

CLOUD CALLING



# Notifications

## 4PSA Notifications 3.3.0 for Plesk 8.0.0 and newer versions User's Guide

For more information about 4PSA Notifications, check:  
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# User's Guide

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# Preface

## Who Should Read This Guide

The administrator of the Plesk server must read this User's Guide. The hosting service's customer, be it domain administrator, reseller or client, will also find useful certain sections of this User's Guide. The manual is structured in such a way that needed information can be easily found in its sections.



## Chapter 1

# The Administrator Module

The 4PSA Notifications administrator module can be accessed after you login to Plesk using the admin account. In order to open the 4PSA Notifications interface click the [4PSA Notifications](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Notifications toolbar is available on top of the application's interface. The toolbar makes it easy for the server administrator to perform the following operations:

- View the notifications sent to resellers, clients and domain administrators.
- View detailed reports for resellers, clients and domain administrators.
- View reports for the utilization of reseller/client and domain templates.
- View login details for resellers, clients and domains.
- Send notifications to resellers, clients and domain administrators.
- Change domain ownership on the server.
- Manage locked accounts.
- Change language settings.

- Edit 4PSA Notifications templates.
- Manage the 4PSA Notifications license.

## Reseller Notifications

In the Resellers area, the server administrator can view a list of all resellers hosted on server.

To access this area, click the Reseller Notifications button available in the toolbar.

Each client has three columns displaying the number of notifications sent based on the notification status:

- Scheduled - Notifications that use status and have a not-completed status assigned.
- Completed - Notifications that use status and have a completed status assigned.
- Unassigned - Notifications that do not use status or do not have a final status assigned.



### Note

You should check notifications that do not have a final status and assign them a final status, because if you scheduled a downtime which occurred in the past, the notification status in the database will remain "not-completed".

To view, edit or delete all notifications sent to a chosen reseller, click the client name. To view, edit or delete notifications with a specific status sent to a chosen reseller, click the number available in the column corresponding to the selected notification status.

## Notifications for a Reseller

The server administrator can view a report on all notifications sent to the chosen reseller, can edit and delete sent notifications.

In the Report area, the following information is available:

- The total number of notifications sent to the chosen reseller.
- The number of scheduled, completed or unassigned notifications.



To view these notifications, click the number corresponding to the notification status you have chosen. In the area below, the notifications that have the selected status are available with these details:

- Notification recipients – In this field, a list of previously selected resellers is available.
- From – The notification sender.
- Subject – The subject of the notification.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.
- Email updated notification Select this check box to send email notifications to assigned resellers.

Example: 25 minutes, starting Dec 05, 2008 15:59.

## Removing a Notification

To delete a notification, select the check box corresponding to the chosen notification and click the [Remove Selected](#) link. The server administrator can delete several notifications at the same time.

## Edit a Notification

The server administrator can edit existing notifications by following the next steps:

1. Click the chosen notification subject. A new page will open where you can modify or delete the chosen notification.
2. To edit the notification, the following options are available:
  - Notification subject - Modify the subject of the chosen notification.
  - Notification content - Modify the content of the chosen notification.
  - Scheduled downtime - If the chosen notification implies/implied a server downtime, the administrator can modify the server date, server hour, server minute and the estimated duration of the downtime.

- Status - If the chosen notification has a status assigned, it can be changed. The available options are: in progress, scheduled, and completed.



#### Note

When a notification has an assigned status, you cannot change its status to unassigned.

3. Click Update, to save the changes. Click Delete, to delete the notification from all reseller accounts.
1. Click Update, to save the changes. Click Delete, to delete the notification from all reseller accounts.

## Scheduled Notifications

To view all the notifications with a not-completed status that were sent to a chosen reseller, in the Resellers area, click the number available in the Scheduled column. A new page will open containing the notifications for that reseller.

## Completed Notifications

To view all the notifications with a completed status that were sent to a chosen reseller, in the Resellers area, click the number available in the Completed column. A new page will open containing the notifications for that reseller.

## Unassigned Notifications

To view all the notifications that do not have a status assigned and were sent to a chosen reseller, in the Resellers area, click the number available in the Unassigned column. A new page will open containing the notifications for that client.

## Notify Resellers

In this area, the server administrator can send notifications to selected resellers.

To access this section, click the Notify Resellers button available in the toolbar.

The server administrator can prepare the list of resellers that will receive the notification. The selection of resellers is based on several criteria available in the Resellers selection area. The following selection criteria are available:

- Company name – Select resellers based on their company's name.
- Domain creation – When this option is enabled, you will select resellers that have permissions to create new domains in Plesk.
- Physical hosting management - When this option is enabled, you will select resellers that have permissions to manage physical hosting in Plesk.
- Hard disk quota assignment - When this option is enabled, you will select resellers that have permissions to assign hard disk quota in Plesk.
- Subdomains management - When this option is enabled, you will select resellers that have permissions to manage subdomains in Plesk.
- Domain limits adjustments - When this option is enabled, you will select resellers that have permissions to modify domain limits in Plesk.
- DNS zone management - When this option is enabled, you will select resellers that have permissions to manage DNS zone in Plesk.
- Backup/restore functions - When this option is enabled, you will select resellers that have permissions to use the backup/restore functions in Plesk.
- Log rotation management - When this option is enabled, you will select resellers that have permissions to manage log rotation in Plesk.
- Crontab management - When this option is enabled, you will select resellers that have permissions to manage crontab in Plesk.
- Anonymous FTP management - When this option is enabled, you will select resellers that have permissions to manage anonymous FTP in Plesk.
- Web applications management - When this option is enabled, you will select resellers that have permissions to manage web applications in Plesk.
- System access management - When this option is enabled, you will select resellers that have permissions to manage system access in Plesk.
- Mailing lists management - When this option is enabled, you will select resellers that have permissions to manage mailing lists in Plesk.

- Reseller created after – To enable this field click the calendar and choose a date. You will select resellers that have been created after the specified date.
- Reseller created before - To enable this field click the calendar and select a date. You will select resellers that have been created before the specified date.
- Reseller account expires before - To enable this field click the calendar and select a date. You will select resellers whose accounts will expire before the specified date.
- Reseller status – When this option is enabled, you can choose the status in Plesk of your selected resellers. Reseller's status can be: active and inactive.



#### Note

Select 'Any' if the reseller status is not important for your selection.

- Limit reseller selection to – This contains a list of all resellers with their name, company name, creation date, and number of domains registered in Plesk. To select a client, select the Sel check box on the chosen reseller row and click Get Resellers .

After enabling the chosen selection criteria, click Get Resellers.

## New Notification

After making the resellers selection, the server administrator can write the notification. The following fields are available:

- Notification recipients – In this field, a list of previously selected resellers is available.



#### Note

If the selection does not suit your needs, go back and make another selection.

- Notification subject – Use this field to write the subject of the notification. When the notification is sent by email this field is the email subject.
- Notification content – Use this field to write the content of the notification. When the notification is sent by email this field is the email body.



#### Note

Notification subject and content are required fields, they cannot be empty.

- Scheduled downtime - If the chosen notification implies a server downtime, the administrator can set the server date, server hour, server minute and the estimated duration of the downtime.
- Status – Use this field to assign a status to the notification. The available options are: don't use status, in progress, scheduled and completed.

