required accounts to your global account, you can log in under your global account to any product where you have a local account connected to your global account. You will be shown the list of local accounts connected to your global account every time you log in under it, so you can choose which account you would like to use now. You can switch to another account any time you want. For more information, refer to **Switching between Accounts** (on page 21).

Switching between Accounts

➤ *To switch to another account:*

- 1 On the navigation pane, click  **Log out**.
- 2 Click **Switch User**.
- 3 Select the account you want to switch to:
 - Choose the required local account from the list of accounts connected to your global account
 - or
 - Select **specify another account** and provide login and password for a local account not connected to your global account, or for another global account. You can also choose the language for your control panel from the **Interface language** list.
- 4 Click **Log In**.

Editing Global Account Properties

➤ *To edit the properties of your global account:*

- 1 Log in to Plesk Sitebuilder under your global account or any local account connected to it.
- 2 On the navigation pane, click  **Global Account**.
- 3 Click  **Edit Global Account**.
- 4 To change your password, enter your old and new passwords in respective fields.
- 5 If necessary, edit your global account e-mail address.
- 6 Click **OK**.

Disconnecting Local Accounts from Global Account

➤ *To disconnect a local account from your global account:*

- 1 Log in to Plesk Sitebuilder under the local account you want to disconnect.
- 2 On the navigation pane, click  **Global Account**.
- 3 Click  **Disconnect from Global Account**.
- 4 Click **OK** to confirm the disconnection.

Repeat the procedure for other local accounts as necessary.

Viewing Information about Your Copy of Plesk Sitebuilder and Service Plan Limitations

➤ *To view information about the Plesk Sitebuilder program and the limits and permissions set in your plan:*

- 1 On the navigation pane, click  **System Info**.
- 2 Switch between the tabs to view the respective information.

Managing Sites

From your Administrator Panel, you can register a new site (as many new sites as allowed by your plan), or appropriate a trial site created in Plesk Sitebuilder Wizard in demo mode (if you have one).

After registering or appropriating a site, you can proceed to creating or editing it in Plesk Sitebuilder Wizard.

To proceed to managing sites, click  **Sites** on the navigation pane. For information on how to operate with list objects, refer to section **Working with Lists** (on page 14).

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Registering Site in System

➤ *To register a site:*

1 On the navigation pane, click  **Sites**.

2 Click  **Add New Site**.

If you have already reached the maximum number of sites allowed by your plan, the **Add New Site** button is disabled.

3 On the **General** tab, provide any arbitrary name for the site in the **Site name** field.

The name is used to identify the site in Plesk Sitebuilder and is not displayed in visitors' web browsers.

4 Click the **Publishing Settings** tab.

Important: Your Plesk Sitebuilder administrator may disallow you to modify site publishing settings. In that case, the **Publishing Settings** tab is missing on the site management page.

If you do not see the **Publishing Settings** tab, just click **OK** to register your site.

5 On the **Publishing Settings** tab, select a publishing mode: FTP, VPS, or XCOPY.

Important: The list of available publishing modes is configured by the Plesk Sitebuilder administrator in your service plan.

6 If you select **FTP** publishing mode, provide the following parameters:

- In the **Host** field, enter the IP address or domain name (without the *http://* prefix) of the server to which you want to publish the site.
 - If the maximum number of hosts allowed by your plan is limited, select a host from the list. This list contains hosts specified in your plan.
 - If the number of hosts allowed by your plan is unlimited, you can specify any FTP server you have at your disposal (make sure that the server meets the **requirements** (see page 28)).

For information about the allowed number of hosts (limited or unlimited), contact your Plesk Sitebuilder administrator.

- In the **Login** and **Password** fields, provide your FTP server access credentials.
- In the **Working directory** field, specify the path on the server where the site content will be stored after publication.
- In the **Web site URL** field, enter the web address where the site will be available after publication.

