

Online Help for the Ensim Unify Service Provider Control Panel

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About this document

This document is a reproduction of the Online Help system provided with the Ensim Unify service provider control panel. It is designed for those who want to review Online Help information in hard copy format or off line.

As you use this document, keep in mind that it is optimized for online presentation rather than for use as a book. It uses the fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.

To help you navigate this document electronically, bookmarks and contents links have been provided. The document's internal links however, which are available in the online help system, are disabled in this format.

Quick-start tutorial for service providers

[HOME](#)

This quick-start tutorial is composed of interlinked Help-system topics that explain how to complete common tasks. Click a link below to learn about the task. Then click the quick-start links at the top or bottom of each topic to proceed through the tutorial.

Quick-start topics:



1. [Add control panel accounts for administrators](#)
2. [Change email alert settings](#)
3. [Add your brand to control panels](#)
4. [Add reseller templates](#)
5. [Add resellers](#)
6. [Add organization templates](#)
7. [Add organizations](#)
8. [View usage reports](#)
9. [View platform server information](#)
10. [Add hosting servers](#)


Using the Help system

This is the main online Help system. To find information quickly, browse the contents at left or use the search and index links above.

[How to print this Help system](#)


To browse through the topics:

In the left pane of the Help system, click  to open a book () and display the topics it contains.

In the left pane of the Help system, click  to display the contents of a topic in the right pane.

If a book contains sub-books, click any book to open it and view related topics.







To find specific information:




Click , the help icon, on any page of the control panel. This opens the context-sensitive Help that provides information about the page.

When viewing a context-sensitive Help topic, click **View Help Contents** to open the main Help system and search for specific information.

What do you want to do?

Use the following icons to navigate the Help system:

Icon	Action
	Display the Help contents in the left pane.
	Search for information using keywords.
	Search for information using the index.
	View terms and definitions in the glossary.
	Return to the home page of the Help system.
	Print the current page.

	If you have viewed several topics, go back to the previous topic.
	If you have viewed several topics, go forward to the next topic.
	Hide the contents and view the topic in the entire window (this option is not available through Netscape browsers).

Printing Help

To print individual topics, click the print icon at the bottom of each page.

To print all topics at once, use the [PDF version](#) of this Help system. You can open it using the free [Adobe Acrobat® Reader®](#) program. The PDF version is approximately 2.9 MB in size and 180 pages in length.



When using the PDF version of Help, remember it is optimized for online presentation rather than for use as a book. It uses fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.

To help you navigate this document electronically, bookmarks and contents are provided. The document's internal links however, which are available in the online help system, are disabled in this format.

Overview of Ensim Unify

Introduction to Ensim Unify

Ensim Unify provides a single platform for managing multiple Linux, UNIX, and Windows services. It equips hosting service providers with a multi-service solution that addresses critical operational challenges for provisioning, monitoring, metering, self-management, authentication, integration, and more. And Ensim Unify supports both wholesale and retail distribution.

Ensim Unify is designed to deliver the reliability, scalability, and performance that are key to successfully offering mass-hosted services to a large and growing market. The system's modular architecture makes it a turnkey solution that can also be integrated with a service provider's or reseller's existing operations support systems (OSS) and business support systems (BSS) using [the Ensim Integration Framework](#).

Ensim Unify has the following components:

Illustration of Ensim Unify components

- **Platform servers.** The servers service providers use to manage databases, control panels, services, and other system functions. Resellers do not manage platform servers. Platform servers include:
 - **Active Directory® server.** The server on which Active Directory software is installed; the domain controller for the system. To improve performance and reliability, service providers can have more than one Active Directory server.
 - **MS SQL database server.** The server on which Microsoft® SQL database software is installed. This server manages the database functions of the system. All configuration information for the Ensim Unify platform is stored in an MS SQL database on this server.
 - **Provisioning engine (PE) server(s).** Servers that manage the provisioning of services to customers. Service providers can have multiple PE servers to balance loads and provisioning requests.
 - **Control panel (CP) server(s).** Servers that host the control panels. Service providers can have multiple CP servers to balance loads and control panel requests.
 - **Hosting server(s).** Servers on which services, such as Hosted Exchange and Windows Web Hosting, are installed. When a service is sold to an organization, the server space and other resources required to provide the service are allocated from a hosting server. Service providers have one or more hosting servers for each service, and each service is installed on a separate server. Hosting servers cannot have more than one service installed on them.

Resellers who purchase hosting servers can manage these servers through the reseller control panel.

Integration Framework. An XML-based application programming interface (API) to Ensim Unify. You use the Integration Framework to streamline common tasks and integrate third-party systems with Ensim Unify.

Services. The services you sell to resellers and organizations. Each service is installed on a service-specific hosting server. Services in this release include:

- [Microsoft DNS](#)
- [Hosted Exchange 2003](#)
- [Windows Web Hosting](#)
- **Web-based control panels.** Graphical user interfaces to Ensim Unify. These control panels enable service providers, resellers, organization administrators, and users to manage their accounts, resources, and other system settings. Each control panel has a comprehensive Help system and [quick-start tutorial](#) designed to help users find answers quickly.

The Ensim Unify platform

The Ensim Unify platform is the industry's first true operations support system (OSS). It enables service providers and resellers to manage resources, provisioning, monitoring, metering, and authentication, and it provides a single point of integration with existing systems.

The Ensim Unify platform is a reliable, scalable, and flexible hosting automation infrastructure, and it is the first hosting platform to offer "out-of-the-box" support for ASP.NET Web site hosting.

Service providers and resellers interface with the Ensim Unify platform through the [service provider](#) or [reseller](#) control panel or through the [integration framework application programming interface \(API\)](#).

Key features of the Ensim Unify platform include:

Unified resource management. Using Ensim Unify, service providers can centrally register, classify, view, and allocate all service-related resources such as physical servers, bandwidth, and disk space as well as logical resources such as mailboxes and Web sites.

Unified service provisioning. From this single platform, service providers can automatically provision complex service plans that combine Linux, UNIX, and Windows services.

Unified service monitoring. Comprehensive service resource monitoring and basic server monitoring capabilities ensure the smooth operation and delivery of services.

Unified service metering. Robust service usage tracking makes it possible to capture physical and logical resource usage data across services, servers, and customers.

Authentication and authorization. When users log in to control panels, credentials are passed to the Active Directory server for centralized authentication and authorization. This ensures role-based access to all services and provides fine-grain control over applications and services.

Rapid Service Integration Framework. This integration framework makes it easy for developers to roll out custom-built hosted services, enabling service providers to adapt rapidly to customers' changing needs.

Integrating Ensim Unify with support systems

Because of Ensim Unify's modular construction, service providers and resellers can integrate platform components with existing operations support systems (OSS) and business support systems (BSS). This is done through the XML-based [Integration Framework](#).

The Integration Framework

The Ensim Unify Integration Framework is an XML-based application programming interface (API). Using the Integration Framework, you can integrate Ensim Unify with your existing billing system and infrastructure.

Using the Integration Framework, you can also perform all of the tasks available through the service provider and reseller control panels.

For more information about using the Integration Framework, see the *Integration Framework Guide for Service Providers* or *Integration Framework Guide for Resellers*.

Using the system

Control panels

Service provider control panel

The service provider control panel is the graphical user interface service providers use to manage their own resources, resellers, and administrators. The service provider control panel is the same as the reseller control panel, except that service providers can add platform and hosting servers to the system, whereas resellers cannot. Also, service providers can manage services at the system level whereas resellers manage only those services they purchase from their service provider.

Through the service provider control panel, you can:

- [Manage organizations](#)

- [Manage resellers](#)

- [Manage servers](#)

- [Manage scopes](#)

- [Manage resources](#)

- [Manage scopes and IP addresses](#)

- [Manage services](#)

- [Manage administrators](#)

Get reports on [actions](#), [server status](#), and [usage](#).

About service provider logins

There are three types of administrative accounts for the service provider control panel:

- [Systems](#)

- [Operations](#)

- [Marketing](#)

When you set up Ensim Unify, one administrator account, a systems-level account, is created. Using this account, you can log in to the service provider control panel and create additional administrative accounts which other administrators can use to access the service provider control panel. This makes it possible to track administrators' actions and ensure that they have access to only the tasks they need to perform.

About managing resellers

You manage your own resellers, but you do not manage the resellers created by your resellers. The only resellers that appear on the Resellers list in the service provider control panel are the resellers you create. However, you can [log in to a reseller's control panel automatically](#) to view resellers, organizations, and users created by resellers and organizations below you.

About the API

All of the tasks accessible through the control panel can be performed through the Ensim Unify [application programming interface](#) (API). For more information about the API, see the *Integration Framework Guide for Service Providers*.

Reseller control panel

The reseller control panel is the graphical user interface, or control panel, resellers use to manage the resources and services they purchase and the resellers and administrators they own. The reseller control panel is the same as the service provider control panel except that resellers do not have the ability to add hosting or platform servers to the system, manage services at the system level, or manage scopes and IP addresses.

Through this control panel resellers can:

- [Manage organizations](#)

- [Manage resellers](#)

- [Manage resources](#)

- [Manage services](#)

- [Manage administrators](#)

Get reports on [actions](#) and [usage](#).

About reseller logins

There are three types of administrative login accounts for the reseller control panel:

- [Systems](#)

- [Operations](#)

- [Marketing](#)

When a reseller is added to the system, a Systems-level administrative login account is created. Using this account, resellers can log in to the reseller control panel and create additional login accounts which other administrators can use to access the reseller control panel. This makes it possible for resellers to track administrators' actions and ensure that they have access to only the tasks they need to perform.

About managing resellers and organizations

Resellers who are authorized to add resellers see a navigation panel labeled **Resellers** on the left side of the reseller control panel. If you do not see this navigation panel, you are not authorized to add resellers. All resellers can add organizations, however.

Resellers who add resellers of their own can [use the auto-login feature](#) to log in automatically to the control panels of resellers, organizations, and users added below them.

About the API

All of the tasks accessible through the reseller control panel can be performed through the application programming interface (API). For more information about how resellers use the API, see the *Integration Framework Guide for Resellers*.

Organization control panel

The organization control panel is the graphical user interface, or control panel, organization administrators use to manage their organization's resources and users.

Through this control panel organization administrators can:

- Manage services
- Manage users
- View reports
- Add their brand to the user control panel for their organization

The organization control panel has comprehensive online Help similar to that provided with the service provider control panel.

Service providers can [log in to the organization control panel automatically](#).

User control panel

The user control panel is the graphical user interface, or control panel, through which users manage their own accounts and services.

Through this control panel users can:

- View or change their own account information
- View or change their own service settings

The user control panel has comprehensive online Help similar to that provided with the organization control panel.


Service providers, resellers, and organization administrators can [log in to the user control panel automatically](#).

Adding your brand to control panels

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can add your company's brand to the control panels of the resellers and organizations you own.

 You can brand your customers' control panels only; you cannot brand your top-level control panel (the service provider control panel that is your primary login).

You can [reload the default settings](#) at any time if necessary.

About branding user and organization control panels

To add your company's brand to organization user control panels, you need to customize the control panel settings before you add the organization. After you add the organization, however, the organization administrator can replace your brand with theirs in the user control panel.

For example, if you create an organization, then change the control panel settings later, the user control panels of that organization are not affected. Only the

organization administrator can customize user control panels after the organization has been added.

Similarly, if you create a reseller, the reseller can replace your brand with theirs in the control panels of organizations they create.

Login level required to add your brand: **Systems**

Branding instructions

To change the style sheets used in control panels, follow these instructions:

Step 1. Download the current style sheet

1. Go to the Branding Files page.
2. In the Style Sheet section, click **Download Current** by the style sheet you want to download.
3. Save the style sheet to your local system. You might want to save a copy of this style sheet so you can refer to it later.
4. On your local system, modify the style sheet as needed, then proceed to Step 2.

Step 2. Upload the modified style sheet

1. After you have modified the current style sheet on your local system, return to the Branding Files page.
2. In the Style Sheet section, click **Browse** next to the Reseller, Organization, or User text box.
3. Navigate to the style sheet you modified, then click **Open**. To keep the current style sheet for any control panel, leave the text box blank.
4. Click **Add**. The style sheet is updated.
5. To view the changes, log in to the appropriate control panel. If you do not see the changes, your browser might be using a previously cached version of the style sheet. Refresh your browser's cache to view the changes (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the control panel that is your primary login.

Change control panel banners

Banners are the graphics that appear at the top of the control panels in the long space to the left or right of the logo space. You can replace the banners in the reseller, organization, and user control panels you own with any other image that:

- Has approximately the same dimensions as the default banner to ensure that control panel elements display correctly. The default banner is 761 pixels wide by 60 pixels tall.

- Is in .gif or .jpg format.

- Is no larger than 46 KB in size.

To change the banners:

1. Go to the Branding Files page.
2. In the Banner section, click **Browse** next to the reseller, organization, or user control panel text box, then navigate to the file you want to use for the banner. You can use the same graphic or different graphics for each control panel.
3. Click **Open**.
4. To keep the current banner for any control panel, leave the text box blank.
5. Click **Add**.

The new banner appears in the control panel. To view it, [log in to the appropriate control panel](#). If you do not see the change, your browser might be using a previously cached version of the banner. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the control panel that is your primary login.

Add your logo

The logo is the graphic that appears to the left or right of the banner at the top of the control panel. You can replace the default logo with any graphic that:


- Has approximately the same dimensions as the default graphic to ensure that interface elements display correctly. The default graphic is 157 pixels wide by 60 pixels tall.

- Is in .gif or .jpg format.

- Is no larger than 46 KB.

To upload your logo:

1. Go to the Branding Files page.
2. In the Logo section, click **Browse** next to the reseller, organization, or user control panel text box, then navigate to the file you want to upload. You can use the same graphic or different graphics for each control panel.
3. Click **Open**.
4. Next to Logo Position, choose **Left** to display the logo in the upper left of the control panel, or choose **Right** to display the logo in the upper right.

 If you want to change the position of the logo, you need to navigate to the logo file as described in step 2; you cannot simply change the position by choosing left or right.

5. To keep the current logo for any control panel, leave the text box blank.
6. Click **Add**.

The graphic appears in the control panel. To view it, [log in to the appropriate control panel](#). If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the control panel that is your primary login.

Reload default settings

You can reload the default stylesheets, banners, and logos used in the control panels at any time. If you are the service provider who owns the Ensim Unify system, the defaults are the system's initial settings. If you are a reseller, the defaults are the settings currently used by your service provider; they change whenever your service provider rebrands control panels.

To reload default settings:

On the Branding Files page, click **Restore Default** next to any item you want to reload.

NEXT QUICK-START TOPIC: [ADD RESELLER TEMPLATES](#)

Systems, operations, and marketing accounts

There are three types of administrator accounts that can be used to log in to the service provider control panel:

[Systems](#)
[Operations](#)
[Marketing](#)

These account types are based on the roles administrators play and the tasks they are likely to perform. You can assign each of your administrators a separate login account. This enables you to track administrators' actions and ensure they have access to tasks they need to perform.

Systems accounts

Systems accounts are for users who need to have full access to all system components; their role demands that they be able to manage all aspects of the system.

The primary tasks performed using systems accounts include:

[Managing administrator accounts](#). This includes adding any type of administrator account, changing the password of any administrator, enabling or disabling any administrator's account, and removing any administrator's account.

[Managing resources](#). This includes adding, viewing, changing, or removing resource information for hosting servers and pools. Service providers manage all of the hosting servers in their system; resellers who have purchased servers can manage those servers and their associated pools.

[Customizing or branding control panels](#). This includes changing the logo, banner, and style sheet of the organization and user control panels.

Viewing server status. Service providers can view [hosting server](#) and [platform server](#) status. Resellers can view only the status of servers they own.

Operations accounts

Operations accounts are for individuals who need to provide support for customers, including managing resellers and organizations, but who do not need to manage resources and services.

Organization-related tasks performed using this account include:

[Viewing the Organizations page](#)

[Viewing enabled organization templates](#). When logged in under an operations account, administrators can view and use enabled templates, but they cannot add, change, disable, or remove organization templates.

[Adding organizations](#)

[Changing organization information](#)

[Logging in to organizations automatically](#)

[Removing organizations](#)

Reseller-related tasks performed using this account include:

[Viewing the Resellers page](#)

[Viewing enabled reseller templates](#). When logged in under an operations account, administrators cannot add, change, disable, or remove reseller templates.

[Adding resellers](#)

[Changing reseller information](#)

[Logging in to resellers automatically](#)

[Removing resellers](#)

Marketing accounts

Marketing accounts are for users who set up the templates used to set up services for organizations and resellers but who do not need to manage organizations, resellers, or resources.

Tasks performed using marketing logins include:

[Adding](#), [changing](#), and [removing](#) organization templates

[Enabling and disabling](#) organization templates

[Adding](#), [changing](#), and [removing](#) reseller templates

[Enabling and disabling](#) reseller templates

[Viewing actions](#) categorized as marketing-related

Automatic login to control panels

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Automatic login makes it possible for you to log in to a customer's control panel without having to enter a username or password. This is useful when you want to perform specific tasks for a customer, such as changing a reseller or organization administrator's password.

How automatic login works

When you log in to another control panel automatically, the new control panel is displayed in your browser window. However, you are not logged out of the previous


control panel, and you maintain your initial login identity. You are not logging in as, or impersonating, another user.

Your login information appears in the upper left of the new control panel. Any actions you perform while automatically logged in show your initial username in the [Action Log page](#) of the initial control panel.

When you are automatically logged in to a control panel, you can return to the previous control panel by clicking **Log Out** in the upper right.


Instructions

To log in automatically to a reseller control panel:

1. Log in to your control panel using a [Systems](#) or [Operations](#) account.
2. On the Resellers navigation panel, click **List Resellers**. If you do not see this link, you are not authorized to create resellers and you cannot log in to the reseller control panel.
3. On the Resellers list, click  in the **Action** column of a reseller. You need to have [added a reseller](#) to see this icon.
4. In the dialog box, click **OK**.


You are logged in automatically to the reseller's control panel. To return to the previous control panel, click **Log Out** in the upper right. The previous control panel is displayed.

To log in automatically to an organization control panel:

1. Log in to your control panel using a [Systems](#) or [Operations](#) account.
2. On the Organizations navigation panel, click **List Organizations**.
3. On the Organizations list, click  in the **Action** column of an organization. You have to have [added an organization](#) to see this icon.
4. In the dialog box, click **OK**.

You are logged in automatically to the organization's control panel. To return to the previous control panel, click **Log Out** in the upper right. The previous control panel is displayed.

To log in automatically to a user control panel:

1. Log in to an organization control panel. You can do this by [logging in to the organization automatically](#).
2. On the Users navigation panel, click **List Users**.
3. On the Users list, click  in the **Action** column of a user. You have to have added a user to see this icon.

You are logged in automatically to the user's control panel. To return to the previous control panel, click **Log Out** in the upper right. The previous control panel is displayed.

Home page information

The Home page of the service provider and reseller control panels provides:

Login information. The username you typed when you logged in appears in the upper left of the control panel next to the Home link.

About, Help, and Log Out links. These links appear in the upper right of the control panel. Click **About** to find information about the system. Click **Help** to access the online Help. Click **Log Out** to end your session or return to your initial control panel if using auto login.

Navigation panels. These panels appear on the left side of the control panel, and you use them to navigate between pages. The navigation panels are displayed in the closed state the first time you log in. However, their state is remembered whenever you log out. For example, if you open a navigation panel, then log out, the panel is displayed in the open state the next time you log in.

Shortcuts to common tasks. These links provide quick access to tasks you perform frequently. They are the same as the navigation panel links, however, some links on the navigation panels do not appear as shortcuts.

A link to the [Quick-start Tutorial](#). The tutorial is composed of interlinked Help-system topics that explain how to complete common tasks.

How to get to the Home page

Information on the About page

The About page shows information related to the system, including:

Ensim Unify control panel information

Version. The version of the control panel software in use.

Copyright. The Ensime copyright statement.

Information about installed services. If no services are installed, this section is blank.

Service. The name of the service or services installed on the system or available to the reseller.

Version. The version of the service or services installed on the system.

Component information. The version of the components included with services installed on the system.

How to get to the About page

Session expiration

For security, the control panels are designed with 30-minute session expirations. This means that you are automatically logged out whenever your control panel session is inactive, or no input is received, for 30 consecutive minutes.

If your session expires, you need to log in again to use the control panel. You cannot change the time limit for session expiration.

Servers, capacity, and pools

About managing servers

The Ensim Unify system is composed of several different types of servers. These servers are categorized as hosting servers and platform servers. Only service providers manage platform servers. Resellers can manage only the hosting servers they have purchased.

About hosting servers

Hosting servers are the servers on which services are installed and sold to resellers and organizations. Only one service can be installed on a hosting server, and service providers can add as many hosting servers as necessary to host their services. Hosting servers are managed in groups called [pools](#).

Hosting server management tasks include:

[Adding servers](#)

[Selling servers](#)

[Selling capacity on hosting servers](#)

[Viewing server information](#)

About platform servers

Platform servers are used for platform tasks such as provisioning services and hosting control panels. Services, such as Hosted Exchange 2003 and Windows Web Hosting, are not installed on these servers; services are installed on hosting servers.

Service providers add platform servers using the instructions in the *Ensim Unify Getting Started Guide for Service Providers*. Only the provisioning engine (PE) and control panel (CP) servers are managed through the service provider control panel.

Platform server tasks, which are performed by service providers, include:

[Viewing platform server information](#)

[Changing platform server information](#)

[Checking platform server status](#)

[Enabling and disabling platform servers](#)

Managing hosting servers

Adding hosting servers


QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Hosting servers host the services you sell to resellers and organizations. You add hosting servers when you want to add a service to your system or increase the resources available to existing services.

Each hosting server has a single service installed on it; you cannot install multiple services on the same hosting server. The DNS service, however, does not require a dedicated hosting server. The software required for this service is installed on platform servers.

Before adding a hosting server, you need to join the server to the domain and install the service software onto the server as described in the *Ensim Unify Getting Started Guide for Service Providers*.

 Before you add a hosting server, the host name of the server must be present in your system's DNS record. Usually, the host name is added when you join the server to the domain. However, if reverse zone lookup has not been enabled for your system, you cannot add the server until you either enable reverse zone lookup or add the record manually. For instructions on enabling reverse zone lookup, see the *Ensim Unify Getting Started Guide for Service Providers*.

To add a hosting server to the system:

1. Prepare the server and install the service software as described in the *Ensim Unify Getting Started Guide for Service Providers*.
2. If this is the first hosting server for the service make sure to [enable the service](#) before you add the server. Services are initially added in the disabled state. Enabling the service is a one-time task.

Unless you disable the service later, you need to enable the service only after you initially install the service software on the platform servers. You do not need to enable the service each time you add a hosting server.

3. Log in to the service provider control panel using a [Systems](#) account and start the Add Server wizard.

PROVIDE SERVER INFORMATION

4. On the Server Information form, provide the following information, then click **Next**.
 - **Host Name.** Required. The domain name or IP address of the server you are adding. The host name must be a fully qualified domain name in a valid format such as **example.net**, or an IP address. When you sell a server to a reseller, this name or IP address appears on the reseller's server list.
 - **Description.** Optional. A description of the server. Any combination of characters and spaces is valid. This description is visible to resellers who buy the server, however, so make sure the description you provide is something you want resellers to see.
 - **ISA Server Host Name.** The host name or IP Address of Microsoft ISA (Internet Security & Acceleration) servers. Organization users connect to ISA servers using the host name provided in this text box.

Valid input in the ISA Server Host Name box includes IP addresses and host names. If adding multiple IP addresses or host names, separate each address or name by a comma. For example:

10.0.0.1,server15.example.com,10.0.0.2

- **Resource Usage Warning Level.** Optional. The percentage of the server's resources at which warning messages are sent. The system determines the usage level by comparing the current usage to the actual resource limits as specified later in this wizard. The system does not independently verify the server's actual resources.

When the server's usage reaches the warning level, email alerts are sent to the owner of the server and to the address specified on the [Alerts page](#). This makes it possible to take action before server resources are exhausted. Valid input in this text box includes the whole numbers 0 - 100.
- **Pool Assignment.** Required. When you add a server, you need to assign it to a pool. Pools are used to manage groups of servers. To add the server to an existing pool, select **Add Server to Existing Pool**, then choose the pool from the drop-down list. To add the server to a new pool, select **Create Pool for Server**, then type a name for the new pool in the text box. The pool name is visible to resellers.
- **Service Installed on Server.** Required. Choose the service installed on the server. Only one service can be installed on a server, and only the services installed on the system are listed as available. For more information about installing services on the system, see the *Getting Started Guide for Service Providers* or the *Integration Framework Guide for Service Providers*.

PROVIDE SERVICE RESOURCE INFORMATION

5. Set the [resource limits](#) for each component of the service installed on the new hosting server, then click **Next**. For more information about resource types for specific services, see:
 - [Hosted Exchange 2003 options](#)
 - [Windows Web Hosting options](#)
 - [Domain Name System options](#)
 - [Windows SharePoint options](#)

VERIFY INFORMATION

6. On the last page of the wizard, verify the server and service information. To change information, click **Previous**. To add the server, click **Finish**.

The server appears on the [Hosting Servers page](#). You can sell it or its resources to resellers and organizations immediately. If the service installed on the server does not appear on service reseller or organization selection forms, make sure you have [enabled the service](#). When you add a hosting server with a new service, that service is added in the disabled state.

After you sell a server to a reseller, that reseller becomes the server owner. The owner has authority to [change the server's information](#) with the exception of the server's name and actual resources.

[RETURN TO QUICK-START TUTORIAL HOME](#)

About resource limits

Resource limits define the server resources, such as disk space, required by a service. Hosting servers, pools, resellers, and organizations all have resource limits for their services.

Resource limit information includes:

Resource Limit	Description	Where this appears
Component Name	The name of the service component that requires resources.	All resource lists
Resource Type	A specific type of resource required by the service component. Resource types include bandwidth, number of mailboxes, or disk space.	All resource lists
Limit	<p>The amount of the server resources available to the resource type. If you own a hosting server, you can specify an amount or you can choose Unlimited.</p> <p>If you specify an amount, such as a number of mailboxes, only that amount can be provisioned.</p> <p>If you select Unlimited, you can potentially allocate more than the actual resources available on the server, as long as those resources are not all needed at once. This allows you to over-sell a server's resources. However, since no server's resources are actually unlimited, use this setting with discretion.</p> <p>Resellers who purchase hosting servers from you can change this limit.</p>	<p>All resource lists.</p> <p>If you own the hosting server, you can change this amount by changing the hosting server information.</p>
Actual	<p>The actual server resources available to the resource type. The system uses this amount when it calculates the server's resource usage level set in the first step. For example, if you set the actual resource limit at 100 MB, and you set the usage warning level at 80%, a warning message is sent when the usage reaches 80 MB.</p> <p>The system does not verify the actual server resources, however, so it is a good idea to make sure you know the actual limits of your server before you set this amount. If you set the actual limit too high or too low, the resource usage warnings lose their meaning.</p> <p>Resellers who purchase hosting servers from you do not see the Actual limit.</p>	<p>On hosting server lists in the service provider control panel; only service providers see this amount. You can change this amount any time by changing the hosting server information.</p>
Allocated	The amount of the resource that has been sold to resellers and organizations but is not currently in use.	Organization usage summaries only
Available	The total amount of the resource type available, as listed in the Limit column, minus the amount that is in use (usage).	All resource lists


Sold	The amount of the resource that has been sold by resellers but is not currently in use.	All resource lists except for organization lists
Usage	The percentage of the resource type in use. The usage percentage differs from the Sold percentage if resellers, organizations, and users have not used all the resources sold to them.	All resource lists

Viewing hosting server information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can view information about hosting servers, the servers on which the services you sell to resellers and organizations are hosted.

To view information about a hosting server:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Hosting Servers list, click  in the **Action** column of the server whose information you want to view.

The [server information page](#) is displayed.

Viewing hosting server capacity

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Server capacity is the amount of disk space, or capacity, available on a hosting server. This capacity is used to provision services to organizations. It is established when the service provider adds the hosting server to the system.

To view a hosting server's capacity:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Hosting Servers list, click  in the **Action** column of the server whose capacity you want to view.

The [server information page](#) is displayed. It shows the server's total, available, sold, and used capacity.


Viewing hosting server capacity allocation

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Server capacity allocation information includes the amount of disk space, or capacity, that has been sold to organizations on a server as well as the organizations and resellers who have purchased that capacity.

To view a server's capacity allocation:

1. On the Resources navigation panel, click **List Hosting Servers**.

2. On the Hosting Servers list, click  in the **Action** column of the server whose capacity allocation you want to view.
3. On the action bar above the server information, click **Sold Capacity**.
The server's [Sold Capacity page](#) is displayed.

Checking hosting server status

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can check whether a server used to host your services is running or down so that you can fix problems if necessary.

To check the status of a hosting server:

1. On the Reports navigation panel, click **Hosting Server Status**. The [Hosting Server Status page](#) is displayed. Hosting server status is checked every hour on the hour.
2. For service providers: To manually update the current status of hosting servers, click **Update** on the Action bar above the form.

Resellers cannot manually update server status.

This page is empty if you are:

- a service provider who has not added any hosting servers to your system, or
- if you are a reseller who has not purchased any hosting servers.

Selling hosting servers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Service providers and resellers can sell hosting servers to resellers. Resellers who buy hosting servers own the servers; they have exclusive rights to use them. Servers owned by resellers are known as dedicated servers.


An alternative to selling a hosting server is to [sell capacity on a server](#). Resellers who buy capacity on a hosting server work in a shared-server environment.

 Before you can sell a server to a reseller:

If you are reseller, you need to purchase a dedicated server from your service provider, and your service provider needs to authorize you to add resellers.

If you are a service provider, you need to have a server that has not been sold or used; its state must be Free.

To sell a hosting server to a reseller:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller you want to sell a server to.

