

CLOUD CALLING™



# OXtender

## 4PSA OXtender 1.5.0 for Plesk 8.3.0 and newer versions User's Guide

For more information about 4PSA OXtender for Parallels Plesk Panel, check:  
<http://www.4psa.com>

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# User's Guide

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For suggestions regarding this manual contact:

[docs@4psa.com](mailto:docs@4psa.com)

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# Preface

## Who Should Read This Guide

This guide should be read by the Parallels Plesk Panel administrator, but the hosting service's customers, be it Plesk resellers, clients, domain users or email users, will also find useful certain sections of the present guide.

## Chapter 1

# 4PSA OXtender

4PSA OXtender for Parallels Plesk Panel is a fully automation solution designed to integrate the Parallels Plesk Panel with the Open-Xchange server. This module is the fastest and most efficient way to deliver a new class of email service to your Parallels Plesk Panel customers. It allows you to provide business class email service including groupware, collaboration and mobility using the award winning Open-Xchange, the social networks enabled alternative for Microsoft Exchange.

This module is designed to replicate mailbox accounts from Parallels Plesk Panel to an Open-Xchange server that can be defined from the [Settings](#) section.



### Caution

The mailboxes whose passwords have not been set up from the **Parallels Plesk Panel** cannot be replicated on the **Open-Xchange** server!

Once the module has replicated a mailbox account, an event listener will record all the modifications that may appear in time:

1. Name and password changes.
2. Domain name changes.
3. The account's removal from the Parallels Plesk Panel server.
4. Maildomain aliases removal or change.

The replication Cron script that it is run every 15 minutes updates the Open-Xchange server with all the mentioned changes.

## Chapter 2

# The Administrator Module

The 4PSA OXtender for Parallels Plesk Panel administrator module can be accessed after you log in Parallels Plesk Panel using the admin account. To open the 4PSA OXtender for Parallels Plesk Panel interface, just click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.




### Note

After you install the product for the first time, the customers will not be allowed to access **4PSA OXtender for Parallels Plesk Panel** and the access link will not be available in the navigation menu. In order to grant access rights to your customers, you must follow the next steps:

1. Log in as admin to your **Parallels Plesk** server.
2. Access the **4PSA OXtender for Parallels Plesk Panel** module by clicking the link available in the left navigation menu.
3. Choose the users you want to enable access for by selecting their corresponding check boxes available before the **Name** column from the **Resellers**, **Clients** or **Domains** tabs.



4. Confirm your selection by clicking the  [Apply Your Changes](#) link.

## License Management

A specific license key must be purchased in order to be able to use the 4PSA OXtender module. The license key is generated based on the IP of the server the module is installed on.



### Note

If there are more than 2,000 mailboxes in **Parallels Plesk Panel** that you wish to replicate, then the access to the **4PSA OXtender** module will be restricted, unless having the proper license type. You will be redirected to the **License** page where a message informing about the problem will be displayed:

- When the logged in user is administrator: It is not possible to use this license with more than 2,000 mailboxes in Parallels Plesk Panel. For more details, contact 4PSA sales.
- When the logged in user is another level: It is not possible to use this license. Please contact your administrator, the error code is #62.

The License Management page displays several details about the license, such as the license key, its status or its ownership. You can update your license by uploading a license key file from your computer or by using an activation code. The information is grouped into four sections:

- License Key Status - This section provides details about the status of the uploaded license key:
  - Your server IP - This is your server's main IP address. The license key must be issued for this IP, otherwise it will not work.
  - License key status - The status of the currently loaded license key.
- Upload License Key - Use this section to upload a new license key from your computer:
  - License key file - Click the Browse button to locate the license key file on your computer and then, the Upload button to finalize the activation.
- License by Activation Code - Use this section to activate the 4PSA OXtender module using a specific code:

- Activation code - Use this text box to fill in the activation code that will be used to extend the license. Click the Activate button to finalize the process.
- Get License Key From Licensing Server - This form can be used to query the licensing server and it is only available when there is a license key loaded on the server. Therefore, this option is not available after installing the module for the first time.

One option can be configured:

- Last licensing server answer - This is the answer received when the license server was last queried. Click the Get license button to obtain a new answer from the license server.
- License Key Properties - This section provides details about the current license:
  - Key number - The key number of the current loaded license.
  - Key ownership - The license key type, from the cost perspective. The possible values are:
    - Evaluation
    - Owned
    - Leased
  - Key issued for IP - The IP address the license key was issued for.
  - Maximum number of domains - The maximum number of domains that can be added using the current license.
  - Key SUS expires - The date the key's SUS will expire on.
  - Key renewed on - The date the current license key was last renewed.
  - Premium - This field may display two values:
    - Yes - The Groupware Premium mailboxes are allowed on the Open-Xchange server.
    - No - The license does not support the mailboxes using the Groupware Premium service type.
  - Free usage - This field may display two values:
    - Yes - The license supports an unlimited number of mailboxes to be replicated on the Open-Xchange server.
    - No - The following limitations are imposed:
      - Unlimited for the mailboxes using the Webmail service type.
      - For 10 domains license type - Up to 50 non Webmail mailboxes.

- For 100 domains license type - Up to 150 non Webmail mailboxes.
- For unlimited domains license type - Up to 250 non Webmail mailboxes.



#### Note

When the license limitation has been reached, a message is displayed:

- When the logged in user is administrator: It is not possible to create more OX Groupware accounts (all types) because you reached a licensing limit. For more details, contact 4PSA sales.
- When the logged in user is another level: It is not possible to create more OX Groupware accounts (all types). Please contact your administrator, the error code is #61.

## Settings

The Settings page allows you to configure the replication preferences and to define the Open-Xchange server the mailbox accounts will be replicated on:

**Settings**

Resellers Clients Domains Mailboxes Logs Settings License

★ Favorites Visited Pages Switch to VoipNow

Use this page to setup your connection to the Open Xchange server and also set the replication preferences.

**OX Infrastructure Link**

OX IP or hostname \* 192.168.14.182

OX username \* oxadminmaster

OX password \* .....

**SOAP API Preferences**

Wait for \* 30 seconds to receive an answer from OX server

Debug API requests ☒

**Replication Preferences**

Plesk IMAP server for OX to connect to \* 192.168.9.199 (Hostname/IP : Port)

Plesk SMTP server for OX to connect to \* 192.168.9.199 (Hostname/IP: Port)

Default Infostore quota per domain \* 102 MB

OX languages \*

Afrikaans  
Albanian  
Arabic (Bahrain)  
Arabic (Iraq)  
Armenian  
Basque (Basque)  
Belarusian

English (United States)  
Arabic (United Arab Emirates)  
Arabic (Algeria)  
Russian

Default OX language \* English (United States)

Default OX time zone \* (GMT +02:00) Europe/Bucharest

Automatically delete from OX the accounts erased in Parallels Plesk Panel ☒

\* Required fields

OK Cancel

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### The Settings page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Settings tab.

The available information is grouped into three sections:

- **OX Infrastructure Link** - Here you can configure the Open-Xchange server the mailbox accounts from Parallels Plesk Panel will be replicated on:
  - **OX connection type** - You can choose the credentials that will be used to connect to the Open-Xchange server:
    - **standalone** - In this case, the OX username and the OX password of the Open-Xchange server Administrator will be used.
    - **cloud** - This option allows you to use the credentials of an Open-Xchange reseller to connect to the server. For more information, check the [Open-Xchange documentation](#).

- OX IP or hostname - The IP address or the hostname of the Open-Xchange server you want the mailboxes to be replicated on.
- OX username - The Administrator username required to connect to the Open-Xchange server.
- OX password - The Administrator password required to connect to the Open-Xchange server.



#### Note

To replicate an internationalized domain name (IDN) (e.g.: **räksmörgås.josefsson.org**), you will be required to modify the following line from the `/opt/open-xchange/etc/admind Daemon/plugin/hosting.properties` file, available on the **Open-Xchange** server:

```
# pattern of allowed chars in login mapping names
CHECK_CONTEXT_LOGIN_MAPPING_REGEX=[${%\\\.+a-zA-Z0-9_-}]
```

Mail users found under this domain will be able to log in to **Open-Xchange** using the domain name containing these characters (e.g.: **mail\_name@räksmörgås.josefsson.org**).

- SOAP API Preferences - This section contains information about the connection protocol:
  - Wait for { x } seconds to receive answer from OX server - Use the available text box to specify the number of seconds the application will wait for an answer from the Open-Xchange server before timing out.
  - Debug API requests - When this check box is selected, you will be able to see a log for each replicated email address. Both the API requests and responses are displayed and the errors, if any, are highlighted in red. The logs are available in the Outcome column of the Replication Logs table.
- Replication Preferences - Use this section to configure the Parallels Plesk Panel mailbox server you want to replicate:
  - Plesk IMAP server for OX to connect to - Use the available text box to specify the IMAP server's IP address/hostname and the port that will be used by the 4PSA OXtender module to connect to. The Internet Message Access Protocol allows an email client to access emails on a remote mail server. The accepted values are `[ip]:[port]` or `[domain_name]:[port]`.



#### Note

If the port is not specified, than the default IMAP port, **143**, will be used.

- Plesk SMTP server for OX to connect to - Use the available text box to specify the SMTP server's IP address/hostname that will be used by the 4PSA OXtender module to connect to. The Simple Mail Transfer Protocol (SMTP) is an Internet standard for electronic mail (email) transmission across Internet Protocol (IP) networks. The accepted values are [ip]:[port] or [domain\_name]:[port].



#### Note

If the port is not specified, than the default SMTP port, **25** , will be used.

