

Administrators guide to the  
**Matrix Control Panel**



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# Setting up your server

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### *Introduction*

Your Windows dedicated server is a separate, stand alone unit installed within our data centre. This allows you to configure your server in any way that best suites your business needs. To help you along the way, your server comes with an installed copy of our domain management control panel, known as the Matrix Control Panel.

The Matrix Control Panel allows you to administer domains and associated services, while also giving you the freedom to allow your customer's access to your server in a controlled environment, at your discretion. This guide will explain how to get the best out of the Matrix Control Panel, and show you how it interacts with your server in the background.

### *Logging into the matrix control panel*

Using a web browser, enter the following URL in the address line: *http://ip-address:5555*, where *ip-address* should be one of the IP addresses allocated to your server. You will be presented with a login screen where you should enter the administrator username and password, as advised in your signup email.

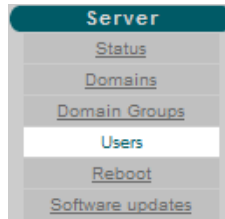


**Quick tip:** Usernames and passwords are case-sensitive.

### *Setting yourself up as a user*

While you can access the Matrix Control Panel using the admin username and password, it is good practice to create yourself a new user account, and only use the admin user when needed.

**Step 1** Click on **users** in the *Server* section of the left hand navigation bar.



**Step 2** Click **Add new user**. The new user form will open. Enter your chosen username, then enter and confirm your password in the text boxes provided.

**Step 3** Once done, ensure that the *System Administrator* box is ticked, and click Add.

### *Securing the Matrix control panel*

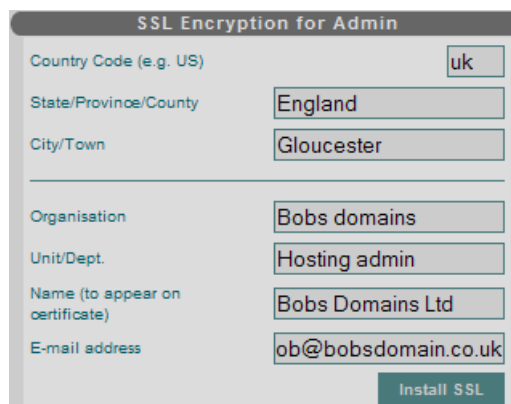
You can ensure that your connection to the Matrix Control Panel is secured by encrypting your connection to it with SSL. It is strongly recommended that you enable SSL encryption, since you are passing sensitive passwords and other information across the internet whilst using the web interface.



**Note:** This process will generate a self signed certificate. As this SSL certificate is not issued by a recognised certificate authority most web browsers will show a warning when attempting to connect. However your connection to the server will remain encrypted.

**Step 1** Click **SSL** in the *Configuration* section of the left hand navigation bar.

**Step 2** Click **Install SSL**. A new form will appear.

A screenshot of a web form titled 'SSL Encryption for Admin'. The form contains several input fields: 'Country Code (e.g. US)' with 'uk' entered; 'State/Province/County' with 'England' entered; 'City/Town' with 'Gloucester' entered; 'Organisation' with 'Bobs domains' entered; 'Unit/Dept.' with 'Hosting admin' entered; 'Name (to appear on certificate)' with 'Bobs Domains Ltd' entered; and 'E-mail address' with 'ob@bobsdomain.co.uk' entered. At the bottom right of the form is a green button labeled 'Install SSL'.



**Quick tip:** If SSL is already installed you can un-install it by pressing the Uninstall SSL button. The change will take effect next time you restart the web admin service.

### Organisation

This should be your company's full legal name.

### Unit/Dept

This should be a department name, such as 'support' or 'sales'.

### Name (to appear on certificate)

This should be the fully qualified domain name (primary domain name) of the server. It is also possible to use the IP address. This name must match the name used in URL requests otherwise your browser will complain about a certificate mismatch.

### E-mail address

This should be a point-of-contact email address for the certificate owner.

## Step 3

Click **Install SSL** to generate the SSL certificate and private key file. SSL will not actually be enabled until you restart the web administration service.



**Note:** When SSL is set up, you will need to use the https:// URL prefix when accessing the web interface.

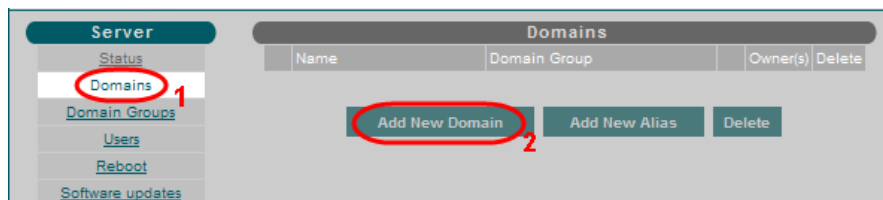
## *Adding your primary domain name*

Adding a domain to your server has been made as simple as possible. The first domain added will become the server's *primary domain*. The primary domain is the domain that will be used for your server's DNS server, so that ns1.*primary-domain-name* will be the DNS server for all the domains on your server. With this in mind, you may wish to choose a primary domain representing your hosting company, e.g. 'myhost.co.uk'. The domain name does not have to be registered with a naming authority at this time. Although this can be changed at a later date it is best to set it up with your chosen domain at the start.

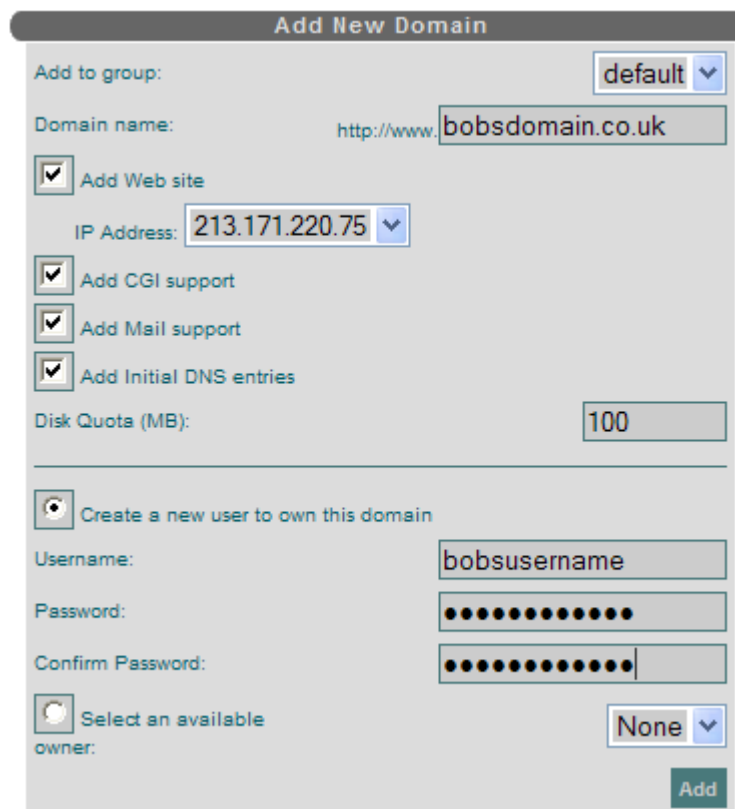
For example: When Bob sets his domain names up on his server he would like to use the nameservers ns1.bobsdomain.co.uk and ns2.bobsdomain.co.uk, so this domain name will be the first one he adds to his server.

**Step 1** Select the **Domains** button in the *Server* section of the menu bar.

**Step 2** Click the button marked **Add New Domain**



**Step 3** The add domain screen will appear, this will ask for certain details needed to configure the domain as you want.

A screenshot of the 'Add New Domain' configuration screen. At the top, it says 'Add to group:' with a dropdown menu set to 'default'. Below that is 'Domain name:' with a text box containing 'http://www.bobsdomain.co.uk'. There are four checked checkboxes: 'Add Web site', 'Add CGI support', 'Add Mail support', and 'Add Initial DNS entries'. The 'IP Address:' field is set to '213.171.220.75'. The 'Disk Quota (MB):' field is set to '100'. There is a radio button selected for 'Create a new user to own this domain'. Below this, 'Username:' is 'bobsusername', 'Password:' and 'Confirm Password:' are masked with dots. There is another radio button for 'Select an available owner:' with a dropdown menu set to 'None'. An 'Add' button is at the bottom right.

### Add to group

Leave this as 'Default' and the domain will be put into the Default group. If you do not wish to make use of the domain grouping facility you can put all domains into the Default group.

### Domain name

The domain name you wish to add; do not include 'www' as this is added for you automatically.

### Add website

Leave this box checked if you want the domain to have a web site.