After writing the notification, the server administrator can see a preview of the notification by clicking Preview or can delete the notification without saving it by clicking Cancel.

## Notification Preview

In this page the server administrator can preview the notification. The notification's layout is based on the template selected in Templates area (click the Tools button available in the toolbar).

Based on the selections made when the notification was created, the fields in square brackets that appear in the message body will be automatically replaced as explained below:

- [client\_name] - Will be replaced by the name of the user who will receive the notification.
- [date] - Will be replaced by the downtime starting date.
- [start] - Will be replaced by the downtime start time in the hh:mm format.
- [min] - Will be replaced by the estimated duration of the downtime.
- [status] - Will be replaced by the notification status.



### Note

If you delete or modify these fields, the client will not see the details in the notification body. Be careful when making any changes in these fields.

You can make any other changes you want. The changes will be permanent. If you want to broadcast the notification by email, select the Notify resellers by email check box. To send the notification click Send, to delete the notification without saving it click Cancel.

## Notification Report

After the notification is sent, 4PSA Notifications displays a report on the transmission containing the following details:

- Updating the notification ... – The result of the notification update, which can be success or failure.
- Sending notification by mail... – The notification will be sent by email if you have selected the Notify resellers by email option.
- List of resellers ... - The notification will be sent to selected resellers by email if you have selected the Notify resellers by email option. The result can be success or failure.

## Client Notifications

In the Clients area, the server administrator can view a list of all clients hosted on server.

To access this section, click the Client Notifications button available in the toolbar.

Each client has three columns displaying the number of notifications sent based on the notification status:

- Scheduled - Notifications that use status and have a not-completed status assigned.
- Completed - Notifications that use status and have a completed status assigned.
- Unassigned - Notifications that do not use status or do not have a final status assigned.



### Note

You should check notifications that do not have a final status and assign them a final status, because if you scheduled a downtime which occurred in the past, the notification status in the database will remain "not-completed".

To view, edit or delete all notifications sent to a chosen client, click the client name. To view, edit or delete notifications with a specific status sent to a chosen client, click the number available in the column corresponding to the selected notification status.

## Notifications for a Client

The server administrator can view a report on all notifications sent to the chosen client, can edit and delete sent notifications.

In the Report area, the following information is available:

- The total number of notifications sent to the chosen client.
- The number of scheduled, completed or unassigned notifications.

To view these notifications, click the number corresponding to the notification status you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From – The sender of the notification.
- Subject – The subject of the notification.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.
- Email updated notification Select this check box to send email notifications to assigned clients.

Example: 25 minutes, starting Dec 05, 2008 02:13.

## Removing a Notification

To delete a notification, select the check box corresponding to the chosen notification and click the [Remove Selected](#) link. The server administrator can delete several notifications at the same time.

## Edit a Notification

The server administrator can edit existing notifications by following the next steps:

1. Click the chosen notification subject. A new page will open where you can modify or delete the chosen notification.
2. To edit the notification, the following options are available:
  - Notification subject - Modify the subject of the chosen notification.
  - Notification content - Modify the content of the chosen notification.

- Scheduled downtime - If the chosen notification implies/implied a server downtime, the administrator can modify the server date, server hour, server minute and the estimated duration of the downtime.
- Status - If the chosen notification has a status assigned, it can be changed. The available options are: in progress, scheduled, and completed.



#### Note

When a notification has an assigned status, you cannot change its status to unassigned.

3. Click Update, to save the changes. Click Delete, to delete the notification from all clients' accounts.

## Scheduled Notifications

To view all the notifications with a not-completed status that were sent to a chosen client, in the Clients area, click the number available in the Scheduled column. A new page will open containing the notifications for that client.

## Completed Notifications

To view all the notifications with a completed status that were sent to a chosen client, in the Clients area, click the number available in the Completed column. A new page will open containing the notifications for that client.

## Unassigned Notifications

To view all the notifications that do not have a status assigned and were sent to a chosen client, in the Clients area, click the number available in the Unassigned column. A new page will open containing the notifications for that client.

## Notify Clients

In this area, the server administrator can send notifications to selected clients.



To access this section, click the Notify Clients button available in the toolbar.

The server administrator can prepare the list of clients that will receive the notification. The selection of clients is based on several criteria available in the Clients selection area. The following selection criteria are available:

- Company name – Select clients based on their company's name.
- Domain creation – When this option is enabled, you will select clients that have permissions to create new domains in Plesk.
- Physical hosting management - When this option is enabled, you will select clients that have permissions to manage physical hosting in Plesk.
- Hard disk quota assignment - When this option is enabled, you will select clients that have permissions to assign hard disk quota in Plesk.
- Subdomains management - When this option is enabled, you will select clients that have permissions to manage subdomains in Plesk.
- Domain limits adjustments - When this option is enabled, you will select clients that have permissions to modify domain limits in Plesk.
- DNS zone management - When this option is enabled, you will select clients that have permissions to manage DNS zone in Plesk.
- Backup/restore functions - When this option is enabled, you will select clients that have permissions to use the backup/restore functions in Plesk.
- Log rotation management - When this option is enabled, you will select clients that have permissions to manage log rotation in Plesk.
- Crontab management - When this option is enabled, you will select clients that have permissions to manage crontab in Plesk.
- Anonymous FTP management - When this option is enabled, you will select clients that have permissions to manage anonymous FTP in Plesk.
- Web applications management - When this option is enabled, you will select clients that have permissions to manage web applications in Plesk.
- System access management - When this option is enabled, you will select clients that have permissions to manage system access in Plesk.
- Mailing lists management - When this option is enabled, you will select clients that have permissions to manage mailing lists in Plesk.
- Client created after – To enable this field click the calendar and choose a date. You will select clients that have been created after the specified date.
- Client created before - To enable this field click the calendar and select a date. You will select clients that have been created before the specified date.

- Client account expires before - To enable this field click the calendar and select a date. You will select clients whose accounts will expire before the specified date.
- Client status – When this option is enabled, you can choose the status in Plesk of your selected clients. Clients' status can be: active and inactive.



#### Note

Select 'Any' if the client status is not important for your selection.

- Limit client selection to – This contains a list of all clients with their name, company name, creation date, and number of domains registered in Plesk. To select a client, select the Sel check box on the chosen client row and click Get Clients .

After enabling the chosen selection criteria, click Get Clients.

## New Notification

After making the clients selection, the server administrator can write the notification. The following fields are available:

- Notification recipients – In this field, a list of previously selected clients is available.



#### Note

If the selection does not suit your needs, go back and make another selection.

- Notification subject – Use this field to write the subject of the notification. When the notification is sent by email this field is the email subject.
- Notification content – Use this field to write the content of the notification. When the notification is sent by email this field is the email body.



#### Note

Notification subject and content are required fields, they cannot be empty.

- Scheduled downtime - If the chosen notification implies a server downtime, the administrator can set the server date, server hour, server minute and the estimated duration of the downtime.
- Status – Use this field to assign a status to the notification. The available options are: don't use status, in progress, scheduled and completed.

After writing the notification, the server administrator can see a preview of the notification by clicking Preview or can delete the notification without saving it by clicking Cancel.

## Notification Preview

In this page the server administrator can preview the notification. The notification's layout is based on the template selected in Templates area (click the Tools button available in the toolbar).

