



Administrator Manual

Version 14.5.3





Contents

1. The current KeyHelp	6
1.1. KeyHelp Version 14	6
1.2. Finding a fault and being stuck with it?	6
1.3. Who is this manual for?	6
2. The Login	7
3. First Orientation in KeyHelp	8
4. Main Navigation Bar	9
5. General	10
5.1. Overview.....	10
5.1.1. General Information	10
5.1.2. News	11
5.1.3. KeyHelp – Version Information.....	11
5.1.4. Cron Jobs.....	11
5.1.5. System Overview	11
5.2. User Administration.....	12
5.2.1. Administrators.....	12
5.2.2. User	13
5.2.2.1. Add User.....	14
5.2.2.2. Editing the User	17
5.2.2.3. Deleting User	17
5.2.2.4. Search and Find	18
5.3. Domains.....	19
5.3.1. Setting up Domains.....	20



5.3.2. Setting up Subdomains	21
5.3.3. Editing Domains/Subdomains.....	23
5.3.4. Deleting Domains/Subdomains.....	23

6. Settings 24

6.1. Panel Settings	24
6.2. Server	25
6.2.1. RAM-Disk for temporary files.....	25
6.2.2. E-mail addresses for server domain.....	26
6.3. Update Intervals	27
6.3.1. Functions of the Cron Jobs	27
6.3.2. Orientation and Configuration Option	28
6.4. DNS-Zone Editor.....	28
6.4.1. DNS - General Information.....	29
6.4.2. Opening the DNS Zone	30
6.4.3. Editing DNS Records.....	30
6.4.3.1. <i>Editing an Existing DNS Record</i>	31
6.4.3.2. <i>Adding a DNS Record</i>	31
6.4.3.3. <i>Deleting a DNS Record</i>	32
6.4.3.4. <i>Resetting the DNS Zone to Default Settings</i>	32
6.5. Managing Server Services	33
6.6. Whitelabel	33
6.6.1. Priorities	34
6.6.2. Changeable Elements	34
6.6.3. Edit Settings	35
6.6.3.1. <i>Product Name</i>	35
6.6.3.2. <i>Page Title</i>	35
6.6.3.3. <i>Favicon</i>	35
6.6.3.4. <i>Banner (internal)</i>	36
6.6.3.5. <i>Banner (external)</i>	36
6.6.3.6. <i>Footer</i>	36



6.6.3.7. Additional CSS.....	36
6.6.3.8. Additional Javascript	37
6.6.3.9. Help-Links.....	38
6.6.4. Reset Settings	39
6.6.5. Importing and Exporting Settings	39
7. Security	40
<hr/>	
7.1. SSL Certificates	40
7.1.1. Certificate Overview	40
7.1.2. Securing Server Services.....	41
7.1.3. Adding an SSL Certificate	42
7.1.3.1. Creating a Certificate with KeyHelp	42
7.1.3.2. Uploading Certificate Files	43
7.1.3.3. Uploading a Certificate as Text.....	44
7.1.4. Editing a Certificate	45
7.1.5. Deleting a Certificate	45
7.1.6. Assigning a Certificate to a Domain	46
7.2. Backup.....	46
8. System Logs & Status	47
<hr/>	
8.1. Server Messages.....	47
8.2. Apache Server Status	47
8.3. Cron Jobs	48
9. Tools	49
<hr/>	
9.1. PHPMYAdmin	49
9.2. Webmail (Roundcube).....	49



10. Templates 50

10.1. Email Templates	50
10.1.1. Creating an Email Template	50
10.1.2. Edit Email Template	51
10.1.3. Deleting an Email Template.....	51
10.2. Account Templates	51
10.2.1. Creating an Account Template	52
10.2.2. Editing an Account Template	54
10.2.3. Deleting an Account Template.....	54
10.3. Default Index Page.....	54

11. Help 55

11.1. Manuals.....	55
--------------------	----

12. Additional Navigation Bar 55

12.1. My Account.....	55
12.2. Logging Out	55

13. Configuration Files and Storage Paths 56

13.1. Webserver (Apache).....	56
13.2. Web Pages	57
13.3. Mailserver (Postfix)	57
13.4. Database Server (MySQL/MariaDB)	58
13.5. Name Server (Bind)	58



1. The current KeyHelp

1.1. KeyHelp Version 14

Already used on thousands of machines: the popular administration software KeyHelp®! Its clear design and modern operating concept awaits to be explored by you. Clarity and a large range of functions are the most appreciated things about KeyHelp®. These are the premises that guide us in every further development. A stringent menu and design provide the basis for all users to orient themselves quickly, so that frustrating und long-winded familiarization is no longer required.