- Default Infostore quota per domain { x} MB - Use the available text box to set the quota for a domain on the Open-Xchange server. The default value is 100 MB
- OX languages - You can choose from the available list the language(s) that will be used when replicating the mailbox accounts from Parallels Plesk Panel to the Open-Xchange server. You can select as many languages as you wish simply by clicking on their name.
- Default OX language - From the previously chosen languages, you can select the default one that will be used on the Open-Xchange server.



#### Note

If you have not selected any languages, then the only option available is **Plesk language on replicated accounts.**

- Default OX time zone - Use the available drop-down list to select the default time zone to be used on the Open-Xchange server. If do not want to choose a special one, select the Plesk server time zone.
- Automatically delete from OX accounts erased in Plesk - Select this check box if you want the mailbox accounts to be deleted from the Open-Xchange server once they are deleted from Parallels Plesk Panel.

Click OK to save the changes or Cancel to return to the previous page without changing anything.

## Resellers



#### Caution

This area is displayed only if the **Parallels Plesk Panel** version is higher than 9.0.1 and only for the application Administrator.

The Resellers Management page displays all the resellers available in Parallels Plesk Panel and allows you to enable the replication of their mailboxes:

Home ▾  
Resellers Management

Resellers Clients Domains Mailboxes Logs Settings License

Search Reset Search

Save Now Hide Search

4 resellers total Number of entries per page: 10 25 100 All

<input type="checkbox"/>	Name	Modified ▾	Clients	Domains	Mailboxes	Webmail Forever	Webmail Now
<input checked="" type="checkbox"/>	Martha Stuart	Mar 25, 2010 04:44 PM	1	14	10 Total / 10 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Charles Watson	Mar 25, 2010 04:44 PM	2	7	18 Total / 12 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Telecom Inc Charles Dawson (Administrator)	Mar 25, 2010 04:44 PM	2	26	25 Total / 20 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	John Smith	Never	1	4	4 Total / 0 OX	<input type="checkbox"/>	<input type="checkbox"/>

4 resellers total Number of entries per page: 10 25 100 All

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The Resellers Management page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Resellers tab.

The information about each reseller available in the system is displayed in a table:

- Access - You can grant the resellers access to the 4PSA OXtender module by selecting the check box placed before the Prefs column. This will allow the reseller to view and manage his child accounts. You can enable the access for all resellers by selecting the check box found in the table header.

The changes will take effect only after clicking the [Apply Your Changes](#) link placed above the resellers list.

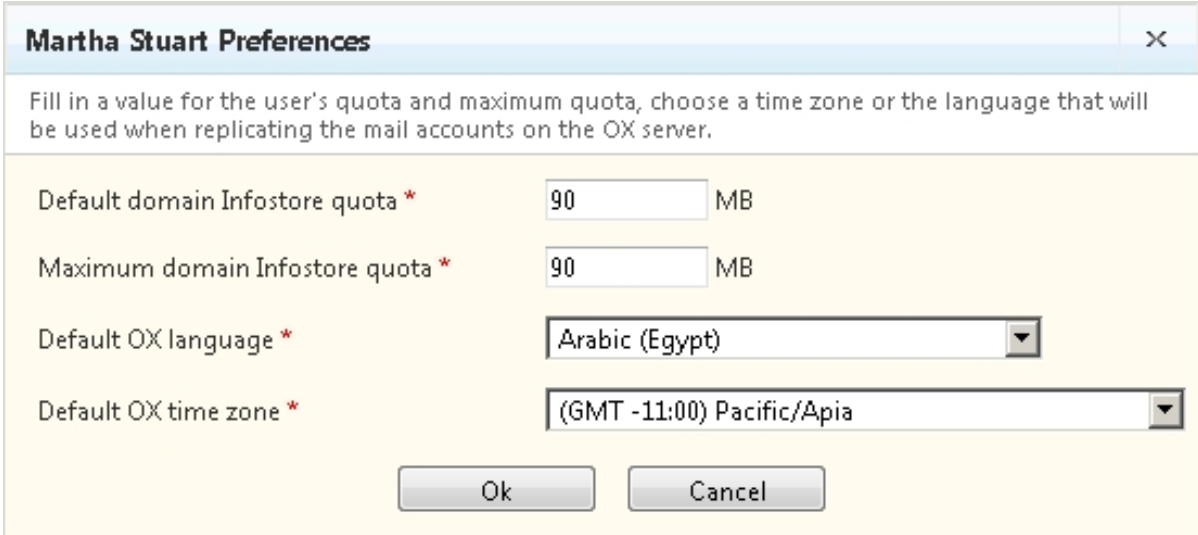


#### Note

The access is always enabled for the system Administrator!

- Prefs - Click the icon if you want to modify the default provisioning settings for a certain reseller. A pop-up window will be displayed, allowing you to configure the following options:
  - Default domain Infostore quota { x } MB - Use the available text box to change the quota for all the reseller's domains on the Open-Xchange server. The value displayed is the default one set from the Settings page.

- Maximum domain Infostore quota {x} MB - You can set the maximum space that will be available for all the reseller's domains on the Open-Xchange server.
- Default OX language - Use the drop-down list to change the language that will be used when replicating all the reseller's mailbox accounts from Parallels Plesk Panel to the Open-Xchange server. You may choose from the languages previously selected from the Settings page.
- Default OX time zone - Use the drop-down list to change the reseller's time zone. The available default value is the one previously selected from the Settings page.



**Martha Stuart Preferences** [X]

Fill in a value for the user's quota and maximum quota, choose a time zone or the language that will be used when replicating the mail accounts on the OX server.


Default domain Infostore quota \*  MB

Maximum domain Infostore quota \*  MB

Default OX language \*



Default OX time zone \*

Ok Cancel


- Name - The reseller's complete name. If you want to see more details about his account, click the  icon and you will be redirected to the reseller's home page from the Parallels Plesk Panel.
- Modified - The date of the last synchronization with the Open-Xchange server. If none of the reseller's mailboxes is replicated, than in this column it will be displayed Never.
- Clients - The number of clients owned by this reseller. Click the link to navigate to the Clients Management page that displays only the current reseller's clients.
- Domains - The number of domains owned by the reseller and by all his child accounts. Click the link to navigate to the Domains Management page for a full list of the reseller's domains.
- Mailboxes {x} Total / {y} OX - This column displays:




- {x} Total - The total number of mailboxes owned by the client and by his child accounts. Clicking this link will open the Mailboxes Management page.
- {y} OX - The number of mailboxes already replicated on the Open-Xchange server. Clicking this link will open the Mailboxes Management page where only the replicated mailboxes will be displayed.

If there is at least one mailbox replicated on the Open-Xchange server, you may click the  icon to access the reseller's Open-Xchange service utilization information page that displays the number of mailboxes using a specific service type. If there are no mailboxes replicated on the Open-Xchange server or if the reseller has no mailboxes at all, then the  icon is displayed.

For more details about the reseller's service utilization page, see [The Reseller's Service Utilization Report](#) section.



- OX Webmail Forever - When this option is set, all the mailboxes or domains will be automatically replicated and all changes suffered by the domains and the mailboxes (e.g.: modifications to the domain and mailbox name or alias, new added mailboxes, etc.) will be updated on the Open-Xchange server. Only mailboxes and domains owned by the reseller or by the client child accounts are affected. To confirm your option, click the  [Apply Your Changes](#) link placed above the resellers table. You can enable the OX Webmail Forever option for all the resellers by clicking the table header link.

The OX Webmail Forever option is inherited by all the child accounts. (e.g.: If a reseller has this option enabled, than his clients will have it too, unless OX Webmail Forever is not disabled from the Clients Management page.)

- OX Webmail Now - Use this option to replicate or update all the mailboxes and domains on the Open-Xchange server. This action will be processed only one time for the selected accounts. Only mailboxes and domains owned by the reseller or by the client child accounts are affected. To confirm your option, click the  [Apply Your Changes](#) link placed above the resellers list. This options does not apply to those resellers that have OX Webmail Forever activated. In this case, the check box will be disabled.

## Searching the Resellers List

The search can be performed by name using the controls available on the top of the table:

- Enter in the available text box the name you are looking for and click the  Search button.
- To display again the entire list and to cancel the search criteria, click the  Reset Search button.



### Note

To hide/unhide the search controls, click the **Hide/Show Search** link.

You can change the number of entries per page by clicking the [10](#), [25](#), [100](#) or [All](#) links available in the right side of the table. The total number of records is shown in the left side.

To sort the list by a certain criterion, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the list was sorted: ascendingly or descendingly. The sort direction can be changed by another click on the corresponding header. For example, if you want to sort the list alphabetically by Name, click the corresponding table header. The arrow will indicate that the list was sorted from A to Z. Afterwards, if you want to reverse the names' order, click again on that table header. Now, the arrow will indicate that the list is sorted from Z to A.

## The Reseller's Service Utilization Report

This page offers an overview of the service types used by the mailbox accounts replicated on the Open-Xchange server.

Home ► Resellers Management ►

Information for Reseller Martha Stuart

Resellers Clients Domains Mailboxes Logs Settings License

★ Favorites ▼ 📄 Visited Pages ▼ 🌐 Switch to VoipNow 📶 Up Level


Quick report for user **Martha Stuart** at **Mar 30, 2010 03:49 AM**

Service Webmail: 10 mailboxes















Service Groupware Standard: 0 mailboxes

Total: 10 mailboxes

Tools

 Download Report

14 lines total Number of entries per page: [10](#) [25](#) [100](#) [All](#)

T	Name	Total	Webmail	Groupware Standard	Groupware Premium
	Anthony Stuard	1	1	0	0
	marthaweb.tst	3	3	0	0
	marthapim.tst	3	3	0	0
	marthagroup.tst	1	1	0	0
	marthaprem.tst	1	1	0	0
	updated2.tst	1	1	0	0
	perms.tst	0	0	0	0
	perms2.tst	0	0	0	0
	perms3.tst	0	0	0	0
	perms4.tst	0	0	0	0
	perms5.tst	0	0	0	0
	perms7.tst	0	0	0	0
	perms8.tst	0	0	0	0
	perms9.tst	0	0	0	0

14 lines total Number of entries per page: [10](#) [25](#) [100](#) [All](#)

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The reseller's service utilization page

## The Quick Report

The quick report available on the top of the Information for Reseller {reseller\_name} page summarizes the total number of mailboxes that use a certain Open-Xchange service type. The following information is displayed:

Quick report for user {user\_name} at {report\_date}

Service Webmail: {x} mailboxes

Service Groupware Standard: {x} mailboxes

Service Groupware Premium: {x} mailboxes



### Note

This line is displayed only if the license supports the **Groupware Premium** service type.