Based on the selections made when the notification was created, the fields in square brackets that appear in the message body will be automatically replaced as explained below:

- [client\_name] - Will be replaced by the name of the user who will receive the notification.
- [date] - Will be replaced by the downtime starting date.
- [start] - Will be replaced by the downtime start time in the hh:mm format.
- [min] - Will be replaced by the estimated duration of the downtime.
- [status] - Will be replaced by the notification status.



### Note

If you delete or modify these fields, the client will not see the details in the notification body. Be careful when making any changes in these fields.

You can make any other changes you want. The changes will be permanent. If you want to broadcast the notification by email, select the Notify clients by email check box. To send the notification click Send, to delete the notification without saving it click Cancel.

## Notification Report

After the notification is sent, 4PSA Notifications displays a report on the transmission containing the following details:

- Updating the notification ... – The result of the notification update, which can be success or failure.
- Sending notification by mail... – The notification will be sent by email if you have selected the Notify clients by email option.

- List of clients ... - The notification will be sent to selected clients by email if you have selected the Notify clients by email option. The result can be success or failure.

## Domain Notifications

In the Domains area, the server administrator can view a list of all domains registered in Plesk.

To access this section, click the Domain Notifications button available in the toolbar.

Each domain has three columns displaying the number of notifications sent to every domain based on the notification status:

- Scheduled - Notifications that use status and have a not-completed status assigned.
- Completed - Notifications that use status and have a completed status assigned.
- Unassigned - Notifications that do not use status or do not have a final status assigned.



### Note

You should check notifications that do not have a final status and assign them a final status, because if you had scheduled a downtime which occurred in the past, the notification status in the database will remain "not-completed".

To view, edit or delete notifications sent to a chosen domain, click the domain name. To view, edit or delete notifications with a specific status sent to a chosen domain, click the number available in the column corresponding to the selected notifications status.

## Notifications for a Domain

The server administrator can view a report on all notifications sent to the chosen domain, can edit and delete sent notifications.

In the Report area, the following information is available: the total number of notifications sent to the chosen domain, and the number of scheduled, completed and unassigned notifications.

To view these notifications, click the number corresponding to the notification status you have chosen. In the below area, the notifications that have the selected status are available with these details:

- From - The sender of the notification.
- Subject - The notification subject.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.

Example: 25 minutes, starting Mar 04, 2004 02:13

## Removing a Notification

To delete a notification, select the check box corresponding to the chosen notification and click the [Remove Selected](#) link. The server administrator can delete several notifications at the same time.

## Edit a Notification

The server administrator can edit existing notifications by following the next steps:

1. Click the chosen notification subject. A new page will open where you can modify or delete the chosen notification.
2. To edit the notification, the following options are available:
  - Notification subject - Modify the subject of the chosen notification.
  - Notification content - Modify the content of the chosen notification.
  - Scheduled downtime - If the chosen notification implies/implied a server downtime, the administrator can modify the server date, server hour, server minute and the estimated duration of the downtime.
  - Status - If the chosen notification has a status assigned, it can be changed. The available options are in progress, scheduled, and completed.



#### Note

When a notification has an assigned status, you cannot change its status to unassigned.

3. Click Update, to save the changes. Click Delete, to delete the notification from all domain administrator accounts.

## Scheduled Notifications

To view all the notifications with a not-completed status that were sent to a chosen domain, in the Domains area, click the number available in the Scheduled column. A new page will open containing the notifications for that domain.

## Completed Notifications

To view all the notifications with a completed status that were sent to a chosen domain, in the Domains area, click the number available in the Completed column. A new page will open containing the notifications for that domain.

## Unassigned Notifications

To view all the notifications that do not have a status assigned and were sent to a chosen domain administrator, in the Domains area, click the number available in the Unassigned column. A new page will open containing the notifications for that domain.

## Notify Domains

In this area, the server administrator can send notifications to selected domains.

To access this section, click the Notify Domains button available in the toolbar.

The server administrator can prepare the list of domains which will receive the notification. The selection of domains is based on several criteria from the Domains selection area. The following selection criteria are available:

- Hosting type – Select domains based on their hosting account type: physical hosting, standard forward, and frame forward.
- Physical hosting domain features - When the chosen hosting type is physical hosting, the server administrator can select the following criteria:
  - Front Page - When enabled, 4PSA Notifications will select domains that have Front Page support.
  - SSI - When enabled, 4PSA Notifications will select domains that have SSI support.
  - PHP - When enabled, 4PSA Notifications will select domains that have PHP support.
  - CGI - When enabled, 4PSA Notifications will select domains that have CGI support.
  - Mod-perl - When enabled, 4PSA Notifications will select domains that have Mod-perl support
  - ColdFusion - When enabled, 4PSA Notifications will select domains that have ColdFusion support.
  - ASP - When enabled, 4PSA Notifications will select domains that have ASP support.
  - SSL - When enabled, 4PSA Notifications will select domains that have SSL support.
  - SSH - When enabled, 4PSA Notifications will select domains that have SSH support.
  - Webstats - When enabled, 4PSA Notifications will select domains that have webstats support.
  - Database - When enabled, 4PSA Notifications will select domains that have database support.

For every criterion in the previous list, the following options are available:

- Don't care - The corresponding feature is not important in the selection.
- Enabled - 4PSA Notifications will select domains that have the corresponding feature enabled.
- Disabled - 4PSA Notifications will select domains that have the corresponding feature disabled.

The following selection criteria are also available:

- Monthly traffic larger than # MB - When this field is not empty, 4PSA Notifications selects domains that have monthly traffic larger than the specified value.
- Disk space usage larger than # MB - When this field is not empty, 4PSA Notifications will select domains that have disk space usage larger than the specified value.
- Domain created after - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that have been created after the specified date.
- Domain created before - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that have been created before the specified date.
- Domain expires before - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that will expire before the specified date.
- Domain status – When enabled, 4PSA Notifications selects domains that have the chosen status in Plesk: active for active domains and inactive for inactive domains.



#### Note

Select 'Any' if the domain status is not important for your domains' selection.

- Limit domain selection to – In this area a list of all domains registered in Plesk is available, comprising their name, creation date, and number of subdomains. To select a domain, select the Sel check box on the chosen domain row and click Get Domains.

After enabling the chosen selection criteria, click Get Domains.

## New Notification

After selecting the domains, the server administrator can write the notification. The following fields are available:

- Notification recipients – In this field a list of the domains that have been selected based on the chosen criteria is available.



#### Note

If the selection does not suit your needs, go back and make another selection.



- Notification subject – In this field write the subject of the notification. When the notification is sent by email this field is the email subject
- Notification content – In this field write the content of the notification. When the notification is sent by email this field is the email body.



#### Note

Notification subject and content are required fields, they cannot be empty.

- Scheduled downtime - If the chosen notification implies a server downtime, the administrator can set the server date, server hour, server minute and the estimated duration of the downtime.
- Status – In this field the server administrator can assign a status to the notification. The available options are: don't use status, in progress, scheduled, and completed.

After writing the notification, the server administrator can preview it by clicking Preview or he can delete the notification without saving it by clicking Cancel.

## Notification Preview

In this page the server administrator can preview the notification. The notification's layout is based on the template selected in Templates area (click the Tools button available in the toolbar).

Based on the selections made when the notification was created, the fields in square brackets that appear in the message body will be automatically replaced.