### Add CGI Support

If this box is checked then the domain will be able to run CGI scripts and programs that are located in the `htdocs/cgi-bin` directory of the web site.

### Add mail support

If you want the domain to be able to receive mail make sure this box is checked. Without mail support, the domain owner will not be able to create mail boxes.

### Add Initial DNS entries

If this box is checked then a DNS zone will be created on the server for the new domain. If you are using your own nameservers then you should choose this option.

### Create a new user to own this domain

Add the details of a user who will be able to upload files and manage this domain's web and email settings. As a system administrator you will also be able to manage this domain. In most cases you will want to create a new user to own the domain.



**Note:** Usernames should contain alphanumeric characters and periods only, and must not begin with a number. Usernames must be unique across this server.

### Select an available owner

The drop-down list will contain all domain-level users that are not currently assigned to any role. You can choose one of these users to own the new domain. If you choose **None** the domain will be owned by the system. It is also possible later to assign an administrator or domain group administrator to be the owner of a 'system' domain. This will allow several domains to be controlled and accessible by one user, which can be useful when running sites which need to share files. This option is also useful if you have a customer with multiple domain names.

## Step 4

Click the **Add** button; the control panel will return to the domain list which should now have an entry for the newly added domain. If this is the first domain added you will be informed that it has been set as the primary domain for the server.

You have now created a domain which includes a web site responding to '*http://domain-name/*' and '*http://www.domain-name/*'.





**Note:** These addresses will not be valid on the internet until you have pointed them to your server.

### Setting up DNS

Every domain name on the internet has at least one name server (DNS server) associated with it, but usually two are used in the event that one fails. A name server is a server that translates domain names into IP addresses. The IP address can then be used to connect directly to the server hosting the domain name.

Every domain added to the server (excluding test domains) will have to be registered with a naming authority. There are many internet-based companies offering domain name registration. When domains are registered, one piece of information that is always required is the primary and secondary name servers responsible for the domain. These often take the form:

- ns1.primary-domain-name.com
- ns2.primary-domain-name.com

To mimic the existence of two name servers (e.g. ns1 and ns2), both of the server's IP addresses can be used, one for ns1, the other for ns2.

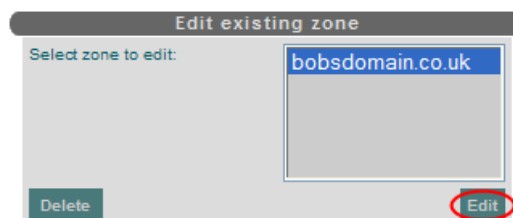
The primary domain name is automatically assigned nameserver records within the DNS of your server when set up.

#### Step 1

Click **DNS** in the left hand menu, then click **Configure DNS**.

#### Step 2

In the *Edit existing zone* section, select your primary domain name and click **Edit**.



In the *Addresses (A)* section, you will see a list of all the DNS records that have been set up. Here you will see the IP addresses for both ns1 and ns2.domain-name.com.

Addresses (A)			
Host (optional)	IP		
ns1	88.208.201.117	Change	Delete
ns2	88.208.201.194	Change	Delete
	88.208.201.117	Change	Delete
www	88.208.201.117	Change	Delete
mail	88.208.201.117	Change	Delete
ftp	88.208.201.117	Change	Delete
		Add	

### Step 3

To register your name server on the internet, you will need to contact the company that registered the primary domain and ask them to add two host records ('ns1' and 'ns2') to the domain. You will need the host names and IP addresses of your server:

ns1.primary-domain-name.com - the first IP address assigned to your server

ns2.primary-domain-name.com - the second IP address assigned to your server

For example, with the primary domain bobsdomain.co.uk, and using the details shown in the screenshot above. We would request the records to be set as follows:

- ns1.bobsdomain.co.uk 88.208.201.117
- ns2.bobsdomain.co.uk 88.208.201.194

These changes can take up to 48 hours to become active across the internet, due to DNS propagation and caching.

Once all steps have been completed, and time has been allowed for DNS changes to propagate, the web and mail server for the primary domain should now be accessible. Visiting `http://<primary-domain>:5555` in a web browser should take you to the web admin pages.

### *Turning on services*

Your server comes with a number of services useful for hosting websites. By default these services are disabled, although it is quick and easy to enable all the services that your server will need at the click of a button.

### Web Service

To view the status of your web services, click on **Web** in the *Services* section of the left hand navigation menu.

This screen shows the status of the IIS web server and the web administration (matrix control panel) server. It also allows these services to be restarted.



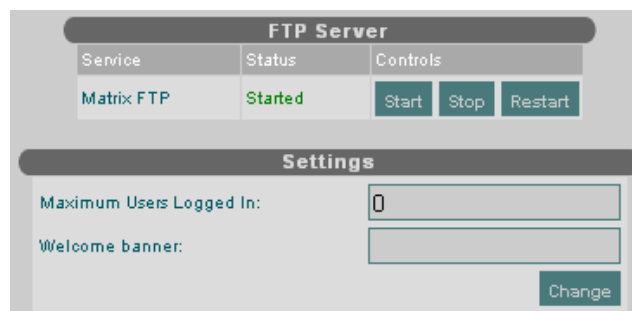
Web Servers		
Service	Status	Controls
Web Server (IIS)	Started	Start Stop Restart
Web Admin Server	Started	Restart

Use the **Start**, **Stop** or **Restart** buttons to start, stop or restart IIS. The Web Admin server can only be restarted.

### FTP Service

To configure your FTP service, click **FTP** in the *Services* section of the left hand navigation menu.

Using this screen you can start, stop or restart the FTP server on your server (Matrix FTP). You can also edit FTP settings.



FTP Server		
Service	Status	Controls
Matrix FTP	Started	Start Stop Restart

Settings	
Maximum Users Logged In:	<input type="text" value="0"/>
Welcome banner:	<input type="text"/>
<input type="button" value="Change"/>	

Use the **Start**, **Stop** or **Restart** buttons to start, stop or restart the FTP server.

#### Maximum Users Logged In (0 for no limit):

Use this setting to limit the total number of connections to the FTP server. The default setting is 0 (no limit).

#### Welcome banner:

This is the welcome message that users receive when they log into FTP on your

server.

Click the **Change** button to apply new settings.



**Note:** You must restart the FTP server before the new settings will take effect.

## Mail Service

There are three components to the mail service running on your Dedicated server. These are the SMTP, POP3, and Message Queue services. Using this screen you can view the status of each of these services and stop or start them individually. You can also adjust the SMTP relay status of your server.

The screenshot shows the 'Mail Server' control panel. It features a table with three columns: 'Service', 'Status', and 'Controls'. The services listed are Matrix POP3, Matrix SMTP, and Message Queue, all with a 'Started' status. Each service has 'Start', 'Stop', and 'Restart' buttons. Below the table is a 'Processed' section showing 'Sent SMTP Messages: 0' and 'POP Message Retrievals: 0'. The 'Open Relay' section has a dropdown menu for 'SMTP Open Relay Status' set to 'Disabled' and an 'Apply' button.

Service	Status	Controls
Matrix POP3	Started	Start Stop Restart
Matrix SMTP	Started	Start Stop Restart
Message Queue	Started	Start Stop Restart

**Processed**

Sent SMTP Messages: 0  
POP Message Retrievals: 0

**Open Relay**

SMTP Open Relay Status:  
Disabled

Apply

Use the **Start**, **Stop** or **Restart** buttons to start, stop or restart any of the individual email services.

### Matrix POP3:

Allows users to retrieve messages in their mailboxes using a mail client such as Microsoft Outlook.

### Matrix SMTP:

Allows users to send messages from mail clients, and received messages from other mail servers.

### Message Queue:

Queues all messages which are sent to accounts which are not on this server, and

sends them to the appropriate destination mail servers.

Below the service controls is a table showing the total count of messages through the Matrix SMTP server, and the number of retrievals through the POP3 server.

### SMTP Relay Status:

Should normally be set to allow local domains to relay mail through the server.

