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## WHM User Guide

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### CREATE AN ACCOUNT

1. Within WHM go to "Create a new Account" on the left navigator
2. Fill in the fields for the new account and select hosting package you have created
3. If the domain name, email or DNS are not being moved over to Utopia in the short term you need to tick the boxes saying "Use existing DNS servers" and under email "Remote Mail Exchanger". When it comes time to make the site live you can just point the A/WWW records at the server to just have the web site through Utopia
4. If you are moving the domain name over you can leave the defaults as they are
5. Click "Create" to have the hosting, DNS and email setup as specified

### ACTIVATING DNS SERVICES WHEN DOMAIN MOVED

1. This section is if you previously created an account in WHM and indicated that the DNS was going to be elsewhere, but, things have changed and you now want the DNS and email managed under their hosting account
2. In WHM, go to "Edit Zone" and put in a search for the domain name
3. First change the DNS records as follows:

```
domain.co.nz. 86400 IN      NS      dns1.utopia.co.nz.  
domain.co.nz. 86400 IN      NS      dns2.utopia.co.nz.
```

4. To activate email scroll down and tick "Local mail exchanger"
5. Click on Update and the DNS Zone and email will be activated
6. You can then point the domain name at Utopia's DNS servers (dns1/dns2.utopia.co.nz) and give them the email account settings you have setup

### VIEW / UPDATE CUSTOMER SETTINGS

1. Access the customers control panel (cPanel) by first going to "List Accounts" in WHM
2. Search for the account by domain name, or user code and then click on the cP icon
3. You will now be in the customers Control Panel and you can change their email, park domain names, create databases etc

**POINT DOMAIN TO ANOTHER SERVER**

1. If you need to point a domain name to a different server (IP Address) you need to update the domain zone file.
2. Within WHM go to "Edit DNS Zone" on the left navigator
3. Find the domain name and click the Edit button
4. Locate the line at the top that looks as follows:

```
somedomain.co.nz. 14400 IN A 124.198.191.40
```

Change the IP address number on the right to the new one e.g.

```
somedomain.co.nz. 14400 IN A 233.23.232.1
```

5. If email is going to stay with Utopia you will also need to find the following lines and update them:

```
somedomain.co.nz. 14400 IN MX somedomain.co.nz.
mail              14400 IN CNAME somedomain.co.nz.
```

Change them to look as follows:

```
somedomain.co.nz. 14400 IN MX mail.somedomain.co.nz.
mail              14400 IN A 124.198.191.40
```

6. Click on the Save button
7. The change will take up to 24 hours to occur
8. Please note that this change only effects domain names that Utopia is the DNS provider for.

**ALTER DNS ZONE DETAILS**

1. If you need to alter the records on a DNS you need to update the DNS zone
2. Within WHM go to "Edit DNS Zone" on the left navigator.
3. Find the domain name and click the Edit button.
4. If the website requires pointing at a new location you need to locate the 'A' line for updating. Simply enter in the updated IP address for the new server to replace the existing one:

```
somedomain.co.nz. 14400 IN A 124.198.191.40
```

5. Email is altered by changing the MX record. Locate the 'MX' line that will look similar to the following:

```
domain.co.nz 14400 IN MX 0 domain.co.nz.
```

6. If you have been supplied a new domain name to point the MX record at then you would change the above line as follows:

```
domain.co.nz 14400 IN MX 0 some.other.provider.com.
```

7. If you are required to create a new subdomain (for things like gmail) you need to add new rows at the end of the page. Here are examples of setting up a local server address for a business, and a Google verification name:

```
officeserver 14400 IN A 13.200.205.2
```

```
google478658438 14400 IN CNAME google.com.
```

8. You will need to add a fullstop at the end of the CNAME - in this case google.com
9. Click on Save.
10. The change will take up to 24 hours to occur.
11. Please note that this change only effects domain names that Utopia is the DNS provider for.