Note: Make sure that the **Web site URL** and the **Working directory** settings point to the same publishing location. For example, to publish site with URL *http://test.url.com/myfolder*, specify working directory *myfolder*.

7 If you select **VPS** publishing mode:

- In the **Host** field, enter the IP address or domain name of your Parallels Virtuozzo Container (formerly SWsoft Virtuozzo service VE).
- In the **Container ID** field, specify an integer number of the Virtuozzo Container is identified it on the physical server.
- In the **User** field, enter the name of the Apache user on the Plesk Sitebuilder machine (`apache`, `www-data`, etc.).
- In the **Group** field, specify the name of the Apache group on the Plesk Sitebuilder machine (`apache`, `www-data`, etc.).
- In the **Working directory** field, specify the absolute path on the Virtuozzo Container to the folder where the site content will be stored after publication.
- In the **Web site URL** field, enter the web address where the site will be available after publication.

Note: Using this mode you can publish sites only to servers running Parallels Business Automation, Standard (formerly SWsoft HSPcomplete).

8 If you select **XCOPY** publishing mode:

- In the **Working directory** field, enter the name of a directory (with full path) where the site content will be stored after publication. For example, `/var/www/yoursite`.
- In the **Web site URL** field, specify the web address where the site will be available after publication.

9 Click **Verify Location**.

In order for the published sites to work properly, the location you specify for publishing a site should be checked for Plesk Sitebuilder consistency. During this check, the system verifies whether the specified publishing parameters are valid and the publishing location meets all the requirements. This verification may take several minutes; the results are displayed on the same screen.

If you see errors or warning messages, review the site publishing settings for consistency. See section **Requirements to Publishing Location** (on page 28) and make sure that all requirements to the publishing location are met. For details about typical Plesk Sitebuilder publishing issues and their resolution, see **Appendix. Troubleshooting Plesk Sitebuilder** (on page 35). If you find no answers to your question in these sections, contact your Plesk Sitebuilder administrator.

10 Click **OK**.

Assigning Trial Site to Your Account

If before getting a Plesk Sitebuilder account, you have created a trial site in the Wizard, you can assign this site to your account and continue working with it. To do so, you need the site's URL which was displayed at the **Publish** step of the Wizard.

➤ **To assign a site to your account:**

1 On the navigation pane, click  **Sites**.

2 Click  **Own Site**.

If you have already reached the maximum number of sites allowed by your plan, the **Own Site** button is disabled.

3 In the **Site URL** field, specify the URL of the site you want to appropriate.

If you have created a trial site on the same computer, the URL is already present in the **Site URL** field.

4 In the **Site name** field, provide any arbitrary name for the site.

5 Click **OK**.

Alternatively, you can go to navigation pane >  **Desktop**, specify the site URL and name in respective fields in the **site appropriating area** (see page 13), and click **Own Site**.

Creating or Editing Site Content in Wizard

After you register or appropriate a site in your Administrator Panel, you can proceed to creating or editing the site content in Plesk Sitebuilder Wizard.

➤ **To proceed to creating or editing the site content:**

1 On the navigation pane, click  **Sites**.

2 Click the  **Edit** icon for the respective site in the list.

3 Make the necessary changes and publish them as described in the *Plesk Sitebuilder 4.2 for Linux/Unix Wizard User's Guide* (<http://www.parallels.com/en/products/sitebuilder/docs>).

Previewing Site

➤ **To preview a site:**

1 On the navigation pane, click  **Sites**.

2 Click the  **Preview** icon for the respective site in the list.

Renaming Site

➤ *To rename a site:*

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of the site you want to rename.
- 3 On the **General** tab, provide the new name for the site in the **Site name** box.

This can be any arbitrary name you will use to identify the site. It is not displayed in visitors' web browsers.

- 4 Click **OK**.

Publishing Site

You can publish the sites listed on the **Sites** screen directly from the Administrator Panel. The  icon indicates that a site has been published on the Internet, the  icon indicates a not published site.