**Disabled:** Stops SMTP traffic

**Enabled (local domains only):** Will allow only mailboxes hosted on the server to send emails.

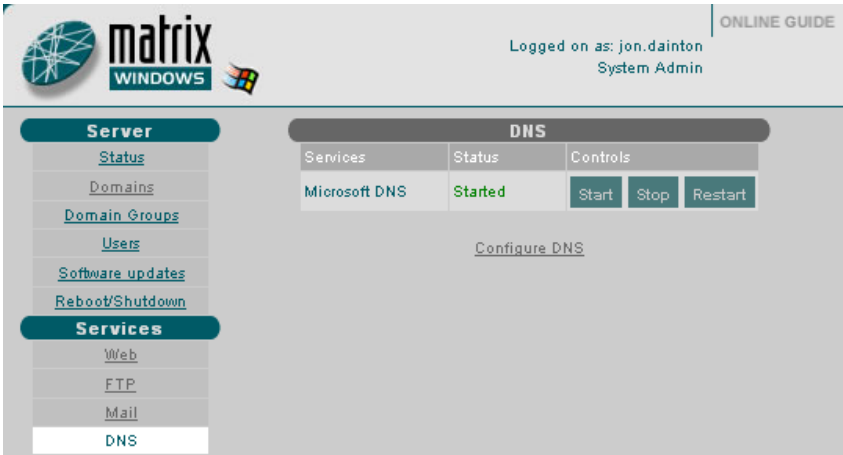
**Enabled (Authenticated):** Is a more secure option for your server as customers will also have to provide their mailbox username and password to send email through your server.

Click the **Apply** button to update relay status.

## DNS Service

To view or edit your DNS service, click **DNS** in the *Services* section of the left hand navigation menu.

This screen allows you to start, stop or restart the DNS server on your server. There is also a link to the configuration screen for DNS zones.



The screenshot shows the Matrix Windows control panel interface. At the top left is the Matrix logo and 'WINDOWS' branding. At the top right, it says 'Logged on as: jon.dainton System Admin' and 'ONLINE GUIDE'. The main content area is divided into two sections: 'Server' and 'DNS'. The 'Server' section on the left has a 'Status' button and links for 'Domains', 'Domain Groups', 'Users', 'Software updates', and 'Reboot/Shutdown'. The 'DNS' section on the right has a table with columns 'Services', 'Status', and 'Controls'. The table contains one row for 'Microsoft DNS' with a 'Started' status and 'Start', 'Stop', and 'Restart' buttons. Below the table is a 'Configure DNS' link.

Services	Status	Controls
Microsoft DNS	Started	Start Stop Restart

Use the **Start**, **Stop** or **Restart** buttons to start, stop or restart the DNS server.



**Important:** When the DNS server is stopped, some system services may not work correctly as they will not be able to resolve domain names.

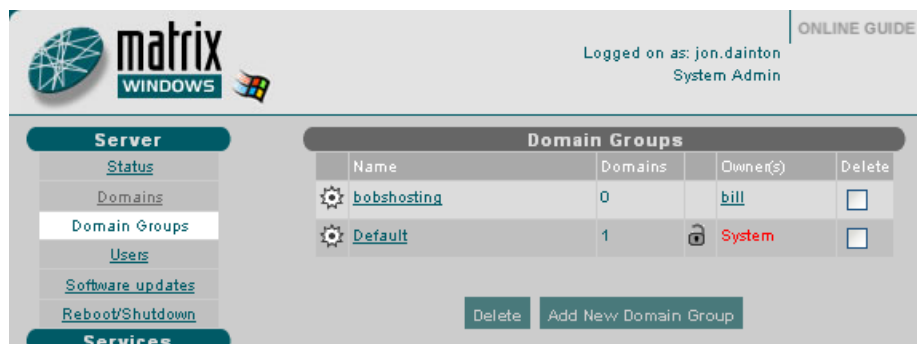
Click on the **Configure** DNS link to go to the main DNS configuration screen.

More details on configuring the DNS service can be found later in this article on page 34

## Managing users and groups

You can view, add and configure domain user groups by clicking **Domain groups** in the *Server* section of the left hand navigation menu.

This screen shows a listing of all the domain groups set up on your server. Domain groups are collections of domains. They help to split up large numbers of domains into logical groups. A group administrator can only modify, add and remove domains within their group.



If you have not yet set up any new domain groups then the only group listed will be the Default group.

For each group listed there are links to configure group features and to jump to the administration level for the group. The owner(s) of each group are also shown.

### Setup

To add a new domain group, click on the **Add New Domain Group** button. To remove one or more domain groups, select the relevant checkboxes in the list then click on the **Delete** button.



**Important:** When you remove a domain group, all the domains it contains are also removed. This includes all of the web and email content for those domains.

### *Adding a domain group*

This screen allows you to add a new domain group to the server. You can also create a new user to own the group or select an existing available owner.

The screenshot shows a web form titled "Add New Domain Group". It features a "Group Name:" text input field. Below this, there are two radio button options. The first is "Create a new user to own this domain group", which is selected. Under this option, there are three text input fields for "Username:", "Password:", and "Confirm Password:". The second radio button option is "Select an available owner:", which is accompanied by a dropdown menu currently showing "None". An "Add" button is located at the bottom right of the form.

#### **Group Name:**

The name that you want to give the new group. The name cannot be the same as any other domain group name, and it cannot be the same as any administrator user's name.



**Note:** Group names must be between 4 and 16 characters long.

#### **Create a new user to own this domain name:**

In most cases you will want to create a new user to own the domain group.



**Note:** Usernames should contain alphanumeric characters and periods only, and must not begin with a number. Usernames must be unique across the server.

#### **Select an available owner:**

The drop-down list will contain all unassigned domain-group level users. You can choose any of these users to own the new domain group. The contents of their current home directory will be moved to their new home directory within the new domain group.

When you have completed all of the required fields press **Add** to set up the domain group.

## Domain Group Settings

This screen allows you to limit certain resources that are available to a domain group.



### Maximum Domains (0 for no limit)

Set this value to a number greater than 0 to limit the maximum number of domains that can be added to a domain group. No domains will be removed if you set the number to a value lower than the number of domains already in the group.

### Can add domains

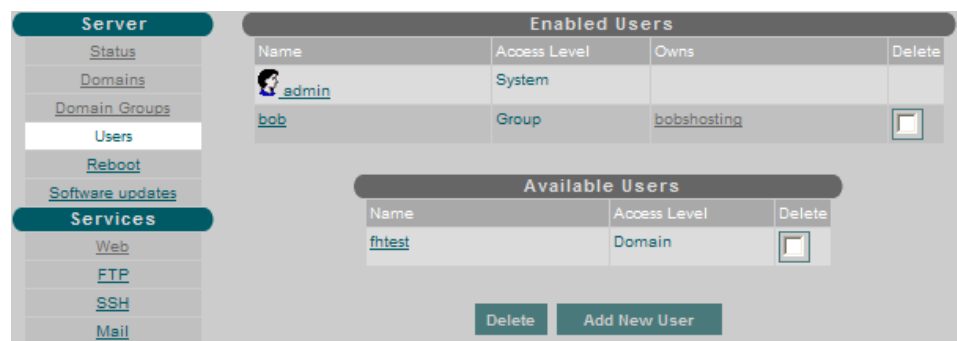
Select this box to allow new domains to be added to the domain group.

### Can remove domains

Select this box to allow domains to be removed from the domain group.

## Users

This screen lists of all the users on the server. For each user there are links to alter user properties and to the domain or domain group they are responsible for (if any).



The list is divided into *Enabled Users* who are system administrators or assigned to a domain group or domain, and *Available Users* who are not currently assigned to a domain group or domain.





**Quick tip:** *Available Users* cannot log into the web control panel until they are assigned a role.

To add a new user, click on the **Add New User** button at the bottom of the page.

To remove one or more users, select one or more checkboxes in the list then press the **Delete** button.



**Quick tip:** If you remove an 'Enabled User' the domain group or domain they were responsible for will not be removed but may become owned by the system.

To edit user properties, click on a username.

### *The different types of users*

There are three distinct access levels within the Matrix Control Panel. They each have different configuration options and form the base logon screen for each of the three different security levels.

**System administrators** log into the Matrix Control Panel at the 'home' level (coloured green). From here, the user can start and stop core services such as the web server, FTP or email. Major configuration tasks which affect the entire server are only accessible to system administrators.