- [client\_name] - Will be replaced by the name of the user who will receive the notification.
- [date] - Will be replaced by the downtime starting date.
- [start] - Will be replaced by the downtime starting time in the hh:mm format.
- [min] - Will be replaced by the estimated duration of the downtime.
- [status] - Will be replaced by the notification status.



#### Note

If you delete or modify these fields the notification receivers will not see the details in the notification body. Be careful when making any changes in these fields.

You can make any other changes you want. The changes will be permanent. If you want to broadcast the notification by email, select the check boxes that suit your needs:

- Notify clients by email – When enabled, the clients who own the selected domains will receive the notification by email.
- Notify domain users by email – When enabled, the domain users of the selected domains will receive the notification by email.
- Notify mail name users by email – When enabled, the mail name users of the selected domains will receive the notification by email.

To send the notification click Send, to delete the notification without saving it click Cancel.

## Notification Report

After the notification is sent, 4PSA Notifications displays a report on the transmission containing the following details:

- Updating the notification ... – The result of the notification update, which can be success or failure.
- Sending notification by mail... – The notification will be sent by email if you have selected the available options.
- List of domains ... - The notification will be sent to the selected recipients by email if you have selected the available options. The result can be success or failure.

## Server Tools

In this area, the server administrator can view the 4PSA Notifications reports and the tools available in the application.

In the Reports section he can view the 4PSA Notifications version available on the server. In the Tools section the administrator can view detailed client and

domain reports, client and domain templates utilization report, login details for clients and domains, change domain ownership on the server, manage locked accounts, change interface settings, and edit the 4PSA Notifications templates.

To access this section, click the Tools button available in the toolbar.

## Detailed Reports

To manage detailed reports, the server administrator must click the [Detailed reports](#) link available in the Tools area. A new page will open containing the following details:

- Send by E-Mail – This field must contain the email address where the reports will be sent.
- Detailed client report – When this option is enabled, a CSV file with the detailed clients' report will be sent to the email address specified in the Send by E-Mail field.
- Detailed domains report - When this option is enabled, a CSV file with the detailed domains' report will be sent to the email address specified in the Send by E-Mail field.

To send the chosen reports, the server administrator must click the [Send by E-Mail](#) link.

## Quick Report

To view the quick report, the server administrator must click the [Quick report](#) link available in the Server tools area. This report contains server resources utilization statistics. The report is structured in three sections. Each section displays a list of all available items and their statistics, the number of non applicable items and the total number.

- Domain templates – This section displays a list with all domain templates created in Plesk. The number of domains that are based on such templates is available next to the template name. The non applicable items are domains that are not based on domain templates. The total value represents the number of all domains registered in Plesk.
- Client templates – This area displays a list of all client templates created in Plesk. The number of client accounts that are based on such templates is available next to the template name. The non applicable items are clients whose accounts are not based on client templates. The total value represents the number of all clients with accounts in Plesk.

- Hosting types – These are the hosting types available on server: physical hosting, standard forward, and frame forward. Domains that have no hosting enabled are counted to the non applicable items. The total value represents the number of all domains registered in Plesk.

To view domains/clients that belong to a certain category, click the number available next to the chosen category name. A new page will open which contains the domain/client names and creation dates.

## Login Details

To view the login details for clients and domains, the server administrator must click the [Password](#) link available in the Server tools area. In the next page he must select the clients or domains for which the login details should be displayed.

When the server administrator selects domains from the available list, 4PSA Notifications will display the selected domains login details.

When the server administrator selects clients from the available list, a new page will open, containing two fields:

- Following clients match criteria – The list of clients based on the previously performed selection. To continue, select only one client.
- Domain list for client – The list of domains owned by the selected client. To continue, select at least one domain from the list.

Click Search to view the results of the selection. 4PSA Notifications will display the client login details and the selected domain's login details.

The client login details are the client username and password. These details can be sent by email to the server administrator and to the client at the addresses specified in the available email fields. To send the email, click the [Send by E-Mail](#) link corresponding to the chosen email address.

Based on the domain features, the domain login details are the username and password for the domain user account, web users' accounts, FTP account, Front Page account, mailboxes, databases and protected directories. These details can be sent by email to the server administrator, to the client and to the domain user at the addresses specified in the available email fields. To send the email, click the [Send by E-Mail](#) link corresponding to the chosen email address.

## Change of Ownership

To change the ownership of the domains on the server, the administrator must click the [Owner](#) link available in the Tools area. Then he must select the current and the future domain owner from the available lists.

4PSA Notifications will display two lists of domains owned by the selected clients. The server administrator can move one or more domains from the current owner account to the future owner account by clicking Move down. If a mistake is made the domain can be moved back by selecting the domain and clicking Move up.



### Note

You cannot use Move up button to move a domain from the second client account to the first client account unless this domain currently belongs to the first client account and has been moved by mistake.

Domains which are based on exclusive IP addresses cannot be moved. You must first put the domain on a shared IP in order to be able to move it.

To change the ownership of the selected domain(s) click OK, to return without saving the new configuration click Cancel.

## Locked Accounts

The locked accounts are clients or domain user accounts whose access has been revoked by the system due to unsuccessful login attempts.

To manage locked accounts, the administrator must click the [Locked accounts](#) link available in the Tools area. 4PSA Notifications will display a list with all locked accounts, containing the following details:

- Login - The username of the user with revoked access from Plesk.
- Timeout – The number of minutes remaining until the user will be able to login again.

To grant the user access to the online interface immediately, select the corresponding check box and click the [Unlock selected](#) link. To refresh the data, click [Refresh](#).

## Interface Settings


To select the language used by 4PSA Notifications' interface, the administrator must click the [Interface Settings](#) link available in the Server tools area. The following options are available:

- Language - Here all installed language packs are displayed. The interface will use the language pack setup in your account preference in Plesk. If this language pack is not available, the system will default to English. You can use only languages that have been installed in the Plesk interface.
- Custom button title - The name of the custom button in the left panel. The server administrator can change the default 4PSA Notifications with a more descriptive name for his clients.
- Context help - The 4PSA Notifications application description that will appear in the navigation panel on the left.

## Templates

To edit the 4PSA Notifications templates, the administrator must click the [Templates](#) link available in the Server tools area. 4PSA Notifications will display a list of all templates available:

- The template used when sending notifications to clients.
- The template used to display the scheduled downtime.
- The template used when sending notifications to domains.
- The signature that will be automatically added to all notifications and email messages.
- The string which appears in a message when there is no downtime scheduled.
- The string which appears in a message when there is no status assigned.
- This text will replace the [client\_name] field if the client has not specified a full name.
- The subject of the email message containing the login details.
- The body of the email message containing the login details.

To edit a template, the server administrator must click the  icon corresponding to the chosen template. A new page will open which contains a field for the Template text.

The server administrator can write his own text or can use the default text provided by 4PSA Notifications, by clicking Default.

The server administrator must click OK to save the changes made or Cancel to go back without saving them.

## License Management

In this area, you can manage the 4PSA Notifications license. The product requires a license key in order to work. The license key will be generated by 4PSA based on the server IP and Plesk version installed on the server.

You can use the following fields and controls to update or monitor your license:

- License key status
  - Your server IP – This is the main IP address of your server. The license key must be specifically issued for this IP otherwise it will not work.
  - License key status – The status of the currently loaded license key.
- Upload license key
  - License file – You can use this form to upload the license key to the server.