Total: {x} mailboxes.

## Exporting the Data

The 4PSA OXtender module offers you the possibility to export the data to a .csv file that can be saved on your machine. To do so, just click the Download Report icon available in the Tools section.



### Note



The information stored in the .csv file will have the following structure:


User name	User type	Webmail	Groupware Standard	Groupware Premium
<username1>	Client	x1	y1	z1
<username2>	Domain	x2	y2	z2

The .csv file structure

## The OX Service Utilization Report

This list contains a report about the mailboxes replicated on the Open-Xchange server for the selected reseller. The following information is available:

- T - The child account's type:
  -  - The user type in Parallels Plesk Panel is Client.
  -  - The user type in Parallels Plesk Panel is Domain.
- Name - The child account's name. If the child is a client with replicated mailboxes, then clicking it's name will redirect you to the Information for Reseller {reseller\_name} page that displays the reseller's OX service utilization report.

If the child is a domain suspended from the Parallels Plesk Panel interface, then the  icon is displayed.

- Total - The total number of mailboxes belonging to a specific child account. Both the replicated mailboxes and the ones that have not been replicated yet are counted.
- OX Webmail - The number of replicated mailboxes using the Webmail service type.
- Groupware Standard - The number of replicated mailboxes using the Groupware Standard service type.
- Groupware Premium - The number of replicated mailboxes using the Groupware Premium service type.

# Clients

The Clients Management page displays all the clients available in Parallels Plesk Panel and allows you to enable the replication of their mailboxes:

<input type="checkbox"/>	Name	Modified	Domains	Mailboxes	Webmail Forever	Webmail Now
<input checked="" type="checkbox"/>	James Williams	Mar 25, 2010 11:31 PM	4	11 Total / 5 OX	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Anthony Stuard	Mar 25, 2010 04:44 PM	1	1 Total / 1 OX	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Mary Smith	Mar 25, 2010 04:44 PM	2	3 Total / 3 OX	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Admin Client	Never	1	1 Total / 0 OX	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Anthony Mitchell	Never	3	4 Total / 0 OX	<input type="checkbox"/>	

The Clients Management page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Clients tab.


The information about each client available in the system is displayed in a table:

- Access - You can grant the client access to the 4PSA OXtender module by selecting the check box placed before the Prefs column. This will allow the client to view and manage his child accounts. You can enable the access for all clients by selecting the check box found in the table header. The changes will take effect only after clicking the [Apply Your Changes](#) link placed above the clients list.



## Note

Starting with **Parallels Plesk Panel** version 10, the clients' access to the **4PSA OXtender** module is forbidden. Therefore, all the check boxes in this column are disabled.

- Prefs - Click the  icon if you want to modify the default provisioning settings for a certain client. A pop-up window will be displayed, allowing you to configure the following options:
  - Default domain Infostore quota {x} MB - Use the available text box to change the quota for all the client's domains on the Open-Xchange server. The default value is the one set from the Settings page.



#### Note

You can not fill in a value greater then the one set for the reseller the client belongs to!

- Maximum domain Infostore quota {x} MB - You can set the maximum space that will be available for all the client's domains on the Open-Xchange server.



#### Note


You can not fill in a value greater then the one set for the reseller the client belongs to!



- Default OX language - Use the drop-down list to change the language that will be used when replicating all the client's mailbox accounts from Parallels Plesk Panel to the Open-Xchange server. You may choose from the languages previously selected in the Settings page.
- Default OX time zone - Use the drop-down list to change the client's time zone. The available default value is the one previously selected in the Settings page.

**Martha Stuart Preferences** ✕


Fill in a value for the user's quota and maximum quota, choose a time zone or the language that will be used when replicating the mail accounts on the OX server.

Default domain Infostore quota *	<input type="text" value="90"/>	MB
Maximum domain Infostore quota *	<input type="text" value="90"/>	MB
Default OX language *	<input type="text" value="Arabic (Egypt)"/>	
Default OX time zone *	<input type="text" value="(GMT -11:00) Pacific/Apia"/>	

- Name - The client's complete name. If you want to see more details about his account, click the  icon and you will be redirected to the client's home page from Parallels Plesk Panel.
- Modified - The date of the last synchronization with the Open-Xchange server. If none of the client's mailboxes is replicated, then in this column it will be displayed Never.
- Domains - The number of domains owned by the client. Click the link to navigate to the Domains Management page for a full list of the client's domains.
- Mailboxes { x } Total / { y } OX - This column displays:
  - { x } Total - The total number of mailboxes owned by the client and by his child accounts. Clicking this link will open the Mailboxes Management page.
  - { y } OX - The number of mailboxes already replicated on the Open-Xchange server. Clicking this link will open the Mailboxes Management page where only the replicated mailboxes will be displayed.


If there is at least one mailbox replicated on the Open-Xchange server, you may click the  icon to access the client's Open-Xchange service utilization information page that displays the number of mailboxes using a specific service type. If there are no mailboxes replicated on the Open-Xchange server or if the client has no mailboxes at all, then the  icon is displayed.

For more details about the client's service utilization page, see the [The Client's Service Utilization Report](#) section.

- OX Webmail Forever - When this option is set, all the mailboxes or domains will be automatically replicated and all changes suffered by the client's domains and mailboxes (e.g.: modifications to the domain and mailbox name or alias, new added mailboxes, etc.) will be automatically updated on the Open-Xchange server. To confirm your option, click the  [Apply Your Changes](#) link placed above the clients table. You can enable the OX Webmail Forever option for all the clients by clicking the table header link.

The OX Webmail Forever option is inherited by all the child accounts. (e.g.: If a client has this option enabled, then his domains will have it too, unless OX Webmail Forever is not specifically unchecked from the Domains Management page.)

- OX Webmail Now - Use this option to replicate or update all the mailboxes and domains on the Open-Xchange server. This action will be processed

only one time for the selected accounts. Only mailboxes and domains owned by the client account are affected. To confirm your option, click the  [Apply Your Changes](#) link placed above the clients list. This options does not apply for those clients that have OX Webmail Forever activated. In this case, the check box will be disabled.





#### Note

The replication process is NOT instantaneous and the changes are NOT immediately reflected on the **Open-Xchange** server!

The replication process is unidirectional only (from the **Parallels Plesk Panel** to **Open-Xchange**)! If a mailbox account is modified from the **Open-Xchange** interface, than the changes will NOT be replicated in **Parallels Plesk Panel**.

## Searching the Clients List

The search can be performed by name using the controls available on the top of the table:

- Enter in the available text box the name you are looking for and click the  Search button.
- To display again the entire list and to cancel the search criteria, click the  Reset Search button.



#### Note

To hide/unhide the search controls, click the **Hide/Show Search** link.

You can change the number of entries per page by clicking the [10](#), [25](#), [100](#) or [All](#) links available in the right side of the table. The total number of records is shown in the left side.

To sort the list by a certain criterion, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the list was sorted: ascendingly or descendingly. The sort direction can be changed by another click on the corresponding header. For example, if you want to sort the list alphabetically by Name, click the corresponding table header. The arrow will indicate that the list was sorted from A to Z. Afterwards, if you want to reverse the names' order, click again on that table header. Now, the arrow will indicate that the list is sorted from Z to A.



# The Client's Service Utilization Report

This page offers an overview of the service types used by the mailbox accounts replicated on the Open-Xchange server.

Home ▶ Clients Management ▶


Information for Client James Williams

Resellers Clients Domains Mailboxes Logs Settings License

★ Favorites ▼ 📄 Visited Pages ▼ 🌐 Switch to VoipNow 📶 Up Level

Quick report for user **James Williams** at **Mar 30, 2010 05:57 AM**  
Service Webmail: 5 mailboxes  
Service Groupware Standard: 0 mailboxes  
Total: 11 mailboxes

Tools

 Download Report

4 lines total

Name	Total	Webmail	Groupware Standard	Groupware Premium
dom5.tst	8	3	0	0
dom2.tst	2	1	0	0
dom4.tst	0	0	0	0
repac2.tst	1	1	0	0

Number of entries per page: [10](#) [25](#) [100](#) [All](#)

4 lines total

Number of entries per page: [10](#) [25](#) [100](#) [All](#)

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The client's service utilization page

## The Quick Report

The quick report available on the top of the Information for Client {client\_name} page summarizes the total number of mailboxes that use a certain Open-Xchange service type. The following information is displayed:

Quick report for user {user\_name} at {report\_date}

Service Webmail: {x} mailboxes

Service Groupware Standard: {x} mailboxes

Service Groupware Premium: {x} mailboxes



### Note

This line is displayed only if the license supports the **Groupware Premium** service type.

Total: {x} mailboxes.

## Exporting the Data

The 4PSA OXtender module offers you the possibility to export the data to a .csv file that can be saved on your machine. To do so, just click the Download Report icon available in the Tools section.