**Server**

- Status
- Domains
- Domain Groups
- Users
- Reboot
- Software updates

**Services**

- Web
- FTP
- SSH
- Mail
- DNS
- MySQL

**Reports**

- Event Log
- CPU
- Network
- Memory
- Mail
- System

**Configuration**

- SSL
- Network
- Date and Time
- Alerts

Services		Status
Name	Web	Stopped
Name	FTP	Stopped
Name	Mail (POP3/IMAP/SMTP)	Stopped/Stopped/Stopped
Name	DNS	Stopped

CPU Usage		
Type	Used	
User	0.00%	<input type="text"/>
System	0.00%	<input type="text"/>

Memory Usage			
Type	Used		Available
Physical	11.07%	<input type="text"/>	441MB Free (496MB Total)
Virtual	0.00%	<input type="text"/>	486MB Free (486MB Total)

Drive Space Usage			
	Used		Available
/	16.69%	<input type="text"/>	3.8GB Free (4.6GB Total)
/home	5.27%	<input type="text"/>	62.0GB Free (65.5GB Total)
/var	12.08%	<input type="text"/>	4.0GB Free (4.6GB Total)

**Server**

Up time: 77 days, 3 hours 21 mins, 49 processes, load average: 0.00, 0.00, 0.00

This user interface can be locked to prevent further changes to the existing configuration

**Domain group administrators** log into the web interface at the 'domain group' level (coloured orange). The domain group level allows administration of an individual domain group and the domains within it. Depending on the privileges of the domain group, domains can be added and removed from the group using the Domains menu option. Domain group administrators can navigate down to domain level but not up to the 'home' level available only to system administrators.

matrix LINUX

LOG OUT ONLINE GUIDE

Logged on as: admin  
System Admin | Group [bobshosting]

**Server**

- Status
- Domains
- Users

**Services**

- Web
- FTP
- Mail
- DNS
- MySQL

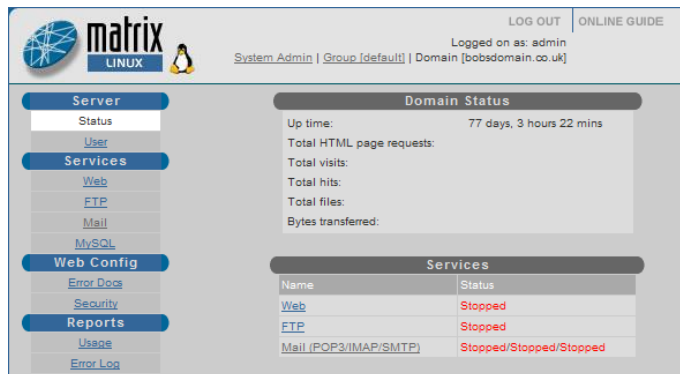
Services		Status
Name	Web	Stopped
Name	FTP	Stopped
Name	Mail (POP3/IMAP/SMTP)	Stopped/Stopped/Stopped
Name	DNS	Stopped

CPU Usage		
Type	Used	
User	0.00%	<input type="text"/>
System	0.00%	<input type="text"/>

Memory Usage			
Type	Used		Available
Physical	11.07%	<input type="text"/>	441MB Free (496MB Total)
Virtual	0.00%	<input type="text"/>	486MB Free (486MB Total)

Up time: 77 days, 3 hours 18 mins, 48 processes, load average: 0.00, 0.00, 0.00

**Domain administrators** log into the web interface at the 'domain' level (coloured blue). Settings which affect a single domain can be configured, allowing the starting and stopping of individual web sites, configuration of web directory security, email settings and other domain-specific attributes.



## Note:

- The server can have several system administrators.
- Each domain group can have several domain group administrators.
- Each domain can have only one owner.

## Adding a new user

You can add a new user by clicking **Users** in the *Server* section of the left hand navigation menu. At the foot of the screen listing all users, click the **Add new user** button to start the new user wizard.

The 'User Information' form contains the following fields and options:

- Username: [Text input field]
- Password: [Text input field]
- Confirm Password: [Text input field]
- Add User As:
  - System Administrator
  - Owner of Group: [Dropdown menu with 'bobshosting' selected]
  - Owner of Domain: [Dropdown menu with 'bobsdomain.co.uk' selected]
- [Add button]

< Users List

### Username

Username must be unique across the server and cannot begin with a number.

### Password

Passwords are case-sensitive and must contain a minimum of 5 characters.

## Add User As

Select the radio button corresponding to the access level of the user you wish to add. For domain group or domain level, you must also choose the domain group or domain that you want the user to be responsible for. If there are no un-owned domains on the system you will not be able to add a user at domain level, this is indicated by N/A instead of a drop-down list.

## Overview

This screen allows the setting of user attributes such as passwords and FTP access rights (for enabled users). It also allows the overall role of a user to be changed.

The screenshot shows the 'Change Password - bob' interface. It is divided into three main sections:

- Change Password - bob:** Contains two password input fields labeled 'New Password:' and 'Confirm New Password:', both with masked characters. An 'Apply' button is located to the right of the second field.
- Access Level and Ownership:** Features three radio buttons: 'System Administrator' (selected), 'Owner of Group:', and 'Owner of Domain:'. The 'Owner of Group:' field has a dropdown menu showing 'bobshosting'. The 'Owner of Domain:' field has a dropdown menu showing 'None'. An 'Apply' button is at the bottom right of this section.
- SSH/FTP Access:** Contains two checkboxes: 'SSH access allowed' (unchecked) and 'FTP access allowed' (checked). A 'Change' button is at the bottom right.

At the bottom of the interface, there is a '< Users List' link.

## Change Password

The password set here is required for access to the Matrix Control Panel and for SSH/FTP (if enabled).



**Note:** Passwords are case-sensitive and must contain a minimum of 5 characters.

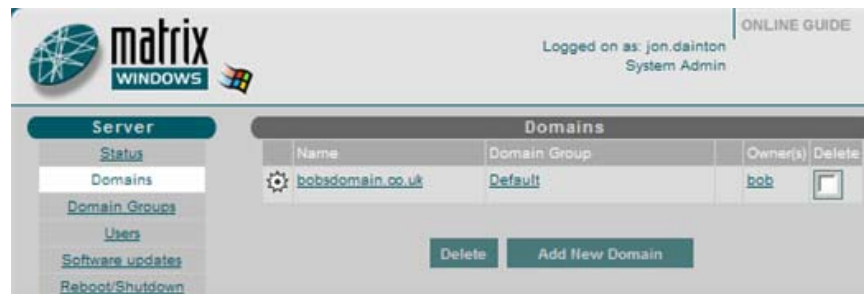
## Access level and ownership

You can change the access level of a user by selecting the appropriate radio button. The drop-down lists allow you to select which domain group or domain you wish to associate the user with. If you select **None** the user will become *unassigned* and the domain group or domain they were previously associated with may become owned by the system. Click **Apply** to enable changes.

## Setting up your customers domains


### Domains

This screen shows a listing of all the domains and domain aliases on your server. For each domain there are links to alter domain features and configure domain settings. The domain group and domain owner each domain is associated with is also shown.



To add a new domain, click on the **Add New Domain** button.

To remove one or more domains or domain aliases, check one or more checkboxes in the list then click on the **Delete** button.

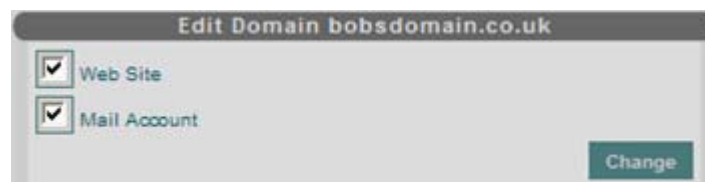
To alter the features available to a domain click on the . To go to a domain level administration screen, click on a domain name in the list.

To jump to a domain group administration screen, click on the domain group name next to a particular domain.

To view or change the attributes of a domain owner, click on the *Owner* name corresponding to the domain.

### Domain settings

Depending on whether the domain has web and/or email facilities, this screen allows you to configure various domain options.



### Edit domain

Here you can choose whether you want the domain to have website and/or email facilities. You can also set the domain's disk quota in MB, if quotas are available.



**Important:** If you remove the mail account from a domain all mailboxes and content will be deleted. If you remove the web site from a domain all website files will be deleted.

### *Publishing/FTP*

Once the primary domain name is live, you can start uploading website content to your server. You can use any FTP software to upload web content.

Any FTP software will use the following information.

- **Hostname/Address:** ftp.<domain-name> or the IP address of your server.
- **Username:** The username you chose when adding the domain you want to access.
- **Password:** The password associated with your username.

Once logged into the FTP server, the servers current directory is set to the home directory of the domain that the user administrates.

If you are logged in as a system administrator the whole hard disk is accessible. *D:/home/* holds all of the web-system files, with sub-directories for each domain group. Within each domain group directory are the domain directories for each domain. The general hierarchy is:

- D:\home\<<group-name>\<domain-name>

If logged in as the group administrator, the path below the group directory is hidden through FTP, so only the domain directories are listed.

If logged in as a domain administrator only the contents of the domain directory will be visible through FTP.



**Quick tip:** Setting the ownership of a user to *None* will cause that user to become inactive. An inactive user cannot access the server through FTP or the Matrix Control Panel. Inactive users can be re-enabled by setting their ownership back into a domain or domain group.

