Setting Up Your Assisted Service Plan Virtual Dedicated Server

An informative and perky introduction to your virtual dedicated server with Assisted Service Plan

This Quick Start Guide answers that nagging What's next? question that can accompany the purchase of a virtual dedicated server with Assisted Service Plan. It covers the initial set up and configuration of your server and a brief tour of two important server management tools: Plesk control panel and your Virtual Dedicated Hosting Manager.
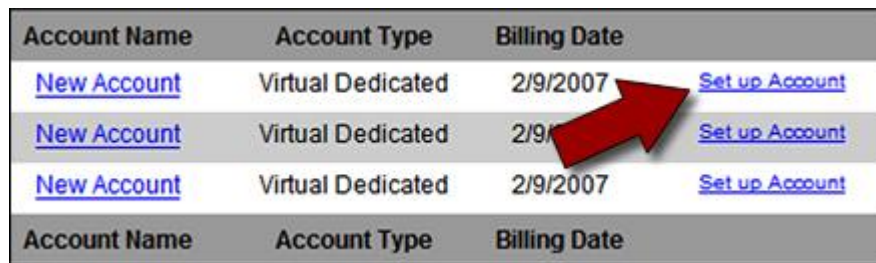
Now that you've purchased a virtual dedicated server with Assisted Service Plan, the next step is to complete the set up and configuration of your server. Your purchase of Assisted Service Plan means we'll do a lot of the heavy lifting, but you need to kick off the whole process.

LOGGING IN TO YOUR VIRTUAL DEDICATED HOSTING MANAGER FOR THE FIRST TIME

To activate your virtual dedicated server and begin the set up process, you'll need to specify your host name, user ID, password, domain name, and email address. This information is captured in your Virtual Dedicated Hosting Manager.

▸ **To Finish Setting Up Your Virtual Dedicated Server Account**

1. Log in to your Account Manager.

2. Under the **Hosting & Email** section, select **Dedicated/Virtual Dedicated Servers**.

3. Next to the virtual dedicated server account you want to set up, click **Set up Account**.

Fig. 1.1 - Set up Account link in your Account Manager.

4. On the **Account Setup** page, enter the host name for your server account.

5. Enter the requested information.

6. Click **Continue**.

7. Confirm your settings and click **Submit**.

Once you click Submit, your server is configured by server support. Your virtual dedicated server will be ready in approximately 48 hours. You will receive an email message once your server is ready.

When your server is ready, your domain name and DNS settings will have been set up for you by server support. You are responsible for the set up of subsequent domain names.

You'll probably want to set up email accounts next. This is done through Plesk control panel.

CONNECTING TO YOUR SERVER USING PLESK

Plesk control panel is installed by default as part of Assisted Service Plan. Make sure you have your IP address ready before you try to log in to Plesk. You'll need to use your IP address to access Plesk on your server. You can find the IP address to your server in your Virtual Dedicated Hosting Manager.

This procedure explains how to log in to Plesk for the first time.

▶ **To Access Your Virtual Dedicated Server Using Plesk**

1. Open a Web browser and go to:

```
https://[[ipaddress]]:8443/
```

   Where *[[ipaddress]]* is the IP address for your virtual dedicated server.

2. When the Plesk login screen displays, enter the user name (login) and password you defined when you set up your virtual dedicated server account.

Fig. 1.2 - Logging in to Plesk.