Prior to publishing a site, make sure that the publishing location meets all the **requirements** (see page 28).

➤ *To publish a site:*

- 1 On the navigation pane, click **Sites**.
- 2 Click the corresponding  **Publish** icon.

The system will check whether the publishing parameters of the site are valid and the specified location meets all the requirements. If all the parameters are correct, the publishing process will start. After successful publishing, the  icon is displayed against the site name in the list.

If changing publishing settings is allowed in your plan, you have an option to verify that the publishing location meets all Plesk Sitebuilder requirements, prior to publishing the site. To do so, click the site name, proceed to the **Publishing Settings** tab and click **Verify Location**.

Note: If changing site publishing settings is not allowed in your plan, the **Publishing Settings** tab is absent on the site management screen.

If you see an error message, revise your publishing settings (see **Registering Site in System** (on page 24)). For details about typical Sitebuilder publishing issues and their resolution, see **Appendix. Troubleshooting Sitebuilder** (on page 35). If you find no answers to your questions in these sections, contact your Plesk Sitebuilder administrator.

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Requirements to Publishing Location

The requirements imposed upon a publishing server depend on the type of sites to be published on this server: static or dynamic.

In Plesk Sitebuilder, a static site is a site which contains only static HTML pages created with the help of WYSIWYG editor, and does not contain modules - except for the Script and Flash Intro modules. There are no special requirements to a host used for static sites publishing.

A dynamic site is a site with dynamic pages: a site containing at least one module (except for the mentioned Script and Flash Intro).

To guarantee correct operation of dynamic sites, make sure that the publishing server meets the following requirements:

- PHP version 4.3.9 or later is installed on the publishing server.
- PHP supports:
 - The ionCube PHP Loader 3.1.15 or later
 - DOM XML with XSLT support or PHP XSLT extension (Sablotron)
 - Multibyte string functions (`mbstring` extension)
 - Zlib compression functions (`zlib` extension)
 - Session handling functions support (`session` extension)
 - SQLite 2.x with UTF-8 encoding support
 - GD library 2.0.1 or later
- In `php.ini` the following directive is installed:
 - `default_charset = "UTF-8"`

Note: Make sure that all extensions you have installed are listed in the extensions directory and in the `php.ini` file. If PHP is installed as an Apache module, restart Apache after applying the changes.

Editing Site Publishing Settings

Your Plesk Sitebuilder administrator may disallow you to modify site publishing settings. In that case, the **Publishing Settings** tab is missing on the site management page.

If the **Publishing Settings** tab is present, you can edit these settings as described below.

➤ **To change the publishing settings of a site:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of the site you want to change the publishing settings for.
- 3 On the **Publishing Settings** tab, edit the settings as desired.
 For detailed instructions on inputting the settings, refer to **Registering Site in System** (on page 24).
- 4 Click **OK**.

Important: If a site contains modules, we do not recommend changing the **FTP Login** for **FTP** publishing mode. Changing your **FTP** login will change the home directory of the site, and the modules data, which is stored in the former home directory, may be lost. If you have access to your publishing server, you can move your modules data manually from the former home directory (the path on the server will be [*Sitebuilder sites directory/Login1/Working directory*]) to the new home directory ([*Sitebuilder sites directory/Login2/Working directory*]). If you have no access to the publishing server, or insufficient permissions for moving files, leave the **FTP Login** field as is, or contact your Sitebuilder administrator for assistance.

Managing Registered Site Visitors

Plesk Sitebuilder users can set up a number of site visitor accounts on their sites by adding a **Registration** page to their sites. The **Registration** module does not provide access to any restricted resources (such as, for example, member areas), it just helps to facilitate usage of the site for site visitors. Registered visitors do not have to enter their contact and other details when, for example, writing to a forum or guestbook on the site, or submitting an order to the online store.

Note: This option is available on published sites only.

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Viewing Site Visitor Accounts

All site visitor accounts registered on the site are immediately displayed in the Administrator Panel.