### Note

The information stored in the .csv file will have the following structure:


User name	User type	Webmail	Groupware Standard	Groupware Premium
<username1>	Client	x1	y1	z1
<username2>	Domain	x2	y2	z2

The .csv file structure

## The OX Service Utilization Report

This list contains a report about the mailboxes replicated on the Open-Xchange server for the selected client. The following information is available:

- Name - The domain's name.

If the domain is suspended from the Parallels Plesk Panel interface, then the  icon is displayed.

- Total - The total number of mailboxes belonging to a specific domain. Both the replicated mailboxes and the ones that have not been replicated yet are counted.
- OX Webmail - The number of replicated mailboxes using the Webmail service type.
- Groupware Standard - The number of replicated mailboxes using the Groupware Standard service type.
- Groupware Premium - The number of replicated mailboxes using the Groupware Premium service type.

## Domains

The Domains Management page displays all the domains available in Parallels Plesk Panel and allows you to enable the replication of their mailboxes:

Home ► Domains Management

Resellers Clients Domains Mailboxes Logs Settings License

Search Reset Search

Save Now Hide Search

1-25 domains of 50 total Pages: First << 1 2 >> Last Number of entries per page: 10 25 100 All

<input type="checkbox"/>	Name	Modified	Mailboxes	Webmail Forever	Webmail Now
<input type="checkbox"/>	dom2.tst	Mar 27, 2010 12:40 AM	2 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	dom5.tst	Mar 27, 2010 12:40 AM	8 Total / 3 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	mytest.tst	Mar 27, 2010 12:40 AM	1 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	new.tst	Mar 27, 2010 12:40 AM	2 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	new2.tst	Mar 27, 2010 12:37 AM	2 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	mydomain.com	Mar 26, 2010 03:25 AM	2 Total / 2 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	mary2.tst	Mar 25, 2010 04:44 PM	1 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>

1-25 domains of 50 total Pages: First << 1 2 >> Last Number of entries per page: 10 25 100 All

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### The Domains Management page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Domains tab.

The information about each client available in the system is displayed in a table:

- Access - Access can be granted to the domain administrator to use the 4PSA OXtender module by selecting the check box placed before the Prefs column. This will allow the domain to view and manage his mailboxes. You can enable the access for all domains by selecting the check box found in the table header. The changes will take effect only after clicking the [Apply Your Changes](#) link placed above the domains list.



#### Note

Starting with **Parallels Plesk Panel** version 10, the domains' access to the **4PSA OXtender** module is forbidden. Therefore, all the check boxes in this column are disabled.

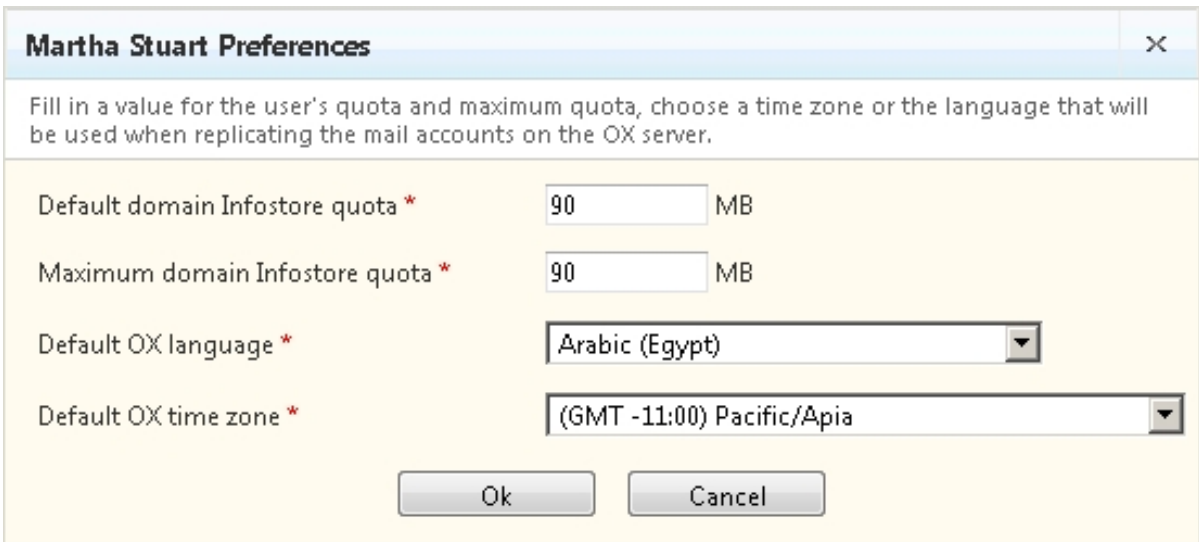
- Prefs - Click the icon if you want to modify the default provisioning settings for a certain domain. A pop-up window will be displayed, allowing you to configure the following options:
  - Infostore on { domain\_name } { x } MB - Use the available text box to change the domain quota on the Open-Xchange server.



#### Note

You can not fill in a value greater then the one set for the domain's parent account!


- Default OX language - Use the drop-down list to change the language that will be used when replicating all the domain's mailbox accounts from Parallels Plesk Panel to the Open-Xchange server. You may choose from the languages previously selected in the Settings page.
- Default OX time zone - Use the drop-down list to change the domain's time zone. The available default value is the one previously selected in the Settings page.



The image shows a dialog box titled "Martha Stuart Preferences" with a close button (X) in the top right corner. Below the title bar, there is a descriptive text: "Fill in a value for the user's quota and maximum quota, choose a time zone or the language that will be used when replicating the mail accounts on the OX server." The dialog contains four settings:


- Default domain Infostore quota \*: A text input field containing "90" followed by "MB".
- Maximum domain Infostore quota \*: A text input field containing "90" followed by "MB".
- Default OX language \*: A dropdown menu showing "Arabic (Egypt)".
- Default OX time zone \*: A dropdown menu showing "(GMT -11:00) Pacific/Apia".


At the bottom of the dialog are two buttons: "Ok" and "Cancel".

- Name - The domain's complete name. If you want to see more details about his account, then click the  icon and you will be redirected to the domain's home page from the Parallels Plesk Panel.



#### Note

The  redirect option is available only for **Parallels Plesk Panel** versions prior to 10 (e.g.: 9.5, 8.6, etc.).



If a domain is suspended from the Parallels Plesk Panel interface, then the  icon is displayed.





#### Note

The mailboxes belonging to a disabled domain cannot be placed in queue for replication. Also, the disabled domain will not be updated on the **Open-Xchange** server.

- Mail Service - This column displays the status of the mail service:
  - Active - The mail option is active and fully functional.
  - Deactivated - The mail option is deactivated for this domain.
- Modified - The date of the last synchronization with the Open-Xchange server. If none of the domain's mailboxes is replicated, then in this column it will be displayed Never.
- Mailboxes { x } Total / { y } OX - This column displays:
  - { x } Total - The total number of mailboxes owned by the domain. Clicking this link will open the Mailboxes Management page.
  - { y } OX - The number of mailboxes already replicated on the Open-Xchange server. Clicking this link will open the Mailboxes Management page where only the replicated mailboxes will be displayed.

If there is at least one mailbox replicated on the Open-Xchange server, you may click the  icon to access the domain's Open-Xchange service utilization information page that displays the number of mailboxes using a specific service type. If there are no mailboxes replicated on the Open-Xchange server or if the domain has no mailboxes at all, then the  icon is displayed.

For more details about the domain's service utilization page, see [The Domain's Service Utilization Report](#) section.

- OX Webmail Forever - When this option is set, all the mailboxes will be automatically replicated and all changes suffered by the mailboxes (e.g.: modifications of mailbox name or alias, new added mailboxes, etc.) will be updated on the Open-Xchange server. To confirm your option, click the  [Apply Your Changes](#) link placed above the domains table. You can enable the OX Webmail Forever option for all the domains by clicking the table header link.
- OX Webmail Now - Use this option to replicate or update all the mailboxes on the Open-Xchange server. This action will be processed only one time for the selected domain. To confirm your option, click the  [Apply Your Changes](#) link placed above the domains list. This options does not apply for

those domains that have OX Webmail forever activated. In this case, the check box will be disabled.





#### Note

The replication process is NOT instantaneous and the changes are NOT immediately reflected on the **Open-Xchange** server!

The replication process is unidirectional only (from the **Parallels Plesk Panel** to **Open-Xchange**)! If a mailbox account is modified from the **Open-Xchange** interface, than the changes will NOT be replicated in **Parallels Plesk Panel**.

## Searching the Domains List

The search can be performed by name using the controls available on the top of the table:

- Enter in the available text box the name you are looking for and click the  Search button.
- To display again the entire list and to cancel the search criteria, click the  Reset Search button.



#### Note

To hide/unhide the search controls, click the **Hide/Show Search** link.

You can change the number of entries per page by clicking the [10](#), [25](#), [100](#) or [All](#) links available in the right side of the table. The total number of records is shown in the left side.

To sort the list by a certain criterion, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the list was sorted: ascendingly or descendingly. The sort direction can be changed by another click on the corresponding header. For example, if you want to sort the list alphabetically by Name, click the corresponding table header. The arrow will indicate that the list was sorted from A to Z. Afterwards, if you want to reverse the names' order, click again on that table header. Now, the arrow will indicate that the list is sorted from Z to A.

# The Domain's Service Utilization Report

This page offers an overview of the service types used by the mailbox accounts replicated on the Open-Xchange server.