So as to make your initial use of the software even easier we have produced this manual. We recommend reading through it carefully. You are quite likely to find the answer to most of your questions in here.

Enjoy exploring KeyHelp 14.

1.2. Finding a fault and being stuck with it?

Not at KeyHelp! Despite hour upon hour of laborious testing and many years of experience going into the development, one can never completely rule out the odd flaw creeping in or that something is not quite as clear as desired.

Should you ever notice anything that is not quite functioning as it should, please let us know about it immediately! Preferably send us an email. Customers of the Keyweb AG can also use the ticketing system. Please don't hold back – we really do appreciate your feedback and welcome your suggestions for improvement!

Our developers at KeyHelp continue to work tirelessly on improving and expanding the functionality of the administration tool. Your feedback is of great help to make it more user-friendly.

1.3. Who is this manual for?

This manual is aimed at administrators and describes the set-up and administration of your server, including the setting up of users and domains, adding new SSL certificates, editing DNS zones and accessing different settings in order to get the server perfectly adjusted to suit your individual requirements.

Should you have a webhosting account with us, we strongly recommend reading the User Manual.



2. The Login

You only require a standard browser to call up the KeyHelp interface. We have successfully tested its functionality using all the better known browsers, incl. Internet Explorer, Firefox, Google Chrome and Opera, both in Windows and Linux environments.

Enter either the IP address or the server name in the address bar.
You did receive this information with your welcome email and your access data.

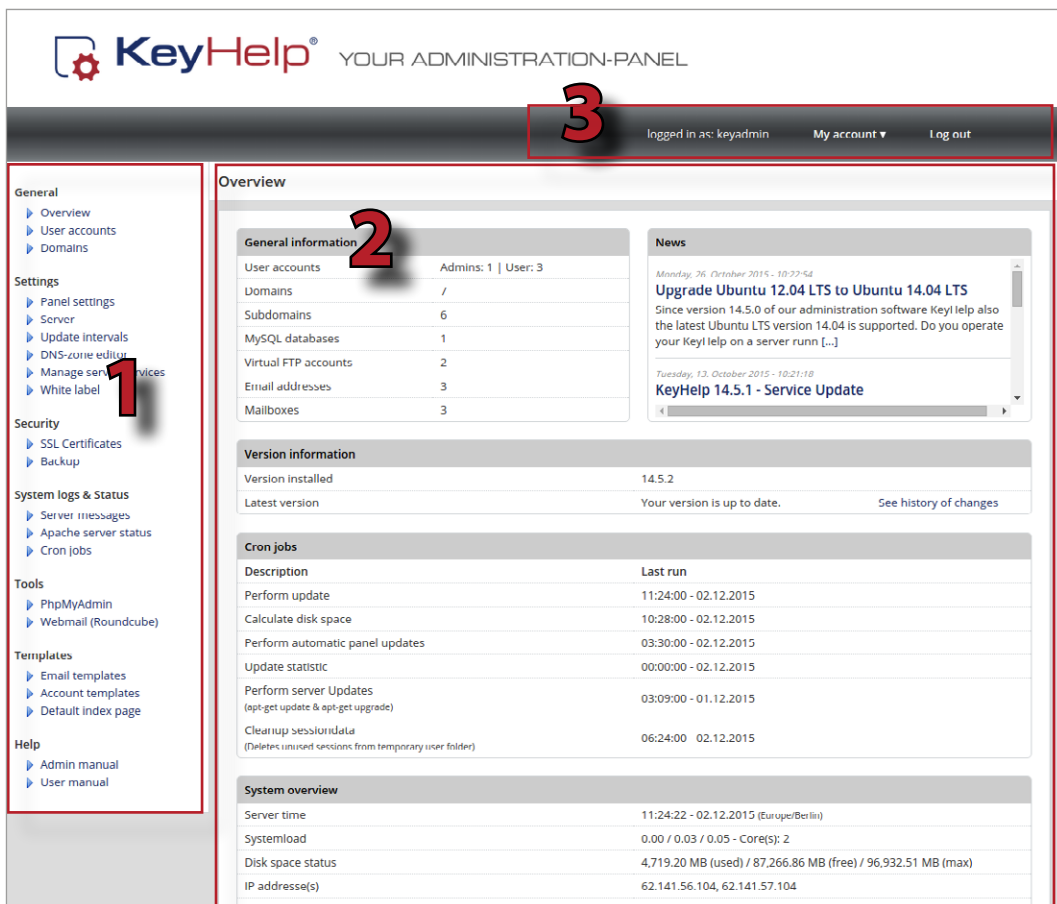
The screenshot shows the KeyHelp login page. At the top left is the KeyHelp logo with a gear icon and the text 'KeyHelp® YOUR ADMINISTRATION-PANEL'. Below the logo are three input fields: 'User name' with a text box containing 'User name', 'Password' with a text box containing 'Password', and 'Language' with a dropdown menu showing 'Profile setting'. Below these fields is a 'Login' button. At the bottom right of the form area is a link for 'Forgot password?'. At the very bottom of the page, there is a copyright notice: 'KeyHelp © 2016 by Keyweb AG'.