➤ **To view site visitor accounts registered on a site:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of the desired site in the list of sites.
- 3 Click  **Site Users**.

The list of registered site visitors is displayed. For information on how to operate with list objects, refer to section **Working with Lists** (on page 14).

Adding Site Visitor Account

If you want to provide your site visitors with ready accounts, you can register them in your Administrator Panel and then give the site visitors their credentials for authenticating on the site.

➤ **To add a site user account:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of your site.
- 3 Click  **Site Users**.
- 4 Click  **Add New Account**.
- 5 Specify the contact and login information for the visitor account.
- 6 Click **OK**.

Changing Site Visitor Account Information

You may need to modify a site visitor's account if, for example, a site visitor forgets his or her password or specifies wrong e-mail.

➤ **To modify a site visitor account:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of your site.
- 3 Click  **Site Users**.
- 4 Click the name of the appropriate site visitor.
- 5 Make necessary changes.
- 6 Click **OK**.

Suspending and Unsuspending Site Visitor Account

By default, all created site visitor accounts are active. If an account is active, the site visitor can log in on the **Registration** page with his or her credentials. If, due to some reasons, you want to prohibit a site visitor from authenticating on the site, you can suspend his or her account.

➤ **To deactivate a site visitor account:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of your site.
- 3 Click  **Site Users**.
- 4 Select the site visitor account you want to suspend.
- 5 Click  **Deactivate**.

Suspended site visitor accounts are indicated with the  sign.

➤ **To activate a site visitor account:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the name of your site.
- 3 Click  **Site Users**.
- 4 Select the suspended site visitor account you want to unsuspend.
- 5 Click  **Activate**.

Active site visitor accounts are indicated with the  sign.

Removing Site Visitor Account

➤ **To remove a site visitor account:**

- 1 On the navigation pane, click  **Sites**.
- 2 Click the required site in the list of sites.
- 3 Click  **Site Users**.
- 4 Select the site visitor account you want to delete.
- 5 Click  **Delete**.

Promoting Site and Tracking Site Popularity

To make it easy to find a site on the Internet, the best option is to submit the site to a popular search engine. In Plesk Sitebuilder, you can submit sites to MSN and Google search engines.

As a part of maintaining a published site you can enable the statistics count on the site and therefore accumulate and analyze the site attendance statistics, which helps to track the popularity of the site. Besides, you can turn on and configure a counter on sites, so that the total number of site visitors would be displayed for all comers.

Note: This option is available only for published sites.

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Submitting Site to Search Engines

➤ *To submit a site to a search engine:*

- 1 On the navigation pane, click  **Sites**.
- 2 Click the needed site in the list of sites.
- 3 Click  **Search Engine Submit**.
- 4 To submit the site to MSN search engine, click the **Submit your site to MSN search engine** link.

A new window will open providing you with further instructions.

- 5 To submit the site to Google search engine, click the **Submit your site to Google search engine** link.

A new window will open saying that the site has been successfully submitted to the Google search engine.

The data submitted to search engines are configured on the **Edit** step of the Wizard:

- The query keywords by which the search engine will find and display the page - in the **Page keywords** field.
- The page description displayed below your site URL in search results - in the **Page description** field.

Tracking Visits to Site

➤ *To enable statistics count on a site:*

- 1 On the navigation pane, click  **Sites**.
- 2 Click the needed site in the list of sites.
- 3 Click  **Statistics Settings**.
- 4 Select the **Statistics is turned on** check box.
- 5 To enable counter and configure its settings:
 - Select the **Counter is turned on** check box.
 - Enter a number that will be a starting point for the counter in the **Initial value** field.
 - Select the appearance of the counter from the **Counter style** list.
- 6 Click **OK**.

➤ *To view statistics about site attendance:*

- 1 Click  **Sites** on the navigation pane.
- 2 Click the needed site in the list of sites.
- 3 Click  **Site Statistics**.

Note: The  **Site Statistics** button appears on the site management page only after the statistics count is enabled for the site.