3. On the reseller's Action bar, click **Resources**.
4. Below the Reseller's Servers form, click **Add Sever**.
The servers list is displayed. It shows all the servers whose state is Free (neither sold to nor used by any reseller or organization). These are the servers you can sell to the reseller.
5. Optional: To see only the servers in a specific pool or running a specific service, choose a service and a pool from the drop down lists, then click **Refresh**.
The servers list is displayed again. It shows all the servers that meet your selection criteria and whose state is free (neither sold to nor used by any reseller or organization).
6. Select the server or servers you want to sell by clicking the check box in the **Select** column.
7. Click **Add Selected Servers**.
The server appears on the [reseller's resource page](#).

Selling capacity on hosting servers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Capacity includes all of the disk space and other resources available to run services such as Hosted Exchange 2003 and Windows Web Hosting. You can sell this capacity or resources on servers you own to your resellers and organizations. Resellers and organizations who buy resources on your servers are said to be working in a shared-server environment.

You can sell capacity to:

[Organizations when you add them](#)
[Existing organizations](#)
[Resellers when you add them](#)
[Existing resellers](#)

Changing hosting server information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

The hosting server information you can change depends on whether you are:

A service provider who owns the server

If you are a service provider and you own the server (have not sold it to a reseller), you can change the server's:

- Name
- Description
- Resource Usage Warning Level
- Pool
- State and Owner (by [selling the server](#))
- ISA Server Host Name
- Resource Limits (both the limit set for each resource type and the actual resource capacity of the server)

A service provider who has sold the server to a reseller

If you are a service provider who has sold the server to a reseller, you can change the server's:

Description

Resource Usage Warning Level


ISA Server Host Name

Actual resource limit (the actual resource capacity available on the server). This is the amount used when determining the resource usage warning level.

Changes you make appear in your control panel. However, they do not filter down to the reseller who owns the server. The current owner has final authority to change these settings as well as the settings for pool, state, owner, and available resources. Changes made by the current owner do not appear in your control panel.

To change a hosting server's name, description, resource usage warning level, ISA host name, or resources:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Hosting Servers list, click  in the **Action** column of the server whose information you want to change. If you do not see this link, you cannot change hosting server information.
3. Change any of the following properties:

 If you have sold the server, the changes you make appear in your control panel, but they do not filter down to the reseller who owns the server. The current owner has final authority to change these settings as well as the settings for pool, state, owner, and available resources.

If you need to change a setting in a server you have sold, you can use [autologin](#).

- **Name.** The hosting server's name. Resellers cannot change the names of hosting servers.
- **Description.** A description of the server. Any combination of characters and spaces is valid. If you have sold the server to a reseller, you can change this information in your control panel but it does not appear in the control panel of the reseller who owns the server.
- **Resource Usage Warning Level.** The percentage of the server's resources at which warning messages are sent. When the server's usage reaches this percentage, email alerts are sent to the owner of the server and to the address specified on the [Alerts page](#). This makes it possible to take action before server resources are exhausted. Valid input in this text box includes the whole numbers 0 - 100. If you have sold the server to a reseller, you can change this information in your control panel but it does not appear in the control panel of the reseller who owns the server.
- **ISA Server Host Name.** Valid input in the ISA Server Host Name box includes IP addresses and host names. If adding multiple IP addresses

or host names, separate each address or name by a comma. For example:

10.0.0.1,server15.example.com,10.0.0.2

4. Change the server's [resource limits](#). If you have sold the server to a reseller, however, you cannot change these amounts. Service providers however, can change the amount in the Actual column, which is the listed resource capacity of the server, at any time. Resellers do not see the amount in the Actual column.

For more information about the resources required for services see:

- [Hosted Exchange 2003 options](#)
 - [Windows Web Hosting options](#)
 - [Domain Name System options](#)
 - [Windows SharePoint options](#)
5. Click **Save**.

To change other hosting server information:

To change the server's pool assignment, the server has to [meet specific requirements](#).

To change the state of the server, [sell the server to, or revoke the server from a reseller](#), or [revoke the sale of capacity from an organization](#).

To change the owner of a server, [sell the server to, or revoke the server from a reseller](#), or [revoke the sale of capacity from an organization](#).

Moving hosting servers between pools

LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**


You can move your hosting servers from one pool to another as your server resources and needs change. Before you can move a server, you need to make sure:

The server is not being used by any organization. If the server is being used, you need to [move the organization's services](#) or [remove the organization](#) before moving the server.

The server has not been sold to a reseller. If it has been sold to a reseller, you need to [revoke the sale](#) before moving the server.

The server's resources are not required to meet the pool's capacity commitments. If its resources are required, you need to either move the capacity from the pool, or add [another hosting server](#) to the pool to meet the capacity requirements and free the server you want to move.

To move a server between pools:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Hosting Servers list, click  in the **Action** column of the hosting server you want to move.
3. In the **Pool** drop-down list, select the pool you want to move the server to. If you do not see this drop down list, make sure the requirements above have been met. Hosting servers can be moved only if their state is Free.
4. Click **Save**.

Revoking the sale of servers or capacity

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Revoking the sale of a hosting server means to take the server back from a reseller who has purchased it. Revoking capacity means to decrease the amount of hosting server resources available to resellers or organizations.

For instructions, see:

[Revoking the sale of servers to resellers](#)
[Decreasing reseller resource limits](#)
[Decreasing organization resource limits](#)

Removing hosting servers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Service providers can remove a hosting server only if it has not been sold to organizations or resellers.


Before you can remove a hosting server, you need to make sure:

The server is not being used by any organization. If the server is being used, you need to [move the organization's services](#) to another server before removing the server or [remove the organization](#).

The server has not been sold to a reseller. If it has been sold to a reseller, you need to [revoke the sale](#) before removing the server.

The server's resources are not required to meet the pool's capacity commitments. If its resources are required, you need to either remove the capacity from the pool, or add [another hosting server](#) to the pool to meet the capacity requirements and free the server you want to remove.

To remove a server:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Hosting Servers list, click  in the **Action** column of the server you want to remove.
3. On the Action bar above the server information, click **Unregister Server**.
4. In the dialog box click **OK**. The server is removed.

Page-specific topics

Hosting Servers page

The Hosting Servers page shows the hosting servers that have been added to your system. [Platform servers](#), such as PE and CP servers, are not shown on this page.

The page is empty have not [added any hosting servers](#).

On the Hosting Servers page you can [perform several tasks](#) and view the following information:

Name. The host name of the server. Click the server name to go to the [server information page](#) and access other tasks.

Pool. The name of the pool, or group, to which the server is assigned. Click the pool name to go to the [pool overview page](#).

State. The state of the server. States include:

- **Free.** The server is not used by any reseller or organization.
- **Dedicated.** The server has been sold to a reseller or organization.
- **Shared.** Capacity on the server has been sold to one or more resellers or organizations.

Owner. The reseller to whom the server has been sold. You can click the owner name to go to the reseller overview page. Servers whose state is Free or Shared do not have owners.

Service. The service installed on the server. Servers can have one service only.

Action. Links to tasks you can perform.



Tasks you can perform

On the Hosting Servers page you can:

Search, sort, and use page controls to find information.

Add a hosting server by clicking **Add Server** at the bottom of the form ([Systems](#) logins only)

Click Action column icons to perform tasks. Icons and tasks include:

- , [view server information](#) and access other tasks
- , [change server information](#) and access other tasks ([Systems](#) logins only)

How to get to the Hosting Servers page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Server information page

The server information page shows information about a particular hosting server. [Platform servers](#) do not appear on this page.

On this page you can [perform several tasks](#) and view the following information:

General information

Name. The host name of the server.

Description. A short description of the server.

Resource Usage Warning Level. The percentage of the server's resources at which warning messages are sent. The system determines the usage level by comparing the current usage to the actual resource limits as specified by the service provider. Resellers cannot specify or change the actual resource limits. The system does not independently verify the server's actual resources.

When the server's usage reaches the warning level, email alerts are sent to the owner of the server and to the address specified on the [Alerts page](#). This makes it possible to take action before server resources are exhausted.

Pool. The name of the pool, or group, to which the server is assigned.

State. The state of the server. States include:



- **Free.** The server is not used by any reseller or organization.
- **Dedicated.** The server has been sold to a reseller or organization.
- **Shared.** Capacity on the server has been sold to one or more resellers or organizations.

Owner. The reseller to whom the server has been sold. You can click the owner name to go to the reseller overview page. Servers whose state is Free or Shared do not have owners.

ISA Server Host Name. The host name or IP Address of Microsoft ISA (Internet Security & Acceleration) servers. Organization users connect to ISA servers using the host name provided in this text box.

Service Components

Status. The status of the component. States include:

- **↑. Enabled.** The component is available to be provisioned to new organizations and resellers. To disable the component and prevent it from being provisioned, click  in the **Action** column of the component.
- **↓. Disabled.** The component cannot be provisioned to new organizations and resellers, although services are not disabled for existing organizations and resellers. To enable the service, click  in the **Action** column of the component.
- **Name.** The name of the service components installed on the server. Servers can have one service only, but that service can have several components.
- **Version.** The version of the installed component.
- **Action.** Links to tasks you can perform.

Service resource information

Resource Type. A specific type of resource required for the component. Resource types might include bandwidth, number of mailboxes, or disk space.

Limit. The amount of the server resources available to the resource type. You can specify an amount in the first text box in this column, or you can choose **Unlimited**.

If a specific limit, such as a number of mailboxes, is specified, only that amount can be provisioned on the server.

If Unlimited is selected, you can potentially allocate more than the actual resources available on the server, as long as those resources are not all in use at once. This allows you to over-sell a server's resources.

You can [change these limits](#).

Actual. Available to service providers only. The amount of the resources specified by the service provider as actually present on the server.

Available. The total amount of the resource type available, as listed in the **Limit** column, minus the amount that is in use (usage).

Sold. The amount of the resource that has been sold resellers and organizations but is not currently in use.

Usage. The percentage of the resource type in use. The usage percentage differs from the **Sold** percentage if resellers, organizations, and users have not used all the resources available to them.




For service-specific resource information, see:

- [Hosted Exchange 2003 options](#)
- [Windows Web Hosting options](#)
- [Domain Name System options](#)
- [Windows SharePoint options](#)

Tasks you can perform

On the server information page you can:

Perform tasks by clicking icons in the **Action** column. Icons and tasks include

- , view information about the component
- , disable a component ([Systems](#) logins only)
- , enable a disabled component ([Systems](#) logins only)
- Perform tasks by clicking Action bar links ([Systems](#) logins only). Links and tasks include:
 - [Edit](#). Change the server's information.
 - [Sold Capacity](#). View information about resellers who have purchased capacity on the server.
 - [Unregister Server](#). Remove the server. This is available only to service providers; resellers cannot unregister servers.

How to get to the server information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Server sold capacity page

The server sold capacity page shows information about the resellers who have purchased resources on a hosting server. [Platform servers](#) do not appear on this page.

On this page you can [perform several tasks](#) and view the following information:

Owner. The reseller who purchased the server space.

Action. Links to tasks you can perform.

Tasks you can perform

On the server information page you can:

Click  in the Action column to view usage information.

Perform tasks by clicking Action bar links ([Systems](#) logins only). Links and tasks include:

- [Edit](#). Change the server's information.
- [Sold Capacity](#). View information about resellers who have purchased capacity on the server.
- [Unregister Server](#). Remove the server. This is available only to service providers; resellers cannot unregister servers.

How to get to the server sold capacity page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Server sold capacity overview page

The server sold capacity overview page shows information about the hosting server resources that have been sold to a reseller.

On this page you can view the following information:

General information

Service. The name of the service for which capacity has been sold.

Parent Pool. The name of the pool from which capacity is currently being taken.

Sold To. The reseller or organization to whom the capacity was sold.

Provisioned On: The name of the server providing the capacity.

Service information

[Resource information about resources available on servers in the pool](#). This includes service-specific information such as resource type, limit, and usage. For more information about service capacity, see:

- [Hosted Exchange 2003 options](#)
- [Windows Web Hosting options](#)
- [Domain Name System options](#)
- [Windows SharePoint options](#)

How to get to the server capacity overview page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Managing pools

Adding pools

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Pools are groups you can use to manage or categorize hosting servers. You add pools when you want to create new groups.

For example, if you upgrade some of your hosting servers, you might want to create a new pool you can use to manage them as a group and quickly identify them as servers that have been upgraded. When you sell resources from this pool, you know the characteristics of the resources you are selling.

Resellers who buy your hosting servers see the pool names on the server list in their control panels, so make sure you choose pool names you want your resellers to see.

To add a pool:

1. *Go to the Add Pool form.*

On the Resources navigation panel, click **Add Pool**.

2. On the Add Pool form, provide the following information:
 - **Name.** Required. The name you want to assign to the pool. Any combination of characters and spaces is allowed. Be aware that when you sell servers or capacity from the pool, resellers see this name.
 - **Description.** Optional. Brief information about the pool. Any combination of characters and spaces is allowed.
 - **Destination Pool for New Resources.** Optional. If you select this box, the pool becomes the default pool to which new servers are assigned.
 - **Resource Usage Warning Level.** Optional. The percentage of server resources in the pool at which warning messages are sent. When the usage of server resources reaches this percentage, email alerts are sent to the owner of the pool and to the address service providers and resellers specify on the [Alerts page](#). This makes it possible for them to take action before server resources are exhausted. Valid input in this text box includes the whole numbers 0 - 100.
3. Click **Add**. The pool is added and you can [add servers](#) or [move servers](#) to it.

Viewing the pools list

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Pools are groups you can use to manage or categorize hosting servers. To view the list of [pools](#) on your system:

On the Resources navigation panel, click **List Pools**.


The [Pools list](#) is displayed.

Viewing pool information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Pool information includes the name, description, and server resources of a pool.

To view pool information:


1. On the Resources navigation panel, click **List Pools**.
2. On the Pools page, click  in the Action column of the pool whose information you want to view. [The pool information page](#) is displayed.

Viewing pool capacity

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Pool capacity is the amount of server resources, or pool capacity, available on the servers in a specified pool.

To view pool capacity:

1. On the Resources navigation panel, click **List Pools**.
2. In the **Action** column of the pool whose capacity you want to view, click . The [pool information page](#) is displayed.

Moving hosting servers between pools

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)


You can move your hosting servers from one pool to another as your server resources and needs change. Before you can move a server, you need to make sure:

The server is not being used by any organization. If the server is being used, you need to [move the organization's services](#) or [remove the organization](#) before moving the server.

The server has not been sold to a reseller. If it has been sold to a reseller, you need to [revoke the sale](#) before moving the server.

The server's resources are not required to meet the pool's capacity commitments. If its resources are required, you need to either move the capacity from the pool, or add [another hosting server](#) to the pool to meet the capacity requirements and free the server you want to move.

To move a server between pools:


1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Hosting Servers list, click  in the **Action** column of the hosting server you want to move.
3. In the **Pool** drop-down list, select the pool you want to move the server to. If you do not see this drop down list, make sure the requirements above have been met. Hosting servers can be moved only if their state is Free.
4. Click **Save**.


Changing pool information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Pool information includes the name, description, and settings of the pool. You can change pool information as needed.

To change a pool's information:

1. On the Resources navigation panel, click **List Pools**.
2. On the Pools page, click  in the **Action** column of the pool whose information you want to change.
3. On the pool information page, click **Edit**.
4. Change the following information as needed:
 - **Name**. The name you want to assign to the pool.

- **Description.** Brief information about the pool.
- **Destination Pool for New Resources.** If you select this box, the pool becomes the default pool to which new servers are assigned. If  appears next to this text, the pool currently is the default pool, and you cannot change its status on this form. To change this option, you need to [make another pool the default pool](#).
- **Resource Usage Warning Level.** The percentage of server usage at which warning messages are sent. When the server usage reaches this percentage, email alerts are sent to resellers who have capacity in the pool, to the resource owner, and to the address on the [Alerts page](#). This makes it possible to take action before server resources are exhausted. Valid input in this text box includes the integers 0 - 100.



5. Click **Save**.

Changing the default pool

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Among your pools, one is always known as the default pool, or the destination pool for new resources. This default pool is the pool to which new servers are added, unless another pool is specified. You can change this default pool if you have more than one pool on your system.

To change the default pool:

1. On the Resources navigation panel, click **List Pools**.
2. In the **Action** column of the pool you want to make the default, click .
3. On the Action bar above the pool information form, click **Edit**.
4. On the Edit Pool Information form, select the check box next to **Destination Pool for New Resources**. If  appears next to this text, the pool is already the default pool.
5. Verify that you want to make the pool the default for new resources, then click **OK** in the dialog box.


The pool becomes the default pool. When you add servers, this pool is pre-selected as the destination pool.

Changing pool usage warning levels

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Pool usage warning levels are the percentage of server usage that triggers alerts about resources. When server resources in a pool reach the warning level, email alerts are sent to resellers and organizations who own the resources so they can take action before resources are exhausted. These email alerts are also sent to the address specified on the [Alerts page](#).

To change pool usage warning levels:

1. On the Resources navigation panel, click **List Pools**.
2. In the **Action** column of the pool you want to make the default, click .
3. On the Action bar above the pool information form, click **Edit**.

4. In the **Resource Usage Warning Level** text box, type the percentage of server usage that you want to use as the warning level. Valid input includes integers 0 - 100.
5. Click **Save**. When server usage for the pool reaches the warning level, email alerts are sent to resellers and organizations who own or have capacity in the pool.


Removing pools

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Remove pools only when you want to permanently delete them from the system. Pools can be deleted only if:

they are not the [default pool for new resources](#), and
any servers that were assigned to the pool have been removed or [moved to other pools](#).

To remove a pool:

1. On the Resources navigation panel, click **List Pools**.
2. On the List Pools page, click  in the **Action** column of the pool you want to remove.
3. On the Action bar above the pool information, click **Remove**.
4. In the dialog box, click **OK**. The pool is removed.

Page-specific topics

Pools page

The Pools page shows all the pools on your level. Pools are groups you can use to manage hosting servers as a unit.

On this page you can [perform several tasks](#) and view the following information:

Name. The name of the pool.

Description. The description of the pool.

Action. Links to tasks you can perform.

Tasks you can perform

On the Pools page you can:

Sort, or use page controls to find services listed on multipage forms.

Create a new pool by clicking **Add Pool** at the bottom of the list ([Systems](#) logins only).

Perform tasks by clicking icons in the **Action** column. Icons and tasks include:

- , go to the pool information page

How to get to the Pools page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Pool information page

The pool information page shows the information available about a specific pool. Pools are groups you can use to manage hosting servers as a unit.



On this page you can [perform several tasks](#) and view the following information:

General Information

Name. The name of the pool.

Description. A short description of the pool.

Destination Pool for New Resources. Whether the pool is used as the default pool for servers that are added to the system.

-  indicates the pool is the destination for new servers
-  indicates the pool is not the destination pool
- **Resource Usage Warning Level.** The percentage of server usage at which warning messages are sent. When the server usage reaches this percentage, alert messages are sent to resellers who have capacity in the pool. This makes it possible for them to take action before server resources are exhausted.

Summary of Services and Servers. The sum of all resources present in and used from the pool. Summary information includes:

Service. The name of services installed on servers in the pool.

Total. The number of servers that are running the service.

Shared. The number of servers being shared by resellers or organizations.

Dedicated. The number of servers that have been sold to resellers.

Free. The number of servers that are neither in use nor shared.

[Resource information for the services available on servers in the pool](#)

Tasks you can perform

On the pool information page you can perform tasks by clicking Action bar links at the top of the page ([Systems](#) logins only). Tasks include:

[Edit](#). Change the pool's information.

Resources. View servers assigned to the pool.

Sold Capacity. View information about capacity sold from the pool.

Remove. Remove the pool. Pools can be removed only if they are not the default pool for new resources, and any servers that were assigned to the pool have been removed or moved to other pools.

How to get to the pool information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Pool resources page

The pool resources page shows information about the servers assigned to the pool. Pools are groups you can use to manage hosting servers as a unit.

On the pool resource page you can [perform several tasks](#) and view the following information:

Server. The host name of the server. Click this name to view the server's properties.

State. The current state of the server. States include:



- **Free.** The server is not used by any reseller or organization.
- **Dedicated.** The server has been sold to a reseller or organization.
- **Shared.** Capacity on the server has been sold to one or more resellers or organizations.
- **Owner.** The reseller or organization to whom the server has been sold. You can click the owner name to go to the reseller or organization overview page. Servers whose state is Free or Shared do not have owners.
- **Service.** The service installed on the server. Servers can have one service only.
- **Action.** Links to tasks you can perform.

Tasks you can perform

On this page you can:

Search, sort, and use page controls to find information.

Click **Action** column icons to perform tasks. Icons and tasks include:

- , [view server information](#) and access other tasks
- , [change server information](#) and access other tasks. This task requires a Systems login.

How to get to the pool resources page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Pool sold capacity page

The pool sold capacity page shows information about pool resources that have been sold to resellers or organizations. Pools are groups you can use to manage hosting servers as a unit.



On the pool capacity page you can perform several tasks and view the following information:

Service. The services sold from the pool

Owner. The name of the reseller or organization that purchased the capacity.

Provisioned On. The host name of the server providing the capacity. This column is empty if the capacity has been sold to a reseller, and the reseller has not yet sold the services that use that capacity to an organization.

Action. Links to tasks you can perform. These include:

- , view information about the sold capacity.
- , revoke the sale of the capacity. This task is available only if the capacity has not been provisioned on a server. For example, if capacity has been made available to a reseller, but the reseller has not yet sold it to an organization.

How to get to the pool sold capacity page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Pool sold capacity information page

The pool sold capacity information page shows the details about the capacity that has been sold from the pool. Pools are groups you can use to manage hosting servers as a unit.

On this page you can view the following information:

General information

Service. The name of the service installed on the server.

Parent Pool. The name of the pool to which the server is currently assigned.

Sold To. The reseller to whom the capacity was sold.

Provisioned On. The name of the server providing the capacity. This information is displayed only if the capacity has been sold to a reseller, and the reseller has sold the services that use that capacity to an organization.

Service information

[Resource information about resources available on servers in the pool.](#) This includes service-specific information such as resource type, limit, and usage. For more information about service capacity, see:

- [Hosted Exchange 2003](#)
- Windows Web Hosting
- [Domain Name System](#)

How to get to the pool sold capacity information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Managing platform servers

Adding platform servers

Platform servers include Active Directory servers, MS SQL database servers, provisioning engine servers, and control panel servers. These servers perform platform tasks such as provisioning services and hosting control panels. You add platform servers when you want to increase the capacity of your Ensim Unify system.

To add a platform server, you need to prepare the server, join it to the domain, and install system software on it. For specific instructions, see the *Ensim Unify Getting Started Guide for Service Providers*.


After you add provisioning engine or control panel servers, you can [manage them](#) through the service provider control panel; you do not manage Active Directory or MS SQL servers through the control panel.

 Only service providers add platform servers. Resellers do not add or manage platform servers.

Checking platform server status

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)



Platform servers manage platform components including databases and control panels. Through the service provider control panel, you can check the status of two types of platform servers: the provisioning engine (PE) and control panel (CP) servers.

 The control panel does not show the status of Active Directory or MS SQL servers.

To view platform server status:

On the Administration navigation panel, click **Platform Servers**.

The current state of the server is displayed in the **Status** column. States include:

-  The server is up and enabled.
-  The server is down and disabled.


Viewing platform server information

QUICK-START TUTORIAL [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Platform servers manage platform tasks such as provisioning services and displaying control panels. Through the service provider control panel, service providers can manage two types of platform servers: provisioning engine (PE) and control panel (CP) servers. Information about Active Directory (AD) and MS SQL database servers is not available through the control panel.

To view platform server information:

1. On the Administration navigation panel, click **Platform Servers**.
2. On the Platform Servers page, click  in the **Action** column of the server whose information you want to view.

The [Platform Server Overview page](#) is displayed.


NEXT QUICK-START TOPIC: [ADD HOSTING SERVERS](#)

Changing platform server information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Platform servers manage platform tasks such as provisioning services and displaying control panels. The only information you can change through the control panel is the external name of provisioning engine (PE) and control panel (CP) servers. You do not manage Active Directory (AD) or MS SQL database servers through the control panel.

To change platform server information:

1. On the Administration navigation panel, click **Platform Servers**.
2. On the Platform Servers page, click  in the **Action** column of the server whose information you want to change.
3. On the Platform Server Overview form, change the External Name of the server as needed.
4. Click **Save**.

Enabling and disabling platform servers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Platform servers manage platform tasks such as provisioning services and displaying control panels.

Through the service provider control panel, you can [enable](#) or [disable](#) control panel (CP) and provisioning engine (PE) servers if more than one of these servers is installed on the system.

Consequences of enabling and disabling platform servers

Before you enable or disable a platform server, be aware that:

You cannot disable all control panel (CP) or provisioning engine (PE) servers. This prevents you from inadvertently disabling your system.

If you enable a CP server: Calls coming from control panels hosted by that server start to go to an enabled PE server.

If you disable a PE server: Any currently uncompleted calls to that server still go through.

If you restart a PE server: Any pending operations might be stopped.

If you disable a CP server: The Web server is brought down and control panel access through that CP server is disabled. Current login sessions hosted by that CP server are ended.

If you enable a CP server: The Web server is brought back up and control panel access through that server is restored.


If you restart a CP server: Any pending operations might be stopped.

If you remove a CP or PE server: The server no longer appears on the list of platform servers.

Disabling platform servers


To disable a platform server:

1. On the Administration navigation panel, click **Platform Servers**.

2. On the Platform Servers page, click  in the **Action** column of the server you want to disable. This option is available only if you have more than one CP or PE server.
3. Verify the server you want to disable, then click **OK**.

Enabling platform servers

To enable a platform server:

1. On the Administration navigation panel, click **Platform Servers**.
2. On the Platform Servers page, click  in the **Action** column of the server you want to enable. This option is available only for servers that have been disabled.
3. Verify the server you want to enable, then click **OK**.

Restarting platform servers



LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Platform servers manage platform tasks such as provisioning services and displaying control panels.

Through the service provider control panel, you can restart the provisioning engine (PE) and control panel (CP) servers if more than one of these servers is installed.

Before you restart a platform server, be aware that any pending operations on that server might be stopped when the server is restarted.

To restart a platform server:

1. On the Administration navigation panel, click **Platform Servers**.
2. On the Platform Servers page, click  to disable the server. This option is available only if you have more than one PE server or CP server.
3. On the Platform Servers page, click . This option is available only if you have disabled the server.


The server is restarted. During this time, provisioning engine or control panel functions performed by the server are unavailable.

Removing platform servers



LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Platform servers manage platform tasks such as provisioning services and displaying control panels.

Through the service provider control panel, you can remove provisioning engine (PE) and control panel (CP) servers if more than one of these servers is installed. If there is only one PE or CP server on the system, it cannot be removed.

 Before you remove a platform server, be aware that any pending operations on that server stop when the server is removed.

To remove a platform server:

1. On the Administration navigation panel, click **Platform Servers**.
2. On the Platform Servers page, click  to disable the server. This option is available only if you have more than one PE server or CP server.
3. On the Platform Servers page, click .
4. On the server overview page, click **Remove** on the Action bar at the top of the page.

The server is removed. Provisioning engine or control panel functions performed by the server are no longer available.

Page-specific topics

Platform Servers page

Platform servers manage platform tasks such as provisioning services and displaying control panels. Services, such as Windows Web Hosting, are not installed on these servers; services are installed on [hosting servers](#).



Platform servers include Active Directory (AD) and MS SQL database servers, which are not managed through the control panel, as well as at least one of each of the following:

A provisioning engine (PE) server. Servers that manage the provisioning of services to customers. Service providers can have multiple PE servers to balance loads and provision requests.

A control panel (CP) server. Servers that host the Ensim Unify control panels. Service providers can have multiple CP servers.

On the platform servers page service providers can [perform several tasks](#) and view the following information:

Status. The current state of the PE or CP server. States include:

-  The server is up and enabled.
-  The server is down and disabled.

Name. The host name of the PE or CP server. Click this name to view server information.

External Name. The Internet address of the PE or CP server.

Type. The type of server. Types include:

PE (provisioning engine)
CP (control panel)







Action. Links to tasks you can perform.

Tasks you can perform

On the Platform Servers page you can:

Find information by searching, sorting, or using page controls.

Perform tasks by clicking icons in the **Action** column. Tasks and icons include:

- , [view server information](#) and access other tasks.
- , [change server information](#) and access other tasks.
- , [disable the server](#). You can disable a CP or PE server only if there is more than one of them. Disabling platform servers does not affect customers' access to services, since they are provisioned on hosting servers, but it might have [other consequences](#). After you disable the server, you can remove it by clicking , then clicking **Remove** on the Action bar.
- , [enable the server](#). This option is available only for servers that have been disabled.
- , [restart the server](#). This option is available only for servers that have been disabled.

How to get to the Platform Servers page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Platform Server Overview page

The Platform Server Overview page shows information about a platform server. Platform servers manage platform tasks such as provisioning services and displaying control panels. Services such as Windows Web Hosting are not installed on platform servers; they are installed on [hosting servers](#).



On the platform server overview page you can [perform several tasks](#) and view the following information:

Platform Server Overview information

Name. The host name of the server. Click this name to view server information.

External Name. The Internet address of the server.

Type. The type of server. Types include:

- **Provisioning Engine.** Servers that manage the provisioning of services to customers.
- **Control Panel.** Servers that host the control panels.
- **Enabled.** Whether the server is enabled or disabled.  indicates the server is enabled.  indicates the server is disabled.

Platform Server Plugins information. This is information about plugins, such as service components, installed on the servers.

Name. The name of the plugin.

Version. The version of the plugin.

Tasks you can perform

On this page you can access tasks by clicking the following Action bar links:

- **Overview.** Refresh or return to the system server overview page.
- **Edit.** Change the server's information.
- **Disable.** Disable the server. This feature is available only if there is more than one server of the type you want to disable.
- **Reboot.** Restart the server. This option is available only if there is more than one server of the type you want to restart.
- **Remove.** Remove the server. This option is available only if there is more than one server of the type you want to remove.

[How to get to the Platform Server Overview page](#)

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

IP addresses and scopes

About scopes and IP addresses

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services such as Windows Web Hosting are provisioned to an organization.

If an organization that uses an IP address is removed, the IP address is placed at the end of the scope's available IP address list; it would be the last IP address in the scope to be assigned.