3. First Orientation in KeyHelp

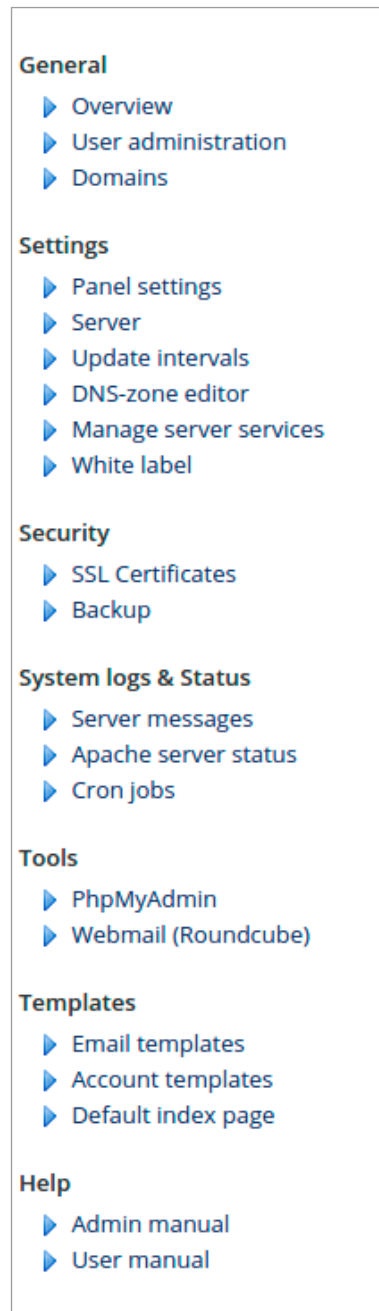
After successful login you will automatically see the overview page. The main components of the KeyHelp interface are:

- 1 The main navigation bar on the left – allows you to reach and navigate the various KeyHelp functions.
- 2 The display area in the center. Here you can enter the desired settings for the menu item that you selected from the respective navigation bar.
- 3 The additional navigation bar at the top – allows you to edit your account settings and let you log out.





4. Main Navigation Bar



From the main navigation bar on the left you can reach all functions of KeyHelp. The individual points are explained in the following.



5. General

5.1. Overview

The overview gives you up to date information about your account..

General information		News	
User accounts	Admins: 2 User: 13	<p><small>Monday, 07. December 2015 - 11:37:29</small></p> <p>KeyHelp 14.5.2 - Service update & Debian 8 support In this week, we will release our new KeyHelp version 14.5.2. This Update will take care of a critical security bug of the FTP daemon „ProFTPD“. In addit [...]</p> <p><small>Monday, 26. October 2015 - 10:22:54</small></p> <p>Upgrade Ubuntu 12.04 LTS to Ubuntu 14.04 LTS Since version 14.3.0 of our administration software KeyHelp also the latest Ubuntu LTS version 14.04 is supported. Do you operate your KeyHelp on a</p>	
Domains	17		
Subdomains	21		
MySQL databases	1		
Virtual FTP accounts	1		
Email addresses	12		
Mailboxes	11		
Version information			
Version installed	14.5.3		
Latest version	Your version is up to date.		See history of changes
Cron jobs			
Description	Last run		
Perform update	15:26:00 - 18.01.2016		
Calculate disk space	15:11:00 - 18.01.2016		
Perform automatic panel updates	03:30:00 - 18.01.2016		
Update statistic	00:00:00 - 18.01.2016		
Perform server Updates (apt-get update & apt-get upgrade)	03:09:00 - 18.01.2016		
Cleanup sessiondata (Deletes unused sessions from temporary user folder)	12:24:00 - 18.01.2016		
System overview			
Server time	15:26:18 - 18.01.2016 (Europe/Berlin)		
System uptime	13d, 0h, 9m, 39s		
CPU usage	0.08 / 0.03 / 0.05 - Core(s): 2		
Hard disk usage	Usage: 11.55 % / Free: 78.89 GB / Used: 10.94 GB / Total: 94.66 GB		
Memory usage	Usage: 16.23 % / Free: 6.53 GB / Used: 1.27 GB / Total: 7.80 GB		
Swap usage	Usage: 0.00 % / Free: 3.70 GB / Used: 0 B / Total: 3.70 GB		
IP address(es)	62.141.56.104, 62.141.57.104		
Hostname	dev01.keymachine.de		
Operating system	Ubuntu 12.04 (64-Bit)		
Webserver	Apache/2.2.22 (Ubuntu)		
PHP version	5.4.45-3+deb.sury.org~precise+1		
MySQL version	5.5.5-10.0.23-MariaDB-1-precise-log		