Home ▶ Domains Management ▶

Information for Domain mydomain.com

Resellers Clients Domains Mailboxes Logs Settings License

★ Favorites ▼ 📄 Visited Pages ▼ 🌐 Switch to VoipNow 📶 Up Level


Quick report for user mydomain.com at Mar 30, 2010 10:17 PM

Service Webmail: 2 mailboxes

Service Groupware Standard: 0 mailboxes

Total: 2 mailboxes

Tools

 Download Report

2 lines total

Number of entries per page: [10](#) [25](#) [100](#) [All](#)

Name	Total	Webmail	Groupware Standard	Groupware Premium
contact@mydomain.com	1	1	0	0
sales@mydomain.com	1	1	0	0

2 lines total

Number of entries per page: [10](#) [25](#) [100](#) [All](#)

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The domain's service utilization page

## The Quick Report

The quick report available on the top of the Information for Domain {domain\_name} page summarizes the total number of mailboxes that use a certain Open-Xchange service type. The following information is displayed:

Quick report for user {user\_name} at {report\_date}

Service Webmail: {x} mailboxes

Service Groupware Standard: {x} mailboxes

Service Groupware Premium: {x} mailboxes



### Note

This line is displayed only if the license supports the **Groupware Premium** service type.

Total: {x} mailboxes.

## Exporting the Data

The 4PSA OXtender module offers you the possibility to export the data to a .csv file that can be saved on your machine. To do so, just click the Download Report icon available in the Tools section.



### Note

The information stored in the .csv file will have the following structure:

User name	User type	Webmail	Groupware Standard	Groupware Premium
<username1>	Client	x1	y1	z1
<username2>	Domain	x2	y2	z2

The .csv file structure

## The OX Service Utilization Report

This list contains a report about the mailboxes replicated on the Open-Xchange server for the selected client. The following information is available:

- Name - The mailbox account's name.
- Total - The total number of mailboxes. By default, this column displays 1.
- OX Webmail - The number of replicated mailboxes using the Webmail service type.
- Groupware Standard - The number of replicated mailboxes using the Groupware Standard service type.
- Groupware Premium - The number of replicated mailboxes using the Groupware Premium service type.

## Mailboxes

The Mailboxes Management page displays all the mailbox accounts available on the Parallels Plesk Panel server and allows you to change the service type used by the mailbox accounts:



Home ▾

## Mailboxes Management

Resellers Clients Domains Mailboxes Logs Settings License

★ Favorites ▾ 📄 Visited Pages ▾ 🌐 Switch to VoipNow

🔍 Search 🔄 Reset Search

💾 Save Now ⬆ Hide Search

1-10 mailboxes of 56 total Pages: First << 1 2 3 4 5 >> Last Number of entries per page: 10 25 100 All

Name	Service Type	Language	Time zone	Modified ▾	OX Service
j.willie1@dom5.tst 📧 🔗	Webmail	English (United States)	(GMT -10:00)	Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
email@dom5.tst 📧 🔗	Webmail		Pacific/Tahiti	Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
email2@dom5.tst 📧 🔗	Webmail			Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
test@dom2.tst 🔗	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@mytest.tst 🔗	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@new.tst 🔗	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@new2.tst 🔗	Webmail			Mar 27, 2010 12:37 AM	<input type="checkbox"/>
sales@mydomain.com 🔗	Webmail			Mar 26, 2010 03:25 AM	<input type="checkbox"/>
contact@mydomain.com 🔗	Webmail			Mar 26, 2010 03:25 AM	<input type="checkbox"/>
mail@replic.tst 🔗	Webmail			Mar 26, 2010 01:23 AM	<input type="checkbox"/>

1-10 mailboxes of 56 total Pages: First << 1 2 3 4 5 >> Last Number of entries per page: 10 25 100 All

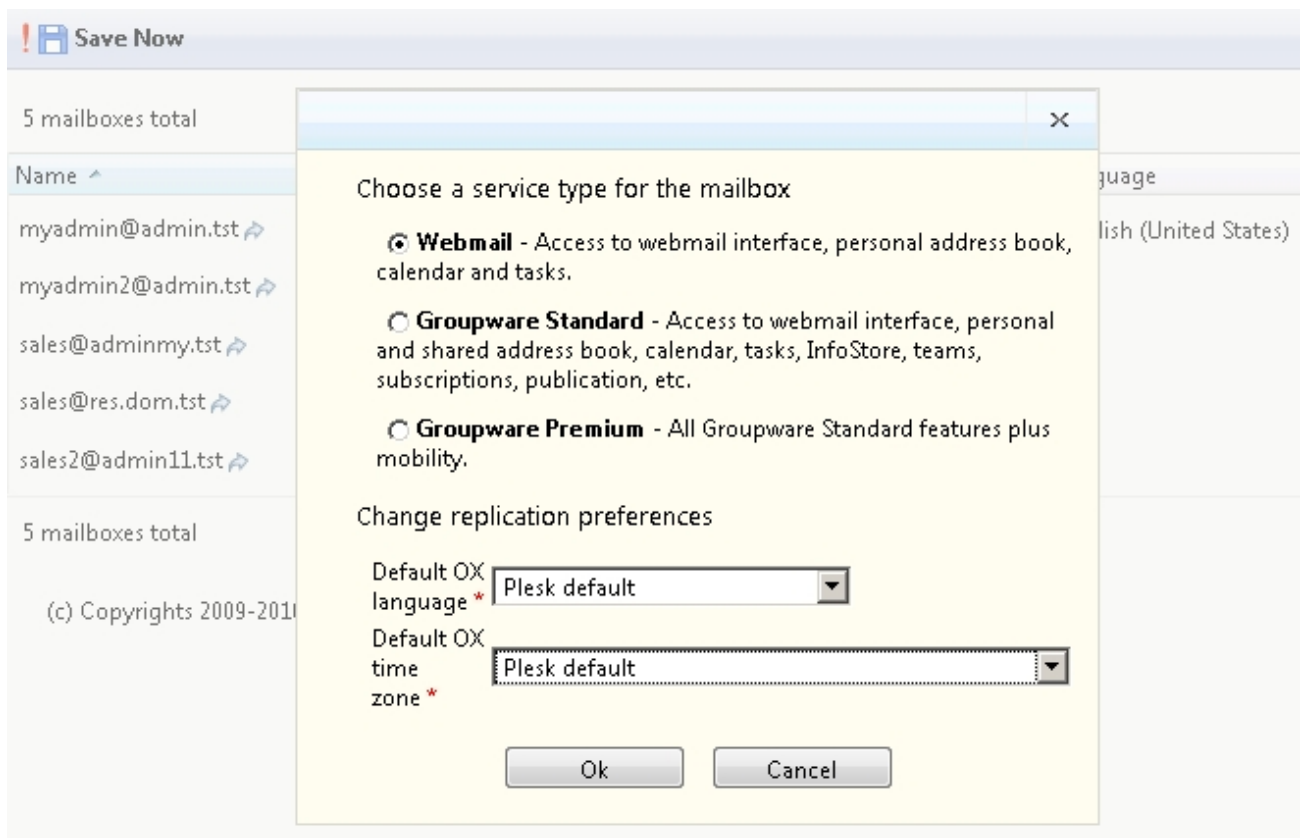
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The Mailboxes Management page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Mailboxes tab.

Details about the mailbox accounts are displayed in the following list:



Changing the service type and the replication preferences




#### Note

If you want to set the same parameters for all the available mailboxes, then click the table header link and all the check boxes will be selected.




#### Caution

Depending on your license type, it is possible that not all of these options will be available.


- Name - The mailbox account's generic name. If you want to see more details about the account, click the  icon and you will be redirected to the its home page from Parallels Plesk Panel.



#### Note

The  redirect option is available only for **Parallels Plesk Panel** versions prior to 10 (e.g.: 9.5, 8.6, etc.).

- Mail Service - This column displays the status of the mail service:
  - Active - The mail option is active and fully functional.
  - Deactivated - The mail option for the domain owning this mailbox is deactivated or the mailname has the mailbox option disabled.
- Service type - The Open-Xchange service type used by the mailbox accounts:
  - Webmail - Access to webmail interface, personal address book, calendar and tasks.
  - Groupware Standard - Access to webmail interface, personal and shared address book, calendar, tasks, InfoStore, teams, subscriptions, publication, etc.
  - Groupware Premium - All Groupware Standard features plus mobility.

 **Note**

If you choose to change the service type, until the replication script will run and the modification will be effective, **4PSA OXtender** will display between parentheses: **Update in progress: {new\_service\_type}**.

 **Info:** Service type for mailbox(es) **test@dom2.tst** will be updated next time the replication script will run.


Search   Reset Search

 **Save Now** Hide Search

1-10 mailboxes of 56 total Pages: First << 1 2 3 4 5 >> Last Number of entries per page: 10 25 100 All

Name	Service type	Modified	OX Service
test@dom2.tst	Webmail (Update in progress: Groupware Standard)	Mar 27, 2010 12:40 AM	<input type="checkbox"/>

**The message displayed after changing the service type**



- Language - The language used on the Open-Xchange server by the mailbox.
- Time Zone - The time zone used on the Open-Xchange server by the mailbox.
- Modified - The date of the last synchronization with the Open-Xchange server. If the mailbox account was never replicated, than in this column it will be displayed Never.
- Change Service - If you want to change the service type associated with the mailbox(es) or the replication preferences, select the corresponding check box(es) and confirm by clicking the  [Apply Your Changes](#) link placed above the mailboxes table. The displayed pop-up panel allows you to customize the following options:

- Service Type for Selected Mailbox(es) - Use the available radio buttons to choose the service type that you want to be used for the selected mailbox(es):
  - Webmail - This service offers access to the webmail interface, personal address book, calendar and tasks.
  - Groupware Standard - This service offers access to the webmail interface, a personal and shared address book, private, shared and public folders, conflict handling for appointments, calendar, tasks, InfoStore, teams, subscriptions, publication, etc.
  - Groupware Premium - This service offers access to all the features from Groupware Standard plus the ability to integrate with other software.
- Replicated User's Local Settings in OX - Select the language and the time zone to be used by the mailbox account(s) already replicated on the Open-Xchange server:
  - User language in OX - The available options are:
    - Do not change - Select this option if you do not want to change the language in use. This is the default value.
    - Plesk language on replicated accounts - When this option is selected, the Plesk default language will be used for the replicated accounts.
    - {language} - You may choose from the languages previously selected from the Settings page.
  - User time zone in OX - Use the drop-down list to change the time zone used by the mailbox. You may select either one of the available time zones or:
    - Do not change - Select this option if you do not want to change the time zone in use. This is the default value.
    - Plesk server time zone - When this option is selected, the Plesk default time zone will be used for the replicated accounts.
- New User's Local Settings in OX - Select the language and the time zone to be used by the mailbox account(s) chosen to be replicated on the Open-Xchange server:
  - User language in OX - The available options are:
    - Plesk language on replicated accounts - When this option is selected, the Plesk default language will be used for the accounts that are going to be replicated.