For additional information about scopes and IP addresses, see:

[Adding scopes](#)

[Adding IP addresses](#)

[Viewing scopes](#)

[Viewing IP addresses](#)

[Reserving IP addresses](#)

[Unreserving IP addresses](#)

[Removing IP addresses](#)

[Removing scopes](#)

Adding scopes

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services such as Windows Web Hosting are provisioned to an organization. If an organization that uses an IP address is removed, the IP address is placed at the end of the scope's available IP addresses.

To add scopes:

1. *Go to the Add Scope form.*
2. On the Add Scope form, provide the following information:

- **Name.** The name of the scope. Any combination of characters is allowed.
 - **Description.** Additional information you want to provide about the scope or its intended use. Any combination of characters is allowed.
 - **Add IPs.** Select this check box to add the range of IP addresses to the scope. If the box is cleared, you can add IP addresses to the scope later.
 - **Subnet Mask.** The subnet mask associated with the scope. Select the subnet mask from the drop-down list.
 - **First IP to Add.** The first IP address in the range of addresses added with the scope.
 - **Last IP to Add.** The last IP address in the range of addresses added with the scope. There are two ways to specify the end of the IP address range:
 - **Specify End IP Address.** Select this to manually enter the last IP address in the range.
 - **Generate End IP Address.** Select this to have the system calculate the last valid IP address in the subnet based on the address you entered in the First IP to Add box.
3. Click **Add**. The scope is added and appears on the Scopes list.

Adding IP addresses

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can add IP addresses when you [add scopes](#) and you can add them to existing scopes. IP addresses are allocated from scopes when services such as Windows Web Hosting are provisioned.

To add IP addresses to existing scopes:

1. *Go to the Add IP form.*
2. On the IP information form, provide the following information:
 - **From IP Address.** The first IP address to add.
 - **To IP address.** The last IP address to add.

 A maximum of 1024 IP addresses can be added to a scope.

3. Click **Add**. The IP address is added to the scope. The state of the IP address is listed as available.

Viewing scopes

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services such as Windows Web Hosting are provisioned. You can view all the scopes on your system.

To view scopes:


On the Administration navigation panel, click **IP Addresses**. The [Scope Summary](#) and [Scope List](#) forms are displayed.

Viewing IP addresses

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

IP addresses are allocated from scopes when services such as Windows Web Hosting are provisioned.

To view IP addresses:


1. On the Administration navigation panel, click **IP Addresses**. The [Scope Summary](#) and [Scope List](#) are displayed.
2. On the Scope list, click  to list the IP addresses associated with the scope.

Changing scope information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services such as Windows Web Hosting are provisioned.

To change scope information:


1. On the Administration navigation panel, click **IP Addresses**.
2. On the Scope list, click  in the Action column of the scope whose information you want to change.
3. On the Edit Scope form, change the description of the scope as needed, then click **Save**.

Reserving IP addresses

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

IP addresses are used when provisioning services such as Windows Web Hosting. In addition, service providers can reserve some IP addresses for use by other servers, such as DNS servers or mail servers.

To reserve IP addresses:

1. On the Administration navigation panel, click **IP Addresses**. The [Scope Summary](#) and [Scope List](#) are displayed.
2. On the scope list, find the scope that contains the IP addresses you want to reserve. Only available IP addresses can be reserved.
3. In the **Action** column of the scope, click  to view the IP address list.
4. On the IP address list, select the check box in the **Select** column of the IP addresses you want to reserve.


5. At the bottom of the scope list, click **Reserve**.
6. In the dialog box, verify the IP addresses you are reserving, then click **OK**. The state of the IP addresses are shown as Reserved on the IP address list.

Unreserving IP addresses

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

IP addresses that have been reserved for use by other servers, such as DNS servers or mail servers can be unreserved.

To unreserve IP addresses:

1. On the Administration navigation panel, click **IP Addresses**. The [Scope Summary](#) and [Scope List](#) are displayed.
2. On the scope list, find the scope that contains IP addresses you want to unreserve. Only reserved IP addresses can be unreserved.
3. In the **Action** column of the scope, click  to view the IP address list.
4. On the IP address list, select the check box in the **Select** column of the IP addresses you want to unreserve.
5. At the bottom of the scope list, click **Un-Reserve**.
6. In the dialog box, verify the IP addresses you are unreserving, then click **OK**. The state of the IP addresses are shown as Available on the IP address list.


Removing IP addresses

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can remove available IP addresses from scopes when you no longer want to manage them.

 Only IP addresses whose state is listed as Available can be removed.


To remove an IP address:

1. On the Administration navigation panel, click **IP Addresses**. The [Scope Summary](#) and [Scope List](#) are displayed.
2. On the scope list, find the scope that contains IP address you want to remove.
3. In the **Action** column of the scope, click  to view the IP address list.
4. On the IP address list, select the check box in the **Select** column of the IP address you want to remove.
5. At the bottom of the scope list, click **Remove**.
6. Verify the IP addresses you are removing, then click **OK**. The IP address is removed from the scope.


Removing scopes

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can remove a scope if you no longer want to use it or the IP addresses it contains.

 **Scopes can only be removed if all the IP addresses in them are available (neither reserved nor in use).**

To remove a scope:

1. On the Administration navigation panel, click **IP Addresses**. The [Scope Summary](#) and [Scope List](#) are displayed.
2. On the scope list, find the scope that you want to remove. Make sure that the scope you want to remove has no IP addresses that are reserved or in use. All IP addresses in the scope must be listed as available.
3. In the Action column of the scope, click .
4. On the action bar above the Overview Scope form, click **Remove**.
5. Verify the scope you are removing, then click **OK**.

Page-specific topics**Scope Summary form**

The Scope Summary form shows all the scope information for your system. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services that use IP addresses, such as Windows Web Hosting are provisioned.

On the Scope Summary form you can view the following information:

Scope summary information

Total Scopes. The total number of scopes on your system.

Total IPs. The total number of IP addresses in the scopes on your system.

Allocated IPs. The number of IP addresses that are in use by organizations.

Reserved IPs. The number of IP addresses that have been marked as reserved and cannot be allocated to organizations. Service providers can [reserve IP addresses](#) for use by other servers, such as DNS servers or mail servers.

Available IPs. The total number of IP addresses that are neither allocated to organizations nor reserved.

How to get to the Scope Summary form

LOGIN LEVEL REQUIRED TO VIEW THIS FORM: [SYSTEMS](#)**Scopes form**

The Scopes form shows all the scopes on your system. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated

from scopes when services that use IP addresses, such as Windows Web Hosting, are provisioned.

On the Scopes form you can [perform several tasks](#) and view the following information:

Name. The name of the scope.

Start IP. The beginning of the range of IP addresses grouped in the scope.

End IPs. The end of the range of IP addresses grouped in the scope.

Total IPs. The total number of IP addresses grouped in the scope.

Available IPs. The total number of IP addresses available in the scope. Available IP addresses are neither in use by organizations nor reserved by the service provider.



Action. Links to tasks you can perform.

On the Scopes form you can:

Find information by sorting, searching, or using page controls.

Add scopes by clicking **Add Scope** at the bottom of the form.

Perform tasks by clicking **Action** column icons. Icons and tasks include:

-  Change scope information.
-  List the IP addresses in the scope.

How to get to the Scopes form

LOGIN LEVEL REQUIRED TO VIEW THIS FORM: [SYSTEMS](#)

Scope IP address page

The Scope IP address page shows all the IP addresses in a particular scope. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services that use IP addresses, such as Windows Web Hosting, are provisioned.

On the scope IP address page you can [perform several tasks](#) and view the following information:

Select. Whether an IP address has been selected for an action, such as reserve, unreserve, or remove.

IP Address. The IP address.

State. The current state of the IP address. States include:

- **Available.** The IP address is available to be assigned. It is neither in use nor reserved.
- **Reserved.** The IP address has been reserved for use by other servers by the service provider.
- **In Use.** The IP address is in use by an organization.

Used By. Information about who is using the IP address. If the IP address is used by an organization, this column shows the organization's name. If the IP address is not used by an organization, but it is still in use, **Ping Succeeded** appears in this column. If the IP address is Available, this column is blank.

On the IP Addresses page you can:

Find information by sorting, searching, or using page controls.

Remove IP addresses that are not in use by selecting the check box in the **Select** column of the IP addresses, then clicking **Remove** at the bottom of the form. You can remove IP addresses only if their current status is Available.

Reserve IP addresses that you want to save for other servers by selecting the check box in the Select column of the IP address, then clicking **Reserve** at the bottom of the form. You can reserve IP addresses only if their current status is Available.

Unreserve IP addresses that have previously been reserved by selecting the check box in the Select column of the IP addresses, then clicking **Un-Reserve** at the bottom of the form.

How to get to the Scope IP address page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Scope Information page

The Scope Information page shows details about scopes. Scopes are logical groupings of IP addresses associated with a specific subnet mask. IP addresses are allocated from scopes when services that use IP addresses, such as Windows Web Hosting, are provisioned.

On the Scope Information page you can perform several tasks and view the following information:

Name. The name of the scope.

Description. Additional information about the scope.

Start IP. The beginning of the range of IP addresses grouped in the scope.

End IPs. The end of the range of IP addresses grouped in the scope.

Subnet Mask. The subnet mask with which all the IP addresses in the scope are associated.

On the scope information page you can use the links above the form to access other tasks, such as:

Edit. Change scope information.

List IPs. View the IP addresses in the scope.

Add IPs. Add IP addresses to the scope.

Remove. Remove the scope.

How to get to the Scope Information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Services

About services

Managing services

Services are the applications, such as Windows Web Hosting and Hosted Exchange 2003, that organizations and end-users purchase from you and your resellers. Service management tasks vary, depending on the type of administrator account ([systems](#), [operations](#), [marketing](#)) you are using.

As a service provider,, your service management tasks include:

- [Adding hosting servers for services](#)
- [Enabling installed services](#)
- [Viewing the installed services list](#)
- [Viewing information about installed services](#)
- [Selling services to organizations](#)
- [Changing organization service properties](#)
- [Selling server resources or services to resellers](#)
- [Changing reseller service properties](#)
- [Disabling or removing organization services](#)
- [Disabling reseller services](#)

Enabling services

LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**


When you install a service such as Hosted Exchange 2003 or Windows Web Hosting onto the Ensim Unify platform, the service is installed in the Disabled state. You need to change the service's status to Enabled before you can add hosting servers for the service and sell the service to resellers and organizations.

Enabling the service is a one-time task. Unless you disable the service later, you need to enable the service only after you initially install the service software on the platform servers. You do not need to enable the service each time you add a hosting server.

To enable a service:

1. Log in to the service provider control panel using a [systems](#)-level login.
2. On the Administration navigation panel, click **Installed Services**. The Installed Services list is displayed.

The Installed Services list shows all the services installed on your system, as well as their version numbers, their status, and the list of components they contain. You can also use this page to view and edit applicable service settings.

3. In the **Action** column of the service you want to enable, click .
4. In the dialog box, click **OK**.

The service is enabled for your system. If you have [added at least one hosting server](#) for the service, you can begin [selling the service to organizations](#) and [resellers](#).

Viewing service lists

LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**

Services, such as Windows Web Hosting, are installed on service providers' hosting servers and made available to resellers and organizations.

You can view the following service lists:

[Organization service lists](#). Lists of services sold to organizations.

[Reseller service lists](#). Lists of services sold to resellers.

[The service provider installed services list](#). Services installed on your Ensim Unify system and made available to organizations and resellers. Resellers do not view this list.

To view the service provider service list:

On the Administration navigation panel, click **Installed Services**.


The [Installed Services page](#) is displayed.

Viewing service information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can view information about the services installed on your Ensim Unify hosting servers.

To view service information:

1. On the Administration navigation panel, click **Installed Services**.
2. On the Installed Services page, click  in the **Action** column of the service whose information you want to view. If you do not see this icon, there is no information available for the service.

The [service information page](#) is displayed.

Selling services to organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can sell services to organizations when you [add the organization](#) or after you have added the organization.

To sell a service after you have added the organization:

1. On the Organizations navigation panel, click **List Organizations**.
2. On the Organizations page, click  in the **Action** column of the organization you want to sell services to.
3. On the Organization Overview page, click **Services**.
4. On the Services page, click **Add Services**.

[SELECT SERVICES](#)

5. Select the check boxes of services you want to add, then click **Next**.

[SELECT SERVICE OPTIONS](#)

6. Choose the options you want to use for each service you selected.

Resource information

- **Pool.** The resource (server) group you want to use when provisioning the organization. The required server capacity is taken from the selected pool when you add the organization.
- **Resource Selection.** The method you want to use to select the resource (server capacity). Choose **Automatic** to allow the system to choose available resources automatically. Choose **Manual** to select the server you want to use from the drop-down list below. If you choose Manual selection, complete the resource information for the service, then click Refresh. The system refreshes the server information, then displays the servers in the pool that meet your resource requirements.

You might be able to [move the organization services to another server](#) later if necessary, depending on the service

- **If using manual selection, choose resource.** If you select Manual resource selection, choose the server you want from the updated list. Make sure to enter your resource requirements, then click **Refresh** before selecting a server.

For service-specific information, see:

[Hosted Exchange 2003 options for organizations](#)

[Windows Web Hosting options for organizations](#)

[Domain Name System options for organizations](#)

7. When you have selected the service options, click **Next**.

VERIFY INFORMATION

8. Review the information on the summary form. To make changes, click **Previous**. To sell the services to the organization, click **Finish**. The services are available to the organization immediately.

Disabling services

LOGIN LEVEL REQUIRED FOR THIS TASK: SYSTEMS

You can disable the following sets of services:


[Reseller services](#). Services sold to resellers. This prevents a reseller and all the reseller's customers from accessing a service. Further, if a reseller's services are disabled, the reseller cannot sell the service to new or existing organizations.

[Organization services](#). Services provisioned to organizations. This prevents an organization from accessing its services. In addition, organization administrators cannot enable the service for new or existing users.

[Installed services \(service provider level\)](#). This prevents new resellers and organizations from being added with this service. This does not affect the resellers and organizations to whom the service has already been sold. However, it prevents existing resellers from selling the service to new resellers and organizations, and it prevents existing organizations from adding the service to users.

To disable an installed service at the service provider level:

1. On the Administration navigation panel, click **Installed Services**.

2. On the Installed Services page, click  in the **Action** column of the service you want to disable.
3. Verify the service you want to disable, then click **OK**.

Moving services between servers

In some cases, you can move services provisioned to an organization or a reseller from one server to another. You cannot move the Windows Web Hosting service or DNS services however.

For more information, see [Moving an organization's services](#).

Removing services

There are two levels of service removal:

[From a reseller](#)

[From an organization](#)

Services cannot be completely removed from the system at this time. If, as a service provider, you need to prevent a service from being provisioned, you can [disable it at the system level](#).





Page-specific topics



Installed Services page

The Installed Services page shows all the services installed on the system. Only service providers can access the Installed Services page; resellers do not access system services.

Information on this page includes:

Status. The current status of the service. States include:

- . The service is enabled at the system level. It can be sold to resellers and organizations. To disable an enabled service, click  in the service's Action column.
- . The service is disabled at the system level. It cannot be sold to resellers or organizations. Services disabled at the system level are still available for use by existing resellers and organizations. To enable a service that is disabled, click  in the service's Action column.
- **Service.** The name of the service.
- **Version.** The version number associated with the service.
- **Service Components.** The name of components associated with the service.
- **Action.** Links to tasks you can perform. Tasks and links include:

- , disable the service (available only if the service is enabled)
- , enable the service (available only if the service has been disabled)

How to get to the Installed Services page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Service information page

The service information page shows details about a service or service component installed on the system. Since services and the information available about them varies, this page might not be available for every service.

How to get to the service information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Microsoft DNS

About the DNS service

To provision DNS records for services such as Hosted Exchange 2003 and Windows Web Hosting to organizations, you need to have a DNS service installed. The DNS service includes the Microsoft DNS component and the DNS scripts components. You can use these components in combination or independently, depending on your requirements.

About Microsoft DNS

Microsoft DNS is Microsoft's implementation of the DNS protocols. Microsoft DNS is a robust and stable service on which you can build your organization's naming architecture. When you provision the Microsoft DNS component for an organization, all the DNS entries necessary for the organization are made automatically. In addition, the organization administrator can create zones and records in DNS. The number of zones and records that can be created depends on the resources sold to the organization. The following four types of resource records are supported:

- Host record
- NS record
- MX record
- CNAME record

About DNS scripts

DNS scripts is a component that enables you to upload custom scripts that can be executed when certain DNS events occur. You can use DNS scripts to enable the system to work with the DNS service of your choice.

Reseller options for the DNS service

This topic describes the DNS service resource options for resellers and reseller templates. You select these options when you:

[Make the service available to resellers](#)

[Change reseller services](#)

[Add](#) or [change](#) reseller templates

About resource types, limits, and usage

DNS Options for Resellers	
Option or Resource Type	Description
Number of DNS Zones	The total number of DNS zones that can be provisioned to organizations by the reseller and its sub-resellers.
Number of Installations	The maximum number organizations that the reseller can add.

Organization options for the DNS service


This topic describes the DNS service resource options for organizations and organization templates. You select these options when you:

[Sell the service to organizations](#)

[Change organization service settings](#)

[Add](#) or [change](#) organization templates

About resource types, limits, and usage

DNS Options for Organizations	
Option or Resource Type	Description
Prevent Organization from Adding Arbitrary Zones (sub zones allowed)	<p>If selected, allows organization administrators to add sub zones only; it prevents them from adding other zones.</p> <p>For example, if an organization is created with a domain myorg.com, the organization administrator can add a sub zone anything.myorg.com to the form, but cannot add a zone someorg.com.</p> <div>  <p>Do not select this option if you are adding a Hosted Exchange 2003 enabled organization. If you select this check box, DNS entries are not added for inbound domains in the organization.</p> </div>
Allow Organization to Add Reverse Records	Allow the organization administrator to add Reverse Lookup (PTR) record for host records.

Total number of zones	The number of DNS zones that can be added by the organization administrator.
DNS Script	Enabling this option allows you to use custom scripts to handle DNS events such as adding DNS A records or MX records for the organization. For more information about the DNS script feature, see the <i>Ensim Unify Getting Started Guide for Service Providers</i> .

Server options for the DNS service

This topic describes the DNS options for hosting servers. You select these options when you:

[Add hosting servers for the DNS service](#)

[Change a DNS hosting server's resource options](#)

About resource types, limits, and usage

Resource Limits	
Resource or Option Type	Limit
Number of DNS Zones	The maximum number of DNS zones (on one or many organizations) that can be provisioned on the server.
Number of Installations	The number of DNS-enabled organizations that can be provisioned on the server.



Managing reverse zones

Adding reverse zones


LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**

You can add reverse lookup zones in DNS through the service provider control panel. A reverse lookup zone holds reverse pointer records which are used to resolve IP addresses to host names.

To add a Reverse zone:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. In the **Action** column of the DNS hosting server, click .
3. In the Service Component area, click  in the **Action** column. The Service Component Instance Shortcuts page is displayed.

4. Click **Add Reverse Zones**. The Add Reverse Zone form displays.
5. In the **Reverse Lookup Zone Name** text box, enter a name for the zone.

 ".in-addr.arpa", (displayed next to the text box) is appended to the zone name.
For example: If you need to add a reverse lookup zone for IP-addresses in the subnet 192.78.16.1 to 192.78.16.254, provide 16.78.192 in the text-box. 16.78.192.in-addr.arpa will be added as a reverse lookup zone in the DNS




6. Click **Add**. A reverse zone is created on the DNS server.


Adding reverse pointers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Reverse address entries are stored in pointer (PTR) records in the reverse lookup files, which are associated with the specific subnet where the nodes are located. This is the reverse of "normal" DNS, where in getting an address for a known host name, you try to find the host name associated with a known IP address.

To add reverse pointer:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. In the **Action** column of a DNS hosting server, click .
3. In the Service Component area, click  in the **Action** column. The Service Component Instance Shortcuts page is displayed.
4. Click **List Reverse Zones**. The List Reverse Zone form is displayed.
5. To view a zone's list of DNS records, click  in the **Action** column of the zone. The DNS Records page opens and displays a list of Reverse zones for the organization.
6. Click **Add Reverse Pointer**.
7. On the **Add Reverse Pointer (PTR) Record** page provide the following information:
 - **Reverse Lookup Pointer Record** - Enter the Reverse Lookup Pointer Record for the pointer record.

 Reverse Lookup Pointer Record must be of the form - x.140.130.120.in-addr.arpa.

- Fully qualified name for target host: Enter the host name for the pointer record.
8. Click **Add**. A reverse pointer is added on the DNS server.

The List of Zones page displays the new zone.

DNS Zones page



The DNS Zones page shows the reverse DNS zones for organizations added to your system. Reverse zones are pointer records that identify domains by mapping IP addresses to host names.

On this page you can:

Find information by searching, sorting, or using page controls.



Click **Add Reverse Zone** to add a zone.

Perform tasks by clicking icons in the **Action** column. Icons and actions include:

- , view information about a zone.
- , remove the zone.

How to get to the DNS Zones page

To view the list of Reverse Zones:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. In the Action column of the DNS server, click .
3. On the Service Component list, click  in the Action column of the DNS service component. The Service Component Instance Shortcuts page is displayed.
4. Click **List Reverse Zones**.

The DNS Zones page displays a list of Reverse zones for the organization.

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

List Reverse Pointers page

The List Reverse Pointers page displays the DNS pointer records for the zone. On this page you can view the following information:

Host. The domain or sub-domain for the record.




Data. The value of the record type. It is the fully qualified domain name for the DNS host computer for which this pointer record is to be used.

On the this page you can:

Find information by searching, sorting, or using page controls.

Click  in the **Action** column to remove the zone.

How to get to the List of Reverse Pointers page

1. On the Resources navigation panel, click **List Hosting Servers**.
2. In the **Action** column of a DNS hosting server, click .
3. In the Service Component area, click  in the Action column, to view DNS information. The Service Component Instance Shortcuts page opens.
4. Select **List Reverse Zones**.
5. To view a zones list of DNS pointer records , select  in the **Action** column. The List Reverse Pointers page opens and displays a list of Reverse Pointers for the organization.

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Managing DNS entries manually

Adding a DNS zone or domain manually

Each DNS server manages the lookups for one or more domain name spaces, called zones.

To add a zone or domain:

1. Connect to the DNS server.
2. Navigate to Start > Programs > Administrative Tools > DNS. The DNS Manager is displayed.
3. In the DNS Manager menu in the left pane, expand DNS > DNS Servers > Forward Lookup Zones.
4. Right click Forward Lookup Zone and select **New Zone**.
5. On the **New Zone Wizard**, click **Next**.
6. Select the **Active Directory-integrated** option button.
7. Click **Next**.
8. Select the **Forward lookup zone** option button.
9. Click **Next**.
10. On the **Zone Name** window, enter the **Name** of the inbound domain or domain name of the organization you created or want to create.
11. Click **Next**.
12. Click **Finish**.

Deleting a DNS zone or domain manually

To delete a zone or domain:

1. Connect to the DNS server.
2. Navigate to Start > Programs > Administrative Tools > DNS. The DNS Manager is displayed.
3. In the DNS Manager menu in the left pane, expand DNS > DNS Servers > Forward Lookup Zones.
4. Right click Forward Lookup Zone and select **Delete**.

Updating DNS records manually

To update the DNS records manually:

1. Connect to the DNS server.
2. Navigate to Start > Programs > Administrative Tools > DNS. The DNS Manager is displayed.
3. In the DNS Manager menu in the left pane, expand DNS > DNS Servers to select the DNS server name.
4. Right click the DNS server name and select **Update Server Data Files**.
The DNS entries are updated.

Managing MX records manually

About Mail Exchange (MX) records

A Mail Exchange (MX) record specifies a mail exchange server for a DNS domain name. A mail exchange server either processes or forwards email for the DNS domain name.

Each MX record has 2 vital pieces of information associated with it. The first is a preference number and the second is the domain name of the mail server.

When the Exchange server processes email, it either delivers the email to the addressee or forwards the email to its final destination server, using Simple Mail Transfer Protocol (SMTP). The SMTP server checks for the MX record of the domain in the email address. The server then gets details of the mail exchange server for that domain name and connects to the mail server.


A domain can have more than one MX record to ensure that if one mail exchange server is down, email messages are not lost. This works by specifying multiple MX records for the same domain, with each MX record given a different preference value. The lower the preference ranking, the higher the priority. Thus, when a mail server needs to send email to a DNS domain, it first contacts a DNS server for that domain and retrieves all the MX records for that domain. It then contacts the mail server with the highest priority (lowest preference value). If there are two mail servers with the same preference value, one of them is randomly chosen.

If the MX record with the highest priority cannot be reached, the SMTP server exhausts the list of available MX records from highest priority (lowest preference value) to the least priority (highest preference value).

Adding an MX record manually

You can add MX records to specify a mail Exchange server for a DNS domain name and the priority of the mail server among other servers.

To add an MX record:

1. Connect to the DNS server.
 2. Navigate to Start > Programs > Administrative Tools > DNS. The DNS Manager is displayed.
 3. In the DNS Manager menu in the left pane, expand DNS > DNS Servers > Forward Lookup Zones.
 4. Select the Zone (domain) for which you want to add a new MX record.
-  Ensure that you have added a zone in the DNS server. See [Adding a zone or domain manually](#) for more information.
5. Right click and select **New Mail Exchanger**. The **New Record** dialog box opens.
 6. Do not enter anything in **Host or Domain** text box. In the **Mail server** text box, enter the name of the mail server or **Browse** to select the server. This mail server maps to the specified domain name.

7. In the **Mail server priority** text box, enter a number to designate the priority among mail servers. The lower the number, the higher the priority.
8. Select **OK**.

The new MX record is added.

Changing an MX record manually

You can change an MX record to edit its mail server details and priority.

To change an MX record:

1. Connect to the DNS server.
2. Navigate to Start > Programs > Administrative Tools > DNS. The DNS Manager is displayed.
3. In the DNS Manager menu in the left pane, expand DNS > DNS Servers > Forward Lookup Zones.
4. Select the Zone (domain).
5. The right pane displays all the MX records for the zone.

 MX records are listed as Mail Exchanger in the Type column.

6. Select the MX record to be changed.
7. Right click the record and select **Properties**.
8. In the **Mail server** text box, change name of server.
9. In the Mail server priority, change the server's priority among other mail servers.
10. Click **OK**.

The mail server details for the MX record is changed.

Removing an MX record manually

You can remove an MX record permanently.

To remove an MX record:

1. Connect to the DNS server.
2. Navigate to Start > Programs > Administrative Tools > DNS. The DNS Manager is displayed.
3. In the DNS Manager menu in the left pane, expand DNS > DNS Servers > Forward Lookup Zones.
4. Select the Zone (domain). The right pane displays all the MX records for the zone.

 MX records are listed as Mail Exchanger in the Type column.

5. Select the MX record to be removed.
6. Right-click the record then select **Delete**.

The mail server details for the MX record are changed.

Hosted Exchange 2003

About Hosted Exchange 2003

Hosted Exchange 2003 provides enterprises with Web-based Exchange solutions to enable users to easily manage their email and personal calendars, address lists, public folders, schedule meetings, access shared applications on the Exchange 2003 Server, and manage contacts.

Hosted Exchange 2003 supports [MAPI](#)-enabled mailboxes and provides all the features of Microsoft Messaging with the additional power of collaboration using Microsoft Outlook Web Access, Microsoft Mobile Access, and Microsoft Outlook.

For information about managing Hosted Exchange 2003 services, see [About managing services](#).

Microsoft Licensing Report

The Microsoft Licensing Report shows details about the Hosted Exchange 2003 features, such as OWA, POP, and IMAP, in use on your system. You can download the report in CSV (comma separated value) format to your local computer from the service provider control panel.

CSV reports contain usage report information in a comma-separated format. In this format, all of the information is provided in a list with each value separated by a comma. After you download the report, you can import it into spreadsheets and other data collection programs.

The report is generated when you click the link to download the report, so the information is always up to date.

Information on the report includes:

Field name	Possible values
Mailbox Name	A unique identifier of the mailbox in the system
Server Name	The name of the server on which the mailbox is provisioned
POP	0 if disabled, 1 if enabled
IMAP	0 if disabled, 1 if enabled
OWA	A hexadecimal bitmask of the OWA (Outlook Web Access) and mobility options. If these options not enabled for an organization, the value is 0
MAPI	0 if disabled, 1 if enabled
Personal Domain	0 for consumer organization users, 1 for all other users
Mobility	A hexadecimal bitmask of Mobility options. If Mobility is not enabled, the value in this field is 0; otherwise it is 1
Personal Calendar	1 if MAPI (or OWA with the calendar option) is enabled; if not, the value is 0

How the OWA bitmask is calculated

If you enable OWA for an organization, the value in the licensing report is calculated as follows:

Each OWA option is considered as one bit. If the option is selected, the bit is 1; if it is not selected, the value is zero.

The Send/Receive Messages option is the rightmost bit.

The OWA mailboxes in each organization all have the same OWA options. The value for each mailbox in the report is therefore the same.

If Hosted Exchange 2003 is disabled for an organization, the values for that organization's mailboxes is displayed as 0 in the report.

If a user is disabled at the organization level, all the values in the report for that user are zero.

For example, if first five OWA options are selected, the value is 11111, and the hexadecimal value is 31. The report shows 31 for the OWA option.

The following table shows the default options for OWA.

Option	Value
Send/Receive Messages	1
Calendar	1
Contacts	1
Tasks	1
Journal	0
Sticky Notes	0
Public Folders	0
Reminders	1
New Mail Notifications	1
Rich Client	1
Spell Checking	1
Secure MIME	0
Search Folders	0

Personalized Email Signatures	0
Mailbox Filtering Rules	1
Custom Themes	0
Junk Email Filtering	1

If the default options are selected for an organization, the value for OWA is 10100011110001111. The hexadecimal value displayed in the report is 83855.

How the Mobility value is calculated

The value for the Mobility option is calculated the same way as for OWA. However, each mailbox might have a different value depending on what is enabled for that mailbox at the organization level. So each mobility mailbox for an organization might have different value depending on which of the three options are enabled for the mailbox. These options include:

- Up-to-Date notification
- Outlook mobile access (OMA)
- User initiated synchronization

The rightmost bit is first option. If the option is enabled, the value of that bit is 1. For example, if all options are selected the value is 111; the hexadecimal value displayed in the report is 7. If only OMA is selected, the value is 010; the hexadecimal value is 2.

