

Parallels[®] Plesk Billing

Parallels Plesk Billing 6.0 for Windows Installation Guide

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Contents

Preface	4
About This Product	5
Typographical Conventions	6
Feedback	7
Introduction	8
System Requirements	9
Installing Parallels Plesk Billing	11
Using an FTP Client to Install Parallels Plesk Billing.....	13

CHAPTER 1

Preface

In this chapter:

About This Product.....	5
Typographical Conventions	6
Feedback	7

About This Product

Parallels Plesk Billing is an ordering, billing, and provisioning automation solution aimed at small-to-mid-level hosting providers. Parallels Plesk Billing comes in two different distributions: Standalone and Bundle (with Parallels Plesk Panel).

The software package comes bundled with an intuitive order process, complete with “shopping cart,” allowing your customers to build an order of any size or complexity with a single checkout (as opposed to the customer having to run through your order form multiple times if they want multiple items).

Upon checkout, Parallels Plesk Billing supports your customers paying in a variety of ways including:

- *credit card* (through strong integrations between Parallels Plesk Billing and many merchant gateways)
- *third-party gateway* (such as PayPal, WorldPay, etc.)
- other manual options such as *check*, *bank draft*, and simply issuing an *invoice*.

Each of these payment options can be enabled/disabled and configured according to your company’s specific business practices.

Parallels Plesk Billing can provision the following:

- Any domain name package can be automatically registered through any of the resellers with which Parallels Plesk Billing integrates (such as eNom, OpenSRS, etc.).
- Any hosting package can be automatically provisioned through any of the panels with which Parallels Plesk Billing integrates (such as Plesk, cPanel etc.).
- Any SSL Certificate can be automatically provisioned through the SSLFactory.com API (provided you have a Parallels SSLFactory reseller account).
- Any virtual private server package can be automatically provisioned through Parallels Virtuozzo Containers.
- Customers will receive notification upon completed provisioning, as well as any passwords, etc. that are related to the customer accessing/using their purchased service.

Each of these provisioning options can be configured in Parallels Plesk Billing administrator panel according to your company’s specific business practices.

The total time it takes for the customer to be fraud checked, charged, and their services turned on can be as little as a few minutes. The entire idea here is to save as much time as possible so that your company’s team can focus on more important things than manually setting up client accounts.

The automation does not stop once a customer has paid and had their order setup. Parallels Plesk Billing is fully customizable and can be configured to automatically generate invoices and collect payment from customers when needed, send out late notices when customers do not pay on time, and even suspend a customer’s hosting package after they have neglected to pay long enough.

Parallels Plesk Billing can even renew domains at your registrar as soon as your clients pay the invoice. Clients can “upgrade” or “downgrade” their services from the client interface and not only have the changes automatically provisioned out to the panel, but also receive a pro-rated credit/debit for the difference in monthly price and begin receiving invoices for the package they upgraded or downgraded to.

Typographical Conventions

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

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

<u>Formatting convention</u>	<u>Type of Information</u>	<u>Example</u>
Special Bold	Items you must select, such as menu options, command buttons, or items in a list. Titles of chapters, sections, and subsections.	Go to the System tab. Read the Basic Administration chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called <i>wildcard character</i> search.
Monospace	The names of commands, files, directories, and domain names.	The license file is located in the <code>http://docs/common/licenses</code> directory.
Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	<pre># ls -al /files total 14470</pre>
Preformatted Bold	What you type, contrasted with on-screen computer output.	<pre># cd /root/rpms/php</pre>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT

KEY+KEY

Key combinations for which the user must press and hold down one key and then press another.

CTRL+P, ALT+F4

Feedback

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

CHAPTER 2

Introduction

This guide covers system requirements and installation process for stand-alone Parallels Plesk Billing 6.0 for Windows.

Make sure your server meets the requirements in the System Requirements (on page 9) section before installing Parallels Plesk Billing.

System Requirements

Before starting the installation process, make sure your Windows server meets our minimum system requirements. In this document, hosting environment will be referred to as *server*.

Note: We highly recommend running Parallels Plesk Billing on a dedicated server as opposed to a shared hosting account so that you have full control over the settings in your environment and your sensitive customer data is kept separate from other sites.

- Operating System: Windows
- Hardware Requirements: at least 1GHz CPU, 512MB RAM, 2GB HD.
- Web Server for Windows: IIS (running PHP in CGI/FastCGI mode, ISAPI is not supported)
- PHP 5.1.6* or higher
- PHP configuration:
 - `memory_limit` (set to 64M or higher)
 - `safe_mode`: (set to Off)
 - `register_long_arrays`: (set to On)
 - `error_reporting`: (set to 2039)
 - `open_basedir`: (left unset)

Note: We do not support Suhosin. Parallels Plesk Billing will not install or operate in a PHP/Suhosin environment.

- Required PHP Modules:
 - `curl`
 - `gd`
 - `mysql` or `mysqli`
 - `openssl`
 - `pcre`
 - `xml`
 - `zlib`
- Database Servers: MySQL 4.0.11 or higher
- World writable temp directory "C:\Temp"
- Fileset Decoders:
 - Zend Optimizer* 3.3.3+ or IonCube Loaders 3.1.32 +

-
- PHP 5.2.5 and 5.2.6 are *not recommended* for Parallels Plesk Billing installation with Zend decoder due to conflict causing memory leaks. Use IonCube instead.