### Default Documents and web applications

When someone visits a domain on your server, the server will look for the default document within the htdocs folder of the domain name. Your server is configured to look for a file called *Index* or *default*, to display as your home page.

Each directory of a website can have a different default document. By default these documents are displayed in the following order of precedence:

- Index.wml
- Default.wml
- Index.htm
- Index.html
- Default.html
- Index.asp
- Default.htm
- Default.asp
- Index.shtml
- Index.stm
- Default.shtml
- Index.shtml
- Default.php
- Index.php
- Index.aspx
- Default.aspx
- Index.pl
- Default.pl

The first document found by your server matching one of these files names will be shown by default.

You can change the files names within this list, and the order or precedence within the *Folder permissions* section of your Matrix Control Panel, select the domain name, then click *Permissions* in the *Web config* section of the left hand navigation bar.

Click **Settings** next to the folder you want to edit. The default documents can be amended by editing the text field in the *Default documents* field, then clicking **Apply**.



**Note:** You should only enter one file name per line of text.

A web application can be created by entering an identifying name into the *application settings* form and clicking **Change**. An application will be created if necessary.

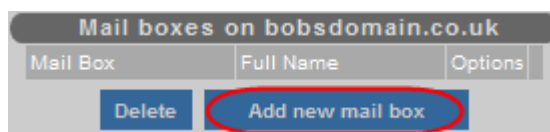
### *Adding an email account*

*If the web interface is not already displaying the screen for the new domain (denoted by a blue background), then navigate there by clicking on the Domains menu item then clicking on the name of the domain.*

- Step 1** Click the Mail option from the menu bar. As well as the status of the mail servers on the server, all of the mail boxes and aliases for this domain are listed. Initially, the lists will be empty.



- Step 2** Click the button marked **Add a new mailbox**.



- Step 3** Enter the following information;



**Quick tip:** All settings, except for the mailbox name can be altered at a later date.

#### **Box name:**

The name entered here will form part of the email address before the @ (*i.e box-name@domain-name.com*).

#### **Full owner name:**

This name is for reference purposes only and is not used by the mail server. Usually this is used as the real name of the person for whom the mailbox is being created.

#### **Password:**

Enter, then confirm, a password in the text box provided. This password will be needed when using a mail client (such as outlook) to access the box's email messages.





**Note:** The password is case sensitive.

### Step 4

Click the **Add** button to create the new mailbox. When using an email client to access messages, the following login information should be used.

**POP3 server:**

mail.domain-name.com (or the servers IP address)

**SMTP server:**

mail.domain-name.com (or the servers IP address)

**Username:**

Mailbox-name@domain-name.com

**Password:**

The password entered when setting up the mailbox.

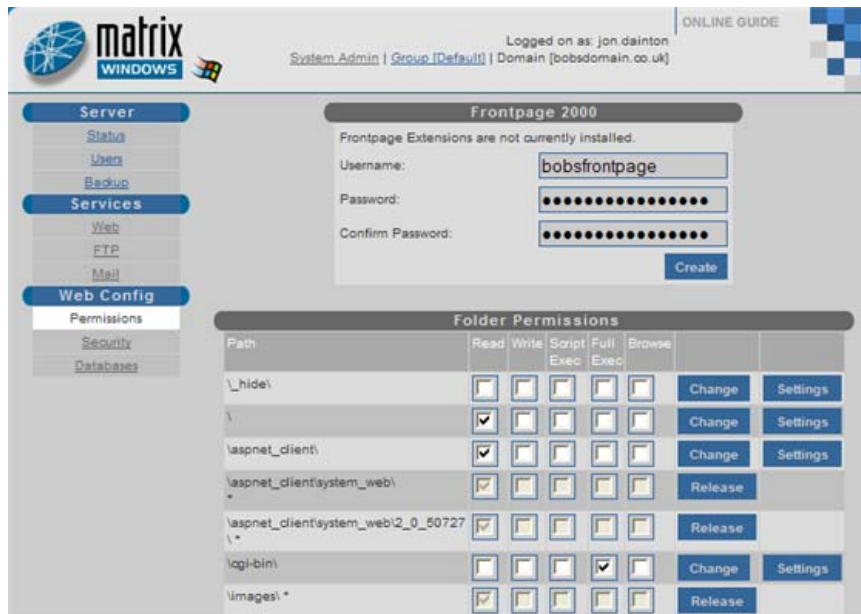
### *Adding additional services*

You can also add additional services such as FrontPage extensions, databases, and password protection to a website.

### Microsoft FrontPage 2000

Microsoft FrontPage 2000 is a web publishing application that allows users to easily and quickly create website content. It can also interface with servers directly, negating the need to FTP website files in order to make them live. In order to do this FrontPage needs some server-side files to be present on your server.

This can be automatically configured by enabling FrontPage through the Matrix Control Panel. Above the folder permissions screen is a form allowing FrontPage extensions to be installed. Simply choose a username and password for the FrontPage user to access their website and click the **Create** button.



**Important:** FTP and FrontPage Extensions conflict. If you have FrontPage Extensions configured on a domain name do not use FTP to upload or change the directory structure for the domain name. Doing so may cause Frontpage to stop working correctly.

## Databases

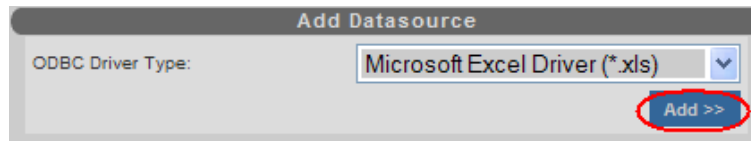
The Matrix Control Panel allows the creation of ODBC (Open Database Connectivity) datasources, allowing applications ODBC access to databases. ODBC provides a layer between the application and the database, so providing a standard interface to many supported databases.

You can set up ODBC datasources from the *databases* option in the menu bar. From this screen, the required database type can be selected.

### Step 1

Select the domain name, then click **Databases** in the *Web Config* section of the left hand navigation menu.

**Step 2** Select the ODBC driver type from the drop down menu, and click **Add**.



**Step 3** Depending upon the datasource, different options will now appear. The *Name* field will need to be entered for all the different types of datasource as it is the identifier used to access the datasource from applications.

Once you have entered the information required, click **Create** to create the datasource and return to the screen of available datasources. A warning will appear if the path to the database does not exist.



**Note:** Some databases (such as paradox) require the path to the folder, rather than a file (such as access). With databases using a folder, each table within the database tends to be a separate file within the folder.

ODBC datasources can be accessed by name using ASP and other scripting languages. In addition, most compiled languages have code library's to allow access to ODBC datasources. Full support for ADO (Active Data Objects) comes as standard with your server.

ODBC datasources can also be used to authenticate access to certain folders of websites.

### Password protected Web Folders

The Matrix Control Panel has the ability to provide support for restricting access to folders within websites. This allows users to protect areas of their website with a username and password.



**Important:** Protected URL's can cause conflicts if using FrontPage Extensions. Every time FrontPage attempts to access one of the protected folders a password dialogue may be displayed. Administration can be made much easier by adding the FrontPage username and password to the database or text file used for any protected URL's.

The Matrix Control Panel can check authentication against a text file or ODBC datasource. The advantage of this method, rather than using Windows users for authentication is that it is easy for a web based application or script to maintain membership details without

administrator intervention.

Text file authentication requires the path to a text file containing usernames and passwords in a username=password format. For example:

User1=password1

User2=password2

User3=password3

The file must be stored in plain text, with no formatting characters.



**Quick tip:** Use notepad to edit your text files. This will ensure that no formatting can be added to the file.

To use a database, an ODBC datasource must be set up, and the database must have a table with both a username and corresponding password field.

Password protected URL's can be added from the screen accessed by the *Security* option in the menu bar of the Domain administration. On this screen is a list of protected URL's that have already been added, and a form allowing the creation of a new protected URL if needed.

If a members folder (as above) is to be protected *members* should be entered into the single field on the *Add password protected URL* form. Having clicked **Add**, a new screen is displayed allowing customisation of the protected folder. The options that should be populated are as follows:

#### **Validation data storage (Database/Text file)**

- Select the authentication scheme; against a text file or ODBC datasource.

#### **401 Access Denied HTML page (Database/Text file)**

- The default Access Denied page can be replaced with any HTML page. If this field is left blank, or the path entered does not exist, the default page will be used. The file path is relative to the root of the website (which is the htdocs folder within the domain tree).

#### **URL Master password/confirmation (Database/Text file)**

- These fields can be used to specify an overriding password which will always allow access to the site. If these fields are left blank then the feature is disabled.