MAPI, POP, IMAP

Options for MAPI, POP, and IMAP are enabled or disabled at the organization level for each mailbox. However, OWA is enabled or disabled for each organization at the service provider or reseller level.

How to generate and download the Microsoft Licensing Report

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller options for Hosted Exchange 2003

This topic describes the Hosted Exchange 2003 service resource options for resellers and reseller templates. You select these options when you:

- [Make the service available to resellers](#)
- [Change reseller services](#)
- [Add](#) or [change](#) reseller templates

About resource types, limits, and usage

✓ indicates the option is enabled.

✗ indicates the option is not enabled.

Hosted Exchange 2003 options for resellers	
Option or Resource Type	Description
Number of POP Mailboxes	The maximum number of POP mailboxes with POP service, that can be provisioned on the organizations created by the reseller. Post Office Protocol (POP) is a protocol used to retrieve email from a mail server. POP3 downloads email from the server and store it on the local machine. POP3 works best when accessed using a single computer. Accessing POP3 using multiple computers tends to sprinkle messages across all of the computers used for mail access.
Number of Mailboxes	The maximum number of mailboxes that can be provisioned on the organizations created by the reseller.
Number of Installations	The maximum number of Hosted Exchange 2003 enabled organizations that the reseller can add.
Number of MAPI Mailboxes	The maximum number of mailboxes with MAPI service, that can be provisioned on the organizations created by the reseller. Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.
Number of Mobility Mailboxes	The maximum number of Mobility-enabled mailboxes that can be provisioned to organizations created by the reseller. Microsoft Outlook Mobile Access (OMA) provides mobile phone browser access to Exchange servers for xHTML (WAP 2.0), HTML mobile phone, Compact HTML (cHTML) on i-Mode devices (in Japan), and PDA browsers such as Pocket Internet Explorer on Windows Powered Mobile Devices.

Disk Space [MB]	The maximum amount of server disk space, in megabytes, available to the reseller for managing the Hosted Exchange 2003 service.
Number of OWA Mailboxes	The number of OWA-enabled mailboxes that can be provisioned on the organizations created by the reseller. Outlook Web Access (OWA), is a Microsoft server-side application used to retrieve and work with data stored on a remote Microsoft Exchange Server computer using an Internet browser. It provides Web-based public access to Microsoft Exchange Server email, public folders, calendar information, Address Book, contacts, and shared applications.
Number of IMAP Mailboxes	The value for the maximum number of mailboxes with IMAP service, that can be provisioned on the organizations created by the reseller. Internet Mail Access Protocol (IMAP) is a protocol used to access email from a central mail server. It allows users to access email on the mail server like it were on a local hard drive; however the email is actually left on the server. The mail, can therefore, be accessed from multiple machines without having to transfer files or messages manually.

Organization options for Hosted Exchange 2003

This topic describes the Hosted Exchange 2003 service resource options for organizations and organization templates. You select these options when you:

[Sell the service to organizations](#)
[Change organization service settings](#)
[Add](#) or [change](#) organization templates



If you have added the DNS service for an organization, MX records for Hosted Exchange 2003 are automatically added to DNS server when you add Hosted Exchange 2003.


If not, you need to manually update your DNS server to [add an MX record manually](#) for that organization. Also, make sure the number of zones created in the DNS service exceeds the number of inbound domains by at least one.

About resource types, limits, and usage

✓ indicates the option is enabled.


✗ indicates the option is not enabled.

Organization options for Hosted Exchange 2003	
Option or Resource Type	Description
Organization type: Consumer	Organizations hosting mailboxes for individual users. Users cannot see other users information or use collaboration features
Organization type: Standard	<p>Organizations hosting mailboxes that are all part of same organization. They use a shared address book and other collaboration features such as public folders and external contacts. Standard organizations have the following options:</p> <p>Shared Address book. A global address list maintained on the Exchange 2003 Server that includes email addresses for all members within an organization.</p> <p>Public Folders. Folders that store messages or information that can be shared by users in an organization. Public folders are an easy and effective way to collect, organize, and share information. They can also be used to store items such as calendars and contacts that are shared by two or more users.</p> <p>External Contacts. Address information for the people and business associates outside the organization.</p>
Mailboxes	The maximum number of mailboxes that can be provisioned to the organization. This number includes mailboxes of all types including POP, IMAP, OWA, MAPI, and mobile.

Disk Space [MB]	The maximum disk space, in megabytes, allocated to the organization for the Hosted Exchange 2003 service.
<p> If the All Mailboxes option button is selected for POP, IMAP, OWA, MAPI, or Outlook Mobile Access or Active Sync, the option is enabled for all mailboxes.</p>	
POP	<p>The maximum number of mailboxes that can be enabled for the POP service. This number cannot exceed the number set in Mailboxes above.</p> <p>Post Office Protocol (POP) is a protocol used to retrieve email from a mail server. POP downloads email from the server and stores it on the local machine. POP works best when accessed using a single computer. Accessing POP using multiple computers tends to sprinkle messages across all of the computers used for email access.</p>
IMAP	<p>The maximum number of mailboxes enabled for IMAP service. Internet Mail Access Protocol (IMAP) is a protocol used to access email from a central mail server. It allows users to access email on the mail server as if it were on a local hard drive; however, remains on the mail server. This enables access from multiple machines without requiring the transfer of files.</p> <p>This number cannot exceed the number set in Mailboxes above.</p>

OWA	<p>The maximum number of mailboxes enabled for OWA service. This number cannot exceed the number set in Mailboxes above.</p> <p>Outlook Web Access (OWA) is a Microsoft server-side application used to retrieve and work with data stored on a remote Microsoft Exchange Server computer using an Internet browser. It provides Web-based public access to Microsoft Exchange Server email, public folders, calendar information, address book information, contacts, and shared applications.</p>
MAPI	<p>The maximum number of mailboxes enabled for the MAPI service. Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.</p> <p>This number cannot exceed the number set in Mailboxes above.</p>
Outlook Mobile Access or ActiveSync	<p>The maximum number of mailboxes enabled for the mobility service. This number cannot exceed the number set in Mailboxes above.</p> <p>Microsoft Outlook Mobile Access (OMA) provides mobile phone browser access to Exchange servers for xHTML (WAP 2.0), HTML mobile phone, Compact HTML (cHTML) on i-Mode devices (in Japan), and PDA browsers such as Pocket Internet Explorer on Windows Powered Mobile Devices.</p>
Outlook Web Access (OWA) Options are listed below. If these options are selected, the feature is available through OWA.	
Send/Receive Messages	Compose new email messages and read received email messages. Reply, reply all, forward, delete, flag, and mark as unread email messages.

Calendar	View today's day and date, next/previous day, or go to day of your choice. Also you can accept, tentatively accept, decline, reply, reply all, forward, delete, and view details of any calendar item.
Contacts	Search contacts, create new contacts, browse the contact list, see contact details, or navigate to home.
Tasks	Provide a view to the top tasks and new tasks.
Journal	Use a folder that keeps a historical record of all your Outlook activities.
Sticky Notes	Use sticky notes in email.
Public Folders	Facilitate the exchange of all types of information between groups of people in an organization.
Search Folders	Run common searches
Personalized Email Signatures	Use Auto signatures
Junk Email Filtering	Use keywords and patterns to filter junk email. Keywords and patterns, such as email sent at an unusual time of day, are automatically derived from examples of spam and normal email to produce a score. Based on this score, all suspected spam is moved to a special junk email folder. Both positive and negative scores are used when evaluating the likelihood that a message is junk email.
Rich Client	Use fonts and colors in the text of messages.

Reminders	Remind you when needed—such as when tasks are due or meetings are scheduled.
New Mail Notification	Notify when you receive a new email message.
Spell Checking	Check spellings in English, French, German, Italian, Korean, and Spanish.
Secure MIME	Block access to all attachments or specific file types or allow attachment access only through specific servers
Mailbox Filtering Rules	<p>Choose to receive email messages only from individuals already set up in their address book, from specific email address or from designated domains.</p> <div>  <p>If you disable Mailbox Filtering Rules for an existing organization, any previously defined filtering rules still remain in effect. However, you cannot define new rules for the organization.</p> </div>
Custom Themes	Change the appearance of OWA.

Moving an organization's Hosted Exchange 2003 service

You can move the Hosted Exchange 2003 service for an organization from one server to another. When you move this service, the mailboxes of the organization are moved from one server to the other server.

When you move the Hosted Exchange 2003 service:


There must be a time lag between two consecutive operations of move service for a single organization.

The time required to successfully complete the move service operation depends on the number of mailboxes in the organization. The more the mailboxes, the longer the time to complete the operation.

Public folders are not moved to the new server.

The OWA access changes after the move service operation. The OWA address is changed to `http://<full name of the new exchange server>/exchange`.
Example: `http://vm121.vm70.com/exchange`.

The [DNS MX record entries must be changed](#) to reflect the new Exchange mail server.

 If the organization has the DNS service enabled, the MX records are changed automatically.

While the move service operation is in progress, users cannot use the Hosted Exchange 2003 services. It is important that you inform users of the organization about the duration that these services cannot be used.

Hosted Exchange 2003 users must be informed to re-configure the following services every time that an organization's service is moved.

- Manually re-configure Outlook
 - Alternately, configure Outlook using the user administrator control panel and then configure it using the Outlook Autologin.
- Re-install Exchange Server Health Monitor
- Manually re-configure Outlook Express

[Instructions for moving services](#)

About MAPI

The Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.

MAPI is built into Microsoft Windows that enables different mail applications to work together to distribute mail. As long as both applications are MAPI-enabled, they can share mail messages with each other.

Mail-enabled applications use MAPI to create, transfer, and store messages, as well as handle complex addressing information.

Uses of MAPI

MAPI is the programming interface used to write components that connect to various mail servers


MAPI enables you to develop new types of messaging custom forms

MAPI enables you to create plug-in's for Outlook, Exchange, and Windows Messaging to extend the functionality of those clients.

Hosting server options for Hosted Exchange 2003

This topic describes the Hosted Exchange 2003 options for hosting servers. You select these options when you:

- [Add Hosted Exchange 2003 hosting servers](#)
- [Change a server's resource options](#)

 When you add a Hosted Exchange 2003 server, the host name of the server must be present in your system's DNS record. Usually, the host name is added when you join the server to the domain. However, if reverse zone lookup has not been enabled for your system, you cannot add the server until you either enable reverse zone lookup or add the record manually. For instructions on enabling reverse zone lookup, see the *Ensim Unify Getting Started Guide for Service Providers*.

About resource types, limits, and usage

Server Options for Hosted Exchange 2003	
Option or Resource Type	Description
Number of POP Mailboxes	The maximum number of POP mailboxes with POP service, that can be provisioned on the server to the organizations. Post Office Protocol (POP) is a protocol used to retrieve email from a mail server. POP3 downloads email from the server and store it on the local machine. POP3 works best when accessed using a single computer. Accessing POP3 using multiple computers tends to sprinkle messages across all of the computers used for email access.
Number of Mailboxes	The maximum number of mailboxes that can be provisioned on the server to organizations.
Number of Installations	The maximum number of Hosted Exchange 2003 enabled organizations that can be provisioned on the server.
Number of MAPI Mailboxes	The maximum number of mailboxes with MAPI service, that can be provisioned to organizations on the server. Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.
Number of Mobility Mailboxes	<p>The maximum number of mailboxes enabled for the mobility service. This number cannot exceed the number set in Mailboxes above.</p> <p>Microsoft Outlook Mobile Access (OMA) provides mobile phone browser access to Exchange servers for xHTML (WAP 2.0), HTML mobile phone, Compact HTML (cHTML) on i-Mode devices (in Japan), and PDA browsers such as Pocket Internet Explorer on Windows Powered Mobile Devices.</p>
Disk Space [MB]	The maximum disk space available for provisioning Hosted Exchange 2003 service on the server.
Number of OWA Mailboxes	The maximum number of OWA-enabled mailboxes that can be provisioned to organizations on the server. Outlook Web

Mailboxes	Access (OWA), is a Microsoft server-side application used to retrieve and work with data stored on a remote Microsoft Exchange Server computer using an Internet browser. It provides Web-based public access to Microsoft Exchange Server email, public folders, calendar information, Address Book, contacts, and shared applications.
Number of IMAP Mailboxes	The maximum number of mailboxes with IMAP service, that can be provisioned to organizations on the server. Internet Mail Access Protocol (IMAP) is a protocol used to access email from a central mail server. It allows users to access email on the mail server as if were on a local hard drive; however the email is actually left on the server. Email can, therefore, be accessed from multiple machines without having to transfer files or messages manually.
Server Type	<p>The type of Hosted Exchange 2003 server. You choose this setting when you add servers.</p> <p>Types of servers include:</p> <p>Back-End. A hosting server on which organizations are provisioned. This is the most common type of server to add.</p> <p>Front-End. A new server you want to use as a server for OWA, POP, SMTP, or IMAP. Front-end servers are used by the Hosted Exchange 2003 service, but organizations are not provisioned on them. If you add a new front-end server, make sure to set the server's resource limits to zero. Resource limits are for back-end or hosting servers on which organizations are provisioned; organizations cannot be provisioned on front-end servers.</p>
Front-End Servers	<p>The servers that provide Outlook Web Access, POP, SMTP, and IMAP email services for organizations that use Hosted Exchange 2003. When you add a hosting or "back-end server", you specify a domain name for each front-end serve.</p> <p>If you do not specify front-end server information when you add a hosting server, the hosting server itself is assumed to be the front-end server for service. You can change front-end server information later, however.</p>

Front-end servers for Hosted Exchange 2003

Front-end server information for Hosted Exchange 2003

Front-end servers route Outlook Web Access, POP, SMTP, and IMAP email for the Hosted Exchange 2003 service. Each Hosted Exchange 2003 hosting server has

front-end servers associated with it. You need to set up front-end servers to provide these services to organizations.

Front-end server information includes:

Outlook Web Access Server. The fully qualified domain name or external IP address of the server that hosts the **Outlook Web Access (OWA)** service. This server enables organizations provisioned on the server to access email and other Exchange services through OWA.

POP Server. The fully qualified domain name or external IP address of the server that hosts the **POP** service. This server provides organizations provisioned on the server with POP email access.

SMTP Server. The fully qualified domain name or external IP address of the server that hosts the **SMTP** service. This server provides organizations provisioned on the server with SMTP email access.

IMAP Server. The fully qualified domain name or external IP address of the server that hosts the **IMAP** service. This server provides organizations provisioned on the server with IMAP email access.

How to view front-end server information



LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Changing front-end server information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Each Hosted Exchange 2003 hosting server has front-end servers used to provide email services for organizations provisioned on the server. You set these up when you add the server. You can change the domain names of these front-end servers as needed.

To change front-end server information:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. In the **Action** column of the Hosted Exchange server whose front-end server information you want to change, click .
3. On the server overview page, on the Service Components form, click  in the **Action** column of the Hosted Exchange service.
4. On the Service Component Instance Shortcuts page, click **Edit Configuration**.
5. Change any or all domain names for the following servers:
 - **Outlook Web Access Server.** The fully qualified domain name or external IP address of the server that hosts the **Outlook Web Access (OWA)** service. This server enables organizations provisioned on the server to access email and other Exchange services through OWA.
 - **POP Server.** The fully qualified domain name or external IP address of the server that hosts the **POP** service. This server provides organizations provisioned on the server with POP email access.
 - **SMTP Server.** The fully qualified domain name or external IP address of the server that hosts the **SMTP** service. This server provides organizations provisioned on the server with SMTP email access.

- **IMAP Server.** The fully qualified domain name or external IP address of the server that hosts the **IMAP** service. This server provides organizations provisioned on the server with IMAP email access.
6. Click **Save**. The changes take effect immediately. Email sent to organizations provisioned on the hosting server goes through the new front-end servers.

Managing inbound domains

About managing inbound domains

The inbound domains feature of the Hosted Exchange 2003 service enables organization users to receive email at email addresses based on their root domain name. For instance if a root domain name is example.org, an inbound domain might be sales.example.org. To enable a user to receive email at sales.example.org, the inbound domain is added to the Hosted Exchange 2003 service.

To increase the security of inbound domains, only the top-level service provider can add inbound domains. Resellers and organization administrators cannot add inbound domains.

When you add an inbound domain, a new email address for that inbound domain is added to each mailbox and distribution list in the organization.

For example, an organization might have the domain name example.org and a mailbox user joan@example.org. Two inbound domains, sales.example.org and support.example.org are added to the organization's mail server.

When these inbound domains are added, two new email addresses, joan@example.org and joan@support.example.org are automatically added. Email sent to joan@sales.example.org and joan@support.example.org are redirected and delivered to the mailbox joan@example.org.


Email sent to inbound domains is directed to the mailboxes and distribution lists on the Exchange 2003 server.

Adding inbound domains

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Service providers add **inbound domains** for organizations and the organizations owned by resellers. Resellers do not add inbound domains.

To add an inbound domain:

1. Go to the Organization Overview page, then click **Services**.
2. On the Services page, click  in the **Action** column of the Hosted Exchange 2003 service.
3. In the **Hosted Exchange 2003** area, click **Manage Inbound Domains**. The organization's inbound domains are displayed.
4. In the **Domain Name** text box enter the name of the domain that you want to add as an inbound domain.
5. Click **Add**.

The inbound domain is added to the Ensim Unify system. For every new inbound domain, a new email address is added to each mailbox and distribution list in the organization. Email addressed to the inbound domain is delivered to the mailboxes and distribution lists on the Exchange 2003 Server.


Viewing inbound domains

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can view the **inbound domains** that have been added for organizations that use the Hosted Exchange 2003 service.

To increase the security of inbound domains, only the top-level service provider can view inbound domains. Resellers and organization administrators cannot view inbound domains.

To view inbound domains:



1. Go to the Organization Overview page, then click **Services**.
2. On the Services page, click  in the **Action** column of the Hosted Exchange 2003 service.
3. In the **Hosted Exchange 2003** area, click **Manage Inbound Domains**. The organization's inbound domains are displayed.

Removing inbound domains

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can permanently remove an **inbound domain** that has been added to an organization. Only service providers can remove inbound domains; resellers and organization administrators cannot remove them.

To remove an inbound domain:

1. Go to the Organization Overview page, then click **Services**.
2. On the Services page, click  in the **Action** column of the Hosted Exchange 2003 service.
3. In the **Hosted Exchange 2003** area, click **Manage Inbound Domains**. The organization's inbound domains are displayed.
4. On the inbound domains list, click  in the **Action** column of the inbound domain you want to remove.
5. Click **OK**.

The inbound domain is removed from the list. The inbound domain's email address is also deleted from all users and distribution lists.

Windows Web Hosting

About Windows Web Hosting

Windows Web Hosting provides basic Web Hosting features that offer full range of services to the organizations you manage.

Windows Web Hosting consists of:

IIS Web Service: provides easy methods to use and configure your Web site.

IIS FTP Service: provides easy methods to use and configure your FTP site.

Microsoft® FrontPage Server Extensions 2002: provides capability to configure your FrontPage server Extensions.

Scripting support like Perl, PHP, ASP, SHTML: allows you to enable or disable the script maps.

ODBC DSNs for MS Access and MS SQL Server: allows you to configure DSNs for database access.

Web-based File Management: also known as the File Manager utility is provided to remotely manage and set permissions for files and folders.

Urchin® Web analytics software: allows you to configure the IIS Web Log Analyzer (Urchin).

Setting up Windows Web Hosting

This topic explains some of the options available to organizations through Windows Web Hosting.

IIS Web Service

IIS Web Server service, is a part of the Microsoft Internet Information Server (IIS) that manages Web services. Components of IIS Web Service include:

Virtual Directories

A virtual directory appears to be a folder when accessing a server but it actually refers to a different area of the hard disk or local network.

Each virtual directory points to a physical directory contained inside the site's file system and are referred to as the home directory for that particular virtual directory.

This feature allows the organization users to add, change, and remove virtual directories.

Subdomains

A subdomain is an address which operates just below your top-level domain. Most organizations obtain a domain name in order to assign names and addresses to individual hosts. However, sometimes, for the purpose of organization structuring, one needs to sub-divide the domain into further domains known as subdomains. The subdomain behaves as a totally independent domain name.

By using the power and added benefits of subdomains, you can maintain a well organized Web site.

This feature allows the organization users to add, change and remove subdomains.

Host Headers

A host header is a third piece of information that you can use in addition to the IP address and port number. This helps to uniquely identify a Web domain or an application server.

This feature allows the organization users to create multiple identities for the Web Site using a single IP address.

Custom Errors

This feature allows organization administrators to customize the messages displayed when client browsers encounter errors such as missing files. Organization administrators can customize the system to load a specified file or redirect the browser to a specified URL within a Web site when errors occur.

SSL

A SSL certificate enables visitors using Web browsers to verify your site's authenticity and to communicate with it securely via SSL encryption. The certificate authenticates your site to browsers and the Web connection is made through the HTTPS protocol.

This feature allows the organization administrator to view the current Secure Sockets Layer (SSL) settings and generate a Certificate Signing Request for your site.

A SSL certificate is obtained from third party companies like Verisign and Thawte.

Having a SSL site assures your site visitors of security.

Log Files

This feature allows the organization administrator to view, download, and delete Web and FTP log files generated for your Web site.

IIS FTP Service

IIS FTP service is a part of the Microsoft Internet Information Server (IIS) that manages File Transfer protocol (FTP) service. FTP includes functions to log on to the FTP site, list directories, upload files, and download files.

Bandwidth Monitoring

When you enable Windows Web Hosting for an organization, you can choose whether to enable bandwidth monitoring. This feature allows organization administrators to collect the bandwidth used by the organization for a specific period of time

FrontPage Server Extensions 2002

Microsoft® FrontPage Server Extensions 2002 is a group of files installed on an HTTP service. This provides special Microsoft FrontPage functionality using which the users can view and manage a Web site.

If this is enabled for an organization, users can also create, change, and post Web pages to IIS remotely by connecting the Web site using frontpage client.

File Manager

File Manager enables you to create, delete, upload, and rename file(s) and directories that are stored on your site.

This feature provides the organization administrator a Web-based interface using which the users manage files and folders in their domains.

Using File Manager users can set security permissions for files and folders. This service eliminates the need to use a separate FTP program.

ODBC Data Source

Open Database Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.

You can create two types of Data Sources, which use ODBC for data transactions. They are Access DSN and SQL server DSN.

Urchin

Urchin Web Analytics Software is a Web analytics software package. It analyzes cookie-fortified Web-server log files, puts the relevant information in a database, and delivers dynamically-generated browser-based reports.

Reseller options for Windows Web Hosting

This topic describes the Windows Web Hosting service resource options for resellers and reseller templates. You select these options when you:

[Make the service available to resellers](#)

[Change reseller services](#)

[Add](#) or [change](#) reseller templates

About resource types, limits, and usage

Web Hosting Options for Resellers		
Component Name	Resource or Option Type	Description

General for Service	Bandwidth [GB/cycle]	The maximum amount of data that can be transmitted by the service in each billing cycle.
	Disk Space [MB]	The maximum amount of disk space that can be allocated to the reseller for the service.
For all Windows Web Hosting Service components (including FrontPage, File Manager, PHP, Active Perl, and Urchin)	Number of Installations	The maximum number of installations of each service component. Each service component enabled for an organization counts as one installation.
IIS Web Service	Number of Sub-Domains	The maximum number of subdomains that the reseller can add.
ODBC Data Source	Number of SQL DSNs	The maximum number of SQL DSNs that the reseller can add.
	Number of Access DSNs	The maximum number of Access DSNs that the reseller can add.
IIS FTP Service	Number of Users	The maximum number of users that the reseller can add.

Organization options for Windows Web Hosting

This topic describes the Windows Web Hosting service resource options for organizations and organization templates. You select these options when you:

[Sell the service to organizations](#)
[Change organization service settings](#)
[Add](#) or [change](#) organization templates



If you have added the DNS service for an organization, relevant DNS entries are added to the DNS system running on the Active Directory server. If the DNS service is not enabled for the organization, you need to update your DNS server manually to add the records for the organization.

About resource types, limits, and usage




indicates the option is enabled.




indicates the option is not enabled.


Resource Limits		
Service Component	Resource or Option	Description
General for Service	IP address	The IP address of the organization. Shown for existing organizations. Once set, the IP address cannot be changed.
	Organization Type	The type of organization. Once set, the organization type cannot be changed. Organization types include: Name-based: Organizations that have unique host name. IP-based: IP-based organization have an unique IP address.
	Maximum Bandwidth	The maximum bandwidth usage allocated to an organization, shown in gigabytes per billing cycle.
	Maximum Disk Space Allowed	The maximum disk space allocated to an organization, shown in megabytes.
IIS Web Service When adding the service, select the check box to view features of this component.	Microsoft .NET Applications Enables support for .NET applications on the Web site. Hosting .NET applications in a shared environment is not recommended.	
	Enable Default SSL certificate (For IP-based Organizations Only)	Use a default SSL (Secure Sockets Layer) certificate for the site.
	SSL Secure Web Server Access (for IP-based Organizations only)	Enable management of SSL certificates and provide HTTPS connection to the Web site.
	Server Side Includes	Enable support for SSI (server-side include) scripts with .shtm, .shtml, and .stm extensions.

	Web Site Logging	Enable IIS Web site logging
	Web Site Name Aliasing (Host Headers)	Enable management of Host Headers .
	Maximum Number of Subdomains Allowed	The maximum number of subdomains allowed to be created by the organization.
	Feature Configurations	
	Selected Log File Format	The format used for log files. Formats include W3C , Microsoft , NCSA , and ODBC .
	Allow Organization Admin to Change Log File Format	Enables the organization administrator to change the log file format from the organization administrator control panel.
	Web Server Connection Timeout	The time interval in seconds after which the Web server disconnects an idle client (browser) connected to the organization's site.
	Maximum Number of Connections Allowed	The number of simultaneous HTTP connections to the organization's Web server allowed at any given point in time.
	Expected Number of Hits Per Day	The number of daily connections the organization's site is expected to have.
	Enable Reverse DNS Lookup	Enables reverse DNS lookups to get the name of the client machine in Log files.
	Quality of Service / Service Level Agreement	

	Enable Control of CPU Usage	Controls whether you can change the maximum CPU usage setting for the organization. If this setting is selected, you can change the CPU usage setting for this organization. If this is not selected, the CPU usage is set to the default of 10 percent.
	Maximum CPU Usage Allowed	The maximum percentage of CPU time that the IIS Web service is allowed to consume to serve Web requests for the Web site. This amount is used only if Enable Control of CPU usage (above) is selected. If Enable Control is not selected, the default CPU usage of 10 percent is used.
	Enable Control of Bandwidth Usage	Controls whether you can change the maximum bandwidth usage setting for the organization. If this setting is selected, you can change the bandwidth usage setting for this organization. If this is not selected, the bandwidth usage is set to the default of 1024 kbps.
	Maximum Bandwidth Usage Allowed	The maximum bandwidth, shown in kbps, that the IIS Web service is allowed to consume to serve Web requests for the organization's Web site. This amount is used only if Enable Control of Bandwidth usage (above) is selected. If Enable Control is not selected, the default bandwidth usage of 1024 kbps is used.
Web Site Visitor Permissions		
	Allow Site Browsing (Read)	Enables visitors to the organization's Web site to browse information on site.  If you disable this option, users cannot access the Web site and use the File Manager.
	Allow Content Modification (Write)	Gives users write access which enables them to modify the contents of the Web site using HTTP PUT protocol.
	Allow Directory Browsing	Enables the viewing of a hypertext listing of the files and sub-directories in this virtual directory.
Application Settings		

	File Execute Permissions (Selecting Disallow Scripts and Executables disables File Manager components)	Options include: Disallow Scripts and Executables. Denotes that running of scripts such as, ASP applications, or executables on the server is disabled. If you choose this option, users cannot use the File Manager. Allow Scripts only. Denotes running only scripts such, as ASP applications, on the server is permitted. Allow Scripts and Executables (CGI). Denotes that running both scripts, such as ASP applications, and executables on the server is permitted.
	Application Protection Level options.	Options include: Low (IIS Process). The applications are running in the same process as Web services. Medium (Pooled). The applications are running as an isolated pooled process in which other applications are also run. High (Isolated). The applications are running as an isolated process separate from other processes.
IIS FTP Service When adding the service, select the IIS FTP Web Service check box to enable the service for the organization.	 To ensure the security of the contents of the site, do not upload the contents to the default IIS FTP site.	
	Allow Anonymous Connections	Enables anonymous users to access the IIS FTP server.
	Maximum Number of Connections Allowed	The number of simultaneous FTP connections allowed at any given point in time.
	Server Connection Timeout	The time (in seconds) to disconnect an inactive user from the server.
	Enable Logging	Enables FTP site logging.
	Select Log Type	The format of the log file. Formats include W3C , Microsoft , ODBC .
	Port Assignment	

	Port Number	<p>The FTP port number represents the port on which the service is running.</p> <p>If the port number box is left empty, by default IP-based organizations are assigned port number 21 and name-based organizations are assigned port number 10000+x (where x is the organization ID).</p>
	FTP User Account Information	
	Maximum Number of FTP User Accounts	The maximum number of FTP users that can be created.
	Site Visitors Permissions	
	Allow File Download (Read)	Enables users to download files and list directories.
	Allow File Upload (Write)	Enables users to upload files.
	Text of Site Messages	
	Welcome Message Text	The message displayed when the user logs on to the FTP Server.
	Exit Message Text	The message displayed when the users logs off from the FTP Server.
	Maximum Connections Exceeded Message Text	The message displayed when the limit for the maximum number of client connections to the FTP service is reached.
FrontPage Server Extensions 2002 When adding the organization, select the FrontPage	Authoring Enabled	Enables users to log on through FrontPage. If authoring is not enabled, the account is disabled, and it cannot be used to log on.
	Require HTTPS Secure Communications (IP-based only)	Enables HTTPS connections for authorization.