- {language} - You may choose from the languages previously selected from the Settings page.
- User time zone in OX - Use the drop-down list to change the time zone used by the mailbox. You may select either one of the available time zones or:
  - Do not change - Select this option if you do not want to change the time zone in use. This is the default value.
  - Plesk server time zone - When this option is selected, the Plesk default time zone will be used for the replicated accounts.

## Searching the Mailboxes List

The search can be performed by name using the controls available on the top of the table:

- Enter in the available text box the name you are looking for and click the  Search button.
- To display again the entire list and to cancel the search criteria, click the  Reset Search button.



### Note

To hide/unhide the search controls, click the **Hide/Show Search** link.

You can change the number of entries per page by clicking the [10](#), [25](#), [100](#) or [All](#) links available in the right side of the table. The total number of records is shown in the left side.

To sort the list by a certain criterion, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the list was sorted: ascendingly or descendingly. The sort direction can be changed by another click on the corresponding header. For example, if you want to sort the list alphabetically by Name, click the corresponding table header. The arrow will indicate that the list was sorted from A to Z. Afterwards, if you want to reverse the names' order, click again on that table header. Now, the arrow will indicate that the list is sorted from Z to A.

## Logs

This page displays the replication logs available for all the mailbox accounts that were replicated on the Open-Xchange server:

The screenshot shows the 'Replication Logs' page. At the top, there's a navigation bar with tabs: Resellers, Clients, Domains, Mailboxes, Logs (selected), Settings, and License. To the right are links for Favorites, Visited Pages, and Switch to VoipNow. Below the navigation bar is a green box with a report on the last automatic replication on Oct 12, 2010 03:17 AM, showing 1 successful Webmail mailbox and 0 failed Groupware Standard and Premium mailboxes. Below this is a 'Tools' section with a 'Clean Log' button. A search bar is present with 'Search' and 'Reset Search' buttons. Below the search bar is a 'Remove' button and a 'Hide Search' link. The main content area shows a table of logs with columns: Mailbox, Modified, Type of Service, Scheduled By, and Outcome. The table lists 10 logs out of 18 total, with pagination controls. The logs show various mailbox accounts and their replication status (Success or Failure) with links to debug logs. At the bottom, there's a copyright notice for 4PSA.

Replication Logs

Resellers Clients Domains Mailboxes Logs Settings License

Report on the last automatic replication **Oct 12, 2010 03:17 AM**  
Webmail mailboxes: 1 successfully/ 0 failed  
Groupware Standard mailboxes: 0 successfully/ 0 failed  
Groupware Premium mailboxes: 0 successfully/ 0 failed

Tools

Clean Log

Search Reset Search

Remove Hide Search

1-10 logs of 18 total Pages: First << 1 2 >> Last Number of entries per page: 10 25 100 All

Mailbox	Modified	Type of Service	Scheduled By	Outcome
<input type="checkbox"/> myadmin2@admin.tst	Oct 12, 2010 03:09 AM	Webmail	Automatic	Success (debug logs)
<input type="checkbox"/> myadmin2@admin.tst	Oct 12, 2010 03:10 AM	Webmail	Automatic	Failure (debug logs)
<input type="checkbox"/> myadmin2@admin.tst	Oct 12, 2010 03:11 AM	Webmail	Automatic	Failure (debug logs)
<input type="checkbox"/> myadmin@admin.tst	Oct 12, 2010 03:08 AM	Webmail	Automatic	Success (debug logs)
<input type="checkbox"/> myadmin@admin.tst	Oct 12, 2010 03:09 AM	Webmail	Automatic	Failure (debug logs)
<input type="checkbox"/> sales2@admin11.tst	Oct 12, 2010 02:18 AM	Webmail	Automatic	Success (debug logs)
<input type="checkbox"/> sales2@admin11.tst	Oct 12, 2010 02:51 AM	Webmail	Telecom Inc Charles Dawson	Success (debug logs)
<input type="checkbox"/> sales2@admin11.tst	Oct 12, 2010 03:05 AM	Groupware Standard	Telecom Inc Charles Dawson	Success (debug logs)
<input type="checkbox"/> sales@admin.tst	Oct 12, 2010 01:29 AM	Webmail	Automatic	Success (debug logs)
<input type="checkbox"/> sales@admin.tst	Oct 12, 2010 01:32 AM	Webmail	Automatic	Failure (debug logs)

1-10 logs of 18 total Pages: First << 1 2 >> Last Number of entries per page: 10 25 100 All

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### The Replication Logs page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Logs tab.

On the top of the page, an information message will display the results of the latest replication Cron script, including the date it ran, the number of mailboxes using a certain service type that were successfully replicated and the number of mailboxes that failed to be replicated:

Report on the last automatic replication { date\_time }

Webmail mailboxes: { x } successfully / { y } failed

Groupware Standard mailboxes: { x } successfully / { y } failed

Groupware Premium: { x } successfully / { y } failed



#### Note

The details about the **Groupware Premium** service type are displayed only if the purchased license offers access to this feature.

The logs table provides the following information:

- Mailbox - The mailbox account's generic name.
- Modified - The date and time the replication Cron script was run.
- Service Type - The mailbox account's Open-Xchange service type:
  - Webmail
  - Groupware Standard
  - Groupware Premium



#### Note

Depending on the license type, this option may not be available.

- Scheduled By - The name of the person that scheduled the replication or Automatic if the mailbox account was automatically replicated.
- Outcome - The operation's outcome:
  - Success - The mailbox was successfully replicated on the Open-Xchange server.
  - Failure - The mailbox failed to be replicated on the Open-Xchange server. On mouse over, the administrator can visualize the reason for which the operation was unsuccessful.



#### Note

To view in detail both the API request and the response, you can click the [view logs](#) link displayed between parenthesis next to the operation outcome.

Plesk - Open-Xchange Communication Logs

View the SOAP logs generated during the replication of the mailbox {mailbox\_name} from Plesk to the Open-Xchange server.

### Request Log

```

<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:ns1="http://soap.reseller.admin.openexchange.com">
<SOAP-ENV:Body>
  <ns1:create>
    <ns1:ctx xsi:type="Context">
      <id>56</id>
      <name>xn--mlaut-iva.tst</name>
      <maxQuota>102</maxQuota>
      <loginMappings>Ä¼mlaut.tst</loginMappings>
    </ns1:ctx>
    <ns1:admin_user xsi:type="User">

```

### Response Log

```

<?xml version="1.0" encoding="utf-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
<soapenv:Body>
  <soapenv:Fault>
    <faultcode>soapenv:Server</faultcode>
    <faultstring>Illegal chars: "Ä¼" in login mapping</faultstring>
    <detail/>
  </soapenv:Fault>
</soapenv:Body>
</soapenv:Envelope>



```

The Communication Logs

## Searching the Replication Logs List

The search can be performed by name using the controls available on the top of the table:



- Enter in the available text box the name you are looking for and click the  Search button.
- To display again the entire list and to cancel the search criteria, click the  Reset Search button.




#### Note

To hide/unhide the search controls, click the **Hide/Show Search** link.


You can change the number of entries per page by clicking the [10](#), [25](#), [100](#) or [All](#) links available in the right side of the table. The total number of records is shown in the left side.

To sort the list by a certain criterion, simply click a table header and the entire list will be sorted accordingly. The table header will be highlighted and an arrow will indicate how the list was sorted: ascendingly or descendingly. The sort direction can be changed by another click on the corresponding header. For example, if you want to sort the list alphabetically by Mailbox, click the corresponding table header. The arrow will indicate that the list was sorted from A to Z. Afterwards, if you want to reverse the names' order, click again on that table header. Now, the arrow will indicate that the list is sorted from Z to A.

## Remove Logs from the Replication Logs List

You can delete all the replication logs by clicking the  Clean Log button.

If you want to remove only certain logs, follow the next steps:

1. Select the check boxes corresponding to the replication logs you want to delete.
2. Click the  Remove icon.



#### Note

After the operation is completed, an information message is displayed: Info: Successfully removed logs from the system.

## Chapter 3

# The Reseller Module



### Caution

This page is available only for **Parallels Plesk Panel** 9.0.1 or higher versions.

The 4PSA OXtender for Parallels Plesk Panel reseller module can be accessed after you log in Parallels Plesk Panel using a reseller account. To open the 4PSA OXtender for Parallels Plesk Panel interface, just click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.



### Note

In order to access the **4PSA OXtender for Parallels Plesk Panel** module, the system administrator must grant the reseller the required permission by selecting the corresponding **Access** check box from his **Resellers Management** page.

## Clients

The Clients Management for Reseller {reseller\_name} page displays all your clients from the Parallels Plesk Panel and allows you to enable the replication of their mailboxes:

Home ▶  
Clients Management for Reseller Charles Watson

Clients Domains Mailboxes Logs

Search Reset Search

Save Now Hide Search

2 clients total

<input type="checkbox"/>	Name	Modified	Domains	Mailboxes	Webmail Forever	Webmail Now
<input checked="" type="checkbox"/>	James Williams	Mar 25, 2010 11:31 PM	4	11 Total / 5 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Mary Smith	Mar 25, 2010 04:44 PM	2	3 Total / 3 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>

2 clients total

Number of entries per page: 10 25 100 All

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The Clients Management page for a certain reseller

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.