5.1.1. General Information

User accounts:	Displays the users and administrators authorised to use the domain.
Domains:	Number of currently existing domains on the server
Subdomains:	Number of currently existing subdomains on the server
MySQL databases:	Number of currently existing MySQL databases
Virtual FTP accounts:	Number of FTP accounts that your users set up additionally, the user's main FTP accounts are not included in this number
Email addresses:	Number of all email addresses set up
Email mailboxes:	Number of all email mailboxes set up



5.1.2. News

At this point you will find announcements about upcoming KeyHelp updates, important security notes and news concerning the improvement of the KeyHelp user interface.

5.1.3. KeyHelp – Version Information

Installed version:	Displays the KeyHelp version currently installed on the server
Current version:	You can access the most current KeyHelp version via this link; If it is installed already, this will be identified
See history of changes	Opens a site with information about the releases of the particular KeyHelp versions and the involved new functions, changes and bug fixes

5.1.4. Cron Jobs

Any changes that you execute through KeyHelp as well as certain administrative tasks, e.g. calculating the storage capacity or carrying out updates, are implemented on the system via cron jobs (time-based execution of processes that automates repeat tasks).

This overview shows you the last execution time of the respective cron jobs. Under *Point 6.3.* you learn how to change cron job execution times.

5.1.5. System Overview

Server time:	Displays the currently set time / date / timezone of the server
Systeml uptime	Displays the server's runtime since the last reboot
CPU usage	Displays the server utilisation during the last minute, the last 5 minutes, the last 15 minutes and the number of CPU cores
Hard disk usage	Displays the current disk space usage
Memory usage	Displays the current RAM usage
Swap usage	Displays the current swap usage
IP-Adresse(s)	Displays the IP address(es) of the server
Hostname	Displays the hostname of the server
Operating system	Displays the operating system installed on the server



- Web server:** Displays the webserver used
- PHP version:** Displays the PHP version currently installed
- MySQL version:** Displays the MySQL version currently installed

Note: Any changes made to the versions installed, especially those to MySQL and PHP, may cause a partial or even complete malfunction of KeyHelp. We therefore recommend making complete backups prior to undertaking any major system alterations and we advise contacting our Support Team first!

5.2. User Administration

Here you are able to set up further KeyHelp administrators and domain users.

5.2.1. Administrators

Administrators have comprehensive rights in KeyHelp and are authorised to use all functions in order to make changes or modify settings.

After clicking on user accounts the currently existing KeyHelp Admin Accounts are displayed at the top.

The screenshot shows a web interface titled 'User administration'. At the top right, there is a green button labeled 'Add administrator'. Below it is a table with the following data:


Administrators (2)			
	User name	Last login	Options
	keyadmin	15:40:45 - 18.01.2016	
	admin2	---	


The symbols shown have the following meaning or function:

- The user is the main administrator and is therefore authorised to set up or delete other administrators.
- Editing of the respective administrator account.
- Deleting the respective administrator account.

Note: The currently registered administrator is not able to edit him/herself via this menu. To do this please use the menu item "My account" from the top navigation bar.



Click this button to set up a new administrator  .

- Enter a user name
- Determine whether the new administrator account is to be a main administrator or not
- Create a password or opt to have one generated automatically
- Select the desired interface language
- Create a contact email address
- Finally, click on  .





5.2.2. User

User characteristics:



- Users can be assigned domains
- Users can login to KeyHelp to administer their accounts and to perform/ administer activities related with it (domains, email addresses, etc.)
- Users can login via FTP to transfer data to their account

The currently authorised users are identified at the bottom of the overview.

The symbols and fields shown have the following meaning or function:

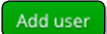
-  The user is currently being configured on the server. It cannot be used yet.
-  The user has been correctly configured on the system and is now operational.
-  Editing undertaken by the user, such as entering a new password, adjusting resource allocations, changing contact information.
-  Opens up a new KeyHelp session of the respective user in a new browser window / tab.