FrontPage Server Extensions 2002 check box to enable the service for the organization.	Email Form Recipient's Address	The email address that users must write to if they have problems. This address appears in email messages sent by certain components in FrontPage, such as email forms.
	Email Form Sender's Address	The email address that appears in the From line of email messages sent by certain components in FrontPage, such as email forms.
	SMTP server for Email Forms	The name of the SMTP host that FrontPage email forms will use to send email.
File Manager When adding the organization, select the File Manager check box to enable the service for the organization.	File Manager	<p>Using File Manager the organization administrator can upload files to the domain file system.</p> <div style="background-color: #ffffcc; padding: 10px; border: 1px solid #ccc;">  <p>If you enable the File Manager for an organization, make sure you set the File Execute Permissions in the IIS Web Service section to Allow Scripts only or Allow Scripts and Executables (CGI). If it is set to Disallow Scripts and Executables, File Manager will not function.</p> <p>Also, you need to enable site browsing for users to be able to use the File Manager.</p> </div> <p>By default the maximum file size cannot exceed 4 MB. This is a constraint imposed by the .NET framework. You can increase the limit if you want to, though it is not recommended.</p> <p>To increase the limit of files that can be uploaded:</p> <ol style="list-style-type: none"> 1. Terminal connect to the hosting server. 2. Go to %windir%\Microsoft.NET\Framework\v1.1.4322\CONFIG 3. Open the file machine.config in Notepad. 4. Search for "maxLength" under the <httpRuntime> section. By default the value is 4096 KB (4 MB). 5. Increase the value to set a new value for the size of files that can be uploaded.
ODBC Data Source When adding the	Maximum Number of SQL Data Sources Allowed	The total number of SQL data sources that can be created.

adding the organization, select the ODBC Data Source check box to enable the service for the organization	Maximum Number of Access Data Sources Allowed	The total number of Access data sources that can be created.
PHP		Enables the organization to use PHP scripts.
ActivePerl		Enables the organization to use ActivePerl scripts.
Urchin		Enables urchin for the organization.

Hosting server options for Windows Web Hosting

This topic describes the Windows Web Hosting options for hosting servers. You select these options when you:

[Add hosting servers for the Windows Web Hosting service](#)

[Change a server's resource options](#)



When you add a Windows Web Hosting server, the host name of the server must be present in your system's DNS record. Usually, the host name is added when you join the server to the domain. However, if reverse zone lookup has not been enabled for your system, you cannot add the server until you either enable reverse zone lookup or add the record manually. For instructions on enabling reverse zone lookup, see the *Ensim Unify Getting Started Guide for Service Providers*.

About resource types, limits, and usage

Server options for Windows Web Hosting		
Component Name	Option or Resource Type	Description
General for Service	Bandwidth [GB/cycle]	The maximum bandwidth that can be provisioned on the server, in gigabytes per billing cycle.
	Disk Space [MB]	The maximum disk space that can be provisioned on the server, in megabytes.

For all Windows Web Hosting Service components (including FrontPage, File Manager, PHP, Active Perl, and Urchin)	Number of Installations	The maximum number of installations of each service component. Each service component enabled for an organization counts as one installation.
IIS Web Service	Number of Sub-Domains	The maximum number of subdomains that can be added on the server.
ODBC Data Source	Number of SQL DSNs	The maximum number of SQL DSNs that can be added on the server.
	Number of Access DSNs	The maximum number of Access DSNs that can be added on the server.
IIS FTP Service	Number of Users	The maximum number of users that can be added on the server.

FrontPage Server Extensions 2002

Viewing FrontPage properties

LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**



Microsoft® FrontPage is a component of the Windows Web Hosting service that enables organizations to manage the content of their Web sites. Resellers and service providers set the properties of FrontPage for the Windows Web Hosting servers they own.

You can view the FrontPage properties of:

[Organizations you manage](#)

Windows Web Hosting servers you own

How to view the FrontPage properties on a Windows Web Hosting server

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Servers list, click  in the **Action** column of the server with Windows Web Hosting service enabled.
3. On the Service Components page, to view FrontPage Server Extensions 2002 information, click  in the **Action** column.
4. On the FrontPage Server Extensions 2002 page, select **Overview** to view the following information:

FrontPage properties include:

Use FreeWAIS search engine: Determines whether to use the search engine included with FrontPage 2002 or the IIS Index Server to build the full-text index of the Web site.

Don't list Windows user accounts in FrontPage: Determines whether the user list shows all users or only those users who were either created on this virtual server or are role members in the current Web site.

List System DSNs in FrontPage: Determines whether FrontPage users can view the list of all system DSNs on the server. Enabling this feature can result in a security vulnerability, because it exposes a list of resources on your server.

Don't allow upload of Executable Programs: Determines whether users are allowed to upload executable programs. If this setting is selected, users receive error messages when they attempt to copy executable programs to the Web server. Organization users cannot make directories executable, but Web site administrators (organization administrators) can.

Changing FrontPage properties



LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Microsoft® FrontPage is a component of the Windows Web Hosting service that enables organizations to manage the content of their Web sites. You can change the FrontPage properties of:

[Organizations you manage](#)

Windows Web Hosting servers you own

To change the FrontPage properties of a Windows Web Hosting server:

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Servers list, click  in the **Action** column of the service whose information you want to view.
3. On the Service Components page, to view FrontPage Server Extensions 2002 information, click  in the **Action** column.
4. On the FrontPage Server Extensions 2002 page, select **Configure**.
 - Select the **Use FreeWAIS search engine** check box, to enable the free WAIS search engine that is included in FrontPage 2000.
 - Select the **Don't list Windows user accounts in FrontPage** check box, to only show users that were either created on this virtual server or role members in the current Web site.
 - Select the **List System DSNs in FrontPage** check box, to show users the list of system DSNs on the Web server. Checking this option can create a security hole, because it exposes a list of resources on your server.
 - Select the **Don't allow upload of Executable Programs** check box to prevent users from marking any directory executable.

 Organization users can make directories executable only if their account has organization administrator privileges.

5. Click **Save** to commit the changes made to the FrontPage properties.

Bandwidth monitoring

About bandwidth monitoring

Bandwidth is the capacity of a network or computer to handle or carry a certain amount of data. Bandwidth transfer is usually measured in gigabytes (GB) of data transferred during a specified time interval.

Bandwidth monitoring in the Ensim Unify system, is the ability to view information about the bandwidth used by your resellers and organizations for the Windows Web Hosting service during a specified period of time. This includes bandwidth for Web and FTP traffic.

Through the control panel, you can view the bandwidth usage information for:

- [All of your resellers](#)
- [All of your organizations](#)
- [A single reseller](#)
- [A single organization](#)

The bandwidth monitoring intervals, or the time periods during which bandwidth is monitored on the system, are specified separately for Web traffic data and FTP data. You [set the intervals at which Web traffic](#) and [FTP traffic data](#) are collected for all of the Windows Web Hosting servers you own. These data are maintained in logs on each of your Windows Web Hosting servers.

Setting the Web traffic data collection time interval

LOGIN LEVEL REQUIRED FOR THIS TASK: **[SYSTEMS](#)**

The Web traffic data collection time interval is the time period during which bandwidth usage for the Windows Web Hosting IIS Web service is monitored by the system. At the intervals you set, Web traffic bandwidth usage by all organizations is monitored and saved in logs on your Windows Web Hosting servers. The data collection interval is set globally for all of your Windows Web Hosting servers.

By default, the monitoring interval is set to 3 hours. The minimum monitoring interval is 1 hour; there is no maximum monitoring interval.

To set the bandwidth data collection interval for the Windows Web Hosting IIS Web service:

1. *Go to the [Bandwidth Data Collection Settings](#) page.*

On the Home page, in Services section, click **Web Traffic: Data Collection Settings**. This link is available only if you have installed the Windows Web Hosting service.

2. In the **Sampling Time Interval For Data Collection** text box, enter the time interval after which IIS Web service bandwidth usage is collected.
3. Click **Submit**.

You can view bandwidth usage information from the logs for:

[All of your resellers](#)
[All of your organizations](#)
[A single reseller](#)
[A single organization](#)

Setting the FTP data collection time interval

LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**

The FTP data collection time interval is the time period during which bandwidth usage for the Windows Web Hosting IIS FTP service is monitored by the system. At the intervals you set, FTP traffic bandwidth usage by all organizations is monitored and saved in logs on your Windows Web Hosting servers. The data collection interval is set globally for all of your Windows Web Hosting servers.

By default, the monitoring interval is set to 3 hours. The minimum monitoring interval is 1 hour; there is no maximum monitoring interval.

To set the bandwidth data collection interval for the Windows Web Hosting IIS FTP service:

1. *Go to the **Bandwidth Data Collection Settings** page.*
On the Home page, in the Services section, click **FTP Traffic: Data Collection Settings**. This link is available only if you have installed the Windows Web Hosting service.
2. In the **Sampling Time Interval For Data Collection** text box, enter the time interval after which FTP bandwidth usage is collected.
3. Click **Submit**.

You can view bandwidth usage information from the logs for:

[All of your resellers](#)
[All of your organizations](#)
[A single reseller](#)
[A single organization](#)

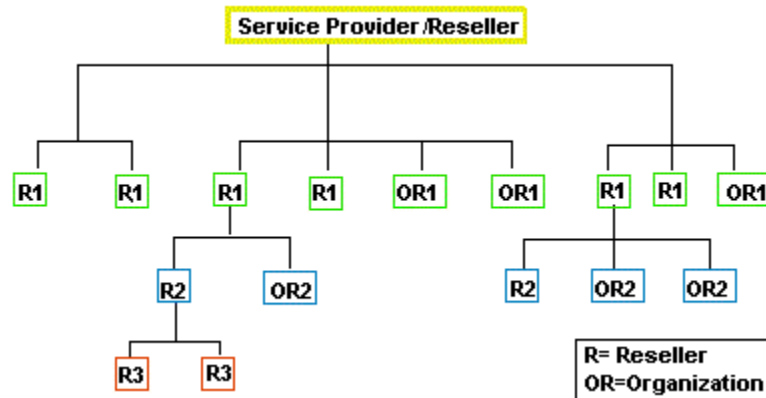
Viewing bandwidth usage for all resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: **SYSTEMS**

Resellers themselves do not use bandwidth for the Windows Web Hosting service. However, the organizations that buy Windows Web Hosting from resellers do use bandwidth for the service. When you view bandwidth usage for all resellers, you view the usage data for all of the organizations your resellers have added.

For example, if you are the top-level service provider, you can view bandwidth information for all of the resellers in your system. In the illustration below, these are shown as R1, R2, and R3.

If you are reseller R2 in the illustration below and you collect information for all resellers, only the data for reseller R3 is collected.



To view bandwidth usage for all the resellers:

1. On the service provider Home page, in the Services shortcuts section, click **Bandwidth Usage**. This link is available only if you have installed the Windows Web Hosting service.
2. On the Reseller Usage Information page, click **All Resellers** on the option bar above the form.
3. Choose the time period of the data you want to view: In the **From Date** and **To Date** text boxes, enter beginning and ending date of the period for which you want to view bandwidth usage.
4. Click **Collect**.

The bandwidth data for the period is displayed.


Explanation of bandwidth usage data

Viewing bandwidth usage for a reseller

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Resellers themselves do not use bandwidth for the Windows Web Hosting service. However, the organizations that buy Windows Web Hosting from resellers do use bandwidth for the service. When you view bandwidth usage for a reseller, you view the usage data for all of the organizations that reseller has added.

To view bandwidth usage for an individual reseller:

1. On the service provider Home page, in the Services shortcuts section, click **Bandwidth Usage**. This link is available only if you have installed the Windows Web Hosting service.
2. On the Reseller Usage Information page, find the reseller whose bandwidth information you want to view, then click  in the **Action** column of that reseller.
3. Choose the time period of the data you want to view: In the **From Date** and **To Date** text boxes, enter beginning and ending date of the period for which you want to view bandwidth usage.
4. Click **Collect**.

The bandwidth data for the period is displayed.

Explanation of bandwidth usage data

Viewing bandwidth usage for all organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can view usage information of all of your organizations. This information includes the Web and FTP traffic the organizations use for the Windows Web Hosting service.

When you view bandwidth for all organizations, bandwidth is reported only for the organizations you have added; it is not reported for organizations owned by your resellers. To view that information, [view bandwidth usage for all resellers](#).

To view bandwidth usage for all organizations:

1. On the service provider Home page, in the Services shortcuts section, click **Bandwidth Usage**. This link is available only if you have installed the Windows Web Hosting service.
2. On the Reseller Usage Information page, click **All Organizations** on the option bar above the form.
3. Choose the time period of the data you want to view: In the **From Date** and **To Date** text boxes, enter beginning and ending date of the period for which you want to view bandwidth usage.
4. Click **Collect**.

The bandwidth data for the period is displayed.


Explanation of bandwidth usage data

Viewing bandwidth usage for an organization

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can view the bandwidth usage information for a single organization. This information includes the Web and FTP traffic an organization uses for the Windows Web Hosting service.

To view bandwidth usage for an individual organization:

1. On the service provider Home page, in the Services shortcuts section, click **Bandwidth Usage**. This link is available only if you have installed the Windows Web Hosting service.
2. On the Reseller Usage Information page, click Organization on the option bar above the form.
3. On the Organizations form, find the organization whose bandwidth information you want to view, then click  in the **Action** column of that organization.
4. Choose the time period of the data you want to view: In the **From Date** and **To Date** text boxes, enter beginning and ending date of the period for which you want to view bandwidth usage.
5. Click **Collect**.

The bandwidth data for the period is displayed.



Explanation of bandwidth usage data

Changing IIS bandwidth sampling interval settings

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

The Web Traffic Bandwidth Overview page shows the period of time for which bandwidth usage information is collected for the IIS Web service provisioned to organizations.

To change the IIS Bandwidth Sampling Interval settings:



1. *Go to the [Configure Web Traffic Bandwidth Properties](#) page.*
 1. On the Resources navigation panel, click **List Hosting Servers**.
 2. On the Servers list, click  in the **Action** column of a server with Windows Web Hosting service enabled.
 3. On the Service Components page, click  in the **Action** column of the IIS Web Service.
 4. In the IIS Web Service area, select **Edit Bandwidth Sampling Interval**.
2. In the **Sampling Time Interval For Data Collection** text box, enter the time interval you want to use for the collection of IIS bandwidth usage data.
3. Click **Save**.

Changing IIS FTP bandwidth sampling Interval settings

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

The FTP traffic Bandwidth Overview page shows the period of time for which bandwidth usage information is collected for the IIS FTP service provisioned to organizations

To change the IIS Bandwidth Sampling Interval settings:

1. *Go to the [Configure FTP Traffic Bandwidth Properties](#) page.*
 1. On the Resources navigation panel, click **List Hosting Servers**.
 2. On the Servers list, click  in the **Action** column of a server with Windows Web Hosting service enabled.
 3. On the Service Components page, click  in the **Action** column of the IIS FTP Service.
 4. In the IIS FTP Service area, select **Edit Bandwidth Sampling Interval**.
2. In the **Sampling Time Interval For Data Collection** text box, enter the time interval you want to use for the collection of IIS bandwidth usage data.
3. Click **Save**.

Page-specific topics

Web Traffic Bandwidth Overview page

The Web Traffic Bandwidth Overview page shows the period of time for which bandwidth usage information is collected for the IIS Web service provisioned to organizations. This service is part of the Windows Web Hosting service.

How to get to the Web Traffic Bandwidth Overview page



1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Servers list, click  in the **Action** column of a server with Windows Web Hosting service enabled.
3. On the Service Components page, click  in the **Action** column of the IIS Web Service.
4. On the IIS Web Service area, select **View Bandwidth Sampling Interval** to view the Sampling Time Interval For Data Collection. This shows the interval at which IIS bandwidth usage is collected.

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

FTP Traffic Bandwidth Overview page

FTP Traffic Bandwidth Overview page shows the period of time for which bandwidth usage information is collected for the IIS FTP service provisioned to organizations. This service is a component of the Windows Web Hosting service.

How to get to the FTP Traffic Bandwidth Overview page

1. On the Resources navigation panel, click **List Hosting Servers**.
2. On the Servers list, click  in the **Action** column of a server with Windows Web Hosting service enabled.
3. On the Service Components page, click  in the **Action** column of the IIS FTP Service.
4. In the IIS FTP Service area, select **View Bandwidth Sampling Interval** to view the Sampling Time Interval For Data Collection. This shows the interval at which bandwidth usage data for the IIS FTP service is collected.

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Windows SharePoint

About Windows SharePoint

The Windows SharePoint service is part of the Windows Server 2003 information worker infrastructure. When you provision the Windows SharePoint service to an organization, you enable the organization to easily create functional SharePoint Web sites for information sharing and document collaboration.

SharePoint Web sites provide places to capture and share ideas, information, communication, and documents. The sites facilitate team participation in discussions,

shared document collaboration, and surveys. Site content is accessible from both a Web browser and through clients that support Web Services. The document collaboration features allow for easy check in, check out, and document version control.

SharePoint site managers can customize the content and layout of sites to ensure that site members can access and work with important and relevant information. Members' participation can also be monitored and moderated when necessary. Security and task responsibilities are both flexible and easily accessible. Well-designed lists and entire sites can be saved as templates and reused by individuals, teams, or business units across an organization.

Reseller options for Windows SharePoint

This topic describes the Windows SharePoint service resource options for resellers and reseller templates. You select these options when you:

[Make the service available to resellers](#)

[Change reseller services](#)

[Add](#) or [change](#) reseller templates

About resource types, limits, and usage

✓ indicates the option is enabled.

✗ indicates the option is not enabled.

Windows SharePoint options for resellers	
Option or Resource Type	Description
Number of Installations	The number of SharePoint instances the reseller is allowed to install. Each organization the reseller creates counts as an installation.
Bandwidth	The maximum amount of bandwidth available to the reseller and organizations the reseller creates. This amount is displayed in KB per second. Valid input includes whole numbers only.
Number of Users	The maximum number of users the reseller and organizations created by the reseller can add for this service.
SharePoint Disk Space [MB]	The amount of disk space available to the reseller for the service. This disk space is allocated from hosting servers in the pool you select. Valid input includes whole numbers only.

Organization options for Windows SharePoint

This topic describes the Windows SharePoint service resource options for organizations and organization templates. You select these options when you:

[Sell the service to organizations](#)

[Change organization service settings](#)
[Add](#) or [change](#) organization templates

About resource types, limits, and usage

✓ indicates the option is enabled.

✗ indicates the option is not enabled.

Organization options for Windows SharePoint		
Section	Option or Resource	Description
Limits	Disk Space	The maximum amount of disk space available to an organization for this service (in MBs). Disk space is allocated from hosting servers in the pool you choose in the resources section.
	Maximum Number of Users	The maximum number of users an organization is allowed to create.
Top level site configuration	Web Template	The template used for the top-level page of the site. Although the organization administrator can use the Web templates you enable below when adding pages to the site, the template for the top-level page of the site cannot be changed once it is assigned.

	Timezone	The time zone in which the organization is located. Web sites based on Windows Share Point Services can be set to any of the time zones recognized by Microsoft Windows Server 2003. Time zone information is used for scheduling meetings and other collaborative activities.
	Title	The title you want to assign to the organization's Web site. This title is displayed in browser windows when users access the site.
	Description	A description of the organization's Web site. Any input in this box is valid. This description is visible to organization administrators.
Web templates	Blank Site. Document Workspace. Basic Meeting Workspace. Blank Meeting Workspace Decision Meeting Workspace. Social Meeting Workspace. Multipage Meeting Workspace.	The templates available to the organization. The organization administrator can add pages to the site based on the templates you enable.

Hosting server options for Windows SharePoint

This topic describes the Windows SharePoint options for hosting servers. You select these options when you:

- [Add Windows SharePoint hosting servers](#)
- [Change a server's resource options](#)

About resource types, limits, and usage

Server Options for Windows SharePoint	
Option or Resource Type	Description
Number of Installations	The number of SharePoint instances that can be installed on the server. Each organization counts as an installation.
Bandwidth	The maximum amount of bandwidth available to SharePoint on the hosting server. This amount is displayed in KB per second. Valid input includes whole numbers only.
Number of Users	The maximum number of SharePoint users that can be created on the server.
Sharepoint Disk Space [MB]	The amount of the server's disk space available for the service. Valid input includes whole numbers only.

Resellers

About managing resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)


Resellers are the individuals or companies who purchase resources and services from service providers or resellers and who offer those resources or services for sale to others.

Types of resellers include:

- Web designers
- Moonlighters
- IT consultants
- Students

Resellers can be enabled to create resellers of their own. These subresellers use their own reseller control panels to manage their own resellers and organizations.

If you do not see the Resellers navigation panel on the left side of the control panel, you are not authorized to create resellers of your own.

 Resellers can add resellers of their own only if their service providers authorize them to create resellers.


Adding, changing, and removing resellers

Adding resellers

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You add a reseller when you want to give a customer the ability to log in to the reseller control panel to sell server resources or services to their customers.

 If you are a reseller, you can add resellers of your own only if your service provider enables you to create resellers.

To add a reseller:

1. Start the Add Reseller wizard. If you do not see the Resellers navigation panel on the left side of the control panel, you are not authorized to add resellers of your own. Contact your service provider to find out how to enable this feature.

PROVIDE RESELLER INFORMATION

2. On the Reseller Information form, provide the following information, then click **Next**.
 - **Name.** Required. The name of the reseller. This name appears on the reseller's account information. Names have to be at least one character in length and they can include spaces.
 - **Domain Name.** Required. The name of a domain that belongs to the reseller. Type the domain name in the following format: *example.net*.
 - **Reseller Template.** Optional. The template you want to use when adding the reseller. If you have [added a template](#), you can select it from the drop-down list to pre-fill information on the add reseller wizard. Only enabled templates appear on the list; disabled templates are not available for selection.
 - **Name.** Optional. The name of the contact person at the reseller. Any input in this text box is valid. There is no character limit for the name.
 - **Email.** Required. An email address of the contact person at the reseller. This address is used when the system sends [automated email messages](#) about new accounts and resources. The address should be in standard email format, such as *username@example.com*.
 - **Phone.** Optional. A telephone number at which you can reach the contact person. This number is for your information only; any input in this text box is valid.

CREATE CONTROL PANEL ACCOUNT

3. On the Administrator Account Information form, provide the information required to create the required to create the reseller's administrator account for the reseller control panel, then click **Next**. Information includes:
 - **Administrator Name.** Required. The name of the person who will use the reseller control panel administrator account. Names have to be at least one character in length.
 - **Username.** Required. The username the administrator will type when logging in to the reseller control panel. The reseller's domain name is appended to this username. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.
 - **Password.** Required. The password the administrator will type when logging in to the reseller control panel. Passwords are case sensitive, cannot contain

spaces, and have to be at least one character in length. Allowed characters include: a-zA-Z 0-9 , . - _ / + \$ ~ : % @ !


- **Confirm Password.** Required. The password retyped.
- **External Email.** Optional. An email address outside this system at which you can reach the administrator.

CHOOSE RESELLER OPTIONS

4. On the Reseller options form, choose the options you want to enable for the reseller, then click **Next**. Options include:
 - **Enable Reseller to Create Resellers.** Select this check box to allow the reseller to add resellers. If you clear this check box, resellers cannot add resellers; they can create organizations only. If you enable this option, you cannot change it after you add the reseller.

SELECT SERVICES

5. Choose the services you want to make available to the reseller, then click **Next**. All services available on your system appear on this form. These services might include:
 - [Hosted Exchange 2003](#)
 - [Windows Web Hosting](#)
 - [Domain Name System](#)
 - [Windows SharePoint](#)

 To sell a dedicated server to a reseller, add the reseller, then [add the server to the reseller's resources](#).

CHOOSE RESOURCE OPTIONS FOR SERVICES

6. On the pool information form, select the pool from which you want to provision the service. You select the pool only; the server is chosen from among the servers in the pool. For some services, you can move the service to another server after you add the reseller if necessary.
7. On the service form, choose the resources you want to make available to the reseller. For more information about resource limits, see:
 - [Hosted Exchange 2003 options for resellers](#)
 - [Windows Web Hosting options for resellers](#)
 - [Domain Name System options for resellers](#)

8. Click **Next**.

VERIFY INFORMATION

9. Review the information about the reseller. To make changes, click **Previous**. To add the reseller, click **Finish**.

The Reseller is added and is displayed on the Resellers page. If you enabled the reseller control panel login and services, the reseller can log in and begin to resell resources or services immediately. If you supplied an email address for the reseller, an email message is automatically sent notifying the contact person that the reseller account is enabled. See the [Email templates page](#) for more information about automated messages.

After you add a reseller, you can [log in automatically](#) to the reseller's control panel.


NEXT QUICK-START TOPIC:

[ADD ORGANIZATION TEMPLATES](#)

Changing reseller properties

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can change a reseller's properties including name, contact information, services settings, and resource allocations. You cannot change the reseller's domain name, however.

 To change a reseller's password, use the [autologin feature](#) to log in to the reseller's control panel and change the password.

Properties you can change

[Name, status, control panel access, and contact information](#)

[Service settings](#)


Resource allocation:

- [Server resources \(capacity\)](#)
- [Servers \(dedicated servers\)](#)

Changing reseller information and status


LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can change a reseller's name, contact information, and status. You cannot change the reseller's domain name, however.

 If you are a reseller, you can change reseller properties only if your service provider authorizes you to create resellers.

To change the password of a reseller, use the [autologin feature](#) to log in to the reseller's control panel and change the password.

To change a reseller's properties:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Reseller List, click  in the **Action** column of the reseller whose properties you want to change.
3. On the Reseller Edit page, change information as needed. Information you can change includes:
 - **Name.** The name of the reseller. This text box is required and pre-filled with the current name of the reseller.
 - **Name.** The name of the contact person associated with the reseller.
 - **Phone.** A phone number at which the contact person can be reached.
 - **Email.** The contact person's email address. This address is used when the system sends [automated email messages](#) about new accounts and resources.
4. Click **Save**.

The reseller's properties are changed.

Changing reseller services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

As resellers grow and their business needs change, you might need to change the services available to them. You can change reseller services as follows:

- [Add services](#)
- [Increase or decrease resources](#)
- [Remove services](#)

To add a service to a reseller:

1. Go to the Reseller Services page.
2. Below the Services list, click **Add Services**. The services available on your system are displayed.
3. On the Service Selection form, select the service you want to add, then click **Save**.

The service is displayed on the Reseller's Services list. When the service is added, it has no available server resources. To enable the reseller to sell the service, you need to [increase server resources or capacity for the service to the reseller](#).

Disabling resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can disable resellers to prevent them from accessing the reseller control panel or to prevent their customers from using services. This is useful if you have a reseller who has not paid for services, and you want to inhibit actions without removing accounts.

There are two ways to disable a reseller's account:

Disable a reseller's control panel. This prevents the reseller from logging in to the reseller control panel. The reseller's customers, however, can continue to access their control panels and services.

Disable a reseller. This prevents all of the reseller's customers, including subresellers, organization administrators, and users, from logging in to their control panels and using services. If you do not also disable the reseller's control panel, however, the reseller can continue to access the reseller control panel.


Disabled states include:

- ↑↑ All services and control panels are enabled.
- ↑↓. The reseller control panel access has been disabled. The reseller cannot log in to the reseller control panel, but the reseller's customers can continue to use their control panels and services.
- ↓↑. User and organization control panels and services have been disabled. The reseller's customers cannot log in to their control panels or use services, but the reseller can continue to use the reseller control panel.

↕↕. All services and control panels are disabled.

Disabling a reseller's control panel

To disable a reseller's control panel:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Reseller List, click  in the **Action** column of the reseller whose control panel you want to disable.
3. On the Reseller Overview page, click **Access Control**.
4. On the Access Control page, clear the check box next to **Control Panel Enabled**.
5. Click **Save**.


Access to the control panel through the reseller account is prohibited. The status column shows ↕↕ if only the control panel is disabled or ↕↕ if both the control panel and services are disabled.

If the reseller's control panel alone is disabled, the reseller cannot log in to control panels, but users can continue to log in to their control panels and use services. However, you, as the reseller's service provider, can continue to use [auto log in](#) to access the reseller's control panel.

If a reseller is logged in to the control panel when it is disabled, however, they can continue to work until their [sessions expire](#) or until they log out.

Disabling a reseller

To disable a reseller:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Reseller List, click  in the **Action** column of the reseller you want to disable.
3. On the Reseller Overview page, click **Access Control**.
4. Clear the check box next to **Reseller Enabled**.
5. Click **Save**.

On the Resellers list, the reseller's status is ↕↕ if the reseller has been disabled, or ↕↕ if both the reseller and the reseller's control panel have been disabled.

If the reseller has been disabled, the reseller's sub-resellers, organizations, and users cannot access their control panels or the services. However, the reseller can continue to access their control panel, unless you also disable the reseller control panel. In addition, you, as the reseller's service provider, can continue to use [auto log in](#) to access any of the control panels.

If users are logged in to control panels when the reseller is disabled, however, they can continue to work until their [sessions expire](#) or until they log out.

Enabling resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)


You can enable resellers that have been disabled. There are two separate functions of a reseller's account to enable:

Customer control panels and services. You can restore access to control panels and services for the reseller's customers.

The reseller's control panel. You can restore a reseller's access to the reseller control panel.


Resellers who have had these services disabled have the following status on the Resellers list:

- ↓↑. Services and customer control panels are disabled. Customers cannot use services or log in to control panels.
- ↑↓. Reseller control panel access is disabled. The reseller cannot log in to the reseller control panel, but the reseller's customers can continue to access services and log in to their control panels.
- ↓↓. All of the reseller's services and control panels are disabled.

 To enable a reseller, you need to be logged in through either a [Systems](#) or [Operations](#) account.


Enabling the reseller's customers and services

To enable a reseller's customers and services:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller you want to enable.
3. On the action bar above the Reseller Overview, click **Enable Reseller**.
4. In the dialog box, verify the reseller you want to enable, then click **OK**.
The reseller's customers can access their control panels and the services provided by the reseller.

Enabling the reseller's control panel

To enable the reseller's control panel:

1. On the Resellers navigation panel, click **List Resellers**. If you do not see this link, you are not able to change reseller properties.
2. On the Resellers, click  in the **Action** column of the reseller you want to enable.
3. On the action bar above the Reseller Overview, click **Enable Control Panel**.
4. In the dialog box, verify the reseller you want to enable, then click **OK**.
The reseller can access the reseller control panel.