This is what the interface looks like when you log in to Plesk for the first time:
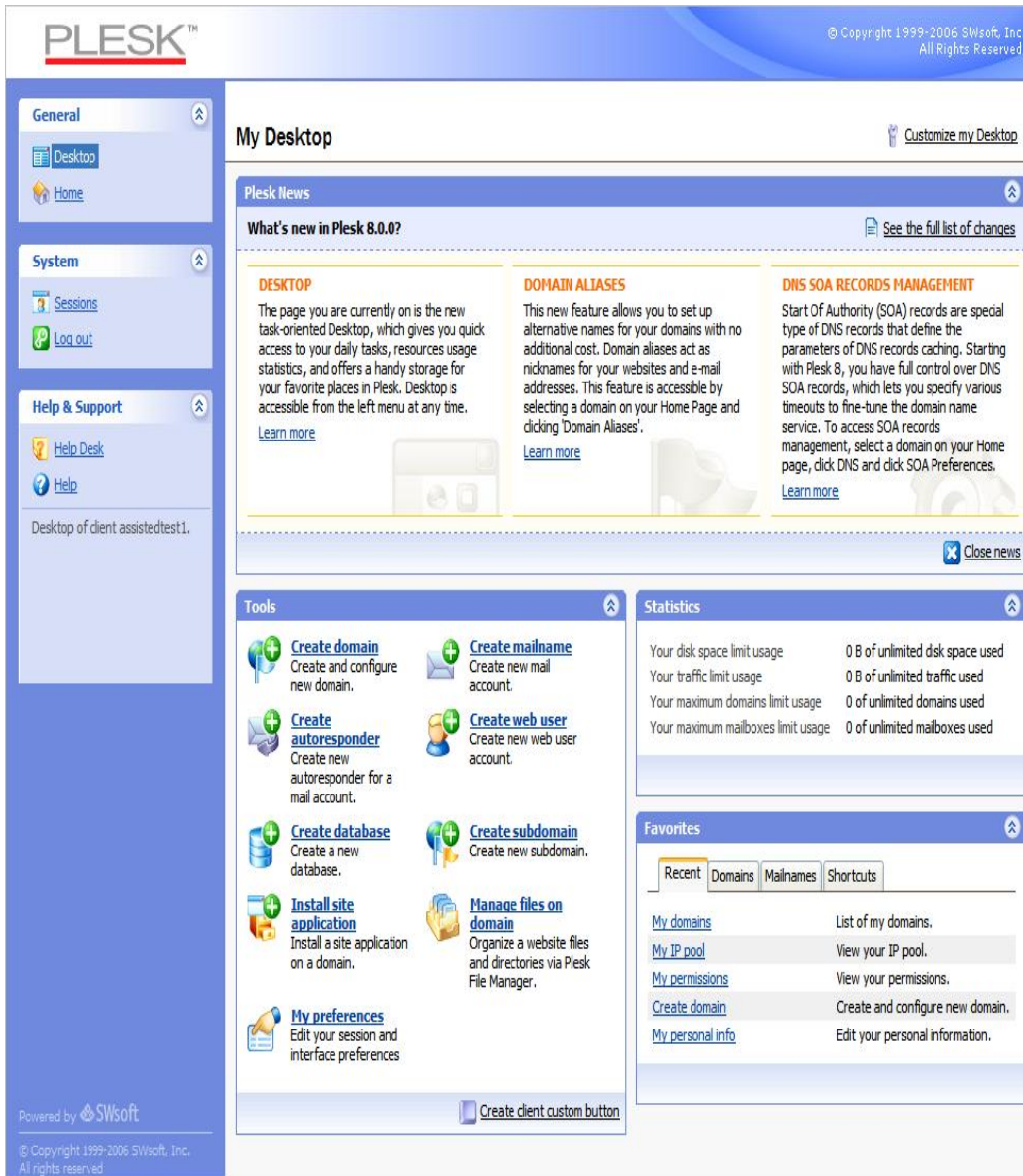

Fig. 1.3 - The My Desktop screen in Plesk.

The My Desktop screen in Plesk is the main dashboard that you use to manage and monitor your virtual dedicated server.

USING PLESK TO SET UP AN EMAIL ACCOUNT

The easiest way to set up an email account for a domain on your virtual dedicated server is using the Plesk control panel.

▶ **To Set Up Email Accounts for Your Domain in Plesk**

1. If you're not already logged in to Plesk, log in using the login and password you defined during account set up.

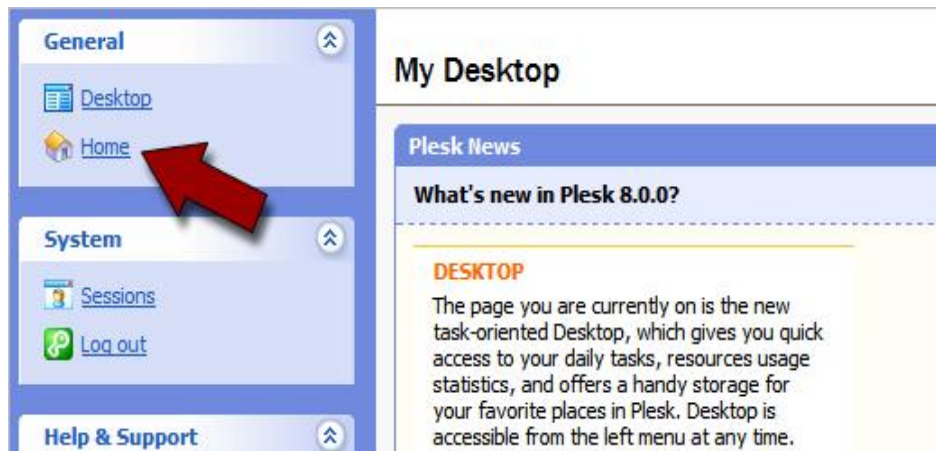2. From the General menu on the left, select **Home**.

Fig. 1.4 - Opening the Home section in Plesk.