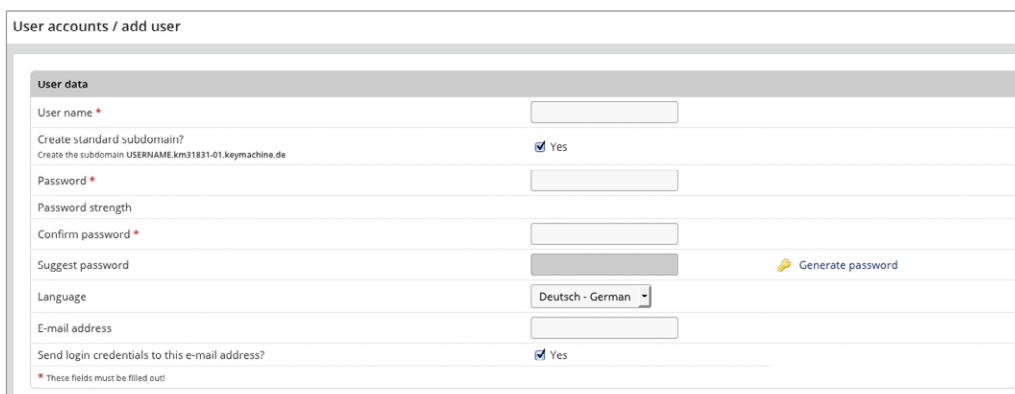


-  User is deleted. All activities connected with the user are also deleted.
 -  The user has just been deleted.
 - (?) If you let your mouse hover over the question mark behind the user name you are being shown detailed information about the respective user.
- (Note) Move the mouse cursor over the note icon to indicate the notes an administrator for this user have stored. These are only visible to administrators..

- Discspace:** Shows the discspace the user has currently used up and the maximum of available discspace left.
- Last login:** Shows the last time the user logged into KeyHelp.

5.2.2.1. Add User

Click this button to set up a new user.  .



User accounts / add user

User data


User name *

Create standard subdomain?
Create the subdomain USERNAME.km31831-01.keymachine.de Yes

Password *

Password strength

Confirm password *

Suggest password 

Language

E-mail address

Send login credentials to this e-mail address? Yes

* These fields must be filled out!

User name: Assign a user name of your choice (max. 11 characters). This is the user name with which the user later logs in to KeyHelp.

Standard subdomain: Ticking the „yes“ checkbox automatically generates a subdomain in form of username.servername. For example, if the user is called user1 and the server is keyhelpdemo.de a subdomain is generated under the name: user1.keyhelpdemo.de. You are able to reach the web space of the user via this standard subdomain, even if the actual domain has not yet been registered or transferred.



- Password:** Create a password or opt to have one generated automatically.
- Language:** Select the interface language in KeyHelp that the user will be using.
- Email address:** Enter the contact email address for this user.

Determine whether or not the access information should be sent to the email address entered.

Contact data	
First name	<input type="text"/>
Last name	<input type="text"/>
Company	<input type="text"/>

In order to distinguish better between individual users you can store contact details which will then be shown in the overview.

Account template	
Name of template	no template / default <input type="button" value="Use template"/>
Services and limits	
Disk space (MB) <small>Including: Webspace, MySQL-DBs, Emails</small>	1 <input type="text"/> MB <input type="checkbox"/> unlimited
Mailboxes	<input type="text"/> <input type="checkbox"/> unlimited
Email addresses	<input type="text"/> <input type="checkbox"/> unlimited
Subdomains	<input type="text"/> <input type="checkbox"/> unlimited
MySQL database	<input type="text"/> <input type="checkbox"/> unlimited
Additional FTP-user	<input type="text"/> <input type="checkbox"/> unlimited
FTP	<input checked="" type="checkbox"/> Yes
PHP	<input checked="" type="checkbox"/> Yes
Perl/CGI	<input type="checkbox"/> Yes
SSH	<input type="checkbox"/> Yes

Account template: If you have set up an account template (*point 10.2.1.*) you can assign it to the user here. Activate the template by clicking this button. .

You are of course also able to assign the resources that you wish this user to have individually, using the following form field:

- Discspace:** Set the storage capacity. Storage capacity includes not only the web space but also the space taken up by email mailboxes and databases.
- Mailboxes:** Set the number of mailboxes that can be created.



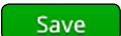
Email addresses:	Set the number of email addresses that can be created. Email addresses include email accounts as well as redirections and aliases. Hence, the number of possible email addresses always ought to be higher or at least equal to the number of email accounts.
Subdomains:	Set the number of subdomains that can be created.
MySQL databases:	Set the number of MySQL databases that can be created.
Additional FTP users:	Set the number of FTP users that can be created additionally.
FTP:	Determine whether the user is allowed to register via FTP.
PHP:	Determine whether the user is allowed to use PHP for his/her websites.
PERL/CGI:	Determine whether the user is allowed to run Perl or CGI scripts. Files with the extension .fcgi are processed through FastCGI.
SSH:	Determine whether the user is allowed to have access to the server console via the secure shell.