Removing resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You remove resellers when you want to permanently remove them and all of their resellers and organizations from the system. This action is not reversible, and depending on the resources and accounts involved, it might take awhile to complete.

Alternatives to removing a reseller are disabling [the reseller's control panel](#), and disabling [the reseller](#). These actions prevent access to control panels and services without removing the reseller.

To remove a reseller:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller you want to remove.
3. In the action bar on the Reseller Overview page, click **Remove**.
4. Verify the reseller you want to remove, then click **OK**.

Depending on the resources and accounts involved, this action might take awhile to complete. The reseller and all its sub-resellers and organizations are removed from the system.

Resources used by the reseller are returned to you. If the reseller had organizations that used IP addresses for services, those IP addresses become available for reuse. However, they are placed at the end of the available IP address list in their scope; they would be the last addresses in the scope to be assigned.

Managing reseller services

Making services available to resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You make services available to resellers when you [add the reseller](#) or by [changing the reseller's service properties](#) after you add the reseller.

After you have made services available to resellers, you can:


[Increase or decrease the server resources available to the reseller](#)

[Sell or revoke the sale of servers to the reseller](#)

Viewing a reseller's services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view the services available to a reseller:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller whose services you want to view.
3. On the action bar at the top of the page, click **Services**.

The Reseller's Services page is displayed. To view the server resources available for these services, click **Resources** on the Action bar at the top of the page.

Changing reseller services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

As resellers grow and their business needs change, you might need to change the services available to them. You can change reseller services as follows:

- [Add services](#)
- [Increase or decrease resources](#)
- [Remove services](#)

To add a service to a reseller:

1. Go to the Reseller Services page.
2. Below the Services list, click **Add Services**. The services available on your system are displayed.
3. On the Service Selection form, select the service you want to add, then click **Save**.


The service is displayed on the Reseller's Services list. When the service is added, it has no available server resources. To enable the reseller to sell the service, you need to [increase server resources or capacity for the service to the reseller](#).

Increasing and decreasing resources


LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

[Increasing resource limits](#) means to increase the server resources available to a reseller for a specific service. When you increase a reseller's resource limits for a service, you enable the reseller to sell additional resources for that service on your server.

[Decreasing resource limits](#) from resellers means to take server resources back from a reseller.


 Before you increase a reseller's resource limits, you need to [add a service](#) to the reseller, and you need to have a server that has resources available.

To increase a reseller's resource limits:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller whose resources you want to increase.
3. On the reseller's option bar, click **Resources**.
4. From the Pool drop-down list, choose the pool you want to use, then click **Refresh**. If you select All Pools, the values in the Total column reflect all available capacity.

5. Below the Service form, click **Increase Resource Limits**. If the service for which you want to increase limits is not displayed, you need to [add the service to the reseller](#) before you can increase resources.
6. In the **Increase by** column on the service page, enter the amount you want to add for each resource type. For more information about resources types for specific services, see:
 - [Hosted Exchange 2003 options for resellers](#)
 - [Windows Web Hosting options for resellers](#)
 - [Domain Name System options for resellers](#)
 - [Windows SharePoint options for resellers](#)
7. Click **Increase Resource Limits**.
 The amount entered in the **Increase by** column is added to the previous limit and is displayed in the **Limit** column.

To decrease a reseller's resource limits:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Reseller List, click  in the **Action** column of the reseller whose resources you want to decrease.
3. On the reseller's option bar, click **Resources**.
4. From the Pool drop-down list, choose the pool you want to decrease resources from, then click **Refresh**.
5. Below the services form, click **Decrease Resource Limits**.
6. On the service information form, type the amount by which to reduce the resource limits in the **Decrease** column of the table.
 For more information about resources for specific services, see:
 - [Hosted Exchange 2003 options for resellers](#)
 - [Windows Web Hosting options for resellers](#)
 - [Domain Name System options for resellers](#)
7. Click **Decrease Resource Limits**.
 The amount entered in the **Decrease** column is deducted from the previous limit and displayed in the **Limit** column.

Selling and revoking the sale of servers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

[Selling a server](#) to a reseller means to sell a reseller the right to use a server exclusively. When you sell a server to a reseller, you enable the reseller to sell the server, or space on the server, to customers.

[Revoking the sale of a server](#) from a reseller means to take the server back from a reseller. You can revoke the sale of a server only if all organizations using that server have been removed; you cannot revoke the sale of a server on which organization services are provisioned.


 Before you can sell a server to a reseller:

If you are reseller, you need to purchase a dedicated server from your service provider.

If you are a service provider, you need to have added a server that can be used as a dedicated server.



Selling a server to a reseller

To sell a server:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller you want to sell a server to.
3. On the reseller's option bar, click **Resources**.
4. On the resources page, click **Add Sever**.
The Servers list is displayed. It shows all the servers whose state is Free (neither sold to nor used by any reseller or organization).
5. Optional: make your service and pool selection, then click **Refresh**.
The Servers list is displayed again. It shows all the servers that meet your selection criteria and whose state is free (neither sold to nor used by any reseller or organization).
6. Select the server you want to sell by clicking the check box in the **Select** column.
7. Click **Add Selected Servers**.
The [Servers list](#) is displayed, and the reseller is shown as the server's owner.

Revoking the sale of a server from a reseller

To revoke the sale of a server:

1. [Remove any organizations](#) currently provisioned on the server. If the organizations were created by your reseller, you can do this by [auto-logging in](#) to the reseller's control panel. However, you might want to check with the reseller before taking this action.
2. On the Resellers navigation panel, click **List Resellers**.
3. On the Reseller List, click  in the **Action** column of the reseller from whom you want to revoke the sale.
4. On the reseller's option bar, click **Resources**.
5. On the Reseller's Servers form, click  in the **Action** column of the server you want to revoke. This icon is not available if organizations are currently provisioned on the server.
6. Verify the server you are revoking, then click **OK**.
If any organizational information could not be removed from the server, for example if the system could not reach a service to delete it cleanly, you are prompted to either continue or cancel the action. If you continue revoking the

sale of the server, you should check the server and remove any obsolete information before using the server again.


When the action is complete, the server is no longer available to the reseller. It's status on the hosting server list is shown as Free.

Removing reseller services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can remove services from resellers if necessary, as long as the service is not being used by any organizations created by the reseller or its subresellers.

To remove a service from a reseller:

1. Verify that no organizations are using the service you want to remove. You cannot remove a service if it has been provisioned to an organization. To remove such a service, you would need to [remove the service from the organization](#). You might want to contact the reseller before removing such organizations, however.
2. On the Services list, click  in the **Action** column of the service you want to remove.
3. Verify that you are removing the appropriate service, then click **OK**.
The service is removed from the reseller.


Viewing reseller information

Viewing a reseller's information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller information includes the name, contact information, and status of resellers.

To view a reseller's information:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller whose information you want to view.

The [reseller overview page](#) is displayed. For service-specific information, see:


- [Hosted Exchange 2003 options for resellers](#)
- [Windows Web Hosting options for resellers](#)
- [Domain Name System options for resellers](#)
- [Windows SharePoint options for resellers](#)

Viewing a reseller's services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view the services available to a reseller:

1. On the Resellers navigation panel, click **List Resellers**.

2. On the Resellers page, click  in the **Action** column of the reseller whose services you want to view.
3. On the action bar at the top of the page, click **Services**.

The Reseller's Services page is displayed. To view the server resources available for these services, click **Resources** on the Action bar at the top of the page.

Viewing a reseller's resources

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

To view the resources assigned or sold to a reseller:


1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers page, click  in the **Action** column of the reseller whose resources you want to view.
3. On the reseller's option bar, click **Resources**.

Viewing a reseller's resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

The Resellers page shows all the resellers that belong to you. However, service providers see only the resellers they have added; they do not see resellers added by their resellers. Similarly, resellers see only the resellers they have added; they do not see resellers that belong to the service provider or to other resellers.

To view the resellers added by one of your resellers:

1. Log in to your primary control panel.
2. On the Resellers navigation panel, click **List Resellers**.
3. On the Resellers page, find the reseller whose resellers you want to view, then click  in the **Action** column of that reseller.
4. Verify the reseller you have chosen, then click **OK** in the dialog box. The reseller's control panel is displayed.
5. On the reseller's control panel, click **List Resellers** on the Resellers navigation panel.

The reseller's resellers are displayed.

Viewing enabled resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view only the enabled resellers on a reseller list:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers option bar, click **Enabled**.

All enabled resellers are displayed.

Viewing disabled resellers

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view only the disabled resellers on a reseller list:

1. On the Resellers navigation panel, click **List Resellers**.
2. On the Resellers option bar, click **Disabled**.
All disabled resellers are displayed.

Using reseller templates

About reseller templates

Reseller templates are guides you can use to pre-fill information when you add resellers. These templates are not required to create a reseller; however, they can make creating multiple resellers easier and faster by establishing the services and utilities you want to assign to specific resellers when you create them.

Each template can include different configurations that satisfy specific business requirements. You can create as many templates as you need.


There is no ongoing association between templates and resellers; templates are used simply to define the initial settings of the reseller. For example, if you add a reseller then later change the template you used when adding it, the reseller is not changed.

Adding reseller templates

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)

Reseller templates are guides you can use to pre-fill information on forms when you add resellers. You can add as many reseller templates as necessary to meet your business needs.

 If you are a reseller, you can add reseller templates only if your service provider has given you permission to add resellers.

To add a reseller template:

1. Start the Add Reseller Template wizard.

RESELLER TEMPLATE INFORMATION

2. On the Template Information form, provide the following information, then click **Next**.
 - o **Name.** Required. The name you want to give to the template. For example, if the template has high-end resources and services, you might call it Gold. If it has low-end resources and services, you might call it Bronze. Resellers added with this template see this name on

their account information page. Names have to be at least one character in length.

- **Description.** Optional. A description of the template. This is for your information only; resellers added with this template see this name on their account information page. Any characters, including special characters, are acceptable.
- **Reseller Enabled to Create Resellers.** Optional. Select the check box to allow resellers added with this template to add their own resellers. This option cannot be disabled after the reseller is added.

SELECT SERVICES

3. On the Available Services form, select the check boxes of the services you want to make available to the reseller, then click **Next**. All services available on your system appear on this form. These services might include:
 - [Hosted Exchange 2003](#)
 - [Windows Web Hosting](#)
 - [Domain Name Service](#)
 - [Windows SharePoint](#)

RESOURCES AND SERVICE OPTIONS

4. On the resources form, select the pool, or resource (server) group, you want to take resources from when using this template to add resellers. The required server capacity is taken from the selected pool when you add the reseller.
5. On the services form, choose the resource options for each service you selected. Services might include:
 - [Hosted Exchange 2003 options for resellers](#)
 - [Windows Web Hosting options for resellers](#)
 - [Domain Name System options for resellers](#)
 - [Windows SharePoint options for resellers](#)
6. After selecting service options, click **Next**.

VERIFY INFORMATION

7. Review the summary information. To make changes, click **Previous**. To add the template, click **Finish**.

The template is added and displayed on the [Reseller Templates page](#). You can begin using it to add resellers immediately.

NEXT QUICK-START TOPIC: [ADD RESELLERS](#)

Viewing reseller templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)


To view reseller templates, click **Templates** on the Resellers navigation panel. The [Reseller Templates page](#) is displayed. For service-specific information, see:

- [Hosted Exchange 2003 options for resellers](#)
- [Windows Web Hosting options for resellers](#)
- [Domain Name System options for resellers](#)
- [Windows SharePoint options for resellers](#)

Viewing a reseller template's details

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view the details of a reseller template:

1. On the Resellers navigation panel, click **Templates**.
2. On the Reseller Templates page, click  in the **Action** column of the template whose details you want to view.


The [Reseller template overview page](#) is displayed.

Changing reseller templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)

You can change the details of reseller templates to reflect changes in your business needs. When you change a reseller template, however, the changes do not affect resellers you previously created using the template.

To change a reseller template:


1. On the Resellers navigation panel, click **Templates**.
2. On the Reseller Templates page click  in the **Action** column of the reseller template you want to change. The Reseller template overview page is displayed and shows the current values of the template.
3. Complete the [reseller template wizard](#). For service specific information, see:
 - [Hosted Exchange 2003 options for resellers](#)
 - [Windows Web Hosting options for resellers](#)
 - [Domain Name System options for resellers](#)
 - [Windows SharePoint options for resellers](#)


Disabling and enabling reseller templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)



Reseller templates are enabled when they are added. However, you can disable or enable templates to control access to them as needed.

To disable a template:

1. On the Resellers navigation panel, click **Templates**.
2. On the Resellers Templates List page, click  in the **Action** column of the template you want to disable.
3. On the Reseller Template Overview page, click **Disable**.

The reseller template is disabled and it's status on the Reseller Templates page is shown as . It no longer appears on the drop-down list of available templates when you add a reseller.

To enable a template:

1. On the Resellers navigation panel, click **Templates**.
2. On the Resellers Templates List page, click  in the **Action** column of the template you want to enable.
3. On the Reseller Template Overview page, click **Enable**.
The reseller template is enabled and its status on the Reseller Templates page is shown as . It appears on the drop-down list of available templates when you add a reseller.

Removing reseller templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)

You remove reseller templates when you want to permanently remove them from the system. As an alternative, you can [disable a reseller template](#) to prevent it from being used.

To remove a reseller template:

1. On the Resellers navigation panel, click **Templates**.
2. On the Reseller List, click  in the **Action** column of the reseller template you want to remove.
3. On the Reseller Template Overview page, click **Remove** on the Action bar above the form.
4. Verify the template you want to remove, then click **OK**. The reseller template is removed from the system.







Page-specific topics


Resellers page

The Resellers page shows all the resellers that belong to you. Service providers see only the resellers they have added; they do not see resellers added by their resellers. Similarly, resellers see only the resellers they have added; they do not see resellers that belong to the service provider or to other resellers.

To view the resellers created by one of your resellers, you can [log in automatically to the reseller's control panel](#).

On the Resellers page you can [perform several tasks](#) and view the following information:

- Status.** The state of the reseller. States include:
 -  . Services and control panels are both enabled.
 -  . Services and customer control panels are disabled. The reseller can log in to the reseller control panel, but the reseller's customers cannot access their control panels or services.
 -  . Reseller control panel access is disabled. The reseller cannot log in to the control panel, but the reseller's customers can continue to use their control panels and services.

- . Services and control panels are all disabled.
- **Name.** The name of the reseller.
- **Domain.** The domain name associated with the reseller.
- **Services.** Icons that represent the services sold to the reseller.
- **Action.** Links to tasks you can perform.

Tasks you can perform

On the Resellers page you can:

Search, sort, or use page controls to find resellers listed on multipage forms.




View all resellers on the list by clicking **All** under the Reseller heading.

View only active resellers by clicking **Enabled** under the Reseller heading.

View only disabled resellers by clicking **Disabled** under the Reseller heading.

Add a reseller by clicking **Add Reseller** at the bottom of the page ([Systems](#) and [Operations](#) logins only).

Perform tasks by clicking icons in the **Action** column. Icons and actions include:

- , [view a reseller's information](#)
- , [change a reseller's information](#) ([Systems](#) and [Operations](#) logins only)
- , [log in to the reseller's control panel](#) ([Systems](#) and [Operations](#) logins only)

How to get to the Resellers page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller overview page



The Reseller Overview page shows the following information about a specific reseller:

Reseller Information



Name. The name assigned to the reseller.

Domain Name. The domain name associated with the reseller.



Reseller Enabled. Whether the reseller's customers can access control panels and services. Options include:

- . The reseller's customers can access control panels and services.
- . The reseller's customers cannot access control panels or services.

Reseller Control Panel Enabled. Whether the reseller can log in to the reseller control panel. Options include:

- . The reseller can log in to the reseller control panel.
- . The reseller cannot log in to the reseller control panel.

Reseller Enabled to Create Resellers. Whether resellers can create resellers of their own. Options include

- . The reseller can log in to the reseller control panel.
- . The reseller cannot log in to the reseller control panel.

Contact Information

- **Name.** The name of the reseller's contact person.
- **Phone.** A telephone number at which the contact person can be reached.
- **Email.** An email address at which the contact person can be reached. This address is used when the system sends [automated email messages](#) about new accounts and resources.

Services

Information about services sold to the reseller. Click the service name to view the resources made available to the reseller for this service. For more information about services, see:

- [Hosted Exchange 2003 options for resellers](#)
- [Windows Web Hosting options for resellers](#)
- [Domain Name System options for resellers](#)
- [Windows SharePoint options for resellers](#)

Tasks you can perform

On the Reseller Overview page you can:

Perform tasks by clicking links on the Action bar above the form. To perform these tasks, you need to be logged in to a [Systems or Operations account](#).

Links include:

- [Contact Information](#). Change the reseller's name, phone, and email information.
- **Access Control.** Prevent the reseller from logging in to the reseller control panel.
- **Services.** View or change the reseller's services.
- **Resources.** View or change the reseller's resources.
- **Remove.** Remove the reseller and all of its customers.
- **Auto Login.** Log in to the reseller's control panel automatically.

How to get to the Reseller Overview page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller resources page

The reseller resources page shows the servers, capacity, and server resources sold to the reseller. On this page you can [perform several tasks](#) and view the following information:

Reseller's Servers. Servers sold to the reseller. If this form is empty, the reseller has not purchased any servers. Information on this form includes:

- **Server.** The host name of servers the reseller owns. To view server information, click the host name.
- **Service [version].** The version of the service installed on the server. Each server can have only one service installed on it.
- **State.** The state of the server. States include:
 - Free.** The server is not used by any reseller or organization.

Dedicated. The server has been sold to a reseller or organization.

Shared. Capacity on the server has been sold to one or more resellers or organizations.

- **Action.** Links to tasks you can perform.

Service information. Information about the services allocated to the reseller. Information on this form includes:

- [Hosted Exchange 2003 options for resellers](#)
- [Windows Web Hosting options for resellers](#)
- [Domain Name System options for resellers](#)
- [Windows SharePoint options for resellerst](#)

Tasks you can perform




On this page you can:

[Add servers](#). Click **Add Server** below the servers form, then complete the add server form to sell a server to the reseller. When you sell a server to a reseller, it is considered a dedicated server and it is available for the reseller's exclusive use.

[Add resources](#) for a service. Click **Increase Resource Limits** below the service form, then complete the form to increase the amount of resources available to the service.

[Decrease resources](#). Click **Decrease Resource Limits** below the service form, then complete the form to reduce the amount of resources available for the service.

Perform tasks by clicking **Action** column icons on the Reseller's Servers form. Tasks and icons include:

- . View server properties
- . Change server properties
- . Remove servers. You can remove a server only if you have moved or removed any organizations whose services are provisioned on the server.

How to get to the reseller resources page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Reseller's Services page

The Reseller's Services page shows the services that have been sold to the reseller. The resources available for each service are shown on the [reseller resources page](#).

On this page you can [perform several tasks](#) and view the following information:


Service. The name of the service purchased.

Version. The version of the service.

Action. Links to tasks you can perform.

Tasks you can perform

On this page you can:

Remove services by clicking  in the **Action** column. You can remove a service from a reseller only if the service has not been provisioned to any of the reseller's customers (organizations or resellers). To remove such a service, you first need to [remove the service](#) from the organization or reseller.

Add Services by clicking **Add Services** below the Services form. Services are added without server resources. After you add a service, you can [sell server resources or capacity](#) to the reseller for that service.

How to get to the reseller services page

Login level required to view this page:

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Access Control page

You use the Access Control page to enable or disable an [organization's](#) or a [reseller's](#) services or control panels.

Organization Access Control page

On the organization Access Control page you can change the following options:

Enable organization's services. Select this option to enable services for the organization's users. Clear this check box to prevent the organization's users from using services. If you do not also disable the organization's control panels, however, the organization and user administrators can continue to access their control panels.

Enable access to organization and user control panels. Select this option to allow the organization and user administrators to log in to their control panels. Clear the check box to prevent logins to these control panels. If you do not also disable the organization's services, the organization users can continue to access services, although they cannot access their control panels.

How to get to the organization Access Control page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Reseller Access Control page

On the reseller Access Control page you can change the following options:

Enable customer control panels and services. Select this option to enable control panels for the reseller's customers (resellers, organizations, and users created under the reseller) and to enable services for these individuals. Clear the box to prevent all of the reseller's customers from logging in to control panels or using services.

Enable reseller control panel. Select this option to enable the reseller to log in to the reseller control panel. Clear the box to prevent the reseller from logging in to the control panel.

You can view the following information:

Enable reseller to create resellers. This option is selected when the reseller is added; it cannot be changed.



How to get to the reseller Access Control page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Reseller Templates page

The Reseller Templates page shows all the reseller templates that have been added. On this page you can perform several tasks and view the following information:

Status. The current status of the template. States include:

- . Enabled. You can select the template on the Add Reseller wizard to pre-fill service information.
- . Disabled. The template cannot be used; it does not appear on the templates list in the Add Reseller wizard.
- **Name.** The name of the template.
- **Description.** The description of the template. This is for your information only; Resellers added with this template see this name on their account information page. Any characters, including special characters, are acceptable.
- **Services.** Icons representing the services that are enabled through the template.
- **Action.** Links to tasks you can perform.

Tasks you can perform

On the Reseller Templates page you can:



Find information by searching, sorting, or using page controls.

View all templates on the list by clicking **All** ([Systems](#) and [Marketing](#) logins only).

View only enabled templates by clicking **Enabled** ([Systems](#) and [Marketing](#) logins only).

View only disabled templates by clicking **Disabled** ([Systems](#) and [Marketing](#) logins only).

Perform tasks by clicking the following icons in the **Action** column:

- , view more information about the template
- , change the template. ([Systems](#) and [Marketing](#) logins only).

How to get to the reseller templates page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller template overview page





The reseller template overview page shows information about a particular reseller template. On this page, you can [perform several tasks](#) and view the following information:

General information

Name. The name of the template.

Description. The description of the template. This is for your information only; Resellers added with this template see this name on their account information page. Any characters, including special characters, are acceptable.

Template Enabled. Whether the template is enabled or disabled. States include:

- . Enabled. You can select the template on the Add Reseller wizard to pre-fill service information.
- . Disabled. The template cannot be used; it does not appear on the templates list in the Add Reseller wizard.
- **Reseller Enabled to Create Resellers.** Whether resellers created with this template are allowed to add their own resellers. States include:
 - . Resellers can create resellers.
 - . Resellers cannot create resellers.

Service information

Resource information for services enabled through this template. Resource information includes:

- [Hosted Exchange 2003 options for resellers](#)
- [Windows Web Hosting options for resellers](#)
- [Domain Name System options for resellers](#)
- [Windows SharePoint options for resellers](#)

Tasks you can perform


On the reseller template overview page users with [Systems](#) or [Marketing](#) logins can:

Change the reseller template information by clicking **Edit** on the Action bar above the form.

Disable templates that are enabled by clicking **Disable** on the Action bar above the form.

Enable templates that are disabled by clicking **Enable** on the Action bar above the form.

Remove the template by clicking **Remove** on the Action bar above the form.

 Users with [Operations](#)-level logins cannot edit, disable, enable, or remove templates.

How to get to the reseller template overview page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organizations

About managing organizations

Organizations are users who contract with you and your resellers for services. Organizations are usually composed of Organization administrators and individual users. Organization administrators use the organization administrator control panel to manage the services and users in their organization.

Individual users access the user administrator control panel to manage their own accounts and service settings.

Service provider organization management tasks include:

- [Adding organizations](#)
- [Changing organization information](#)
- [Changing organization services](#)
- [Disabling organizations](#)
- [Enabling organizations](#)
- [Removing organizations](#)

Adding, changing, and removing organizations

Adding organizations

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You add organizations when you want to set up an account and sell services to a user or a group of users.

To add an organization:

1. Start the Add Organization wizard.

ORGANIZATION INFORMATION

2. Provide the following general organization information, then click **Next**:
 - **Organization Name.** Required. The name of the organization. Names have to be at least one character in length and they can include spaces.
 - **Organization Domain Name.** Required. The domain name of the organization. Enter the domain name in the following format: **example.net**.
 - **Template.** Optional. The template you want to use when adding the organization. If you have [added a template](#), you can select it from the drop-down list to pre-fill information on the add organization wizard. Only enabled templates appear on the list; disabled templates are not available for selection.
 - **Name.** Optional. The name of the contact person at the organization. Any input in this text box is valid. There is no character limit for the name.
 - **Email.** Required. An email address of the contact person at the organization. This address is used when the system sends [automated email messages](#) about new accounts and resources. The address should use standard email format, such as **username@example.com**.

- **Phone.** Optional. A telephone number at which you can reach the contact person. This number is for your information only; any input in this text box is valid.

CREATE ADMINISTRATOR

3. Create the administrator account by providing the following information, then click **Next**:
 - **Administrator Name.** Required. The name of the person who will use the organization control panel administrator account. Names have to be at least one character in length and they can include spaces.
 - **Username.** Required. The username the administrator will type when logging in to the organization control panel. The organization's domain name is appended to this username. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.
 - **Password.** Required. The password the administrator will type when logging in to the organization control panel. Passwords are case sensitive, cannot contain spaces, and have to be at least one character in length. Allowed characters include: a-zA-Z 0-9 , . - _ / + \$ ~ : % @ !
 - **Confirm Password.** Required. The password retyped.
 - **External Email.** Optional. An email address at which you can reach the administrator.

SELECT SERVICES

4. Select the check boxes of services you want to enable for the organization, then click **Next**. To add the organization without adding services, leave the check boxes blank.

SERVICE INFORMATION

5. Choose the options you want to use for each service you selected, then click **Next**. Options include:

Resource information

- **Pool.** The resource (server) group you want to use when provisioning the organization. The required server capacity is taken from the selected pool when you add the organization.
- **Resource Selection.** The method you want to use to select the resource (server capacity). Choose **Automatic** to allow the system to choose available resources automatically. Choose **Manual** to select the server you want to use from the drop-down list below. If you choose Manual selection, complete the resource information for the service, then click Refresh. The system refreshes the server information, then displays the servers in the pool that meet your resource requirements.

You might be able to [move the organization services to another server](#) later if necessary, depending on the service.

- **If using manual selection, choose resource.** If you select Manual resource selection, choose the server you want from the updated list. Make sure to enter your resource requirements, then click **Refresh** before selecting a server.

Service-specific information

- For each service you are adding, select the checkbox of the component, then select service resource options. For service-specific information, see:

[Hosted Exchange 2003 options for organizations](#)

[Windows Web Hosting options for organizations](#)

[Domain Name System options for organizations](#)

[Windows SharePoint options for organizations](#)

VERIFICATION OF ORGANIZATION INFORMATION

6. Verify the information about the organization. To make changes, click **Previous**. To add the organization, click **Finish**. The organization is available for use as soon as it is added.


After you add an organization, you can [log in automatically](#) to the organization's control panel. If you supplied an email address for the organization, an email message is automatically sent notifying the contact person that the organization is enabled. See the [Email templates page](#) for more information about automated messages.

NEXT QUICK-START TOPIC: [VIEW USAGE REPORTS](#)


Changing an organization's information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

With the exception of the organization's domain name, you can change an organization's information any time.

 To change the password of an organization administrator, use the [autologin feature](#) to log in to the organization's control panel and change the administrator's password.

To change an organization's information:

1. On the Organizations navigation panel, click **List Organizations**.
2. In the **Action** column of the organization whose information you want to change, click .
3. Change any of the following information (you cannot change the domain name of an organization):
 - General information
 - **Name**. The name of the organization.
 - Contact information
 - **Name**. The name of the contact person at the organization.
 - **Email**. The email address of the contact person at the organization. This address is used when the system sends [automated email messages](#) about new accounts and resources.
 - **Phone**. The telephone number of the contact person at the organization.
4. Click **Save**. The changes take effect immediately.

For service-specific information, see:


- [Hosted Exchange 2003 options for organizations](#)
- [Windows Web Hosting options for organizations](#)
- [Domain Name System options for organizations](#)
- [Windows SharePoint options for organizations](#)

Disabling organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You disable an organization when you want to prevent users and administrators from logging in to control panels or using services. As an alternative, you can [disable individual services](#) or service components to prevent the organization from using them.

To disable an organization:

1. On the Organizations navigation panel, click **List Organizations**.
2. On the Organizations page, click  in the **Action** column of the organization you want to disable.
3. On the [Organization Overview page](#), click **Access Control**.
4. To prevent users from accessing services, clear the **Services** check box. To allow users to access services, select the check box.
5. To prevent users and administrators from accessing control panels, clear the **Control Panel** check box. If you clear this option, you can still use the autologin feature to access the organization's control panel. To allow control panel access, select the check box.
6. Click **Save**.


The options you selected are disabled. If you disabled control panel access, users who are currently logged in to the control panel are logged out when they attempt any action.

Enabling organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can enable an organization's services or control panel access to restore service access and login privileges to an organization that has been disabled.

To enable an organization:

1. On the Organizations navigation panel, click **List Organizations**.
2. On the Organizations page, click  in the **Action** column of the organization you want to enable.
3. On the [Organization Overview page](#), click **Access Control**.
4. Select the **Services** check box to enable services.
5. Select the **Control Panel** check box to restore control panel access.
6. Click **Save**.


The option you selected is enabled.

Removing organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)


You remove organizations when you want to permanently delete them from the system. As an alternative to removal, you can [disable organizations](#), which prevents the use of control panels and services.

To remove an organization:

1. On the Organizations navigation panel, click **List Organizations**.
2. In the **Action** column of the organization you want to remove, click .
3. In the Organization Overview page, click **Remove**.
4. Click **OK** on the Remove Organization page to remove the organization.

The organization, its virtual services, and its DNS zone information are removed from the system, and the action is listed on the [Action log](#).

If the organization used IP addresses for services, those IP addresses become available for reuse. However, they are placed at the end of the available IP address list in their scope; they would be the last addresses to be assigned.

 If the server on which the organization is provisioned is unavailable when you attempt to remove the organization, a message is displayed stating that the organization could not be removed because its services were inaccessible. If this happens, you are given the option to cancel or continue the process.