### **BACKUP MAIL EXCHANGER**

1. If your client wants Utopia's servers to act as a back in case their own server [Exchange] crashes you need to change their DNS zone.
2. Within WHM go to "Edit DNS Zone" zone and select the domain name and click on "Edit"
3. First make sure you have the customers existing mail exchange record setup e.g.

```
domain.co.nz. 14400 MX 0 exchange.domain.co.nz  
exchange      14400 A      12.45.100.99
```

4. Next add in the details of your server as a 2ndry MX record. This is done by adding a new row in the boxes provided that would look as follows:

```
domain.co.nz. 14400 MX 20 domain.co.nz.
```

5. Now, make sure the option "Backup Mail Exchanger" is selected at the bottom and click Save
6. Changes will come into effect with 24 hrs

### **REDIRECT A DOMAIN NAME**

1. Access the customers C-Panel account from WHM
2. Go down to the section headed up "Domains" and click on the "Redirects" icon
3. This page lists how any of your existing domain names are redirected to other addresses
4. To add a new address select the domain name from the drop down list
5. Enter in the full address that it should be redirected to e.g.  
<http://www.anotheraddress.com/another/page.html>
6. Click on the Add button

### **PARKING A DOMAIN NAME**

1. Parked domain names are domain names that work alongside the main domain for an account. For example, you could park johnsmithcars.co.nz on to the jsc.co.nz account
2. If the domain name you are parking is already setup on another account you will need to terminate the other account first. Any email aliases you had setup on the other account will also be lost.
3. To start, go through WHM and click into the C-Panel account of the site you want to park the domain name on to
4. Scroll down and click on "Parked Domains" under the "Domains" section
5. Enter the domain name to park on top of this account into the domain field and click on "Add Domain"
6. Clicking into the "Email" section once you have added the domain you can then setup any forwarding or mailboxes for the domain once you have moved it.
7. When you are ready you can then point the DNS for the domain name at dns1/dns2.utopia.co.nz

**SUSPEND A CUSTOMER**

1. Within WHM go to "Suspend/unsuspend an account" on the left navigator
2. Find the account you want to suspend by clicking on their domain name on left
3. Enter in a reason like "non payment of account"
4. Click on the [Suspend] button under the box with the domain name selected

**TERMINATE A CUSTOMER**

1. Within WHM go to "Terminate an Account" on the left navigator
2. Find the account you want to terminate by either:
  - a. Keying the domain name
  - b. Keying in the accounts cPanel username
3. When the correct account is displayed you can click on the "Terminate" button at the bottom of the page to have it terminated
4. Termination includes removal of:
  - a. DNS records
  - b. FTP Login
  - c. cPanel account
  - d. All website files and databases
  - e. All email accounts
5. The domain name will not be cancelled for renewal if currently registered with Utopia
6. Browsers will display the default page that you have previously set up under the Web Template Editor (Account Functions Section)

**CHECKING AND INCREASING BANDWIDTH LIMITS**

1. Within WHM go to "View bandwidth usage" on the left navigator
2. Scroll through the list looking for customers marked with a red band. These are customers who have used 85% or more of their allowed bandwidth
3. Bandwidth includes web, email, and FTP activity for their account
4. To increase a customers limit click on the small icon to the left of the usage bar
5. Enter in the new monthly allocation in the field which is in MB. For example, if it has 6656 this means the client is allowed 6.5 GB. To increase to 7 GB per month enter in 7168
6. Click the Change button when done

**URL FORWARDING**

1. Access the customers control panel from "List Accounts" under WHM
2. Click on "Redirects" under the "Domains" section
3. Choose a domain name from the dropdown list.
4. For the field called "redirects to→" enter in the URL including the <http://www>.
5. Check that "Redirect with or without www." is selected.
6. Click on the "Add" button.