## 2. Click the Clients tab.


The information about your clients is displayed in a table:

- Access - You can grant access to the 4PSA OXtender module to one of your clients by selecting the check box placed before the Prefs column. This will allow the client to view and manage his child accounts. You can enable the access for all clients by selecting the check box found in the table header. The changes will take effect only after clicking the  [Apply Your Changes](#) link placed above the clients list.



### Note

Starting with **Parallels Plesk Panel** version 10, the clients' access to the **4PSA OXtender** module is forbidden. Therefore, all the check boxes in this column are disabled.

- Prefs - Click the  icon if you want to modify the default provisioning settings for a certain client. A pop-up window will be displayed, allowing you to configure the following options:
  - Default domain Infostore quota {x} MB - Use the available text box to change the quota for all the client's domains on the Open-Xchange server. The value displayed is the default one set by the administrator from the Settings page.



### Note

You can not fill in a value greater then the one set for the reseller the client belongs to!


- Maximum domain Infostore quota {x} MB - You can set the maximum space that will be available for all the client's domains on the Open-Xchange server.





### Note


You can not fill in a value greater then the one set for the reseller the client belongs to!

- Default OX language - Use the drop-down list to change the language that will be used when replicating all the client's mailbox accounts from Parallels Plesk Panel to the Open-Xchange server. You may choose from the languages previously selected by the administrator from the Settings page.

- Default OX time zone - Use the drop-down list to change the reseller's time zone. The available default value is the one previously selected by the administrator from the Settings page.
- Name - The client's complete name. If you want to see more details about his account, click the  icon and you will be redirected to the client's home page from Parallels Plesk Panel.
- Modified - The date of the last synchronization with the Open-Xchange server. If none of the client's mailboxes is replicated, then in this column it will be displayed Never.
- Domains - The number of domains owned by the client. Click the link to navigate to the Domains Management page for a full list of the client's domains.
- Mailboxes { x } Total / { y } OX - This column displays:
  - { x } Total - The total number of mailboxes owned by the client and by his child accounts. Clicking this link will open the Mailboxes Management page.
  - { y } OX - The number of mailboxes already replicated on the Open-Xchange server. Clicking this link will open the Mailboxes Management page where only the replicated mailboxes will be displayed.


If there is at least one mailbox replicated on the Open-Xchange server, you may click the  icon to access the client's Open-Xchange service utilization information page that displays the number of mailboxes using a specific service type. If there are no mailboxes replicated on the Open-Xchange server or if the client has no mailboxes at all, then the  icon is displayed.

For more details about the client's service utilization page, see the [The Client's Service Utilization Report](#) section.

- OX Webmail Forever - When this option is set, all the mailboxes or domains will be automatically replicated and all changes suffered by the client's domains and mailboxes (e.g.: modifications to the domain and mailbox name or alias, new added mailboxes, etc.) will be automatically replicated on the Open-Xchange server. To confirm your option, click the  [Apply Your Changes](#) link placed above the clients table. You can enable the OX Webmail Forever option for all the clients by clicking the table header link.

The OX Webmail Forever option is inherited by all the child accounts. (e.g.: If a client has this option enabled, then his domains will have it too,

unless OX Webmail Forever this option is not specifically unchecked from the Domains Management page.)

- OX Webmail Now - Use this option to replicate or update all the mailboxes and domains on the Open-Xchange server. This action will be processed only one time for the selected accounts. Only mailboxes and domains owned by the client affected. To confirm your option, click the  [Apply Your Changes](#) link placed above the clients list. This options does not apply for those clients that have OX Webmail Forever activated. In this case, the check box will be disabled.



#### Note

The replication process is NOT instantaneous and the changes are NOT immediately reflected on the **Open-Xchange** server!

The replication process is unidirectional only (from the **Parallels Plesk Panel** to **Open-Xchange**)! If a mailbox account is modified from the **Open-Xchange** interface, than the changes will NOT be replicated in **Parallels Plesk Panel**.

## The Client's Service Utilization Report

For more details about quick report or how to save the data on your machine, see [The Client's Service Utilization Report](#) section.

## Domains

The Domains Management for Reseller {reseller\_name} page displays all your child accounts' domains available in Parallels Plesk Panel and allows you to enable the replication of the domain's mailboxes:

Home ▸

Domains Management for Reseller Charles Watson

[Clients](#)
[Domains](#)
[Mailboxes](#)
[Logs](#)

[Favorites](#)
[Visited Pages](#)
[Switch to VoipNow](#)

[Search](#)
[Reset Search](#)

[Save Now](#)
[Hide Search](#)

7 domains total Number of entries per page: [10](#) [25](#) [100](#) [All](#)

<input type="checkbox"/>	Name	Modified	Mailboxes	Webmail Forever	Webmail Now
<input type="checkbox"/>	<a href="#">dom2.tst</a>	Mar 27, 2010 12:40 AM	<a href="#">2 Total / 1 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<a href="#">dom5.tst</a>	Mar 27, 2010 12:40 AM	<a href="#">8 Total / 3 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">repac2.tst</a>	Mar 25, 2010 11:31 PM	<a href="#">1 Total / 1 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">mary2.tst</a>	Mar 25, 2010 04:44 PM	<a href="#">1 Total / 1 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">charwats.dom</a>	Mar 25, 2010 04:44 PM	<a href="#">4 Total / 4 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<a href="#">mary.tst</a>	Mar 25, 2010 04:44 PM	<a href="#">2 Total / 2 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<a href="#">dom4.tst</a>	Never	<a href="#">0 Total / 0 OX</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

7 domains total Number of entries per page: [10](#) [25](#) [100](#) [All](#)

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The Domains Management page for the resellers

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Domains tab.

For more details about the available information, see the [Domains](#) section.

## The Domain's Service Utilization Report

For more details about quick report or how to save the data on your machine, see the [The Domain's Service Utilization Report](#) section.

## Mailboxes

The Mailboxes Management for Reseller {reseller\_name} page displays all the reseller's and his child accounts' mailboxes available on the Parallels Plesk Panel server:

Home ▶  
Mailboxes Management for Reseller Charles Watson

[Clients](#)
[Domains](#)
[Mailboxes](#)
[Logs](#)

[Favorites](#)
[Visited Pages](#)
[Switch to VoipNow](#)

[Search](#)
[Reset Search](#)

[Save Now](#)
[Hide Search](#)

1-10 mailboxes of 56 total      Pages: First << 1 2 3 4 5 >> Last      Number of entries per page: 10 [25](#) [100](#) [All](#)

Name	Service Type	Language	Time zone	Modified	OX Service
j.willie1@dom5.tst	Webmail	English (United States)	(GMT -10:00) Pacific/Tahiti	Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
email@dom5.tst	Webmail			Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
email2@dom5.tst	Webmail			Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
test@dom2.tst	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@mytest.tst	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@new.tst	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@new2.tst	Webmail			Mar 27, 2010 12:37 AM	<input type="checkbox"/>
sales@mydomain.com	Webmail			Mar 26, 2010 03:25 AM	<input type="checkbox"/>
contact@mydomain.com	Webmail			Mar 26, 2010 03:25 AM	<input type="checkbox"/>
mail@replic.tst	Webmail			Mar 26, 2010 01:23 AM	<input type="checkbox"/>

1-10 mailboxes of 56 total      Pages: First << 1 2 3 4 5 >> Last      Number of entries per page: 10 [25](#) [100](#) [All](#)

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The Mailboxes Management page for the resellers

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Mailboxes tab.

For more details about the available information, see the [Mailboxes](#) section.

## Logs

This page displays the replication logs available for all the reseller's mailbox accounts that were replicated on the Open-Xchange server.

Home ►

## Replication Logs

[Clients](#)
[Domains](#)
[Mailboxes](#)
[Logs](#)

[★ Favorites](#)
[📄 Visited Pages](#)
[🌐 Switch to VoipNow](#)

Report on the last automatic replication **Oct 12, 2010 03:17 AM**

Webmail mailboxes: 1 successfully/ 0 failed

Groupware Standard mailboxes: 0 successfully/ 0 failed

Groupware Premium mailboxes: 0 successfully/ 0 failed

[🔍 Search](#)
[🔄 Reset Search](#)

[^ Hide Search](#)

1-10 logs of 300 total      Pages: First << 1 [2](#) [3](#) [4](#) [5](#) >> [Last](#)      Number of entries per page: 10 [25](#) [100](#) [All](#)

Mailbox	Modified	Type of Service	Scheduled By	Outcome
farapass@dom2.tst	Oct 12, 2010 03:09 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
nobox@mary.tst	Oct 12, 2010 03:10 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>
4354@dom5.tst	Oct 12, 2010 03:11 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>
myadmin@dom5.tst	Oct 12, 2010 03:08 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
myadmin@dom5.tst	Oct 12, 2010 03:09 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>
sales2@mary.tst	Oct 12, 2010 02:18 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
sales2@dom5.tst	Oct 12, 2010 02:51 AM	Webmail	Telecom Inc Charles Dawson	<a href="#">Success (debug logs)</a>
sales2@mary.tst	Oct 12, 2010 03:05 AM	Groupware Standard	Telecom Inc Charles Dawson	<a href="#">Success (debug logs)</a>
sales@mary.tst	Oct 12, 2010 01:29 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
sales@dom5.tst	Oct 12, 2010 01:32 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>

1-10 logs of 300 total      Pages: First << 1 [2](#) [3](#) [4](#) [5](#) >> [Last](#)      Number of entries per page: 10 [25](#) [100](#) [All](#)

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### The Replication Logs page

To access this page, follow the next steps:


1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Logs tab.