If you cancel, the organization is not removed.

If you continue, the organization is forcefully removed, but the organization's services are not removed; you need to remove them separately. Also, you need to verify the status of the server on which the organization was provisioned and enable it if necessary before you can use it for provisioning.

Managing organization services

About managing organization services

As a service provider, you can manage the following aspects of organization services:

[Selling services to organizations](#)

[Viewing an organization's services](#)

[Changing an organization's service properties](#)

[Moving organization services between servers](#)

[Disabling or removing an organization's services](#)

Selling services to organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can sell services to organizations when you [add the organization](#) or after you have added the organization.

To sell a service after you have added the organization:

1. On the Organizations navigation panel, click **List Organizations**.
2. On the Organizations page, click  in the **Action** column of the organization you want to sell services to.
3. On the Organization Overview page, click **Services**.
4. On the Services page, click **Add Services**.

SELECT SERVICES

5. Select the check boxes of services you want to add, then click **Next**.

SELECT SERVICE OPTIONS

6. Choose the options you want to use for each service you selected.

Resource information

- **Pool.** The resource (server) group you want to use when provisioning the organization. The required server capacity is taken from the selected pool when you add the organization.
- **Resource Selection.** The method you want to use to select the resource (server capacity). Choose **Automatic** to allow the system to choose available resources automatically. Choose **Manual** to select the server you want to use from the drop-down list below. If you choose Manual selection, complete the resource information for the service, then click Refresh. The system refreshes the server information, then displays the servers in the pool that meet your resource requirements.

You might be able to [move the organization services to another server](#) later if necessary, depending on the service

- **If using manual selection, choose resource.** If you select Manual resource selection, choose the server you want from the updated list. Make sure to enter your resource requirements, then click **Refresh** before selecting a server.

For service-specific information, see:

[Hosted Exchange 2003 options for organizations](#)

[Windows Web Hosting options for organizations](#)

[Domain Name System options for organizations](#)

7. When you have selected the service options, click **Next**.

VERIFY INFORMATION





8. Review the information on the summary form. To make changes, click **Previous**. To sell the services to the organization, click **Finish**. The services are available to the organization immediately.

Viewing an organization's services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can view the services that have been sold to organizations, and you can view the components of those services.

To view services:

1. On the Organizations navigation panel, click **List Organizations**.
2. In the **Action** column of the organization whose service properties you want to view, click .
3. On the Organization Overview Page, click **Services**.
4. On the Services page, click  in the **Action** column of the service whose properties you want to view. The service's properties are displayed. For each service option:
 - o  appears if the option is enabled
 - o  appears if the option is disabled

For more information about service options see:

[Hosted Exchange 2003 options for organizations](#)

[Windows Web Hosting options for organizations](#)

[Domain Name System options for organizations](#)

[Windows SharePoint options for organizations](#)



To view a service's components, click  on the Services page. This feature might not be available for every service.

Changing an organization's service properties

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can change the properties, such as resource limits of services sold to organizations.

To change the properties of an organization's services:

1. Go to the *organization's Services page*.
 1. On the Organizations navigation panel, click **List Organizations**.
 2. In the **Action** column of the organization whose services you want to move, click .
 3. On the organization overview page, click **Services**.
2. In the **Action** column of the service whose properties you want to change, click .
3. Change the selected components or resource settings as needed, then click **Save**.

For specific information about service properties, see:

[Hosted Exchange 2003 options for organizations](#)

[Windows Web Hosting options for organizations](#)

[Domain Name System options for organizations](#)


[Windows SharePoint options for organizations](#)

Moving organization services between servers



LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)


Some services can be moved from one server to another if necessary. Also, you can move services that are using **capacity-based server resources** to a dedicated server, if you are a service provider or a reseller who owns a dedicated server.

Before you can move a service, you need to make sure the server you want to move the service to has the service installed and has enough available resources for the organization.

 Some services, such as the Windows Web Hosting and SharePoint services however, cannot be moved between servers.

To move an organization's services:

1. On the Organizations navigation panel, click **List Organizations**.
2. On the Organization List page, click  in the **Action** column of the organization whose services you want to move.
3. On the Organization Overview page, click **Services**.
4. On the Services page, click  in the **Action** column of the service you want to move. If you do not see this icon, the service cannot be moved.
5. On the Move Organization Service to New Server page, choose the server you want to move the service to, then click **Save**.

 Services can be moved only between servers in the same pool; services cannot be moved from a server in one pool to a server in another pool.

For additional information about moving services between servers, see:




- [Hosted Exchange 2003](#)

Disabling or removing an organization's services

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)


You can disable or remove individual services provisioned to an organization. As an alternative, you can [disable all of an organization's services](#).

To disable a service from an organization:


1. Go to the organization's Services page.
2. Disable the service by clicking  in the **Action** column of the service you want to disable.
3. Optional: To disable an individual component of a service without disabling the service itself, click  in the **Action** column of the service, then click  in the **Action** column of the component.

To remove a service from an organization:

1. Disable the service as described above.

2. When the service is disabled, click  in the **Action** column of the service.
3. Verify that you want to remove the service, then click **OK**.

To enable a disabled service:

1. Go to the organization's Services page.
2. In the Action column of the service you want to enable, click .
3. Verify that you want to enable the service, then click **OK**.


Viewing organization information

Viewing an organization's information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization information includes the contact information, properties, and services enabled for an organization.

To view an organization's information:

1. On the Organizations navigation panel, click **List Organizations**.
2. On the Organizations page, click  in the **Action** column of the organization whose information you want to view.

Service-specific information

- o [Hosted Exchange 2003 options for organizations](#)
- o [Windows Web Hosting options for organizations](#)
- o [Domain Name System options for organizations](#)
- o [Windows SharePoint options for organizations](#)


The [Organization Overview page](#) is displayed.

Viewing an organization's service settings

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

Organization service settings include the resource options and components enabled for an organization.

To view an organization's service settings:

1. Go to the Organization Overview page, then click **Services**.
2. On the Services page, click  in the **Action** column of the service whose settings you want to view.

Service information on this page includes:

[Hosted Exchange 2003 information](#)
[Windows Web Hosting information](#)
[Domain Name System information](#)
[Windows SharePoint information](#)

Viewing enabled organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

You can sort the Organizations list to view only the enabled organizations. If either an organization's services or its control panel access is disabled, the organization does not appear on the enabled list.

To view enabled organizations:

1. On the Organizations navigation panel, click **List Organizations**.
2. Click **Enabled** above the Organizations list. All enabled organizations are displayed. If the list is empty, there are no enabled organizations.

Viewing disabled organizations

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

You can sort the Organizations list to view only the disabled organizations. Disabled organizations have control panels, services, or both disabled.

To view disabled organizations:

1. On the Organizations navigation panel, click **List Organizations**.
2. Click **Disabled** above the Organizations list. All disabled organizations are displayed. If the list is empty, there are no disabled organizations.


Viewing inbound domains

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [OPERATIONS](#)

You can view the **inbound domains** that have been added for organizations that use the Hosted Exchange 2003 service.

To increase the security of inbound domains, only the top-level service provider can view inbound domains. Resellers and organization administrators cannot view inbound domains.

To view inbound domains:

1. Go to the Organization Overview page, then click **Services**.
2. On the Services page, click  in the **Action** column of the Hosted Exchange 2003 service.
3. In the **Hosted Exchange 2003** area, click **Manage Inbound Domains**. The organization's inbound domains are displayed.

Using organization templates

About organization templates

Organization templates are guides you can use to pre-fill information when you add organizations. These templates are not required to create an organization; however,

they can make creating multiple organizations easier and faster by establishing the services you want to assign to organizations when you create them.

Each template can include different configurations that satisfy specific business requirements. You can create as many templates as you need.

There is no ongoing association between templates and organizations; templates are used simply to define the initial settings of the organization. For example, if you add an organization then later change the template you used when adding it, the organization is not changed.

Adding organization templates

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)

Organization templates are guides you can use to pre-fill information on forms when you add organizations. You can add as many organization templates as necessary to meet your business needs.

To add an organization template:

1. Start the Organization Template wizard.

USER TEMPLATE INFORMATION

2. On the Template Information form, provide the following information, then click **Next**.
 - **Template Name.** Required. The name you want to give to the template. For example, if the template has high-end resources and services, you might call it Gold. If it has low-end resources and services, you might call it Bronze. Organizations added with this template see this name on their account information page. Names must be at least one character in length.
 - **Description.** Optional. A description of the template. This is for your information only; Organizations added with this template see this name on their account information page.

SELECT SERVICES

3. Choose the services you want to make available to organizations created with this template, then click **Next**.

SELECT RESOURCES AND SERVICE COMPONENT PROPERTIES

4. Select the pool, or resource (server) group, you want to use when using this template to add organizations. The drop-down list displays all available pools. The required server resources are taken from the selected pool when you add the organization.
5. Configure any services you enabled through the template. For information about specific services, see:
 - [Hosted Exchange 2003 options for organizations](#)
 - [Windows Web Hosting options for organizations](#)
 - [Domain Name System options for organizations](#)
 - [Windows SharePoint options for organizations](#)

6. Click **Next**.

[REVIEW TEMPLATE](#)

7. Review the information you provided for the template. To change information, click **Previous**. To add the organization template, click **Finish**.

The organization template is now available and you can use it when you [add an organization](#).

NEXT QUICK-START TOPIC:
[ADD ORGANIZATIONS](#)

Viewing organization templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view organization templates:

On the Organizations navigation panel, click **Templates**. The [Organization Templates page](#) is displayed.


For service-specific information, see:

- o [Hosted Exchange 2003 options for organizations](#)
- o [Windows Web Hosting options for organizations](#)
- o [Domain Name System options for organizations](#)
- o [Windows SharePoint options for organizations](#)

Viewing organization template details

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To view an organization template's details:

1. On the Organizations navigation panel, click **Templates**. The [Organization Templates page](#) is displayed.
2. On the Organization Templates page, click  in the **Action** column of the template whose details you want to view. The [Organization Template Overview page](#) is displayed.


Changing organization templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)

You can change the details of an organization template including its description and the services provisioned through the template. Changing an organization template has no effect on organizations already provisioned using the template, however. Organization templates are used only when the organization is added; there is no ongoing association between templates and organizations.

To change an organization template:

1. On the Organizations navigation panel, click **Templates** in the Organization Templates section.

2. On the Organizations Templates page, click  in the **Action** column of the organization template you want to change.
3. Change information on the form as needed.

For service-specific information, see:


- o [Hosted Exchange 2003 options for organizations](#)
- o [Windows Web Hosting options for organizations](#)
- o [Domain Name System options for organizations](#)
- o [Windows SharePoint options for organizations](#)


Disabling and enabling organization templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)


Organization templates are enabled when they are added. However, you can disable or enable organization templates to control access to them as needed.


To disable an organization template:

1. On the Organizations navigation panel, click **Templates**.
2. On the Organization Templates page, click  in the **Action** column of the organization template you want to disable.
3. On the [Organization Templates Overview page](#), click **Disable**.

The organization template is disabled and its status on the Organization Templates page is shown as . It no longer appears on the drop-down list of available templates in the add organization wizard.

To enable an organization template:

1. On the Organizations navigation panel, click **Templates**.
2. On the Organization Templates page, click  in the **Action** column of the organization template you want to enable.
3. On the [Organization Templates Overview page](#), click **Enable**.


The organization template is enabled and its status on the Organization Templates page is shown as . It appears on the drop-down list of available templates in the add organization wizard.

Removing organization templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#) OR [MARKETING](#)

You remove organization templates when you want to permanently get rid of them. As an alternative to removal, you can [disable an organization template](#) to prevent it from being used.

To remove an organization template:

1. On the Organizations navigation panel, click **Templates**.
2. In the **Action** column of the organization template you want to remove, click .

3. On the Organization Template Overview page, click **Remove** on the action bar above the form.
4. Verify the organization template you are removing, then click **OK** to remove it.

The organization template is removed from the system.

Page-specific topics









Organizations page

The Organizations page shows all of the organizations you have added. Service providers see only the organizations they own; they do not see organizations added by their resellers. Similarly, resellers see only the organizations they have added; they do not see organizations that belong to the service provider or to other resellers.

To view organizations provisioned by a reseller, you can [automatically log in as the reseller](#), then view the reseller's Organizations page.

On the Organizations page, you can [perform several tasks](#) and view the following information:

Status. The status of the organization. States include:

-   The services and control panels are both enabled.
-   The services are disabled. Organization and user administrators can log in to the control panels, but they cannot use services.
-   Control panel access is disabled. Organization and user administrators cannot log in to control panels, but they can continue to use services.
-   Services and control panel access are both disabled.

Name. The name of the organization.

Domain. The domain name associated with the organization.

Services. Icons that represent the services enabled for the organization.

Action. Links to tasks you can perform.

Tasks you can perform

On the Organization List page you can:

Find information by searching, sorting, or using page controls.


View all organizations on the list by clicking **All**.



View only enabled organizations by clicking **Enabled**.

View only disabled organizations by clicking **Disabled**.

Add an organization by clicking **Add Organization** at the bottom of the page ([Systems](#) and [Operations](#) logins only).

Perform tasks by clicking icons in the Action column. Icons and tasks include:

- , view organization information.

- , change organization information ([Systems](#) and [Operations](#) logins only).
- , log in to the organization ([Systems](#) and [Operations](#) logins only).

How to get to the Organizations page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization Overview page

The Organization Overview page provides a summary of the information available about an organization. On this page, you can [perform several tasks](#) and view the following information:

Organization overview form

- Organization information
 - **Name.** The name of the organization.
 - **Domain Name.** The domain name associated with the organization.
- Contact Information
 - **Name.** The name of the contact person for the organization.
 - **Email.** The email address of the contact person for the organization.
 - **Phone.** The telephone number of the contact person for the organization.
- Access Control
 - **Services Enabled.** Whether the organization's services are enabled or disabled. Entries in this heading include:
 - ✓, services are enabled and users can access them.
 - ✗, services are disabled and users cannot access them.
 - **Control Panels Enabled.** Whether the organization's control panel access is enabled or disabled.
 - ✓, control panel are enabled and users can access them.
 - ✗, control panels are disabled and users cannot access them.

Service-specific information

- [Hosted Exchange 2003 options for organizations](#)
- [Windows Web Hosting options for organizations](#)
- [Domain Name System options for organizations](#)
- [Windows SharePoint options for organizations](#)

Tasks you can perform

On the Organization Overview page users with [Systems](#) and [Operations](#) logins can:

Perform tasks by clicking links on the Action bar above the form. Links and tasks include:

- **Contact Information.** Change the name, phone, and email information associated with the organization.
- **Access Control.** Enable or disable the organization's services or control panels.
- **Services.** View or change the organization's services.
- **Remove.** Permanently remove the organization.
- **Auto Login.** Log in to the organization administrator's control panel automatically.



How to get to the Organization Overview page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization's Services page

The Organization's Services page shows the services that have been sold to the organization. On this page you can [perform several tasks](#) and view the following information:

Status. The current state of the service. States include:









- . The service is enabled. Organization users can access the service.
- . The service is disabled. Organization users cannot access the service.
- **Service.** The name of the service.
- **Version.** The version of the service.
- **Action.** Links to tasks you can perform.

Tasks you can perform

On this page you can:

[Add services](#) to the organization by clicking **Add Services** below the Services list.

Perform tasks by clicking **Action** column icons. Icons and tasks include:

- , view service information.
- , change service information.
- , access the service's advanced features. This feature might not be available for every service.
- , disable the service.
- , enable a disabled service. This feature is available only if the service is disabled.
- , remove a service. This feature is available only if the service is disabled.
- , [move the service](#) to a different server. This feature might not be available for some services.
- , view the components of the service.

How to get to the Organization's Services page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#)

Access Control page

You use the Access Control page to enable or disable an [organization's](#) or a [reseller's](#) services or control panels.

Organization Access Control page

On the organization Access Control page you can change the following options:

Enable organization's services. Select this option to enable services for the organization's users. Clear this check box to prevent the organization's users from using services. If you do not also disable the organization's control panels, however, the organization and user administrators can continue to access their control panels.

Enable access to organization and user control panels. Select this option to allow the organization and user administrators to log in to their control panels. Clear the check box to prevent logins to these control panels. If you do not also disable the organization's services, the organization users can continue to access services, although they cannot access their control panels.

How to get to the organization Access Control page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Reseller Access Control page

On the reseller Access Control page you can change the following options:

Enable customer control panels and services. Select this option to enable control panels for the reseller's customers (resellers, organizations, and users created under the reseller) and to enable services for these individuals. Clear the box to prevent all of the reseller's customers from logging in to control panels or using services.

Enable reseller control panel. Select this option to enable the reseller to log in to the reseller control panel. Clear the box to prevent the reseller from logging in to the control panel.

You can view the following information:

Enable reseller to create resellers. This option is selected when the reseller is added; it cannot be changed.







How to get to the reseller Access Control page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#) OR [OPERATIONS](#)

Components of organization services page

The Service Components page shows the individual components that compose a service sold to an organization. On this page you can view the following information:

Status. The current status of the component. States include:

- . The component is enabled. To disable an enabled component, click  in the service's Action column.
- . The component is disabled. To enable a component that is disabled, click  in the component's Action column.
- **Service Component.** The name of components associated with the service.
- **Version.** The version number associated with the service component.
- **Action.** Links to tasks you can perform. Tasks and links include:
 - , disable the service (available only if the service is enabled)
 - , enable the service (available only if the service has been disabled)

How to get to the Service Components page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Advanced Settings page

The Advanced Settings page enables you to change some organization service settings from the service provider control panel.

This page is only available if a service enabled for the organization has advanced settings that can be changed.



How to get to the Advanced Settings page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization Templates page

The Organization Templates page shows all the organization templates that have been added to your system. On this page you can [perform several tasks](#) and view the following information:

Status. The current status of the template. States include:

- . Enabled. You can select the template on the Add Organization wizard to pre-fill service information.
- . Disabled. The template cannot be used; it does not appear on the templates list in the Add Organization wizard.
- **Name.** The name of the template.
- **Description.** A short description of the template.
- **Services.** Icons representing the services that are enabled through the template.
- **Action.** Links to tasks you can perform.

Tasks you can perform

On the Organization Templates page you can:

Find information by searching, sorting, or using page controls.



View all templates on the list by clicking **All** ([Systems](#) and [Marketing](#) logins only).

View only enabled templates by clicking **Enabled** ([Systems](#) and [Marketing](#) logins only).

View only disabled templates by clicking **Disabled** ([Systems](#) and [Marketing](#) logins only).

Add a new organization template by clicking **Add Template** at the bottom of the page ([Systems](#) and [Marketing](#) logins only).

Perform tasks by clicking the following icons in the **Action** column:

- . View more information about the template
- . Change the template ([Systems](#) and [Marketing](#) logins only).

How to get to the Organization Templates page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)



Organization Template Overview page

The Organization Template Overview page shows information about a particular organization template. On this page, you can [perform several tasks](#) and view the following information:

Name. The name of the template.

Description. A short description of the template.

Enabled. The current status of the template. States include:

- . The template is enabled and is available for selection on the Add Organization wizard.
- . The template is disabled. It does not appear on the template list in the Add Organization wizard.


Tasks you can perform

On the Organization Template Overview page users with [Systems](#) or [Marketing](#) logins can:

Change the organization template information by clicking **Edit** on the Action bar at the top of the page.

Disable the organization template by clicking **Enable**. Alternately, enable the organization template by clicking **Disable** on the Action bar at the top of the page.

Remove an organization template permanently by clicking **Remove** on the Action bar at the top of the page.

 Users with [Operations](#)-level logins cannot edit, disable, enable, or remove templates.

How to get to the Organization Template Overview page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Administrators

About managing administrators

There are three types of administrator accounts that can be used to log in to the service provider and reseller control panel:

[Systems](#)
[Operations](#)
[Marketing](#)

These account types are based on the roles administrators play and the tasks they are likely to perform.

Systems accounts

Systems accounts are for users who need to have full access to all system components; their role demands that they be able to manage all aspects of the system.

The primary tasks performed using systems accounts include:

[Managing administrator accounts](#). This includes adding any type of administrator account; changing the password of any administrator; and enabling, disabling, and removing administrator accounts.

[Managing resources](#). This includes managing hosting and platform servers as well as adding, viewing, changing, or removing resource allocation information for servers and pools.

[Customizing or branding the control panels](#). This includes changing the banners, style sheets, and logos used in control panels.

[Managing scopes and IP addresses](#). This includes adding, changing, removing, and monitoring the usage of scopes and IP addresses available on the Ensim Unify system.

[Managing system services](#). This includes enabling and disabling services at the system level.

[Viewing the Action log](#). This is a record of the actions initiated by administrators.

Operations accounts

Operations accounts are for individuals who need to provide support for customers, including managing resellers and organizations, but who do not need to manage resources or customize control panels.

Organizational tasks performed using this account include:

[Viewing the organization list](#)

[Viewing active organization templates](#). When logged in under an operations account, you cannot add, change, or remove organization templates.

[Adding an organization](#). This involves using an organization template to provision an organization.

[Changing an organization's information](#)

[Removing an organization](#)

Reseller-related tasks performed using this account include:

[Viewing the reseller list.](#)

[Viewing active reseller templates.](#) When logged in under an operations account, you cannot add, change, or remove reseller templates.

[Adding a reseller.](#) This involves using adding the reseller manually or using a template.

[Changing a reseller's information](#)

[Logging in as a reseller automatically](#)

[Removing a reseller](#)

Marketing accounts

Marketing accounts are for users who set up the templates required to set up services for organizations and resellers but who do not need to manage organizations, resellers, or resources.

Tasks performed using marketing logins include:

[Adding](#), [changing](#), and [removing](#) organization templates

[Enabling and disabling](#) organization templates

[Adding](#), [changing](#), and [removing](#) reseller templates

[Enabling and disabling](#) reseller templates

[Viewing actions](#) categorized as marketing-related

Types of administrators

There are three types of administrators who can log in to the service provider and reseller control panels:

[Systems administrator](#)

[Operations administrator](#)

[Marketing administrator](#)

The administrator type is assigned when the administrator is added.

Adding administrator accounts

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You add administrator accounts when you want to create accounts through which you or others can access the control panel.

To add an administrator account:

1. Go to the Add Administrator page.
2. On the Add Administrator form, provide the following information:
 - **Name.** Required. The name of the administrator. Names have to be at least one character in length.

- **Username.** Required. The username the administrator will type when logging in to the control panel. The service provider or reseller's domain name is appended to this username. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.
 - **External Email.** Optional. An email address outside of this system at which the administrator can be reached.
 - **Password.** Required. The password the administrator will type when logging in to the control panel. Passwords are case sensitive, cannot contain spaces, and have to be at least one character in length. Allowed characters include: a-zA-Z 0-9 , . - _ / + \$ ~ : % @ !
 - **Confirm Password.** Required. The password retyped.
3. Choose the administrator's role (required). Roles determine the features the administrator is permitted to access. Roles include:
 - [Systems](#)
 - [Operations](#)
 - [Marketing](#)
 4. Click **Add**. The administrator's account is added and it appears on the [Administrators page](#). Notify the administrator that the account is ready for use.

NEXT QUICK-START TOPIC:
[CHANGING EMAIL ALERT SETTINGS](#)

Viewing administrator account information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

To view administrator account information:

1. On the Administration navigation panel, click **Administrators**.
2. On the Administrators page, click  in the **Action** column of the administrator whose information you want to view. The [Administrator Overview page](#) is displayed.

Changing administrator passwords

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

To change an administrator's password:

1. Go to the Change Password page.
2. On the Change Administrator Password page type the new password in the **New Password** and **Confirm New Password** text boxes.
 Passwords are case sensitive, cannot contain spaces, and have to be at least one character in length. Allowed characters include: a-z A-Z 0-9 , . - _ / + \$ ~ : % @ !
3. Click **Save**.

If you change the password of an administrator who is currently logged in, that administrator is logged out when they attempt any action. To continue working, they need to log in again using the new password.

Changing administrator account information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can change the name, email address, and role associated with an administrator. You cannot change the username an administrator types when logging in to the control panel, but you can [change their passwords](#).

To change an administrator's account information:

1. Go to the Edit Administrator page.
2. On the Edit Administrator page, change the following information as needed:
 - **Name.** The name of the administrator. Names have to be at least one character in length.
 - **External Email.** An email address at which the administrator can be reached.
 - **Role.** The login level of the administrator. Roles determine the features the administrator is permitted to access. Roles include:

[Systems](#)

[Operations](#)

[Marketing](#)

 You cannot change the administrator's Username, and you cannot change your own role.

3. Click **Save**. Changes take effect immediately.

If you change the role of an administrator who is currently logged in, that administrator is logged out when they attempt any action. They must log in again to continue working.

Changing your password

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

To change your password:

1. On the Administration navigation panel, click **Change Password**.
2. In the **Old Password** text box type your current password.
3. In the **New Password** and **Confirm New Password** text boxes, type your new password. Passwords are case sensitive, cannot contain spaces, and have to be at least one character in length. Allowed characters include: a-z A-Z 0-9 , . - _ / + \$ ~ : % @ !
4. Click **Save**.


The next time you log in to the control panel you need to use the new password.

Disabling administrator accounts

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can disable an administrator's account when you want to temporarily prevent access from the account to the control panel.

To disable an administrator's account:


1. On the Administration navigation panel, click **Administrators**.
2. On the Administrators list, click  in the **Action** column of the administrator whose account you want to disable.
3. Clear the **Account Enabled** check box, then click **Save**.

The account is no longer accessible. If the administrator is currently logged in to the control panel, a message stating that the account has been disabled is displayed when they attempt any action.

Enabling disabled accounts

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

To enable a disabled administrator account:


1. On the Administration navigation panel, click **Administrators**.
2. On the Administrators list, click  in the **Action** column of the administrator whose account you want to enable.
3. Select the **Account Enabled** check box, then click **Save**.

Removing administrator accounts

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

You can remove an administrator's account when you want to permanently get rid of it. As an alternative, you can [disable an administrator's account](#) which prevents access to the account.

To remove an administrator's account:

1. On the Administration navigation panel, click **Administrators**.
2. On the Administrators list, click  in the **Action** column of the administrator whose account you want to remove.
3. On the action bar above the administrator information form, click **Remove**.
4. Verify the account that you are removing, then click **Yes**.

The account is removed. If the administrator is currently logged in to the control panel, a message stating that the account has been disabled is displayed when they attempt any action.



Page-specific topics

Administrators page

The Administrators page shows all of the administrative accounts that have been set up for your control panel. To view this page, you need to be logged in as a [Systems](#) administrator.

On this page you can [perform several tasks](#) and view the following information:

Status. The state of the administrator's account. States include:

- . The account is enabled. The administrator can log in to the control panel.
- . The account is disabled. The administrator cannot log in to the control panel.
- **Name.** The name of the administrator.
- **Username.** The username the administrator types to log in to the control panel.
- **Role.** The type of administrator account. Types of accounts include:
 - [Systems](#)
 - [Operations](#)
 - [Marketing](#)

Tasks you can perform

On the Administrators List page you can:



Find information by sorting, searching, or using page controls.

View the administrators with Systems logins by clicking **Systems** at the top of the list.

View the administrators with Operations logins by clicking **Operations** at the top of the list.

View the administrators with Marketing logins by clicking **Marketing** at the top of the list.

Perform tasks by clicking icons in the **Action** column. Icons and tasks include:

- , view the administrator's information.
- , change the administrator's information.

How to get to the Administrators page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Administrator Information page

The Administrator Information page provides contact and login information about the administrator.



On this page you can view the following information:

Name. The name of the administrator.

Username. The username the administrator types when logging in to the control panel.

External Email. An email address at which the administrator can be reached.

Role. The login level of the administrator. Roles determine the features the administrator is permitted to access. Roles include:

- [Systems](#)
- [Operations](#)
- [Marketing](#)
- **Account Enabled.** The state of the account. States include:
 -  . Active. The administrator can log in to the control panel.
 -  . Disabled. The administrator cannot log in to the control panel.

How to get to the Administrator Information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Email alerts

System alerts

Alerts page

The Alerts page shows the address or addresses to which copies of email alert messages are sent.

Email alerts are the email messages sent to resource owners such as resellers and organizations when [pool usage warning levels](#) are reached. These alerts are also sent to the address or addresses specified on this page.

Pool usage warning levels are the percentage of server resource usage that trigger alerts. When the usage of server resources in a pool reaches the warning level, email alerts are sent to resellers and organizations who own the resources so they can take action before resources are exhausted.

How to get to the Alerts page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Viewing email alert settings

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Email alerts are the email messages sent to resource owners such as resellers and organizations when pool usage warning levels are reached. They are also sent to the addresses service providers or resellers specify on the [Alerts page](#).

To view email alert settings:

On the Administration navigation panel, click **Alerts**.

Changing email alert settings

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LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Email alerts are the email messages sent to resource owners such as resellers and organizations when pool usage warning levels are reached. They are also sent to the address or addresses service providers or resellers specify on the Alerts page.

To change the address to which email alerts are sent:

1. On the Administration navigation panel, click **Alerts**.
2. On the Alerts page, click **Edit**.
3. Add or change the email addresses in the text box. To add multiple email addresses, separate each address by a semicolon. For example:
`emailaddress@1.com;emailaddress2@2.com`
4. Click **Save**.

NEXT QUICK-START TOPIC:
[ADD YOUR BRAND TO CONTROL PANELS](#)

Managing email templates

Email Templates page

The Email Templates page lists the templates available on your system. These templates are used to send automated email messages about reseller and organization account activity. For instance, when a reseller is added, an email message is created using a template and sent to the email address provided for the reseller.

The default templates include variables, which are replaced with the appropriate information when the message is sent.

On this page you can view the following information:

Name. The name of the template.

Description. Information about the template.

Action. Links to tasks you can perform. Tasks include:

-  [change the template](#)

How to get to the Email Templates page


LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Viewing email templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Email templates are used to send automated email messages about account activity.

To view email templates:

1. On the Administration navigation panel click **Email Templates**.
2. On the Email Templates page, click . The text of the email template is displayed.


Text preceded by \$ is variable text and should not be changed.