### Text file path (Text file only)

- This field is ignored if database authentication is being used. The text file path is relative to the root of the website (i.e. the `htdocs` folder within the domain tree). Make sure that any path is not viewable to clients of the website (the `_hide` folder is invisible by default, see the chapter on permissions for further information).

### ODBC datasource (Database only)

- If database authentication is being used then an ODBC datasource should be selected from the list. A database containing user and password information should also be selected.

### Database login (Database only)

- If your database is password protected, the database login username must be entered into this field.

### Database password/confirmation (Database only)

- If the database you have selected is password protected, enter, and confirm, the login password for your database in this field.

### Validation table name (Database only)

- The name of the table within your database which contains fields for username and password.

### User field name (Database only)

- The name of the field/column within the table containing usernames of acceptable users.

### Password field name (Database only)

- The name of the field/column within the table containing passwords that match the username of acceptable users.


### Clear error log (Database/Text file)

- If an error was encountered the last time the database was accessed on authentication, then an error message will appear here. Checking the **Clear error log** checkbox will clear down this field.

Once all these fields have been populated click **Apply** to write the changes to the server.

## Folder Security and permissions

Select the Permissions item in the menu bar. To the bottom of the main screen is a table which represents the directory structure from the root of your website. The check boxes allow the web permissions of a folder to be changed one at a time.

 **Note:** These options are not available if FrontPage Extensions have been installed on the domain name.

The options available are as follows:

**Read:** Allows files from the folder to be sent to the web browser. If this option is not set, then no documents can be downloaded from the folder.


**Write:** Allows files to be uploaded (through the web browser) to the website.

**Execute:** Allows scripts and CGI applications to be run from the folder. This option should not be used in conjunction with Write permissions, as this could allow an unscrupulous web user to upload scripts to your server, then execute them.

**Browse:** If a default document for the next web folder is not found then with browse permissions the web browser will display a listing of the folder contents instead of a *file not found* error message. If browse is used, read permissions must also be enabled.

The image below shows the folders in their default permissions configuration.

Folder Permissions						
Path	Read	Write	Script Exec	Full Exec	Browse	
\_hide\	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change Settings
\	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change Settings
\aspnet_client\	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change Settings
\aspnet_client\system_web\*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Release
\aspnet_client\system_web\2_0_50727\*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Release
\cgi-bin\	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Change Settings
\images\*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Release

 **Note:** FTP must be used to add and remove folders from the table.

The checkboxes indicate which permissions are set on each folder. Permissions can only be changed one folder at a time. Once the appropriate check boxes have been selected click

**Change** to apply the new permissions to the selected folder on your server.

The image shown above shows the \cgi-bin\ folder with execute permissions. The \cgi-bin\ folder is traditionally used for any applications running on your server. Read permissions are not necessary for folders with applications producing the content.

The \* and greyed out folders denote that permissions are inherited from a parent folder. In the case above, this is from the root directory. As such, changing the permissions of root would also change the permissions of the images folder. If permissions of a folder need to be set independently, then you should click the **Release** button.

### *DNS Configuration*

This screen allows you to manually add a new DNS zone, to edit an existing zone (e.g. to add new host entries) and to set default parameters for the creation of new zones.

The screenshot shows the DNS Configuration interface. It is divided into three main sections:

- Add new zone (domain):** This section contains two input fields: "Zone name (domain):" and "IP for default entries:". The IP field contains the value "213.171.220.75". There is an "Add" button to the right of the IP field.
- Edit existing zone:** This section contains a "Select zone to edit:" dropdown menu. The dropdown is open, showing two options: "bobsdomain.co.uk" and "another.domain.com". There are "Delete" and "Edit" buttons below the dropdown.
- DNS Defaults:** This section contains three input fields: "Primary name server:" (value: ns1.bobsdomain.co.uk), "Secondary name server (optional):" (value: ns2.bobsdomain.co.uk), and "Administrator e-mail:" (value: root@jonisokisuppose.). There is a "Change" button to the right of the e-mail field.

At the bottom of the interface, there is a link: "< DNS Status".

### Add new zone (domain)

When you add a new domain to your server, a DNS zone will be automatically created. You can manually add a new zone to this domain if required. For example if you wish to provide DNS service for a domain hosted elsewhere.

## Zone name (domain):

Is the name of the domain you wish to create the zone for, e.g. *domain-name.com*.

## IP for default entries:

Is the IP address to use for the default entries in the new zone. The default entries are host records for the domain itself, 'www', 'ftp' and 'mail'.

## Edit existing Zone

To alter an existing zone, choose the zone name from the drop-down list and click Edit. To remove a zone, use the **Delete** button.

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## Administering your server

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### Server Status

This screen provides a view of the status of the main internet services on the server (Web, FTP, Mail and DNS), CPU and Memory usage, as well as free disk space.

The screenshot displays the 'Server Status' control panel with the following sections:

- Services:** A table showing the status of various services.

Name	Status
Web	Stopped
FTP	Stopped
Mail (POP3/IMAP/SMTP)	Stopped/Stopped/Stopped
DNS	Stopped
- CPU Usage:** A table showing CPU usage for User and System processes.

Type	Used	Progress Bar
User	0.00%	<input type="text"/>
System	0.00%	<input type="text"/>
- Memory Usage:** A table showing memory usage for Physical and Virtual memory.

Type	Used	Progress Bar	Available
Physical	10.36%	<input type="text"/>	444MB Free (496MB Total)
Virtual	0.00%	<input type="text"/>	486MB Free (486MB Total)
- Drive Space Usage:** A table showing drive space usage for /, /home, and /var.

Path	Used	Progress Bar	Available
/	16.59%	<input type="text"/>	3.8GB Free (4.6GB Total)
/home	5.27%	<input type="text"/>	62.0GB Free (65.6GB Total)
/var	12.08%	<input type="text"/>	4.0GB Free (4.6GB Total)
- Server:** A section providing system information.

Up time: 77 days, 0 hours 1 mins, 48 processes, load average: 0.00, 0.00, 0.00  
This user interface can be locked to prevent further changes to the existing configuration

The user interface can be locked or unlocked using the button in the bottom right hand



corner of the page. When the interface is locked, no changes can be made to the server configuration using the Matrix Control Panel. However, users can still log in and view status information.

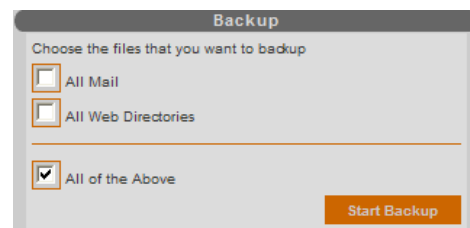
### *Backup/Restore Emails and website content*

Backing up files is an important administrative duty. Backup and restore operations are available at the domain group, and domain administrator sections of the Matrix Control Panel.

In the domain group and domain administrator levels of the Matrix Control Panel a link marked **Backup** will appear in the left hand navigation menu. Following this link will take you to the backup and restore wizard.

## Backup

The backup wizard will show you three options available to choose how best to back up your email and website content.



**All mail:** Stores the mail (and box folders) within each domain.

**All web directories:** Stores all files below the htdocs folder in each domain.

**All of the above:** Will backup both emails and website content.

Click **Start Backup** to save the selected files.

Once a backup has been completed, the file name will appear in the list of backups. Backups are only available at the level they were requested. For example backups completed by a domain administrator will only appear in the domain administrator listings. In addition, a backup performed in a particular domain or domain group will not be visible elsewhere, on another domain for example.

Backups can be uploaded and downloaded from the server using FTP. They are stored in the following locations:

### Domain Group: *d:\home\<group-name>\~backup*

- If logged in through FTP as a domain group administrator, the path that will be visible will be \~backup folder.

### Domain administrator: *d:\home\<group-name>\<domain-name>\~backup*

- If logged in through FTP as a domain administrator, the path that will be visible is the \~backup folder.



**Quick tip:** All backups are stored in a gzipped tar (\*.tar.gz) format as this format allows the storage of file/folder permissions. These files can be opened on a PC using most modern decompression software.

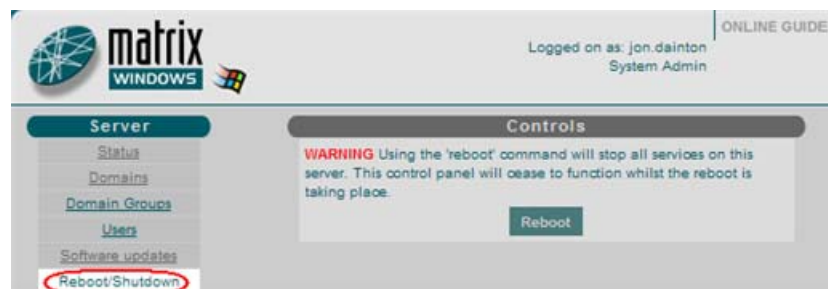
## Restore

From the list of past backups (in the table marked *Restore*), clicking on a filename will change the screen to display the contents of the archive.