Buying Pictures from Fotolia

In Plesk Sitebuilder, you can buy images from **Fotolia** (<http://www.fotolia.com/swsoft>) - the first worldwide social marketplace for royalty free stock images, directly from the Wizard, to use them on your web sites. You can use these images for creating the graphic design elements on your sites. As a Parallels customer, you can get 20% discount on Fotolia pictures.

➤ *To purchase images from Fotolia:*

- 1 Go to  **Desktop**.
- 2 On the **Desktop**, click the  **Buy pictures** shortcut in the **Tasks** area.
- 3 Follow the instructions provided on Fotolia web site to purchase images.

Removing Site from Plesk Sitebuilder

After you remove your site, you won't be able to edit and publish it through Plesk Sitebuilder any longer. Note that after you remove an already published site, it remains live on the Internet.

➤ **To remove your site:**

- 1 On the navigation pane, click  **Sites**.
- 2 Select your site.
- 3 Click  **Delete**.

Appendix. Troubleshooting Plesk Sitebuilder

This Appendix provides detailed troubleshooting procedures for most known issues encountered during Plesk Sitebuilder operation.

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Typical Site Publishing Errors

During the site publishing process the specified publication settings are being checked by Plesk Sitebuilder against the publishing requirements. Here we will outline typical errors which may occur during site publication, describe their reasons and provide possible solutions and workarounds.

If on the publishing server:

- There is no GD library (version 2.0.1 or above)
- There is no Multibyte string functions (`mbstring` extension)

- a user will see only general error messages in his or her Administrator Panel.

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General Publishing Issues

Some of the typical publishing errors are:

- **Site publishing settings have been changed. Some data stored at the published site may be lost.**

This warning occurs when you try to publish a site containing modules to another publishing location. The modules data is stored on the published site. Therefore, after you publish the site to another host, these data become unavailable.

If you wish to publish a site to the new publishing location, perform the following steps in the following order:

1. Move your site directory to the new location.
2. Change your publishing settings in Plesk Sitebuilder to point to the new location.
3. Republish the site.

Make sure not to make any changes on the site in Plesk Sitebuilder before the process is completed. Otherwise, your changes may be lost.

If you have no access to the publishing location or do not have enough permissions for writing on the new location, contact your hosting provider for assistance.

- **Cannot copy the site files to the specified site location. It is possible that you do not have enough permissions for writing, or there is not enough free disk space on the server.**

This happens when:

- The provided publication settings (FTP/XCOPY/VPS) are incorrect.
- FTP connection is not possible due to some reasons. It may be the firewall issue or something else.

Check out the connection settings of the target server and the publishing settings of the site ( Sites > the site name > **Publishing Settings** tab).

- **Cannot publish to the specified host via [FTP, VPS, or XCOPY]. Authorization failed.**

This most probably means that FTP user name or password specified on the publishing server and in the site publication settings do not match. This may happen if, for example, the FTP user name and password have been updated on the server, and haven't been updated in site publishing settings. Check out the FTP credentials on the publishing location and in site publishing settings ( Sites > the site name > **Publishing Settings** tab).

- **Cannot connect to the specified site URL.**

The specified site URL cannot be reached. The site may be down due to a variety of reasons. Check the site publishing settings ( Sites > the site name > **Publishing Settings** tab) and try publishing the site again after some time.

- **Cannot find site files at [site URL]. The specified site URL does not match the [FTP, VPS, or XCOPY] settings.**

The specified URL does not correspond to the specified settings (FTP/XCOPY/VPS).

For example, the address `http://test.url.com` corresponds to the following FTP folder:

Host (IP address or DNS name): 123.123.23.23

Working directory: /

Login: test

Password: test

In this case the “/” working directory is the site root folder (DocumentRoot). If you are trying to publish with the working directory specified as “/myfolder”, then the URL *http://test.url.com* does not correspond to the specified publication settings.