Changing email templates

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Email templates are used to send automated email messages about account activity. For instance, when a user account is created, an email message is sent to the email address provided for the new user. The default templates include variables, which are replaced with the user's information whenever a message is sent.

To change email templates:

1. On the Administration navigation panel click **Email Templates**.
2. On the Email Templates page, click . The email template is displayed.
3. Change the From Address, Subject, or message text as needed. To preserve the system's ability to insert variables such as user information, do not modify information preceded by \$.
4. Click **Save**.

Reports

Viewing actions

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Actions are the results of commands administrators submit to the system.

To view actions performed on your control panel level:

On the Reports navigation panel, click **Action Log**. The [Action Log page](#) is displayed.

Searching by date

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

You can search for actions that were performed on a certain date or during a specific time period. Actions are the results of commands administrators submit to the system.

To search for actions by date:

1. On the Search by Date page, choose the starting date of your search in the **From** boxes. Month appears first, then day, then year.
2. In the **To** boxes, choose the ending date of your search. Month appears first, then day, then year. To search for actions performed on a single date, enter the same date in both the From and To boxes.
3. Click **Search**. The [Action Log page](#) is displayed. All actions that were performed during the specified period are listed.

Viewing details of actions

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Actions are the results of commands users submit to the system.

To view details of actions performed on your control panel level:

1. On the Reports navigation panel, click **Action Log**. The Action Log page is displayed.
2. On the Action Log page, click  in the Action column of the action whose details you want to view. The [Action Log Details page](#) is displayed.

Viewing hosting server status

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#)

Hosting server status is information about the current state of servers used for hosting services. Service providers see the status of all hosting servers in the system; resellers see only the status of servers they have purchased.

To view hosting server status:

On the Reports navigation panel, click **Hosting Server Status**. The [Hosting Server Status page](#) is displayed. Server status is checked every hour on the hour.

Service providers can update the status of a server manually by clicking **Update** on the Action bar above the server status form.

Resellers cannot manually update server status.

Microsoft Licensing Report

The Microsoft Licensing Report shows details about the Hosted Exchange 2003 features, such as OWA, POP, and IMAP, in use on your system. You can download the report in CSV (comma separated value) format to your local computer from the service provider control panel.

CSV reports contain usage report information in a comma-separated format. In this format, all of the information is provided in a list with each value separated by a comma. After you download the report, you can import it into spreadsheets and other data collection programs.

The report is generated when you click the link to download the report, so the information is always up to date.

Information on the report includes:

Field name	Possible values
Mailbox Name	A unique identifier of the mailbox in the system
Server Name	The name of the server on which the mailbox is provisioned
POP	0 if disabled, 1 if enabled
IMAP	0 if disabled, 1 if enabled
OWA	A hexadecimal bitmask of the OWA (Outlook Web Access) and mobility options. If these options not enabled

	for an organization, the value is 0
MAPI	0 if disabled, 1 if enabled
Personal Domain	0 for consumer organization users, 1 for all other users
Mobility	A hexadecimal bitmask of Mobility options. If Mobility is not enabled, the value in this field is 0; otherwise it is 1
Personal Calendar	1 if MAPI (or OWA with the calendar option) is enabled; if not, the value is 0

How the OWA bitmask is calculated

If you enable OWA for an organization, the value in the licensing report is calculated as follows:

Each OWA option is considered as one bit. If the option is selected, the bit is 1; if it is not selected, the value is zero.

The Send/Receive Messages option is the rightmost bit.

The OWA mailboxes in each organization all have the same OWA options. The value for each mailbox in the report is therefore the same.

If Hosted Exchange 2003 is disabled for an organization, the values for that organization's mailboxes is displayed as 0 in the report.

If a user is disabled at the organization level, all the values in the report for that user are zero.

For example, if first five OWA options are selected, the value is 11111, and the hexadecimal value is 31. The report shows 31 for the OWA option.

The following table shows the default options for OWA.

Option	Value
Send/Receive Messages	1
Calendar	1
Contacts	1
Tasks	1
Journal	0
Sticky Notes	0
Public Folders	0
Reminders	1
New Mail Notifications	1

Rich Client	1
Spell Checking	1
Secure MIME	0
Search Folders	0
Personalized Email Signatures	0
Mailbox Filtering Rules	1
Custom Themes	0
Junk Email Filtering	1

If the default options are selected for an organization, the value for OWA is 10100011110001111. The hexadecimal value displayed in the report is 83855.

How the Mobility value is calculated

The value for the Mobility option is calculated the same way as for OWA. However, each mailbox might have a different value depending on what is enabled for that mailbox at the organization level. So each mobility mailbox for an organization might have different value depending on which of the three options are enabled for the mailbox. These options include:

- Up-to-Date notification
- Outlook mobile access (OMA)
- User initiated synchronization

The rightmost bit is first option. If the option is enabled, the value of that bit is 1. For example, if all options are selected the value is 111; the hexadecimal value displayed in the report is 7. If only OMA is selected, the value is 010; the hexadecimal value is 2.

MAPI, POP, IMAP

Options for MAPI, POP, and IMAP are enabled or disabled at the organization level for each mailbox. However, OWA is enabled or disabled for each organization at the service provider or reseller level.

How to generate and download the Microsoft Licensing Report

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

About usage reports

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

Usage reports provide information about the services installed on your system and about the resellers and organizations who are using your services. Use these reports to monitor service usage and ensure proper billing for services.

When reports are generated

Usage reports are generated daily at midnight daily, and service providers can generate additional reports as needed. Resellers cannot manually generate reports.

Types of reports

You can view the following types of usage reports:

Usage summary. A summary of the services installed on your system and the number of resellers and organizations using those services.

Resellers report. Detailed information about the resellers selling your services.

Organizations report. Detailed information about the organizations using your services.

Export reports. Comma-separated value versions of reports. You can download data from these reports and import it into spreadsheets and other data management programs as needed.

[VIEWING PLATFORM SERVER INFORMATION](#)

Viewing summary usage reports

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Summary usage reports are daily reports of the services installed on your system and the number of resellers and organizations using those services. Reports are generated daily at midnight.

To view the summary usage report:

On the Reports navigation panel, click **Usage**. The [Usage Summary](#) page is displayed.

Viewing reseller usage reports

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller usage reports provide information about all of the resellers below you in your system. This includes your immediate resellers and all of the resellers under them. Reports are generated daily at midnight.

To view a reseller usage report:

1. On the Reports navigation panel, click **Usage**.
2. On the action bar above the summary information, click **Resellers**.

The current [reseller usage information](#) is displayed.

Viewing organization usage reports

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization usage reports provide information about all of the organizations below you in your system. This includes organizations you add, as well as all the organizations added by all the resellers below you in your system. Reports are generated automatically at midnight each day.

To view an organization usage report:

1. On the Reports navigation panel, click **Usage**.
2. On the action bar above the summary information, click **Organizations**.

The current [organization usage reports page](#) is displayed.

Updating usage information

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Service providers can manually update the usage information available for the system at any time. Resellers, however, are not able to manually update this information.

Before updating usage data, keep in mind that this is a long-running task. It might adversely impact system performance if you have many resellers, organizations, and services deployed through your system.

To update usage information:

1. On the Reports navigation panel, click **Usage**. The [Usage Summary](#) page is displayed.
2. On the Action bar at the top of the Usage Summary page, click **Update**.
3. Depending on the number of resellers, organizations, and services on your system, running an update might adversely impact system performance. Make sure you want to perform the update, then click **OK** in the dialog box.
4. A progress page is displayed. Click **OK** to continue using the control panel for other tasks.
5. You can [view the Action Log page](#) to check the status of the update. If the system detects any problems with hosting servers or other system elements, the Action Log shows the status of the update as Failed. For information about which server or system element failed, [view the action log detail](#).

Generating and downloading CSV reports

LOGIN LEVEL REQUIRED FOR THIS TASK: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

CSV (comma separated value) reports contain usage report information in a comma-separated format. In this format, all of the information, such as the number of services and the number of components, is provided in a list with each value separated by a comma.

You can generate CSV reports, download them to your local system, then import them into spreadsheets and other data collection programs.

To generate a CSV report:





1. On the Reports navigation panel, click **Usage**.
2. On the usage summary page, click **Export Reports**.
3. Select the type of report you want to view, then click **Download**.
4. In the File Download dialog box, click **Save**.
5. In the Save As box, choose where you want to save the file to, then click **Save**.
6. For information about importing the CSV report into spreadsheets and other programs, see the documentation for those programs.

Page-specific topics

Action Log page

The Action Log page shows the results of commands users submit to the system. On the Action Log page you can view the following information:

State. The current state of the action. States include:

- . Successful. The action completed successfully.
- . Failed. The action failed.
- . Running. The action is in progress.
- **ID.** The identification number of the action.
- **Description.** A description of the action.
- **User.** The username of the account used to log in and perform the action.
- **Start Time.** The time the action was started.
- **End Time.** The time the action stopped.
- **Action.** Links to tasks you can perform. Click  to view details of actions.

On the Action Log page, click on [Search by Date](#) to search for actions that were performed on a certain date or during a specific time period.

How to get to the Action Log page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Action Log Details page

The Action Log Details page shows details of actions. The information on this page can be used to troubleshoot or debug actions that fail.

How to get to the Action Log Details page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Hosting Server Status page



The Hosting Server Status page shows the status of hosting servers on which services, such as Windows Web Hosting, are installed. This list includes all the

hosting servers available through your system. The Hosting Server Status page is updated every hour on the hour.

In addition, service providers can manually update the status of servers by clicking **Update** on the Action bar above the form (this option is not available to resellers).

On this page you can view the following information:

Status. The state of the service listed in the **Check** column. States include:

- . The service displayed in the **Check** column was running when the server's status was checked.
- . The service displayed in the **Check** column was not running when the server's status was checked.

Server. The host name of the server.

Check. The service used to check the server's status. The health checks required for a server are determined by the service installed on it. For example:

- For servers running the Windows Web Hosting service, IIS FTP Service and IIS Web Service are used to check status.
- For servers running the DNS service, DNS Query is used to check status.
- For servers running Hosted Exchange 2003 services, the following are used to check status: IMAP, POP, OWA, SMTP.

How to get to the Hosting Server Status page



LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Status Log page

The Status Log page provides a summary of all of the server status checks that have been performed on the hosting servers on your system. This page is updated every hour on the hour.

On this page you can view the following information:

Status. The state of the server at the time of the check. States include:

- . The service displayed in the **Check** column was running when the server's status was checked.
- . The service displayed in the **Check** column was not running when the server's status was checked.

- **Server.** The host name of the server.

- **Check.** The service used to check the server's status. The health checks required for a server are determined by the service installed on it. For example:

- For servers running the Windows Web Hosting service, IIS FTP Service and IIS Web Service are used to check status.
- For servers running the DNS service, DNS Query is used to check status.
- For servers running Hosted Exchange 2003 service, the following are used to check status: IMAP, POP, OWA, SMTP.

Time. The time the check was performed.

How to get to the Status Log page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#)

Usage Summary page

The Usage Summary page provides information about the resellers and organizations who are using your services and resources. This information is collected daily at midnight. Service providers can update this information any time, but resellers cannot.

On this page you can [perform several tasks](#) and view the following information:

Usage Summary information

Subscribed Services. The total number of services, such as Hosted Exchange 2003 or Windows Web Hosting, installed on your system.

Subscribed Service Components. The total number of service components included in your subscribed services.

Resellers (including resellers of resellers). The number of resellers below you in your system. This includes resellers added by resellers below you in the system.

Organizations (including organizations of resellers). The number of organizations below you in your system. This includes organizations added by resellers below you in the system.

Information about service resource usage. This includes:

Component Name. The name of the service component to which resources are assigned.

Resource Limits. The amount of resources available to and used by service components.

In the Resource Limits section, the following information is available:

- **Resource Type.** A specific type of resource required for the component. Resource types might include bandwidth, number of mailboxes, or disk space.
- **Limit.** The total amount of the resource type available.
- **Available.** The total amount of the resource type available, as shown in the **Limit** column, minus the amount that has been sold to resellers or organizations, as shown in the **Sold** column.
- **Sold.** The amount of the resource that has been sold by resellers.
- **Usage.** The percentage of the resource type in use. The usage percentage differs from the **Sold** percentage if resellers, organizations, and users have not used all the resources sold to them. [System alerts](#) are generated when the usage reaches the [threshold percentage designated for the resource](#).

Tasks you can perform

On this page you can perform tasks by clicking Action bar links at the top of the page. Links and tasks include:

Resellers. View system and service usage by your resellers.

Organizations. View system and service usage by your organizations.

Export Reports. Download comma-separated value (CSV) reports. After you download a report, you can import the information into spreadsheets and other programs.

Update. Manually collect and update the system's usage information. Usage information is collected daily at midnight. However, service providers can manually update this information as needed. Before updating usage data, keep in mind that this is a long-running task, and it might adversely impact system performance. Resellers cannot manually update usage reports.

If, during an update, the system detects any problems with hosting servers or other system components, the [Action Log](#) shows the status of the update as Failed.

How to get to the Usage Summary page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller Usage Information page

The Reseller Usage Information page provides a list of the resellers you have added. It also provides access to each reseller's usage information. Usage information is generated automatically at midnight each day. Service providers can update this information any time, but resellers cannot.

On the Reseller Usage Information page you can [perform several tasks](#) and view the following information:

Name. The name of the reseller.

Domain. The domain name associated with the reseller.



Services. Icons representing the services allocated to the reseller.

Action. Links to tasks you can perform.

Tasks you can perform

On this page you can:

Perform tasks by clicking Action column icons. Icons and tasks include:

-  View the reseller's usage details, including: summary information about the resellers and organizations they have added, service usage, and resource usage.
 -  [Generate a CSV report](#) of the reseller's usage information.
- Click Action bar links at the top of the page. Links and tasks include:
- **Resellers.** Refresh this page. This does not update the information on the page, however.
 - **Organizations.** View system and service usage by your organizations.
 - **Export Reports.** Download comma-separated value (CSV) reports of Summary, Reseller, and Organization usage data. After you download a report, you can import the information into spreadsheets and other programs.
 - **Update.** Manually collect and update the system's usage information. Usage information is collected daily at midnight. However, service providers can manually update this information as needed. Before updating usage data,

keep in mind that this is a long-running task, and it might adversely impact system performance. Resellers cannot manually update usage reports.

If, during an update, the system detects any problems with hosting servers or other system components, the [Action Log](#) shows the status of the update as Failed.

How to get to the Reseller Usage Information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Reseller usage detail page

The reseller usage detail page provides information about a selected reseller. Reports are generated automatically at midnight each day.

On the Reseller Usage detail page you can view the following information:

Summary information

Subscribed Services. The total number of services, such as Hosted Exchange 2003 or Windows Web Hosting, allocated to the reseller.

Subscribed Service Components. The total number of service components included in the reseller's subscribed services.

Resellers (including resellers of resellers). The number of subresellers the reseller has.

Organizations (including organizations of resellers). The number of organizations the reseller has.

Information about service resource usage. This includes:

Component Name. The name of the service component in use.

Resource Limits. The amount of resources available to and used by service components.

In the Resource Limits section, the following information is available:

- **Resource Type.** A specific type of resource required for the component. Resource types might include bandwidth, number of mailboxes, or disk space.
- **Limit.** The total amount of the resource type available to the reseller.
- **Available.** The total amount of the resource type available to the reseller as listed in the **Limit** column, minus the amount that has been allocated by the reseller to organizations and resellers, as listed in the **Sold** column.
- **Sold.** The amount of the resource that has been sold by the reseller.
- **Usage.** The percentage of the resource type in use. The usage percentage differs from the **Sold** percentage if organizations and users have not used all the resources sold to them. [System alerts](#) are generated when the usage reaches the [threshold percentage designated for the resource](#).

How to get to the Reseller usage detail page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization Usage Information page

The Organization Usage Information page provides a list of the organizations you have added. It also provides access to each organization's usage information. Usage information is generated automatically at midnight each day. Service providers can update this information any time, but resellers cannot.

On the organization usage information page you can [perform several tasks](#) and view the following information:

Name. The name of the organization.

Domain. The domain name associated with the organization.



Services. Icons that represent the services sold to the organization.

Action. Links to tasks you can perform.

Tasks you can perform

On this page you can:

Perform tasks by clicking Action column icons. Icons and tasks include:

-  View the organization's usage details, including information about service and resource usage.
-  [Generate a CSV report](#) of the organization's usage information.

Click Action bar links at the top of the page. Links and tasks include:

- **Resellers.** View system and service usage by your resellers.
- **Organizations.** Refresh this page. This does not update the information on the page, however.
- **Export Reports.** Download comma-separated value (CSV) reports of Summary, Reseller, and Organization usage data. After you download a report, you can import the information into spreadsheets and other programs.
- **Update.** Manually collect and update the system's usage information. Usage information is collected daily at midnight. However, service providers can manually update this information as needed. Before updating usage data, keep in mind that this is a long-running task, and it might adversely impact system performance. Resellers cannot manually update usage reports.

If, during an update, the system detects any problems with hosting servers or other system components, the [Action Log](#) shows the status of the update as Failed. However, information for resellers and organizations

How to get to the Organization Usage Information page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Organization usage detail page

The organization usage detail page provides information about an organization using your services. On this page you can view the following information:

Usage Summary

Subscribed Services. The total number of services, such as Windows Web Hosting, sold to the organization.

Subscribed Service Components. The total number of service components included in the organization's subscribed services.

Information about service resource usage. This includes:

Component Name. The name of the service component in use.

Resource Limits. The amount of resources available to and used by service components.

In the Resource Limits section, the following information is available:

- **Resource Type.** A specific type of resource required for the component. Resource types might include bandwidth, number of mailboxes, or disk space.
- **Limit.** The total amount of the resource type available to the organization.
- **Allocated.** The amount of the resource that has been allocated to users in the organization but is not currently in use.
- **Available.** The total amount of the resource type available to the organization, as listed in the **Limit** column, minus the amount that has been allocated to users, as listed in the **Allocated** column.
- **Usage.** The percentage of the resource type in use. The usage percentage differs from the **Allocated** percentage if users have not used all the resources allocated to them. [System alerts](#) are generated when the usage reaches the [threshold percentage designated for the resource](#).

How to get to the organization usage detail page

LOGIN LEVEL REQUIRED TO VIEW THIS PAGE: [SYSTEMS](#), [OPERATIONS](#), OR [MARKETING](#)

Export Reports page

The Export Reports page provides links to usage reports in CSV (comma separated value) format.

CSV reports make it possible to obtain the information available in usage reports in a comma-separated format. In this format, all of the information, such as the number of services and the number of components, is provided in a list with each value separated by a comma. Spreadsheets and other data collection programs allow you to import information in this format.

You can download CSV reports to your local system, then copy them into spreadsheets and other data collection programs.

On this page you can:

Choose the type of report you want, then click **Download** to obtain the report.

Types of reports include:

- **All Resellers and Organizations.** Usage information for all the organizations and resellers in your system.
- **All Resellers.** Usage information for all the resellers in your system.
- **All Organizations.** Usage information for all the organizations in your system.

How to get to the Export Reports page

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Feedback and support

Feedback and product support

To take advantage of Ensim's support services or to find additional product documentation, visit the Ensim support site, <http://support.ensim.com>.

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To provide feedback about Ensim products or documentation, please use the feedback form at <http://www.ensim.com/support/feedback.asp>.

Glossary

A

action log: A record of the actions performed on the system by administrators.

administrator: An individual who administers a computer system or an individual account on a computer system. Types of administrators in this system include: service providers, resellers, organization, and users. These administrators use control panels to perform tasks.

B

bandwidth: The data transmission capacity of a network or computer system. Generally, a higher bandwidth number indicates faster data-transfer capability.

C

capacity: On a hosting server, the amount of disk space and other resources available to run services that can be sold to organizations or reserved for resellers. A server's capacity is determined when the service is installed on the server and the server is added to the system.

capacity-based server resources: Server resources, such as disk space or bandwidth, that are allocated from one or more servers in a pool, which might be shared, as opposed to being allocated from a single dedicated server, which is owned by a single reseller or service provider.

CGI script: Common Gateway Interface script. A small program written in a language such as Perl, TCL, C, or C++ that functions between HTML pages and other programs on Web servers. A CGI script might allow search data to be entered on a Web page and sent to a database management system for lookup, then formatted and returned to a user as results.

Collaboration: A feature that provides enterprises with Web-based Exchange solutions to enable users to easily manage their email.

control panel server: A system server that hosts control panels, also referred to as a CP server. Service providers manage control panel servers; the system needs to have at least one control panel server installed.

CSV report: Comma-separated value reports about system usage. CSV report information is displayed in a comma-separated format. This means each value, such as the bandwidth or disk space usage, is separated by a comma. In this format, the information can be downloaded and imported into other programs such as spreadsheets. Service providers, resellers, and organization administrators can download CSV report information from the system.

D

dedicated server: A hosting server that has been sold to a single reseller or dedicated to a single purpose.

E

external contacts: People and business associates external to your organization. External email addresses are email addresses that are outside the system.

F

File Manager: A component of Windows Web Hosting. The File Manager component provides file management tools with which customers can access, create, and remove files and directories in their domains. With File Manager, users can manage files and directories that are stored on their site. This component eliminates the need to use a separate FTP program.

front-end server: The servers that provide Outlook Web Access, POP, SMTP, and IMAP email services, components of the Hosted Exchange 2003 service, to organizations. You need to setup these servers to be able to sell these services to organizations.

FrontPage Server Extensions 2002: A component of Windows Web Hosting. When the FrontPage Server Extensions 2002 are installed on a Web server, FrontPage-extended Web authoring and administering functionality are available from any computer that has the FrontPage client. This functionality is available whether the computer is on the Internet or on an intranet. The browse-time functionality of the server extensions is available from any Web browser.

G

global contact list: A list of email addresses of all members of an organization. This list is maintained on the Exchange 2000 Server.

H

host header: Host headers are an element for identifying Web sites that allows you to define multiple Web domains on one IP address. In addition to the IP address and port number, the host header is a third piece of information used to uniquely identify a Web domain.

hosting server: A server on which services, such as Collaboration and Windows Web Hosting, are installed and hosted. When a service is sold to an organization, the disk space and other resources required to provide the service are allocated from a hosting server.

I

IIS: Internet Information Server, a Microsoft Web server.

IIS FTP Service: A component of the Windows Web Hosting service and part of the Microsoft Internet Information Server (IIS) that manages File Transfer Protocol (FTP) service. FTP includes functions to log on to the domain, list directories, upload and download files.

IIS Web Service: A component of the Windows Web Hosting service and part of the Microsoft Internet Information Server (IIS) that manages Web services. IIS is

available on the Microsoft Windows 2000 operating system, and implements HTTP 1.1 and Secure Sockets Layer (SSL) 3.0. SSL is a protocol that securely transmits private documents through the Internet. SSL creates a secure connection between a client and a server over which any amount of data can be sent without compromising security.

IMAP: Internet Mail Access Protocol. A protocol used to access email from a central mail server. IMAP enables users to access email on the mail server as if it was on a local hard drive. However, the email remains on the server.

inbound domains: Inbound domains are settings that enable users to receive email at subdomain addresses. For example, if the registered domain name is example.com, and you add an inbound domain called sales@example.com, all organization users are enabled to receive email at the sales@example.com address.

Internet Mail Access Protocol: see IMAP.

IP-based: Based on an IP address. For example, organizations whose domain is based on an IP address, rather than a name, are considered to be IP-based.

IP address: The numeric identifier of a computer or device on the Internet. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example:
10.0.0.1

M

mailbox: A private repository for email that is created within an organization and resides on the Exchange 2000 server. To send and receive messages, all users must have a mailbox.

MAPI: Messaging Application Programming Interface. A system built into Microsoft Windows that enables different email applications to work together to distribute email. As long as both applications are MAPI-enabled, they can share email messages with each other.

Messaging: A service that provides enterprises with anywhere, anytime access to email using Microsoft Outlook® Web Access (OWA).

Messaging Application Programming Interface: see MAPI.

Microsoft log file format: A fixed (non-customizable) ASCII format. It records more items of information than the NCSA Common format.

N

name-based: Based on a name. For example, organizations whose domain is based on a name, rather than an IP address, are considered to be name-based.

NCSA: National Center for Supercomputing Applications.

NCSA common log format: A fixed (non-customizable) ASCII format, available for Web sites but not for FTP sites.

O

ODBC: Open Database Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.

ODBC log file format: A record of a fixed set of data fields in an ODBC-compliant database, such as Microsoft Access or Microsoft SQL Server.

organization: An individual, or a group of individuals, usually members of a company or business unit, that contracts with a service provider or reseller for services. Organizations manage their services, resources, and users through the organization control panel.

organization administrator: Administrators who use the organization administrator control panel to manage an organization's services, resources, and users.

organization user: Users who belong to an organization and use the user control panel to manage their own accounts and services.

Outlook Web Access: see OWA

OWA: Outlook Web Access. A Microsoft server-side application used to retrieve and work with data stored on a remote Microsoft Exchange Server computer using an Internet browser. OWA provides Web-based public access to Microsoft Exchange Server email, public folders, calendar information, Address Book, contacts, and shared applications.

P

PE server: See provisioning engine server

Perl: A scripting language which uses syntax similar to C/C++. Perl actually stands for Practical Extraction and Report Language. It is commonly used by Web programmers to create scripts for Web servers, especially for CGI (Common Gateway Interface) programs.

PHP: An HTML-embedded scripting language. PHP code can be inserted into HTML code of a Web page. When the page is accessed, the PHP code is read or "parsed" by the server the page resides on. The output from the PHP functions on the page are typically returned as HTML code which is read by the browser. Because the PHP code is transformed into HTML before the page is loaded, users can't view the PHP code on a page. This helps make PHP pages more secure for Web developers.

platform server: A server used for system-related tasks. Platform servers are managed by service providers; resellers do not manage platform servers. These servers include provisioning engine (PE) servers, control panel (CP) servers, Active Directory servers, and database servers. Only PE and CP servers can be managed through the service provider control panel.

plugin: A modular software program that can be plugged in to a system to expand functionality. For example, services have plugins that are installed on provisioning engine (PE) servers to enable service providers and resellers to sell services to organizations.

pool: A group of hosting servers managed as a unit. When services are provisioned to organizations, the required resources are obtained from servers in the pool you specify.

POP: Post Office Protocol. A protocol used to retrieve email from a mail server. POP3 downloads email from the server and stores it on the local machine.

Post Office Protocol: see POP.

provisioning: Selling a service to an organization. This involves creating the account necessary for the organization administrator to access the control panel, designating the server resources that provide the service, and establishing service settings.

provisioning engine server: A platform server used for provisioning services to organizations and resellers. The system needs to have at least one provisioning engine (PE) server. System software and plugins for services are installed on PE servers.

public folders: Folders that store messages or information that can be shared with users within the organization.

Q

quota: The amount of a resource available to resource types required for services.

R

reseller: The individuals or companies who purchase resources and services from service providers or resellers and offer those resources or services for sale to others.

resource: The server assets available on hosting servers in the system. When provisioning services, you choose the resources you want to make available to the organization or reseller. You can do this by selecting the pool from which the server resources will be taken, or specifying the server on which you want to provision the organization, and by setting limits on the amount of resources that can be used.

resource limit: The amount of a resource, such as disk space or bandwidth on a server, that can be used by a service or service component.

resource type: The type of service or service component that requires resources (same as resource type). Resource types include service settings such as bandwidth, number of mailboxes, and disk space.

reverse zones: DNS zones that identify domains by mapping IP addresses to host names.

S

scope: Scopes are logical groupings of IP addresses associated with a specific subnet mask.

server: A computer in a network shared by multiple users. In this system, there are platform servers and hosting servers.

service: A offering, such as Collaboration or Windows Web Hosting, that service providers and resellers sell to organizations. Services are often composed of several service components. Service software is installed on hosting servers. Plugins for services are also installed on provisioning engine (PE) servers.

service component: The software elements that compose a service. For example, IIS Web Service is a component of Windows Web Hosting.

service provider: An entity that sells services, such as Internet access or Web hosting, to resellers, organizations, and individuals. Service providers set up the system, manage platform servers, and manage hosting servers.

SMTP: Simple Mail Transfer Protocol, a messaging protocol used in TCP/IP networks.

SSI: Server-side includes. A type of HTML comment that directs the Web server to dynamically generate data for a Web page whenever it is requested.

SSL: Secure Sockets Layer. An open standard that uses public-key encryption to prevent the interception of sensitive information, such as Web content or passwords, transmitted across the Internet.

sub-reseller: Resellers created by other resellers.

subdomain: A smaller component of a root domain name. For example, if you own the root domain name example.com, you can create subdomains such as sales.example.com. You do not need to register subdomains, since they are based on your registered root domain name, but users can access them by typing the subdomain URL in a browser just as they do example.com.

subnet: A portion of a network that shares a common address component. On TCP/IP networks, subnets are defined as all devices whose IP addresses have the same prefix. For example, all devices with IP addresses that start with 100.100.100. would be part of the same subnet. Dividing a network into subnets is useful for both security and performance reasons. IP networks are divided using a subnet mask.

subnet mask: A mask, or filter, used to determine what subnet an IP address belongs to. An IP address has two components, the network address and the host address. For example, consider the IP address 150.215.017.009. Assuming this is part of a Class B network, the first two numbers (150.215) represent the Class B network address, and the second two numbers (017.009) identify a particular host on this network. Subnetting enables the network administrator to further divide the host part of the address into two or more subnets. In this case, a part of the host address is reserved to identify the particular subnet.

T

template: A guide you can use to pre-fill information on forms or wizards when creating resellers and organizations. Types of templates in the system include: Reseller templates, organization templates, and email templates.

U

Urchin: Urchin is a Web analytics software package. In essence, it analyzes cookie-fortified Web server log files, puts the relevant information in a database, and delivers dynamically-generated browser-based reports. With the introduction of the Urchin Tracking Module (UTM®) in Urchin 4, it is the most accurate unique visitor tracking system available, more so than any outsourced (ASP-type) analytics solution.

usage reports: Reports that enable service providers and resellers to view (and eventually bill for) service usage by resellers and organizations.

W

W3C: The World Wide Web Consortium. An organization that develops standards for the Internet.

W3C Extended Log File Format: A customizable ASCII format with a variety of different fields.

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