### Note

If you can access other pages in 4PSA Notifications, this means that your license is valid and you do not have to upload a new one.

- Get license key from licensing server – This form can be used to query the licensing server, using the activation code for your license key. This function can only be used when there is a license key loaded on the server. The first time you install the product you will be required to upload the license key.
- License by activation code – This form can be used to query the licensing server, using the activation code of your license key.
- License key properties – This section contains details about the current license.
  - Key number - The number of the license key.
  - Key ownership - The type of the license key ownership.
  - Maximum number of domains - The maximum number of allowed domains.

- License key must autorenew before - The date when the license key expires and must be renewed.
- Key renewed on - Last key renewal date.



Note

The Owned and Leased licenses automatically renew before the **License expire date**.





## Chapter 2

# The Reseller Module

The 4PSA Notifications reseller module can be accessed after you login to Plesk using a reseller level account. To access the 4PSA Notifications interface click the [4PSA Notifications](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Notifications toolbar is available on top of the application's interface. The toolbar provides an easy method for the resellers to view the notifications sent to his account and to his clients and domains, send notifications to his clients and domains, view detailed clients and domain reports, view client and domain templates utilization reports, view login details for his clients and domains, and edit 4PSA Notifications templates.

## My Notifications

In the Notifications area the reseller can view a report on all notifications sent by the server administrator to his account.

To access this section, click the My Notifications button available in the toolbar.

The following information is available:

- The total number of notifications received.
- The number of scheduled, completed and unassigned notifications.

To view these notifications, click the number corresponding to the notification type you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From - The sender of the notification.
- Subject - The notification subject.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.

Example: 25 minutes, starting Mar 04, 2004 02:13

The client can read existing notifications. To read a notification, click the subject of the chosen notification.

## Client Notifications

In the Clients area, the reseller can view a list of all clients hosted on server.

To access this section, click the Client Notifications button available in the toolbar.

Each client has three columns displaying the number of notifications sent based on the notification status:

- Scheduled - Notifications that use status and have a not-completed status assigned.
- Completed - Notifications that use status and have a completed status assigned.
- Unassigned - Notifications that do not use status or do not have a final status assigned.



#### Note

You should check notifications that do not have a final status and assign them a final status, because if you scheduled a downtime which occurred in the past, the notification status in the database will remain "not-completed".

To view, edit or delete all notifications sent to a chosen client, click the client name. To view, edit or delete notifications with a specific status sent to a chosen client, click the number available in the column corresponding to the selected notification status.

## Notifications for a Client

The reseller can view a report on all notifications sent to the chosen client, can edit and delete sent notifications.

In the Report area, the following information is available:

- The total number of notifications sent to the chosen client.
- The number of scheduled, completed or unassigned notifications.

To view these notifications, click the number corresponding to the notification status you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From – The sender of the notification.
- Subject – The subject of the notification.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.
- Email updated notification Select this check box to send email notifications to assigned clients.

Example: 25 minutes, starting Dec 05, 2008 02:13.

## Removing a Notification

To delete a notification, select the check box corresponding to the chosen notification and click the [Remove Selected](#) link. The server administrator can delete several notifications at the same time.

## Edit a Notification

The server administrator can edit existing notifications by following the next steps:

1. Click the chosen notification subject. A new page will open where you can modify or delete the chosen notification.
2. To edit the notification, the following options are available:
  - Notification subject - Modify the subject of the chosen notification.
  - Notification content - Modify the content of the chosen notification.
  - Scheduled downtime - If the chosen notification implies/implied a server downtime, the administrator can modify the server date, server hour, server minute and the estimated duration of the downtime.
  - Status - If the chosen notification has a status assigned, it can be changed. The available options are: in progress, scheduled, and completed.



### Note

When a notification has an assigned status, you cannot change its status to unassigned.

3. Click Update, to save the changes. Click Delete, to delete the notification from all clients' accounts.

## Scheduled Notifications

To view all the notifications with a not-completed status that were sent to a chosen client, in the Clients area, click the number available in the Scheduled column. A new page will open containing the notifications for that client.

## Completed Notifications

To view all the notifications with a completed status that were sent to a chosen client, in the Clients area, click the number available in the Completed column. A new page will open containing the notifications for that client.

## Unassigned Notifications

To view all the notifications that do not have a status assigned and were sent to a chosen client, in the Clients area, click the number available in the Unassigned column. A new page will open containing the notifications for that client.

## Notify Clients

In this area, the reseller can send notifications to selected clients.

To access this section, click the Notify Clients button available in the toolbar.

The reseller can prepare the list of clients that will receive the notification. The selection of clients is based on several criteria available in the Clients selection area. The following selection criteria are available:

- Company name – Select clients based on their company's name.
- Domain creation – When this option is enabled, you will select clients that have permissions to create new domains in Plesk.
- Physical hosting management - When this option is enabled, you will select clients that have permissions to manage physical hosting in Plesk.
- Hard disk quota assignment - When this option is enabled, you will select clients that have permissions to assign hard disk quota in Plesk.
- Subdomains management - When this option is enabled, you will select clients that have permissions to manage subdomains in Plesk.
- Domain limits adjustments - When this option is enabled, you will select clients that have permissions to modify domain limits in Plesk.
- DNS zone management - When this option is enabled, you will select clients that have permissions to manage DNS zone in Plesk.
- Backup/restore functions - When this option is enabled, you will select clients that have permissions to use the backup/restore functions in Plesk.

- Log rotation management - When this option is enabled, you will select clients that have permissions to manage log rotation in Plesk.
- Crontab management - When this option is enabled, you will select clients that have permissions to manage crontab in Plesk.
- Anonymous FTP management - When this option is enabled, you will select clients that have permissions to manage anonymous FTP in Plesk.
- Web applications management - When this option is enabled, you will select clients that have permissions to manage web applications in Plesk.
- System access management - When this option is enabled, you will select clients that have permissions to manage system access in Plesk.
- Mailing lists management - When this option is enabled, you will select clients that have permissions to manage mailing lists in Plesk.
- Client created after – To enable this field click the calendar and choose a date. You will select clients that have been created after the specified date.
- Client created before - To enable this field click the calendar and select a date. You will select clients that have been created before the specified date.
- Client account expires before - To enable this field click the calendar and select a date. You will select clients whose accounts will expire before the specified date.
- Client status – When this option is enabled, you can choose the status in Plesk of your selected clients. Clients' status can be: active and inactive.



#### Note

Select 'Any' if the client status is not important for your selection.

- Limit client selection to – This contains a list of all clients with their name, company name, creation date, and number of domains registered in Plesk. To select a client, select the Sel check box on the chosen client row and click Get Clients .

After enabling the chosen selection criteria, click Get Clients.

## New Notification

After making the clients selection, the reseller can write the notification. The following fields are available:

- Notification recipients – In this field, a list of previously selected clients is available.



#### Note

If the selection does not suit your needs, go back and make another selection.

- Notification subject – Use this field to write the subject of the notification. When the notification is sent by email this field is the email subject.
- Notification content – Use this field to write the content of the notification. When the notification is sent by email this field is the email body.



#### Note

Notification subject and content are required fields, they cannot be empty.

- Scheduled downtime - If the chosen notification implies a server downtime, the administrator can set the server date, server hour, server minute and the estimated duration of the downtime.
- Status – Use this field to assign a status to the notification. The available options are: don't use status, in progress, scheduled and completed.

