

# GETTING STARTED With the Control Panel

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# GETTING STARTED With the Control Panel

The purpose of this document is to familiarize and help you understand the functions in your Control Panel (CP). With the purchase of your FTP Service you have been given a personalized FTP Portal\*. The URL address will look like one of the following samples:

<http://3ldomain.ftpworldwide.com>\*\*

or

<http://3ldomain.ftpww.com>\*\*

From this FTP Portal you can Login to your CP. The default URL for the CP will be one of the following, depending on the domain name your account was assigned:

<http://cp.ftpworldwide.com:8080/psoft/servlet/psoft.hsphere.CP>

or

<http://cp.ftpww.com:8080/psoft/servlet/psoft.hsphere.CP>

**NOTE:** Refer to your Account Activation e-mail for all your account detailed information. This information should be kept in a secure location and available for future reference. If you have misplaced this e-mail, contact [sales@ftpworldwide.com](mailto:sales@ftpworldwide.com) and we will provide you with another copy.

## Control Panel Desktop:

The screenshot displays the FTP Worldwide Control Panel Desktop interface. It features a top navigation bar with a 'Drop Down Menu' and the 'FTP WORLDWIDE' logo. Below the navigation bar is a user profile section for 'User: cpdemo Plan: Premium Standard Control Panel Demo'. The main content area is organized into several sections: 'Main' (Domains, Web options, Change Password, Change Account, Add Account), 'FTP' (FTP Manager, FTP service), 'Contact/Billing Info' (Contact Info, Billing Info, Billing statement), 'Tools' (File Manager, Stats, Reverse Traceroute), and 'Support' (Ticket Center, New Trouble Ticket, Knowledge Base, Custom Jobs). A left sidebar provides account information, including FTP Login, Plan, Domains, Statistics, and Details. A right sidebar contains 'Trouble Shooting Areas' and 'Statistics Areas'.

The CP structure consists of three sections:











- **Left Menu** – general account information
- **Main Section** - Quick Access Desktop Icons that take you into submenus of CP
- **Toolbar** – drop down menus at top of screen

\* Refer to the appropriate GETTING STARTED: FTP Portal documentation for your plan.

\*\* 3ldomain is your 3<sup>rd</sup> level domain name, i.e. <http://united.ftpww.com>.

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Throughout the CP several different icons appear. Here is a list showing the different icons, with a description of their functionality.

	Create		On/Off Toggle
	Edit		Change
	Wastebasket		Select
	View		Help
	View Log File		Home

**NOTE:** Before making any changes or deletions PLEASE BE SURE you understand the result. Also, be aware that there are options appearing in the plan that have been disabled, because they are not part of the FTP Service.

**Left Menu:** Refer to CP screen above

### Information:

**Plan Change:** Click on the  icon after the PLAN name if you want to change your plan size or billing period. The following screen will appear.

Choose Plan	
Plan	Premium 1-Month 1.0Gig/85User FTP Service

You are about to switch to a different plan. You will be charged or refunded for the difference between the old and the new plans.

Switch To Plan:

1. Click on arrow to choose another plan from the drop down box
2. Click on SWITCH
3. Next screen will give you prorated charge
4. Confirm or reject change
5. If you confirm the plan change your credit card on file will be charged the prorated amount. And the plan change will be immediate.

If you need any assistance contact [sales@ftpworldwide.com](mailto:sales@ftpworldwide.com).

### Domains:

A quick way to get back to your FTP Portal is to click on the  icon after your domain name. If you click on the domain name, you will be taken in to the DOMAINS submenu. Here you will find the following type of information:

- Domain Name
- Ip address
- DNS Server information
- Activated FTP services

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**CAUTION:** *DO NOT change or delete any of the settings in this area or you risk losing you plan services.*

## Statistics:

This section displays the actual/total allowed usage account information for:

- **Total Traffic:** Click on the view icon  to see total bandwidth used by FTP sub-accounts, for FTP site, and during current plan life cycle.
  - The bandwidth has been set to a reasonable amount for the type of plan purchased. However, it is not restricted, but will be monitored if the total bandwidth used becomes excessive and may result in an additional charge.
  - AWStats can also be accessed in this area. Refer to STATS below for details.
- **Disk Quota:** Displays the current amount of disk space used in relation to the amount still available in the plan. Changes to the disk quota is dependent upon the plan purchased and has been disabled.

## Quick Access Desktop:

### MAIN

Main



Domains



Web options



Change Password



Change Account




Add Account

**Domains, Web Options, Account Settings** – provides FTP, web and network system information.

- These areas SHOULD ONLY BE VIEWED for information and NEVER MODIFIED.
- Services not provided by the FTP Service have been disabled.
- **CAUTION:** turning running services off will disable your plan, as well as remove FPT files/directories from the server.

**Change Password** – used to change the password for the CP. Also allows you to set the same password for the FTP admin Login.

**Change Account** – if you have purchased multiple FTP plans under your account, this is where you can switch between them without logging out of the CP. Under this icon just click on the select icon  next to the plan you want to access.