The correct URL for publishing in “/myfolder” working directory is *http://test.url.com/myfolder*.

If you try publishing the site to directory /myfolder with the URL *http://test.url.com* (without specifying the working directory in the URL), an error is displayed.

Sometimes users experience difficulties with specifying the path. The path should be specified in relation to the directory the user is in after logging in to the FTP server.

For example, the user’s home directory with SSH access is `/var/www/test`. The DocumentRoot of the web server is the `/var/www/test/httpdocs` directory. Upon providing their credentials and logging in to the FTP server, users find themselves in the `/var/www/test` directory.

If the user wants to publish the site directly in DocumentsRoot, the working directory should be `/httpdocs`.

If the user wants to publish the site to /myfolder subdirectory, then the working directory should be `/httpdocs/myfolder`.

Known Issues with Third Party Components

Some issues may also occur due to the specifics of third party components necessary for site publishing and operation on the target server. A list of all required components is provided in section **Requirements to Publishing Location** (on page 28), earlier in this guide. If some of these necessary components are missing, you will see the corresponding notifications in your Plesk Sitebuilder.

Below you will find the additional information about these components, as well as the configuration and troubleshooting instructions.

Before you start publishing sites to a target server, make sure that:

- **SQLite version 2.x is installed on the target server.**
Plesk Sitebuilder supports SQLite versions 2.x.
SQLite 3.x is currently not supported.
- **PHP has SQLite support included.**
 - On PHP 4.x, use one of the following options to enable SQLite:

- If the publishing server runs Parallels Plesk Control Panel version 8.x or later, use a special "Sitebuilder publishing support for Plesk" component (`sb-publish`) shipped by Parallels. This component is applied automatically during Plesk Control Panel installation (using Autoinstaller), or during installation of Parallels Virtuozzo Containers (formerly SWsoft Virtuozzo) application template `psa-sb-publish`. If the component has not been installed (for example, in case of manual installation of Plesk Control Panel), find this component in the `thirdparty-` directory of Plesk Control Panel distribution and install it on the publishing server.
 - Recompile PHP with `--enable-sqlite` option and add the `sqlite.so` extension to the `php.ini` file.
 - Find, download and install a ready third-party SQLite 2.x package for PHP 4.x. You may look for such packages on the [RPMfind.net](http://rpmfind.net) (<http://rpmfind.net>) server and other similar resources.
 - On PHP 5.x, SQLite support is enabled by default, unless you have disabled it by compiling PHP with the `--without-sqlite` option on purpose. In this case, recompile PHP with the `--with-sqlite` option and add the `sqlite.so` extension to the `php.ini` file.

If this doesn't work, find, download and install a third-party SQLite 2.x package for PHP 5.x. You may look for such packages on the [RPMfind.net](http://rpmfind.net) (<http://rpmfind.net>) server and other similar resources.
 - **UTF8 support is included for SQLite.**
To enable UTF8 support, recompile PHP with `--enable-sqlite-utf8`.
 - **DOM XSLT or PHP XSLT extension (Sablotron) is installed on the target server.**
In case it is not installed, install one of the following components on the target server:
 - DOM with XSLT support
 - PHP XSLT extension (Sablotron)
-
- Note:** 1. With PHP 5.x installed on the target server, it is necessary to compile PHP with the following options: `-with-dom-xslt=/usr; -with-dom-exslt=/usr; -with-dom=shared and -with-xsl`.
2. Make sure that all extensions you have installed are listed in the `extensions` directory and in the `php.ini` file.
-
- **ionCube PHP Loader (v 3.1 or newer) is installed at the target server.**
Download an appropriate version of ionCube Loader from the [ionCube, Ltd. official web site](http://www.ioncube.com) (<http://www.ioncube.com/loaders.php>). For detailed installation instructions, refer to the [Loader Installation page](http://www.ioncube.com/loader_installation.php) (http://www.ioncube.com/loader_installation.php) on the ionCube, Ltd. web site.