After writing the notification, the reseller can see a preview of the notification by clicking Preview or can delete the notification without saving it by clicking Cancel.

## Notification Preview

In this page, the reseller can preview the notification. The notification's layout is based on the template selected in Templates area,

To access this section, click the Tools button available in the toolbar.

Based on the selections made when the notification was created, the fields in square brackets that appear in the message body will be automatically replaced as explained below:

- [client\_name] - Will be replaced by the name of the user who will receive the notification.
- [date] - Will be replaced by the downtime starting date.
- [start] - Will be replaced by the downtime start time in the hh:mm format.
- [min] - Will be replaced by the estimated duration of the downtime.
- [status] - Will be replaced by the notification status.



#### Note

If you delete or modify these fields, the client will not see the details in the notification body. Be careful when making any changes in these fields.

You can make any other changes you want. The changes will be permanent. If you want to broadcast the notification by email, select the Notify clients by email check box. To send the notification click Send, to delete the notification without saving it click Cancel.

## Notification Report

After the notification is sent, 4PSA Notifications displays a report on the transmission containing the following details:

- Updating the notification ... – The result of the notification update, which can be success or failure.
- Sending notification by mail... – The notification will be sent by email if you have selected the Notify clients by email option.
- List of clients ... - The notification will be sent to selected clients by email if you have selected the Notify clients by email option. The result can be success or failure.

## Domain Notifications

In the Domains area, the client can view a list of all his domains created in Plesk.

To access this section, click the Domain Notifications button available in the toolbar.

Each domain has three columns displaying the number of notifications sent to every domain based on the notification status:

- Scheduled - Notifications that use status and have a not-completed status assigned.
- Completed - Notifications that use status and have a completed status assigned.
- Unassigned - Notifications that do not use status or do not have a final status assigned.



To view, edit or delete notifications sent to a chosen domain, click the domain name. To view or delete notifications with a specific status sent to a chosen domain click the number available in the column corresponding to the selected notifications status.



#### Note

You can edit and delete only the notifications you sent to your hosted domains. You can only read the notifications received from the reseller or administrator; you cannot edit or delete them.

## Notifications for a Domain

The client can view a report on all notifications sent to the chosen domain. In the Report area, the following information is available:

- The total number of notifications sent to the chosen domain.
- The number of scheduled, completed and unassigned notifications.

To view these notifications, click the number corresponding to the notification status you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From - The sender of the notification.
- Subject - The notification subject.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.
- Example: 25 minutes, starting Mar 04, 2004 02:13

The client can read existing notifications. To read a notification, click the chosen notification subject.

## Scheduled Notifications

To view all the notifications with a not-completed status that were sent to a chosen domain, in the Domains area, click the number available in the Scheduled column. A new page will open containing the notifications for that domain.

## Completed Notifications

To view all the notifications with a completed status that were sent to a chosen domain, in the Domains area, click the number available in the Completed column. A new page will open containing the notifications for that domain.

## Unassigned Notifications

To view all the notifications that do not have a status assigned and were sent to a chosen client, in the Domains area, click the number available in the Unassigned column. A new page will open containing the notifications for that domain.

## Notify Domains

In this area, the client can send notifications to selected domains.

To access this section, click the Notify Domains button available in the toolbar.

## Domain Selection

The client can prepare the list of domains which will receive the notification. The selection of domains is based on several criteria from the Domains selection area. The following selection criteria are available:

- Hosting type – Select domains based on their hosting account type: physical hosting, standard forward, and frame forward.
- Physical hosting domain features – When the chosen hosting type is physical hosting, the client can select the following criteria:

- Front Page - When enabled, 4PSA Notifications will select domains that have Front Page support.
- SSI - When enabled, 4PSA Notifications will select domains that have SSI support.
- PHP - When enabled, 4PSA Notifications will select domains that have PHP support.
- CGI - When enabled, 4PSA Notifications will select domains that have CGI support.
- Mod-perl - When enabled, 4PSA Notifications will select domains that have Mod-perl support.
- ColdFusion - When enabled, 4PSA Notifications will select domains that have ColdFusion support.
- ASP - When enabled, 4PSA Notifications will select domains that have ASP support.
- SSL - When enabled, 4PSA Notifications will select domains that have SSL support.
- SSH - When enabled, 4PSA Notifications will select domains that have SSH support.
- Webstats - When enabled, 4PSA Notifications will select domains that have webstats support.
- Database - When enabled, 4PSA Notifications will select domains that have database support.

For every criterion in the previous list, the following options are available:

- Don't care – The corresponding feature is not important in the selection.
- Enabled – 4PSA Notifications will select domains that have the corresponding feature enabled.
- Disabled - 4PSA Notifications will select domains that have the corresponding feature disabled.

The following selection criteria are also available:

- Monthly traffic larger than # MB - When this field is not empty, 4PSA Notifications selects domains that have monthly traffic larger than the specified value.
- Disk space usage larger than # MB - When this field is not empty, 4PSA Notifications selects domains that have disk space usage larger than the specified value.

- Domain created after - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that have been created after the specified date.
- Domain created before - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that have been created before the specified date.
- Domain expires before - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that will expire before the specified date.
- Domain status – When enabled, 4PSA Notifications selects domains that have the chosen status in Plesk: active for active domains and inactive for inactive domains.



#### Note

Select 'Any' if the domain status is not important for your selection.

- Limit domain selection to - In this area a list of all domains owned by the client is available. Domains are registered in Plesk with their name, creation date, and number of subdomains. To select a domain, select the Sel check box on the chosen domain row and click Get Domains.

After enabling the chosen selection criteria, click Get Domains.

## New Notification

After making the domains selection, the client can write the notification. The following fields are available:

- Notification recipients - In this field a list of domains that were selected based on the chosen criteria is available.



#### Note

If the selection does not suit your needs, go back and make another selection.

- Notification subject - Use this field to write the subject of the notification. When the notification is sent by email this field is the email subject.
- Notification content - Use this field to write the content of the notification. When the notification is sent by email this field is the email body.



#### Note

Notification subject and content are required fields, they cannot be empty.

- Scheduled downtime - If the chosen notification implies a server downtime, the client can set the server date, server hour, server minute and the estimated duration of the downtime.
- Status - In this field, the client can assign a status to the notification. The available options are: don't use status, in progress, scheduled, and completed.

After writing the notification the client can preview it by clicking Preview or he can delete the notification without saving it by clicking Cancel.

## Notification Preview

In this page the client can preview the notification. The layout of the notification is based on the template selected in the Templates area (click the Tools button available in the toolbar).

Based on the selections made when the notification was created, the fields in square brackets that appear in the message body will be automatically replaced.

- [client\_name] - Will be replaced by the name of the user who will receive the notification.
- [date] - Will be replaced by the downtime starting date.
- [start] - Will be replaced by the downtime starting time in the hh:mm format.
- [min] - Will be replaced by the estimated duration of the downtime.
- [status] - Will be replaced by the notification status.



#### Note

If you delete or modify these fields the notification receivers will not see the details in the notification body. Be careful when making any changes in these fields.

You can make any other changes you want. The changes will be permanent. If you want to broadcast the notification by email, select the check boxes that suit your needs:

- Notify domain users by email – When enabled, the domain users of the selected domains will receive the notification by email.
- Notify mail name users by email – When enabled, the mail name users of the selected domains will receive the notification by email.