**Add Account** – allows you to add a new plan to your account and be able to manage it from one CP. This will take you in to the sales ordering system. If you need any assistance please contact [sales@ftpworldwide.com](mailto:sales@ftpworldwide.com).

\* Refer to the appropriate GETTING STARTED: FTP Portal documentation for your plan.

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# GETTING STARTED With the Control Panel

## FTP

### FTP



FTP Manager



FTP service

## FTP Manager

FTP site system and usage information found here. This is also where -

- the FTP Sub-Accounts are created
- FTP login password can be changed
- You can access File Manager which runs WebShell4 utility (Refer to **File Manager** below for more details)

For detailed steps on setting up FTP Sub-Accounts, refer to **GETTING STARTED – Premium FTP Sub-Accounts** document.

## FTP Service (Available in Premium Accounts ONLY)

Virtual FTP site system and usage information found here. This is also where -

- the Virtual FTP User IDs / Directories are created and managed
- User access / Permissions are assigned to the Virtual Directories

Anonymous FTP has been disabled for security reasons and not available at this time. For detailed steps on setting up Virtual FTP Services, refer to **GETTING STARTED – Premium Virtual FTP** document.

## Contact/Billing Info

### Contact/Billing Info



Contact Info



Billing Info



Billing statement




Statements by Profile



Online Price

This group should be reviewed on a regular basis to verify the following information is correct:

- **Contact Info** – all system notifications and warnings are sent to this contact. Make sure all information is always current
- **Billing Info** – periodically check to make sure credit card/billing contact information is accurate and valid.
  - To change any Billing information click on the EDIT button and be sure to click on the ADD button when finished.
  - In the Plan section of billing you are also able to change plans by clicking on the change  icon.
- **Billing Statement** - in this area you can view / print your billing statements and billing period details.
- **Statements by Profile** – if you have more than one billing profile it will show what has been charged to each account.
- **Online Price** – this area provides the details of the resources your plan/s include and what has been used to-date. (i.e. numbers of VFTP IDs/directories and Sub-Accounts available / used).

\* Refer to the appropriate GETTING STARTED: FTP Portal documentation for your plan.

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# GETTING STARTED With the Control Panel

## Tools

### Tools



File Manager



Stats




Reverse Traceroute

**File Manager:** runs a utility called *WebShell4*. It can be accessed by clicking on this desktop icon or from inside the FTP Manager.

- This utility allows the administrator to perform FTP file/directory management functions from your CP
- This utility can be used to perform such functions as - move files/directories, change permissions, searches, file cleanup, etc.
- Web functions consisting of Protect, WGET, FTP, and A-Counter are not FTP functions. They should be disregarded.
- This is not as user friendly as your FTP site for uploading and downloading files/directories. Recommend you do these functions from your FTP site.
- This is not available to your FTP users.

For more detailed information on this utility refer to the **HELP** areas in WebShell4 and **GETTING STARTED – File Manager** document.

**Stats:** Contains the **AWStats** tool which generates advanced graphical web server statistic reports, that are updated every 24 hours. This can also be accessed from the LEFT MENU - STATISTICS -

TOTAL TRAFFIC. Just click on the view icon  to open in both locations. A detailed explanation of this tool can be found at:

<http://support.exabytes.com/index.php? m=knowledgebase& a=viewarticle&kbarticleid=298&nav=0,7,14>

**Reverse Traceroute:** This net troubleshooting tool allows you to ping any Internet host from your hosting server. In other words, you can use this tool to determine if a host is reachable and how long it takes for the signal to go all the way through.

## Support

### Support



Ticket Center



New Trouble Ticket



Knowledge Base



Custom Jobs

## Ticket Center

Go to this area to view trouble tickets that were submitted through the CP Trouble Ticket system (referred to as TT). Click on the TT title to read the response received from the support group. Then if additional information is required enter information in the Add New Message box and click SUBMIT. When the ticket has been answered it can be closed by clicking on the CLOSE button.

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### New Trouble Ticket

Trouble Tickets can be submitted to the support group through the Control Panel or by emailing [support@ftpworldwide.com](mailto:support@ftpworldwide.com). To ensure the fastest response time, we recommend using the TT system since that sends alerts to the Support Group. If a ticket is submitted using the CP TT system, you can check the status in the Ticket Center and respond back to the Support Group with additional information, if necessary. Also, a history of your tickets will be kept in the Ticket Center for future reference.

**Important:** If a ticket needs to contain text in HTML format or your sending an attachment, the TT system can not transform HTML into plain text or view an attachment. For these situations, it is recommended that you submit a ticket through the TT System and refer to an email sent to [support@ftpworldwide.com](mailto:support@ftpworldwide.com) containing the HTML information or attachment.

Alternatively, the TT composer can be launched from virtually any place in your CP. Just look for the Help icon .

### Knowledge Base

This area contains Questions and Answers that have been submitted to the support group. If you have a question about the Control Panel or the FTP Site check the Knowledge Base to see if any information has been posted in this database. Searches by Category and/or keywords are available.

### Custom Jobs

To track any custom job requests made to the support group, check this area for status and charges associated with this request

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