**UPDATE CUSTOMER EMAIL CONTACT DETAILS**

1. Access the customers control panel
2. Click on "Preferences" under the "Update Contact Info" section
3. Enter in the contact email address in the box provided. A second contact email address can also be added
4. Emails are sent to this address for notification of:
  - a. Disk usage
  - b. Mailboxes full
  - c. Bandwidth over allocation

### **ADDING A DATABASE**

1. Access the customers control panel from under "List Accounts" in WHM
2. Click on the "MySQL Database Wizard" icon to start creating the database
3. Complete the fields as required for the database, database user, password, and what access they have. It is recommended that you click the "All privileges" option at the end
4. Once completed the database will be ready to use
5. If you need to access the database through phpMyAdmin, please log on to cPanel as your client and go to the "PhpMyAdmin" icon from there. The control panel is reached by going to <http://www.yourdomain.co.nz/cpanel>

### **CHANGE CONTROL PANEL AND FTP PASSWORD**

1. Within WHM go to "List Accounts" on the left navigator
2. Find the account you wish to change the password for
3. The FTP and control panel (cPanel) login will be listed under the username column
4. Click the small [+] to the left of the domain name and the change password box will appear
5. Enter the new password for the account and click the "Change" button
6. The accounts C-Panel and FTP password will be changed instantly

### **MANAGE PACKAGES**

Packages allow you to create accounts with a preset amount of disk space, bandwidth, email accounts, etc, and are very useful for your business. With packages, you can cut precious minutes off the time it takes to create a new account.

1. To access the Packages Menu, click on Packages, on the main screen of your WebHost Manager interface.
2. Click on Add Packages.
3. Enter the name of the package and the maximum disk space the account can occupy in the Package Name and Quota fields.
4. Indicate whether SSL access is allowed in the Shell Access tick box.
5. Enter the maximum number of items allowed in the Max FTP Accounts, Max Email Accounts, Max Email Lists, Max SQL Databases, Max Sub Domains, Max Park Domains, and Max Addon Domains fields.
7. Indicate whether this account is an IP address or not in the IP tick box. If ticked, all accounts created with this package cannot use a domain name.
8. Indicate whether CGI access and FrontPage Extensions are allowed in the CGI Access and FrontPage Extensions tick boxes.
9. Enter the maximum bandwidth in megabytes allowed by the account in the Bandwidth Limit field.
10. Click on the default cPanel theme for the account in the cPanel Theme field.
11. Click on the default feature list for the account in the Feature List field.
12. Click on Create.

## **FEATURE MANAGER**

The Feature Manager enables you to control the functions that are available in your customer's cPanel. You can create one or more feature lists, each with their own functionality, which you then can assign to each new customer when you create the account.

1. To access the Packages Menu, click on Packages, on the main screen of your WebHost Manager interface.
2. Click on Feature Manager.
3. Enter the name of the feature list that you need to add in the Feature List Name field and click on Add.
4. Click on the required tick boxes to enable or disable various features.
5. Click on Save when you have finished editing the feature list.

## **BACKUPS**

As a web designer using Utopia's services, backups are easy. You have access to online backup tools through the My Utopia administrative interface. These tools are provided so you can generate backups of client sites and store them offline. Your clients can also log on to cPPanel and retrieve the same backups.

Every day a hosting server performs backups for all of your client's websites. These backups operate as follows:

- Every day around 2am the server makes a backup of your files, databases, and configuration
- Every Sunday morning, this backup is stored and labeled as the "weekly" backup for your account
- Once a month, this backup is stored and labeled as the "monthly" backup for your account. Two months of backup files are kept

All backup files are kept on the server as well as being copied to an external, purpose built, backup server.

1. To retrieving backup files you need to log on to My Utopia and using WHM access the control panel for a client.
2. Click on the "Backup" link. At the top you will see a row of buttons. Simply click on the "Daily" button to download that latest backup of your hosting.
3. The file downloaded has the extension .tgz which most computers will be able to open. Please understand that the backup file could be large as it contains your files and databases.