To send the notification click Send, to delete the notification without saving it click Cancel.

## Notification Report

After sending the notification, 4PSA Notifications will display a transmission report that contains the following details:

- Updating the notification ... – The result of the notification update, which can be success or failure.
- Sending notification by mail... – The notification will be sent by email if you have selected the available options.
- List of domains ... - The notification will be sent to selected recipients by email if you have selected the available options. The result can be success or failure.

## Tools

In this area, the client can view the 4PSA Notifications reports and the tools available in the application.

To access this section, click the Tools button available in the toolbar.

In the Reports area he can view the 4PSA Notifications version available on the server. In the Tools area the client can view detailed domain reports, domain templates utilization report, login details for his domains, and he can edit the 4PSA Notifications templates.

## Detailed Reports

To manage detailed reports, the client must click the [Detailed reports](#) link available in the Server tools area. In the new page that will open the following details are available:

- Send by E-Mail – This field must contain the email address where the reports will be sent.

- Detailed domains report - Email a CSV file with the detailed domains report to the email address specified in the Send by E-Mail field.

To send the detailed reports, the client must select the corresponding check box and click the Send by E-Mail button.

## Quick Report

To view the quick report, the client must click the [Quick report](#) link available in the Server tools area. This report contains server resources utilization statistics, split in two areas. In both areas a list of all items will be available with their statistics, the number of non applicable items and the total number:

- Domain templates – This area displays a list with all domain templates created in Plesk. The number of domains owned by the client and based on such templates is available next to the template name. The non applicable items are the client's domains that are not based on domain templates. The total value represents the number of all the client's domains registered in Plesk.
- Hosting types – These are the hosting types available on server: physical hosting, standard forward, and frame forward. The domains owned by the client which have no hosting enabled are counted to the non applicable items. The total value represents the number of all the client's domains registered in Plesk.

To view domains that belong to a certain category, click the number available next to the chosen category name. A new page will open which contains the domains names and creation dates.

## Login Details

To view the login details for domains, the client must click the [Password](#) link available in the Server tools area. Next the client must select the domains for which the login details should be displayed.

After the client selects the domains from the available list, 4PSA Notifications will display the corresponding login details.


Based on the domain features, the domain login details are the user name and password for the domain user account, web users' accounts, FTP account, Front Page account, mailboxes, databases and protected directories. These details can be sent by email to the client and to the domain user at the addresses

specified in the available email fields. To send the email, click Send by E-Mail button corresponding to the chosen email address.

## Templates

To edit 4PSA Notifications templates, the client must click the [Templates](#) link available in the Server tools area. 4PSA Notifications will display a list of all templates available:

- The template used to display the scheduled downtime.
- The template used when sending notifications to domains.
- The signature that will be automatically added to all notifications and email messages.
- The string which appears in a message when there is no downtime scheduled.
- The string which appears in a message when there is no status assigned.
- This text will replace the [client\_name] field if the client has not specified a full name.
- The subject of the email message containing the login details.
- The body of the email message containing the login details.

To edit a template, the client must click the  icon corresponding to the chosen template. A new page will open which contains a field for the Template text.

The client can write his own text or can use the default text provided by 4PSA Notifications by clicking Default.

The client must click OK to save the changes made or Cancel to go back without saving.





## Chapter 3

# The Client Module

The 4PSA Notifications client module can be accessed after you login to Plesk using a client level account. To access the 4PSA Notifications interface click the [4PSA Notifications](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Notifications toolbar is available on top of the application's interface. The toolbar provides an easy method for the client to view the notifications sent to his client account and to his domains, send notifications to his domains, view detailed domain reports, view domain templates utilization reports, view login details for his domains, and edit 4PSA Notifications templates.

### 1. My Notifications

In the Notifications area the client can view a report on all notifications sent by the server administrator or the reseller to his account.

To access this area, in the toolbar, click the My Notifications button.

The following information is available:

- The total number of notifications received.
- The number of scheduled, completed and unassigned notifications.

To view these notifications, click the number corresponding to the notification type you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From - The sender of the notification.
- Subject - The notification subject.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.

Example: 25 minutes, starting Mar 04, 2004 02:13

The client can read existing notifications. To read a notification, click the subject of the chosen notification.

## Domain Notifications

In the Domains area, the client can view a list of all his domains created in Plesk.

To access this section, click the Domain Notifications button available in the toolbar.

Each domain has three columns displaying the number of notifications sent to every domain based on the notification status:

- Scheduled - Notifications that use status and have a not-completed status assigned.
- Completed - Notifications that use status and have a completed status assigned.
- Unassigned - Notifications that do not use status or do not have a final status assigned.

To view, edit or delete notifications sent to a chosen domain, click the domain name. To view or delete notifications with a specific status sent to a

chosen domain click the number available in the column corresponding to the selected notifications status.



#### Note

You can edit and delete only the notifications you sent to your hosted domains. You can only read the notifications received from the server administrator or the reseller; you cannot edit or delete them.

## Notifications for a Domain

The client can view a report on all notifications sent to the chosen domain. In the Report area, the following information is available:

- The total number of notifications sent to the chosen domain.
- the number of scheduled, completed and unassigned notifications.

To view these notifications, click the number corresponding to the notification status you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From - The sender of the notification.
- Subject - The notification subject.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.

Example: 25 minutes, starting Mar 04, 2004 02:13

The client can read existing notifications. To read a notification, click the chosen notification subject.

## Scheduled Notifications

To view all the notifications with a not-completed status that were sent to a chosen domain, in the Domains area, click the number available in the

Scheduled column. A new page will open containing the notifications for that domain.

## Completed Notifications

To view all the notifications with a completed status that were sent to a chosen domain, in the Domains area, click the number available in the Completed column. A new page will open containing the notifications for that domain.

## Unassigned Notifications

To view all the notifications that do not have a status assigned and were sent to a chosen client, in the Domains area, click the number available in the Unassigned column. A new page will open containing the notifications for that domain.

## 3. Notify Domains

In this area, the client can send notifications to selected domains.

To access this section, click the Notify Domains button available in the toolbar.

### Domain Selection

The client can prepare the list of domains which will receive the notification. The selection of domains is based on several criteria from the Domains selection area. The following selection criteria are available:

- Hosting type – Select domains based on their hosting account type: physical hosting, standard forward, and frame forward.
- Physical hosting domain features – When the chosen hosting type is physical hosting, the client can select the following criteria:
  - Front Page - When enabled, 4PSA Notifications will select domains that have Front Page support.
  - SSI - When enabled, 4PSA Notifications will select domains that have SSI support.

- PHP - When enabled, 4PSA Notifications will select domains that have PHP support.
- CGI - When enabled, 4PSA Notifications will select domains that have CGI support.
- Mod-perl - When enabled, 4PSA Notifications will select domains that have Mod-perl support.
- ColdFusion - When enabled, 4PSA Notifications will select domains that have ColdFusion support.
- ASP - When enabled, 4PSA Notifications will select domains that have ASP support.
- SSL - When enabled, 4PSA Notifications will select domains that have SSL support.
- SSH - When enabled, 4PSA Notifications will select domains that have SSH support.
- Webstats - When enabled, 4PSA Notifications will select domains that have webstats support.
- Database - When enabled, 4PSA Notifications will select domains that have database support.