You also have the option to set the value of various PHP parameters in order to adjust them to the requirements of certain PHP programs, such as CMS or online shop systems.


memory_limit	Sets the maximum value of the internal memory (in byte) which a script may use up. So as to avoid setting a storage limit, enter the value -1. Use the following abbreviations for byte values: K (Kilo), M (Mega), and G (Giga). Example: 64M.
max_execution_time	Sets the maximum time in seconds that a script is allowed to run for before the procedure is terminated.
post_max_size	Shows the maximum size of data (in byte) that can be sent with the POST method. The value ought to be larger than "upload_max_filesize" but smaller than "memory_limit". Use the following abbreviations for byte values: K (Kilo), M (Mega), and G (Giga). Example: 64M.
upload_max_filesize	Shows the maximum size (in byte) of an uploaded file. Use the following abbreviations for byte values: K (Kilo), M (Mega), and G (Giga). Example: 64M.
open_basedir	Limits the files that can be opened by PHP to one particular folder including its subfolders. The placeholder ##DOCROOT## may be used, which is automatically filled with the user's DocumentRoot Directory. Several directories are separated with a colon. Example: /web1/files/:/web1/www/



<code>disable_functions</code>	Enables the deactivation of individual internal PHP functions for safety reasons. The functions are transferred by way of a comma-separated list of function names.
Additional settings	Here you can execute additional PHP settings. Use the same syntax that you would use with a php.ini. E.g. <code>date.timezone = Europe/Berlin</code>
<code>pm</code>	Identifies how the process manager manages the amount of child processes. static – the number of child processes is fixed (<code>pm.max_children</code>) ondemand – child processes are spawned if necessary dynamic – the number of child processes are set dynamically, <code>pm.start_servers</code> processes are started initially
<code>pm.max_children</code>	The maximum number of child processes that are created.
<code>pm.max_requests</code>	The number of queries that a child process executes before respawning. For an unlimited number of queries enter the value 0.
<code>pm.min_spare_servers</code>	The desired minimum number of processes. (only required if the pm is set to dynamic)
<code>pm.max_spare_servers</code>	The desired maximum number of processes. (only required if the pm is set to dynamic)


To apply the settings entered on the system click the button  .

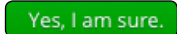
5.2.2.2. Editing the User

 In order to edit a user click on the Editing Symbol (pencil) of the respective user in the column „Options“.

The form which then opens allows you to apply all the changes made under *point 5.2.2.1* relating to this user. Exceptions: user name and home directory.

5.2.2.3. Deleting User

 In order to delete a user click on the red Delete Symbol of the respective user in the column „Options“.

Confirm that you wish to delete the user by clicking this button  .

All services connected with this user will be deleted (domains, domain contents, email addresses etc.).



5.2.2.4. Search and Find

The search box gives you the option to search for certain user names, contact names and assigned domain names.

Search:

User (13)

S	User name	Contact name
---	-----------	--------------

You may use the star * symbol as a wildcard. In addition, wildcards are automatically added before and after the search word.

Examples:

If you enter the term "unde" in the search box the system is going to show you all user names that contain this letter combination.

Search:

User (2)

S	User name	Contact name	Disk space	Last login	Options
✓	kunde01 (?)	Doe, John	0 B / 100.00 MB	---	
✓	kunde02 (?)	Example, Jane	0 B / 250.00 MB	---	

You are searching for the user connected with keyhelpdemo.de

Search:

User (1)

S	User name	Contact name	Disk space	Last login	Options
✓	demouser (?)		0 B / 50.00 MB	---	



5.3. Domains

Here you can set up, edit or delete domains and subdomains. One click on the domain name and the domain opens up in a new browser window.

The domains currently set up in the system are shown in a list.

Click on the button “show subdomains” if you also want to see the existing subdomains. To hide the subdomain overview again just click on “hide subdomains”.

The symbols and fields shown have the following meaning or function:



The domain is currently being configured on the server. It is not yet operational.



The domain has been correctly configured on the system and is now operational.



Editing the domain, for instance assigning SSL certificates or blocking a domain.



Domain löschen. Es erfolgt noch eine Sicherheitsabfrage. Die Domain wird inklusive aller Subdomains und Email addresses gelöscht.



Opens the DNS zone editor for this domain (*see point 6.4*).



Opens the DNS zone editor for this domain and signals that the DNS zone has already been edited.