As “The PHP Group” has officially made the End-of-Life announcement for all versions of PHP 4, we highly advise that you install Parallels Plesk Billing on a server with PHP 5 so as to maintain the most up-to-date and secure environment for your data.

Installing Parallels Plesk Billing

It is recommended that you have *Shell access* to your server in order to install and operate Parallels Plesk Billing. Make sure you have full control over the settings in your environment and your sensitive customer data is kept separate from other sites.

Once you met all the system requirements:

- 1 Create a database for Parallels Plesk Billing to store information in. You can create this database using a graphical interface such as *phpmyadmin*. Set *username* and *databasename* and make sure the user you create for the database has full administrator privileges.
- 2 Go to the web-accessible folder on your server and download the latest fileset according to your encoder (Zend or IonCube) from <http://www.parallels.com/download/billing/>.
- 3 Unzip the fileset. Use special parameters to preserve the file permissions set on the files/folders inside.

It is important that `C:\Temp` directory is set with world readable and writable permissions. The `plesk-billing` directory will be created in your web-accessible folder. You may rename this resulting folder to whatever you like.

- 4 Run the installation wizard by going to:

`http://mycompany.com/plesk-billing/admin/install/`

where *mycompany.com* is your corporate domain, and *plesk-billing* is the Parallels Plesk Billing directory.

Note: Installation wizard will alert if your system does not meet the minimum requirements. Please read the warnings and meet the necessary requirements or have your system administrator do it.

- 5 Accept the terms of *End User License Agreement* and click **Continue**.
- 6 Generate configuration file and enter system information. Choose the way to install configuration file:
 - **I will manually edit my config files.** Check it for installation via SSH.
 - **Attempt to auto-upload them.** Check it for installation via FTP: enter valid FTP username and password to the server where Parallels Plesk Billing is installed.
 - **Attempt to write them directly.** Before checking this option, make this directory writable: `lib-billing/include/config`.
- 7 Enter database connection information for Parallels Plesk Billing:
 - **Database Type.** Choose one from the drop-down box.
 - **Database host, name, username, password.** Enter data you configured during database creation on Step 1.
- 8 Enter system path information:

- **Temporary directory.** Writable directory to store temporary files, for instance `C:\Temp`.

9 Enter the URL to the directory containing Parallels Plesk Billing applications and libraries:

- **HTTP URL.** For example `http://mycompany.com/plesk-billing`.
- **HTTPS URL.** For example `https://mycompany.com/plesk-billing`.
- **SecureURL Protocol.** If you do not have an SSL certificate, select 'http'.

Click the **Save and Continue** button.

10 Copy and save the file that was generated as `config.php` and place it into `lib-billing/include/config` directory.

- **Skip the cURL test.** On some servers cURL test may cause next pages to hang if cURL cannot be found in its usual location. Checking this option is optional.

11 Test your PHP cURL settings. It will show you all incorrect configuration if there is any.

Note: If PHP cURL test fails, you can't proceed with installation until you fix cURL configuration.

As a workaround, go back to Step 11, choose *Skip the cURL test* and click **Continue**.

12 Validate the license for your domain. Enter your domain URL, for example: ***mycompany.com***. Please note that `www.mycompany.com` and `mycompany.com` is not the same domain.

- **License Token.** To get the License Token, log into the Parallels Plesk Billing Client's area from `http://www.pleskbilling.com` with the credentials you used to purchase the Parallels Plesk Billing package, click **Manage** near necessary package and click the **Generate License** link. Copy and paste the License Token on the wizard screen and click **Continue** to proceed.
- **Install the Free Version.** The free version is a fully functional Parallels Plesk Billing with limit of 10 clients. You can upgrade your license from free version at any time after installation.

13 Enter Parallels Plesk Billing administrator information: admin, username and password to enter Parallels Plesk Billing as administrator, your first and last name and administrator e-mail (for example `admin@mycompany.com`).

14 Enter company information that will be used in billing, clients' invoices and accounting. Click **Continue** to start building database.

15 When the installation wizard is complete, remove the 'install' directory before you start using the product.

Once Parallels Plesk Billing is successfully installed, access the login screen at: `https://mycompany.com/plesk-billing/admin/` with administrator username and password you specified during installation.

In this chapter:

Using an FTP Client to Install Parallels Plesk Billing 13

Using an FTP Client to Install Parallels Plesk Billing

Installation process via FTP is very much the same as via SSH, however you should prepare before running the installation wizard:

- 1 Download the latest Parallels Plesk Billing fileset according to your chosen encoder from <http://www.parallels.com/download/billing/>.
- 2 Unzip the fileset anywhere on your computer. The `plesk-billing` directory will be created.
- 3 Upload the `plesk-billing` folder to your server in BINARY mode. You can use, for example, the open-source FileZilla FTP client which allows BINARY transfer of the uploading files by going to Transfer -> Transfer type -> Binary.
- 4 Set proper permissions on the files you uploaded to your server. The way of doing this will differ between FTP clients, but you will need to recursively set mode "755" on all files and folders you uploaded. Then set mode "777" on the temporary folder. For more information about setting permissions, check your FTP client's documentation.
- 5 Install Parallels Plesk Billing by running the installation wizard at:
<http://mycompany.com/plesk-billing/admin/install/>
where *mycompany.com* is your corporate domain, and *plesk-billing* is the Plesk Billing directory.

Further, follow the instructions in the *Installing Parallels Plesk Billing* chapter.