The option to overwrite existing files should only be used as a last resort if the file have become irreparably corrupted, as all the files in the existing archive will replace existing files. To avoid overwriting files that do not need restoring, you should remove or rename any files that you wish to backup, then restore the archive with overwriting disabled.

## Rebooting your server

Although there are a number of ways of rebooting your server, one method is through the Matrix Control Panel. If you need to reboot your server to fix a fault, or after an update, then it can be done from this page.



Press the **Reboot** button to reboot your server. You will be asked to confirm that you wish to reboot.

The Matrix Control Panel and all the other services on the server will be unavailable for a couple of minutes or so during the reboot process.

### *Software updates*

From time to time, software updates will become available for your Matrix Control Panel. The Matrix Control Panel may be updated to provide new features, or certain core services may require security patches. Updates are automatically available from a central updates server.

#### **Re-install:**

Indicates that the packages in the group are already installed. If you are having a problem with a package in the group then choosing this option may fix it, as the original package files will be re-installed. Press the Re-install to action the process.



**Important:** You are unable to remove packages or services through the Matrix Control Panel, although this is possible by accessing the server itself. Removing packages may cause your server to become unstable, we can only help with issues regarding the Matrix Control Panel, any help requested after removing packages from your server would come under the terms of our personal engineers service.

### *DNS Defaults*

These are the default parameters used in the SOA header records of newly added zones.

#### **Primary name server:**

The primary name server should be a host within the primary domain of this server.

#### **Secondary name server (optional):**

If you have access to a secondary name server which can be used to provide backup DNS for the domains on this server enter it here.

#### **Administrator e-mail:**

This should be a mailbox that is frequently read by the person responsible for maintaining DNS on your server. Any mail regarding the domain will be sent here.

## DNS Zone editing

This screen allows you to easily edit a single DNS zone. Records can be added, modified or deleted using the GUI interface.

### SOA (Start Of Authority)

Edit the values as required and then press **Modify** to apply changes.

another.domain.com SOA

Primary name server: ns1.bobsdomain.co.uk

Administrator e-mail: root@jonisokisuppose.com

Refresh Interval: 3H

Retry Interval: 1H

Expire: 1W

TTL: 1D

Modify

### Name Servers(NS)

You can add, remove or edit the name servers for this zone.

Name Servers (NS)		
Name		
ns1.bobsdomain.co.uk	Change	
ns2.bobsdomain.co.uk	Change	Delete
	Add	

### Addresses

Use this table to add, remove or edit A record entries in the DNS zone.

Addresses (A)			
Host (optional)	IP		
	213.171.220.75	Change	Delete
www	213.171.220.75	Change	Delete
ftp	213.171.220.75	Change	Delete
mail	213.171.220.75	Change	Delete
		Add	

### Aliases (CNAME)

Use this table to add, remove or edit CNAME entries in the DNS zone.

Aliases (CNAME)		
Alias Host	Target	
		Add

### Mail Exchangers (MX)

You can choose to have multiple MX records for a domain name. Choose a priority from the drop-down list when adding or modifying a MX record.

## Event logs

The Matrix Control Panel provides a view of the Windows Event Logs, you can gather information about hardware, software and system problems as well as monitoring security events.

Your Windows server records three types of log.

### Application log:

- The application log contains events logged by applications or programs. For example, a database program may record a file error in the application log. The program developer decides which events to record.

### System Log:

- The system log contains events logged by the system components installed on your server. For example, the failure of a driver, or other system component to load during startup would be recorded in the system log. The event types logged by system components are predetermined by Microsoft.

### Security log:

- The security log can record security events such as valid and invalid logon attempts as well as events related to resource use, such as creating, opening, or deleting files. An administrator can specify what events are recorded in the security log.

The event viewer will record these types of events:

#### Error:

- A significant problem, such as loss of data or loss of functionality. For example, if a service fails to load at startup, an error will be logged.

#### Warning:

- An event that is not necessary significant, but may indicate a possible future problem. For example, when disk space is low, a warning will be logged.

## **i** Information:

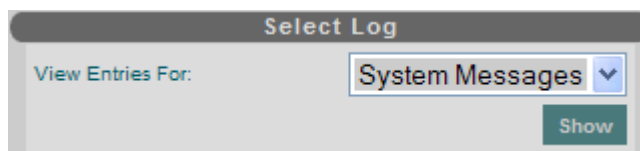
- An event that describes the successful operation of an application, driver, or service. For example, when a network driver loads successfully, an information event will be logged.

## Setup

To jump straight to one of the common logs, click on one of the *Quick Jump* links. Logs are displayed with the newest entries at the top.

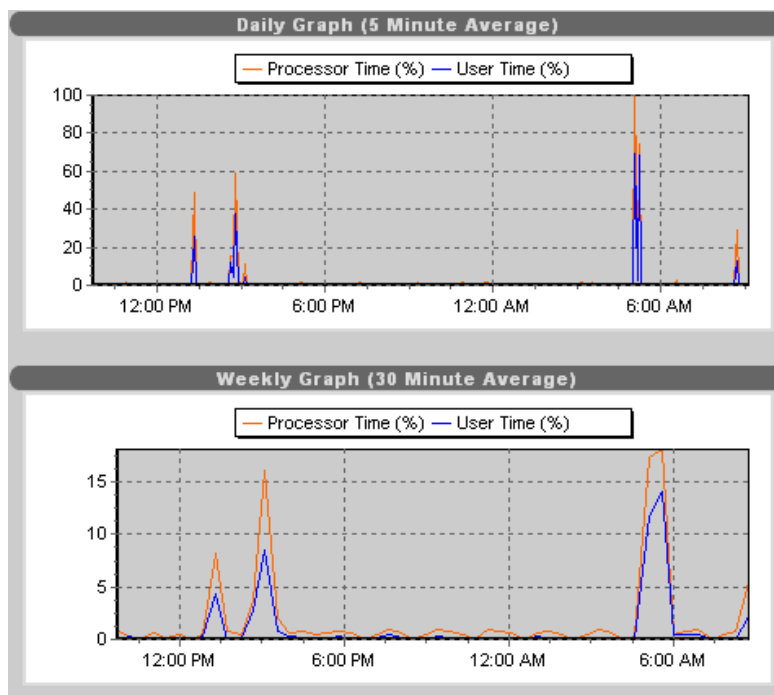


For a full selection of log types, use the drop-down list in the Select Log panel. Click on the name of the log you wish to view then press **Show**.



## CPU Usage Graphs

These graphs allow you to see processor usage on your server. Current usage is shown along with historical data for trend analysis.



There are four graphs covering one day, one week, one month and one year. Current time is at the right-hand edge of the graphs.

### Uptime:

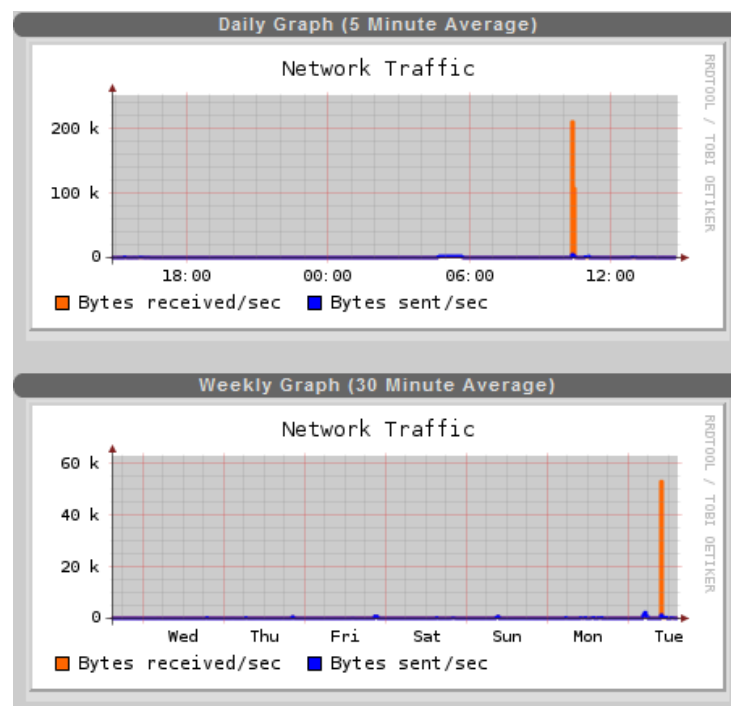
The amount of processor time (%) used by non-system processes, such as web applications and servers (mail/FTP/web).