Opens the form for editing the respective KeyHelp-user (*refer to point 5.2.2*)

(Note) Move the mouse cursor over the note icon to indicate the notes an administrator for this user have stored. These are only visible to administrators.

Owner:	Shows the KeyHelp user who has been assigned this domain. Click on the username to open a KeyHelp session of this user.
Added at:	This is the date the domain was set up in KeyHelp.
Is e-mail-domain?:	Identifies whether or not it is possible to set up email addresses for this domain.
Subdomains:	Shows the number of subdomains that exist under this domain.

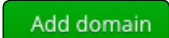


SSL?: Signals by showing a „lock“ symbol whether the domain has been assigned an SSL certificate (see *Point 7.1.6*). The name of the assigned certificate is shown when hovering your mouse over the lock symbol. 🗝️

http >> https shows that there is an active automatic redirect to the SSL-secured retrieval of the domain

The search box with which you can search for domains or their users, works as described under *point 5.2.2.4* beschrieben.

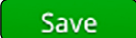
5.3.1. Setting up Domains

Click this button to set up a new domain  .

Fill in the form that appears as follows:



- Complete domain name** Enter the domain name inclusive of its top level domain but without the prefix www, e.g. keyhelptestdomain.de
- If the domain is to be set up including the www prefix you have to activate the control box "Create a „www.“ Subdomain additionally".
- This domain is a subdomain of**
Choose the option "This domain is not a subdomain". For setting up subdomains see *point 5.3.2*
- User** Select the user who is to be assigned this domain.
- Domain can be used for email addresses**
Activate the control box if you want the user of the domain to be able to set up email addresses under this domain.
- Domain has been deactivated**
Activate the control box if you want to deactivate the domain and all its subdomains.
- SSL certificate** Select the SSL certificate with which you want to secure this domain.
- Activate the checkbox if you want all request via http// for this domain to be redirected to https:// (only activatable in connection with a selected SSL certificate)
- Activate the control box if you want this certificate to be used for subdomains as well.

Then click the save button to finish the set-up process  .

5.3.2. Setting up Subdomains

Click this button to set up a new subdomain  .

Fill in the form that appears as follows:



Domaininformation	
Complete domain name *	<input type="text" value="sub.keyhelpdemo.de"/>
	<input checked="" type="checkbox"/> Create a "www." Subdomain additionally
Diese Domain ist eine Subdomain von	<input type="text" value="This domain is no subdomain"/>
Owner *	<input type="text" value="benutzer1"/>
Domain can be used for e-mail-addresses	<input checked="" type="checkbox"/> Yes
Domain is deactivated (By turning off a main domain all subdomains are disabled, too)	<input type="checkbox"/> Yes
	<input type="text" value="-- no SSL-certificate --"/>
SSL-certificate	<input type="checkbox"/> Redirect all requests to http:// directly to https://
	<input type="checkbox"/> Use selected SSL-options for subdomains.
* These fields must be filled out!	
<input type="button" value="Back to overview"/> <input type="button" value="Save"/>	

Complete domain name Enter the complete subdomain name, e.g. sub.keyhelptest-domain.de.
If the subdomain is to be set up including the www prefix you have to activate the control box "Create a „www.“ subdomain additionally".

This domain is a subdomain of
From the dropdown menu select the domain to be assigned the subdomain, in our example this would be keyhelptestdomain.de.

If the option "This domain is not a subdomain" is chosen, the subdomain is set up as a fully-fledged domain which will then also not be subtracted from the user's subdomain allocation.

User Select the user who is to be assigned this domain.

Domain can be used for email addresses
Activate the control box, if you want the user of the domain to be able to set up email addresses under this domain.

Domain is deactivated Activate the control box, if you want to deactivate the domain and all its subdomains.


SSL certificate Select the SSL certificate with which you want to secure this domain.

Activate the checkbox if you want all request via http// for this subdomain to be redirected to https:// (only




activatable in connection with a selected SSL certificate)

Activate the control box if you want this certificate to be used for subdomains as well.


Then click the save button to finish the set-up process  .

5.3.3. Editing Domains/Subdomains

 To edit a domain or subdomain click on the respective pencil symbol of the domain/subdomain in the option column.

In the form that opens up you can change all settings made for the domain/subdomain under *point 5.3.1 bzw. 5.3.2*. Exceptions are the domain name and subdomain name and their assigned user.

5.3.4. Deleting Domains/Subdomains

 To delete a domain or subdomain click on the respective red Delete symbol of the domain/subdomain in the option column.

Confirm that you wish to delete by clicking this button  .

All services connected with this domain will be deleted (domain contents, subdomains, email addresses etc.).