For more details about the available information, see the [Logs](#) section.

## Remove Logs from the Replication Logs List

You can delete all the replication logs by clicking the  Clean Log button.

If you want to remove only certain logs, follow the next steps:

1. Select the check boxes corresponding to the replication logs you want to delete.
2. Click the  Remove icon.





#### Note

After the operation is completed, an information message is displayed: Info :  
Successfully removed logs from the system.

## Chapter 4

# The Client Module

The 4PSA OXtender for Parallels Plesk Panel client module can be accessed after you log in Parallels Plesk Panel using a client account. To open the 4PSA OXtender for Parallels Plesk Panel interface, just click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.



### Note

In order to access the **4PSA OXtender for Parallels Plesk Panel** module, the system administrator or the reseller must grant the client the required permission by selecting the corresponding **Access** check box from their **Clients Management** page.

## Domains

The Domains Management for Client {client\_name} page displays all your domains from the Parallels Plesk Panel and allows you to enable the replication of their mailboxes:

Home ▸  
Domains Management for Client James Williams

Domains Mailboxes Logs

Search Reset Search

Save Now Hide Search

4 domains total

<input type="checkbox"/>	Name	Modified	Mailboxes	Webmail Forever	Webmail Now
<input type="checkbox"/>	dom2.tst	Mar 27, 2010 12:40 AM	2 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	dom5.tst	Mar 27, 2010 12:40 AM	8 Total / 3 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	repac2.tst	Mar 25, 2010 11:31 PM	1 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	mary2.tst	Mar 25, 2010 04:44 PM	1 Total / 1 OX	<input checked="" type="checkbox"/>	<input type="checkbox"/>

4 domains total

Number of entries per page: 10 25 100 All

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The Domains Management page for a certain client

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Domains tab.

For more details about the available information, see the [Domains](#) section.

## The Domain's Service Utilization Report

For more details about quick report or how to save the data on your machine, see the [The Domain's Service Utilization Report](#) section.

## Mailboxes

The Mailboxes Management for Client {client\_name} page displays all the client's and his child accounts' mailboxes available on the Parallels Plesk Panel server:

Home ▶  
Mailboxes Management for Client James Williams

Domains Mailboxes Logs

Search Reset Search

Save Now

1-10 mailboxes of 56 total Pages: First << 1 2 3 4 5 >> Last Number of entries per page: 10 25 100 All

Name	Service Type	Language	Time zone	Modified	OX Service
j.willie1@dom5.tst	Webmail	English (United States)	(GMT -10:00) Pacific/Tahiti	Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
email@dom5.tst	Webmail			Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
email2@dom5.tst	Webmail			Mar 27, 2010 12:40 AM	<input checked="" type="checkbox"/>
test@dom2.tst	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@mytest.tst	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@new.tst	Webmail			Mar 27, 2010 12:40 AM	<input type="checkbox"/>
mail@new2.tst	Webmail			Mar 27, 2010 12:37 AM	<input type="checkbox"/>
sales@mydomain.com	Webmail			Mar 26, 2010 03:25 AM	<input type="checkbox"/>
contact@mydomain.com	Webmail			Mar 26, 2010 03:25 AM	<input type="checkbox"/>
mail@replic.tst	Webmail			Mar 26, 2010 01:23 AM	<input type="checkbox"/>

1-10 mailboxes of 56 total Pages: First << 1 2 3 4 5 >> Last Number of entries per page: 10 25 100 All

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The Mailboxes Management page for the clients

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Mailboxes tab.

For more details about the available information, see the [Mailboxes](#) section.

## Logs

This page displays the replication logs available for all the client's mailbox accounts that were replicated on the Open-Xchange server.

[Home](#) ▶

Replication Logs

[Domains](#) [Mailboxes](#) [Logs](#)

[★ Favorites](#) [📄 Visited Pages](#) [🌐 Switch to VoipNow](#)

Report on the last automatic replication **Oct 12, 2010 03:17 AM**  
Webmail mailboxes: 1 successfully/ 0 failed  
Groupware Standard mailboxes: 0 successfully/ 0 failed  
Groupware Premium mailboxes: 0 successfully/ 0 failed

[Search](#) [Reset Search](#)

[▲ Hide Search](#)

1-10 logs of 300 total

Pages: First << 1 [2](#) [3](#) [4](#) [5](#) >> Last

Number of entries per page: 10 [25](#) [100](#) [All](#)

Mailbox	Modified	Type of Service	Scheduled By	Outcome
farapass@dom2.tst	Oct 12, 2010 03:09 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
nobox@mary.tst	Oct 12, 2010 03:10 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>
4354@dom5.tst	Oct 12, 2010 03:11 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>
myadmin@dom5.tst	Oct 12, 2010 03:08 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
myadmin@dom5.tst	Oct 12, 2010 03:09 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>
sales2@mary.tst	Oct 12, 2010 02:18 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
sales2@dom5.tst	Oct 12, 2010 02:51 AM	Webmail	Telecom Inc Charles Dawson	<a href="#">Success (debug logs)</a>
sales2@mary.tst	Oct 12, 2010 03:05 AM	Groupware Standard	Telecom Inc Charles Dawson	<a href="#">Success (debug logs)</a>
sales@mary.tst	Oct 12, 2010 01:29 AM	Webmail	Automatic	<a href="#">Success (debug logs)</a>
sales@dom5.tst	Oct 12, 2010 01:32 AM	Webmail	Automatic	<a href="#">Failure (debug logs)</a>

1-10 logs of 300 total

Pages: First << 1 [2](#) [3](#) [4](#) [5](#) >> Last

Number of entries per page: 10 [25](#) [100](#) [All](#)

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The Replication Logs page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Logs tab.

For more details about the available information, see the [Logs](#) section.

## Remove Logs from the Replication Logs List

For more details about the available information, see [this](#) section.

## Chapter 5

# The Domain Module

The 4PSA OXtender for Parallels Plesk Panel domain module can be accessed after you log in Parallels Plesk Panel using a domain account. To open the 4PSA OXtender for Parallels Plesk Panel interface, just click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.



### Note

In order to access the **4PSA OXtender for Parallels Plesk Panel** module, the system administrator, the reseller or the client it belongs to, must grant the domain the required permission by selecting the corresponding **Access** check box from their **Domains Management** page.

## Mailboxes

The Mailboxes Management for Domain {domain\_name} page displays all the domain's mailboxes available on the Parallels Plesk Panel server:

Home ▸  
Mailboxes Management for Domain mydomain.com

Mailboxes Logs

Search Reset Search

Save Now Hide Search

2 mailboxes total Number of entries per page: 10 25 100 All

Name	Service Type	Language	Time zone	Modified	OX Service
contact@mydomain.com	Webmail	English (United States)	(GMT -10:00) Pacific/Tahiti	Mar 27, 2010 12:40 AM	
sales@mydomain.com	Webmail			Mar 27, 2010 12:40 AM	

2 mailboxes total Number of entries per page: 10 25 100 All

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The Mailboxes Management page for the domains

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Mailboxes tab.

For more details about the available information, see the [Mailboxes](#) section.

## Logs

This page displays the replication logs available for all the domain's mailbox accounts that were replicated on the Open-Xchange server.

The screenshot shows the 'Replication Logs' page. At the top, there's a navigation bar with 'Home' and 'Replication Logs'. Below this, there are tabs for 'Mailboxes' and 'Logs', with 'Logs' being the active tab. A green box displays a report on the last automatic replication on Oct 12, 2010 03:17 AM, showing 1 successful Webmail mailbox replication and 0 failed Groupware Standard and Premium mailbox replications. Below the report is a search bar with 'Search' and 'Reset Search' buttons. A table lists 2 logs total. The table has columns: Mailbox, Modified, Type of Service, Scheduled By, and Outcome. The first log is for contact@mydomain.com, modified on Oct 12, 2010 03:09 AM, Webmail service, scheduled by Automatic, with a successful outcome. The second log is for sales@mydomain.com, modified on Oct 12, 2010 03:10 AM, Webmail service, scheduled by Automatic, with a failure outcome. At the bottom, there is a copyright notice for 4PSA OXtender 1.5.0.

Home ▶  
Replication Logs

Mailboxes Logs Favorites Visited Pages

Report on the last automatic replication **Oct 12, 2010 03:17 AM**  
Webmail mailboxes: 1 successfully/ 0 failed  
Groupware Standard mailboxes: 0 successfully/ 0 failed  
Groupware Premium mailboxes: 0 successfully/ 0 failed

Search Reset Search

Hide Search

2 logs total Number of entries per page: 10 25 100 All

Mailbox	Modified	Type of Service	Scheduled By	Outcome
contact@mydomain.com	Oct 12, 2010 03:09 AM	Webmail	Automatic	Success ( <a href="#">debug logs</a> )
sales@mydomain.com	Oct 12, 2010 03:10 AM	Webmail	Automatic	Failure ( <a href="#">debug logs</a> )

2 logs total Number of entries per page: 10 25 100 All

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### The Replication Logs page

To access this page, follow the next steps:

1. Click the [4PSA OXtender](#) link available in the Custom Buttons section of the left navigation menu.
2. Click the Logs tab.

For more details about the available information, see the [Logs](#) section.

## Remove Logs from the Replication Logs List

For more details about the available information, see [this](#) section.

## Chapter 6

# Contact and Support

For online help and support please visit:

- Support Zone: <https://help.4psa.com>
- Knowledge Base: <http://kb.4psa.com>
- Documentation: <http://help.4psa.com/docs/>

For mailing addresses and phone numbers from our offices:

<http://www.4psa.com/contactus>

If you have any question, do not hesitate to contact us.