### Processor time:

The total amount of processor utilization as a percentage.

## Network usage graphs

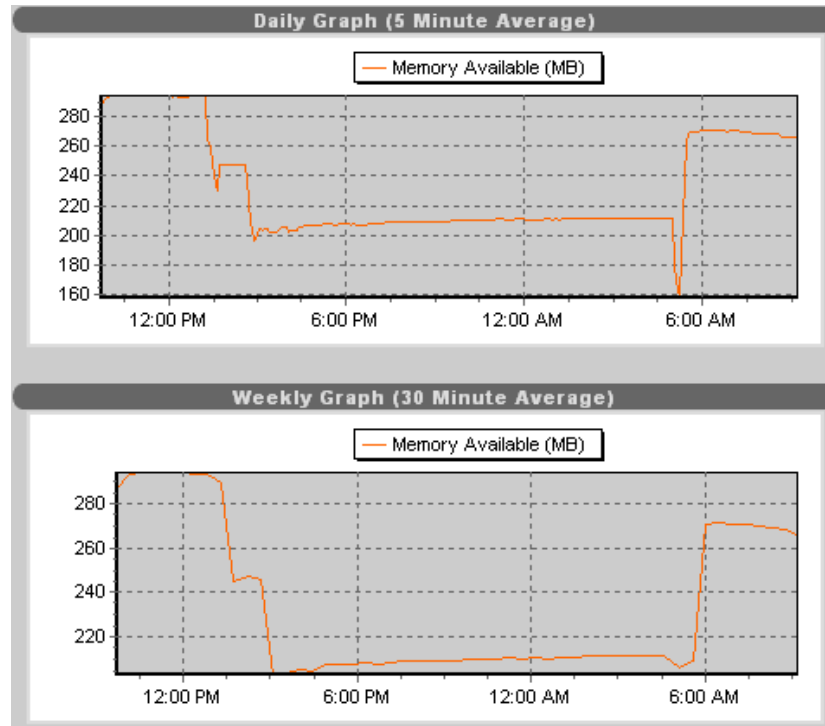
These graphs allow you to see how many bytes have been sent and received through the network interfaces on your server. Current usage is shown along with historical data for trend analysis.



There are four graphs covering one day, one week, one month and one year. Current time is at the right-hand edge of the graphs.

### Memory usage graphs

These graphs allow you to see how memory is being used on your server. Current usage is shown along with historical data for trend analysis.



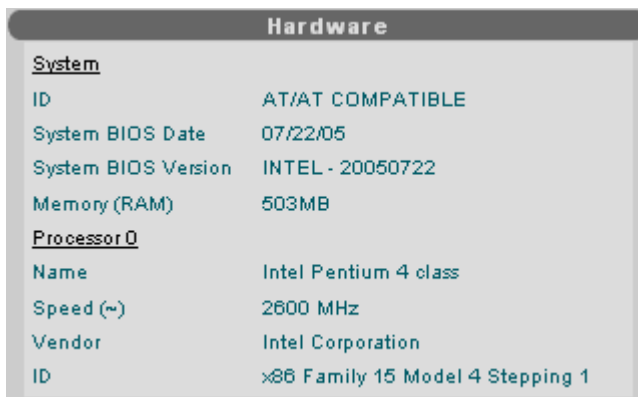
There are four graphs covering one day, one week, one month and one year. Current time is at the right-hand edge of the graphs.

Total physical memory available in MB indicated how much of the system's RAM is being utilized. The less memory available the more the server will have to use the hard disk to compensate and the slower the server will respond.



## System Information

This screen displays information about the CPU and memory installed in your server.



**Hardware**

System

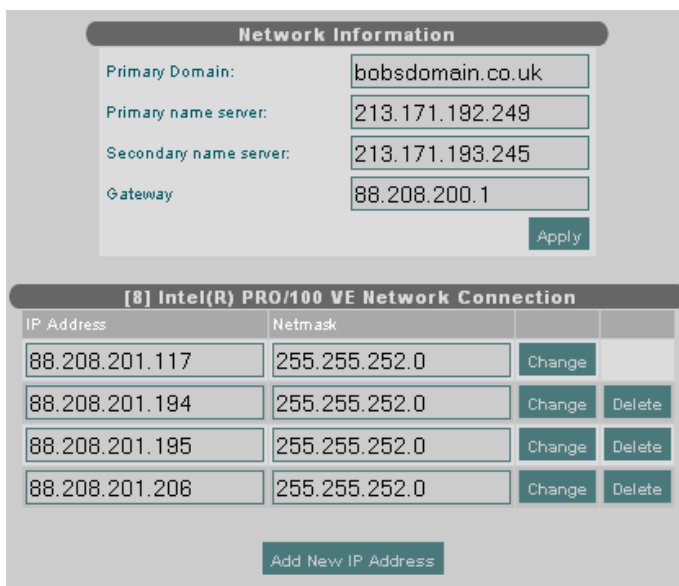
ID	AT/AT COMPATIBLE
System BIOS Date	07/22/05
System BIOS Version	INTEL - 20050722
Memory (RAM)	503MB

Processor 0

Name	Intel Pentium 4 class
Speed (~)	2600 MHz
Vendor	Intel Corporation
ID	x86 Family 15 Model 4 Stepping 1

## Network Configuration

This screen lets you set the main network configuration parameters for your server.



**Network Information**

Primary Domain:	<input type="text" value="bobsdomain.co.uk"/>
Primary name server:	<input type="text" value="213.171.192.249"/>
Secondary name server:	<input type="text" value="213.171.193.245"/>
Gateway	<input type="text" value="88.208.200.1"/>

**[8] Intel(R) PRO/100 VE Network Connection**

IP Address	Netmask		
<input type="text" value="88.208.201.117"/>	<input type="text" value="255.255.252.0"/>	<input type="button" value="Change"/>	
<input type="text" value="88.208.201.194"/>	<input type="text" value="255.255.252.0"/>	<input type="button" value="Change"/>	<input type="button" value="Delete"/>
<input type="text" value="88.208.201.195"/>	<input type="text" value="255.255.252.0"/>	<input type="button" value="Change"/>	<input type="button" value="Delete"/>
<input type="text" value="88.208.201.206"/>	<input type="text" value="255.255.252.0"/>	<input type="button" value="Change"/>	<input type="button" value="Delete"/>



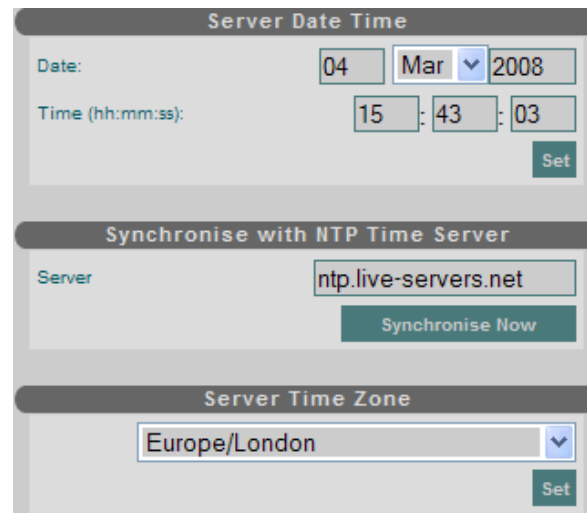
**Important:** The network interface and gateway settings should not be changed without authorisation from your ISP.

The *Primary Domain*: field should match the domain of the DNS server host being added to DNS records. Both the primary domain and the name server host domain will default to the first domain added to your server and should not need to be changed.

The (optional) *Secondary name server*: can be set to point to a DNS server which will be used for DNS lookups by system services should the primary DNS server be unavailable.

### *Date and time configuration*

Through this screen you can set the date, time and timezone for your dedicated server.



The screenshot shows a web-based configuration interface for server date and time. It is divided into three main sections:

- Server Date Time:** Contains fields for Date (04 Mar 2008) and Time (15:43:03), with a 'Set' button.
- Synchronise with NTP Time Server:** Contains a 'Server' field with the value 'ntp.live-servers.net' and a 'Synchronise Now' button.
- Server Time Zone:** Contains a dropdown menu set to 'Europe/London' and a 'Set' button.

The easiest and most accurate way to ensure your server is always at the correct time is to use NTP. To specify a NTP server, enter its hostname or IP address in the *Server* box and press Synchronise Now. Lists of public time servers are available on the internet, at <http://www.eecis.udel.edu/~mills/ntp/servers.html>