For every criterion in the previous list, the following options are available:

- Don't care – The corresponding feature is not important in the selection.
- Enabled – 4PSA Notifications will select domains that have the corresponding feature enabled.
- Disabled - 4PSA Notifications will select domains that have the corresponding feature disabled.

The following selection criteria are also available:

- Monthly traffic larger than # MB - When this field is not empty, 4PSA Notifications selects domains that have monthly traffic larger than the specified value.
- Disk space usage larger than # MB - When this field is not empty, 4PSA Notifications selects domains that have disk space usage larger than the specified value.
- Domain created after - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that have been created after the specified date.

- Domain created before - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that have been created before the specified date.
- Domain expires before - To enable this field click the calendar and select a date. 4PSA Notifications will select domains that will expire before the specified date.
- Domain status – When enabled, 4PSA Notifications selects domains that have the chosen status in Plesk: active for active domains and inactive for inactive domains.



#### Note

Select 'Any' if the domain status is not important for your selection.

- Limit domain selection to - In this area a list of all domains owned by the client is available. Domains are registered in Plesk with their name, creation date, and number of subdomains. To select a domain, check the Sel check box on the chosen domain row and click Get Domains.

After enabling the chosen selection criteria, click Get Domains.

## New Notification

After making the domains selection, the client can write the notification. The following fields are available:

- Notification recipients - In this field a list of domains that were selected based on the chosen criteria is available.



#### Note

If the selection does not suit your needs, go back and make another selection.

- Notification subject - Use this field to write the subject of the notification. When the notification is sent by email this field is the email subject.
- Notification content - Use this field to write the content of the notification. When the notification is sent by email this field is the email body.



#### Note

Notification subject and content are required fields, they cannot be empty.

- Scheduled downtime - If the chosen notification implies a server downtime, the client can set the server date, server hour, server minute and the estimated duration of the downtime.
- Status - In this field, the client can assign a status to the notification. The available options are: don't use status, in progress, scheduled, and completed.

After writing the notification the client can preview it by clicking Preview or he can delete the notification without saving it by clicking Cancel.

## Notification Preview

In this page the client can preview the notification. The layout of the notification is based on the template selected in the Templates area.

To access this section, click the Tools button available in the toolbar.

Based on the selections made when the notification was created, the fields in square brackets that appear in the message body will be automatically replaced.

- [client\_name] - Will be replaced by the name of the user who will receive the notification.
- [date] - Will be replaced by the downtime starting date.
- [start] - Will be replaced by the downtime starting time in the hh:mm format.
- [min] - Will be replaced by the estimated duration of the downtime.
- [status] - Will be replaced by the notification status.



### Note

If you delete or modify these fields the notification receivers will not see the details in the notification body. Be careful when making any changes in these fields.

You can make any other changes you want. The changes will be permanent. If you want to broadcast the notification by email, select the check boxes that suit your needs:

- Notify domain users by email – When enabled, the domain users of the selected domains will receive the notification by email.
- Notify mail name users by email – When enabled, the mail name users of the selected domains will receive the notification by email.

To send the notification click Send, to delete the notification without saving it click Cancel.

## Notification Report

After sending the notification, 4PSA Notifications will display a transmission report that contains the following details:

- Updating the notification ... – The result of the notification update, which can be success or failure
- Sending notification by mail... – The notification will be sent by email if you have selected the available options.
- List of domains ... - The notification will be sent to selected recipients by email if you have selected the available options. The result can be success or failure.

## Tools

In this area (click the Tools button available in the toolbar) the client can view the 4PSA Notifications reports and the tools available in the application.

In the Reports area he can view the 4PSA Notifications version available on the server. In the Tools area the client can view detailed domain reports, domain templates utilization report, login details for his domains, and he can edit the 4PSA Notifications templates.

## Detailed Reports

To manage detailed reports, the client must click the [Detailed reports](#) link available in the Server tools area. In the new page that will open the following details are available:

- Send by E-Mail – This field must contain the email address where the reports will be sent.
- Detailed domains report - Email a CSV file with the detailed domains report to the email address specified in the Send by E-Mail field.

To send the detailed reports, the client must select the corresponding check box and click the Send by E-Mail button.



## Quick Report

To view the quick report, the client must click the [Quick report](#) link available in the Server tools area. This report contains server resources utilization statistics, split in two areas. In both areas a list of all items will be available with their statistics, the number of non applicable items and the total number:

- Domain templates – This area displays a list with all domain templates created in Plesk. The number of domains owned by the client and based on such templates is available next to the template name. The non applicable items are the client's domains that are not based on domain templates. The total value represents the number of all the client's domains registered in Plesk.
- Hosting types – These are the hosting types available on server: physical hosting, standard forward, and frame forward. The domains owned by the client which have no hosting enabled are counted to the non applicable items. The total value represents the number of all the client's domains registered in Plesk.

To view domains that belong to a certain category, click the number available next to the chosen category name. A new page will open which contains the domains names and creation dates.

## Login Details

To view the login details for domains, the client must click the [Password](#) link available in the Server tools area. Next the client must select the domains for which the login details should be displayed.


After the client selects the domains from the available list, 4PSA Notifications will display the corresponding login details.

Based on the domain features, the domain login details are the user name and password for the domain user account, web users' accounts, FTP account, Front Page account, mailboxes, databases and protected directories. These details can be sent by email to the client and to the domain user at the addresses specified in the available email fields. To send the email, click Send by E-Mail button corresponding to the chosen email address.

## Templates

To edit 4PSA Notifications templates, the client must click the [Templates](#) link available in the Server tools area. 4PSA Notifications will display a list of all templates available:

- The template used to display the scheduled downtime.
- The template used when sending notifications to domains.
- The signature that will be automatically added to all notifications and email messages.
- The string which appears in a message when there is no downtime scheduled.
- The string which appears in a message when there is no status assigned.
- This text will replace the [client\_name] field if the client has not specified a full name.
- The subject of the email message containing the login details.
- The body of the email message containing the login details.

To edit a template, the client must click the  icon corresponding to the chosen template. A new page will open which contains a field for the Template text.

The client can write his own text or can use the default text provided by 4PSA Notifications by clicking Default.

The client must click OK to save the changes made or Cancel to go back without saving.



## Chapter 4

# The Domain User Module

The 4PSA Notifications domain user module can be accessed after you login to Plesk using a domain user account. To open the 4PSA Notifications interface click the [4PSA Notifications](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Notifications toolbar is available on top of the application's interface.

In the Notifications area the domain user can view a report on all notifications received from the server administrator, from the reseller and from the client who owns his domain.

To access this area, click My Notifications button in the toolbar.

The following information is available:

- The total number of notifications received.
- The number of scheduled, completed and unassigned notifications.

To view these notifications, click the number corresponding to the notifications status you have chosen. In the area below, the notifications that have the selected status are available with these details:

- From – The sender of the notification.
- Subject – The notification subject.
- Notification date - The date when the notification was registered in the system.
- Server Downtime - If the notification did not involve a server downtime this column is set to No. If a server downtime was involved, the following details are displayed:
  - The downtime duration.
  - The time and date when the downtime started.

Example: 25 minutes, starting Mar 04, 2004 02:13

The domain user can read existing notifications. To read a notification, click the chosen notification subject.