3. From your list of domains, click the domain name that you want to set up an email account for. In this example, we set up an email account for coolexample.com.
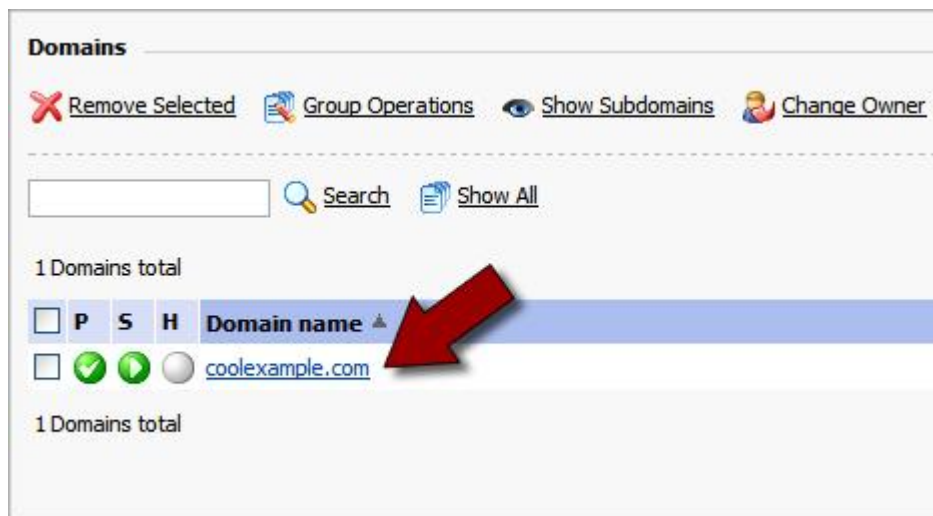
Fig. 1.5 - Clicking the domain name that you want to manage.

4. In the **Services** section of the domain administration page, click the **Mail** icon.

Fig. 1.6 - Opening the Mail section for your domain.

5. In the **Tools** section of the Mail tab, click **Add New Mail Name**.

Fig. 1.7 - Adding a new mail name.

6. Enter a **Mail Name** and password for this email account. In this example, we'll create an account for Jane Smith (janesmith@coolexample.com).

Fig. 1.8 - Creating a mail name.

You can also change the control panel access or mailbox quota for this email account on this page.

7. Click **OK**.

Now, you can further customize the settings for this account from within Plesk or connect to your account using an email client or Webmail.

CONNECTING TO YOUR EMAIL ACCOUNT

Accessing Your Account Using an Email Client

To access your email account using an email client, such as Outlook®, Thunderbird™, or Entourage®, you need the following information:

Email Client Settings for Mail on Your Dedicated Server	
User Name	The name of the email account you created in Plesk, for example janesmith@coolexample.com.
Password	The password you specified in Plesk when you set up your email account.
POP3 Setting	mail.*yourdomainname.com*
	Where *yourdomainname.com* is your domain name.
SMTP Setting	mail.*yourdomainname.com*
	Where *yourdomainname.com* is your domain name.
	The outgoing (SMTP) server requires authentication and uses the same user name and password as the incoming (POP3) server.

For more information about setting up mail accounts in Plesk, you can look at the Plesk documentation on SWsoft's Web site.

Accessing WebMail for Domains on Your Server

Instead of accessing your email using a traditional email client, you can access your email on the Web using a standard Web browser.

If you have Webmail enabled in Plesk, you can access your email at:

```
http://webmail.yourdomainname.com
```

Where *yourdomainname.com* is the name of your domain that you set up on your virtual dedicated server.

Sign in to your account using your email address and the password you specified during email account set up.

For example, to access Webmail for the domain that we set up in this guide, you would go to http://webmail.coolexample.com. To sign in, you would use the email address for the account you want to access, janesmith@coolexample.com.

REPROVISIONING YOUR SERVER

If, at any time, you want to revert to a clean setup on your virtual dedicated server, you can reprovision your server. Reprovisioning erases all of the content on your server's hard drive. Your server returns to the state it was in when you first purchased it.

You can reprovision your server using the Virtual Dedicated Hosting Manager.

▶ To Reprovision Your Server

1. Log in to your Account Manager.

2. Under the **Hosting & Email** section, select **Dedicated/Virtual Dedicated Servers**.

3. Click **Launch Manager** next to the server you want to reprovision. Your Virtual Dedicated Hosting Manager opens.

4. Under the **Support** section, click **Reprovision Server**. The Reprovision Server page displays.

5. If you choose to, enter a new host name and user name. These values default to the current host name and user name for this account.

6. Enter and confirm a new password, and then click **Continue**.

You will receive a confirmation notice once your server is reprovisioned and ready to go. Typically, your server is ready in less than five hours.

GETTING HELP

After you set up your server, you can easily get help by submitting a trouble ticket using your Virtual Dedicated Hosting Manager. Alternatively, you may contact Customer Support directly for assistance.

▶ **To Open a Trouble Ticket**

1. Log in to your **Account Manager**.

2. Under the **Hosting & Email** section, select **Dedicated/Virtual Dedicated Servers**.

3. Click **Launch Manager** next to the server account that you need help with.

4. In the Virtual Dedicated Hosting Manager, under **Support**, click **Trouble Ticket**.

5. Enter your contact information, including an email address and phone number.

6. Under **Trouble Ticket Description**, enter a summary and a detailed description of your issue.

7. Click **Continue**.

8. Review your trouble ticket information and click **Submit**.