6. Settings

6.1. Panel Settings

This is where you set-up the basic settings that determine the appearance and behaviour of KeyHelp.

Appearance

Set the default language and theme for the KeyHelp-Panel.

Account settings

Set the number of times of failed login attempts at the KeyHelp interface after which you wish to block the respective account.

Determine the duration of this automatic blocking.

Such settings make it more difficult for certain accounts to be attacked, thereby reducing the risk of an account being hacked into by unauthorized parties.

Determine the amount of inactivity time after which a user should automatically be logged out of KeyHelp.

Passwords

Determine the number of characters a password should have, to be valid in KeyHelp.

Determine how complex a password should be. You are able to determine which elements a password needs to contain in order to be regarded as complex. Choices are: lower case and upper case, numbers and special characters.

KeyHelp offers you a password generator at various points in the process. Here you are able to determine how long these automatically generated passwords should be. The complexity of a password generated by the password generator is based on your settings.

We recommend setting a high level of password security! Many problems can be avoided by having complex and secure passwords. Avoid unsafe passwords such as "123456" or "password" which spambots tend to love - with the result of your server ending up on blacklists in next to no time.

MySQL data bases

Activate/Select this option, if you want to allow your users to choose customized/arbitrary instead of auto-generated database and database user names.



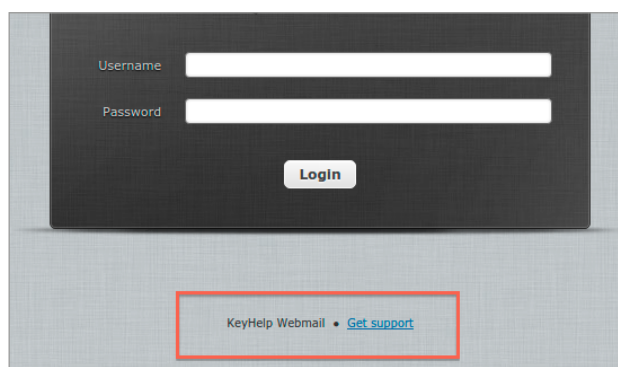
Tools - phpMyAdmin Set up the address that is used for linking PHPMyAdmin

Tools – Webmail (Roundcube)

Set up the address that is used for linking the Webmail Login.

You can name the product name and Support-URL, which are shown and linked below the webmail login

You can activate Roundcube plugins comfortably by entering the names of the plugins as comma separated list in the field „Plugins“.



The settings regarding product name, Support-URL and plugins persist in the case of an update of Roundcube by Keyhelp.

If you set your own URLs here, you have to make sure that these DNS technically point to your server as well.

Other Information

Determine the administrator email address that KeyHelp is to use as the sender address for automatically generated emails.

To apply your changes click  .

6.2. Server

6.2.1. RAM-Disk for temporary files

Insecure and outdated PHP scripts of CMS or shop systems are often used gateways for placing and executing malware on servers. Favoured aims for such attacks are the folders /tmp and /var/tmp. Via this menu item you can run a chance to secure these two folders in a special manner and avoid the execution of scripts in it. For that purpose the two folders can be configured as RAM-Disk (files are written into RAM in



place of the HDD) and assigned with a special mount flag (noexec – avoid execution if programs) by you.

For activating the protection set the wished options in the shown form.

Active for directories Choose the folders you would like to configure as RAM-Disk

Prevent script execution Activate the checkbox if you want the folders to be mounted with the noexec mount option to prevent script execution

RAM-Disk size You can set a certain value or a percentage share of the available physical RAM of your server as size of the RAM-Disk. **Please keep in mind that a too great value can have negative influences to the server performance.**

In most cases 512 MB should be entirely sufficient.

To apply your changes click  .

6.2.2. E-mail addresses for server domain

Since no e-mail addresses can be configured for the server-domain on KeyHelp, you can specify here that emails which are sent to the default e-mail addresses defined in RFC2142, will be forwarded to a specified destination e-mail address.

This especially is often necessary when you want to order an SSL certificate for the server domain. The CAs send corresponding confirmation mails only to these predefined addresses.

The following email addresses are covered by the settings in this menu item:

- hostmaster@serverdomain
- postmaster@serverdomain
- webmaster@serverdomain
- root@serverdomain

For activating the feature set the wished options in the shown form:

Enabling forwarding?: Activate the checkbox to enable the forwarding

Destination email address for forwarding: Enter the email address to which the mails should be forwarded. If you use an external (not managed by this server) email address with an activated SPF check for spam protection, you may need to adjust the SPF checks so that you can receive the mails.



6.3. Update Intervals

Any settings that you make and any maintenance works are implemented by KeyHelp via cron jobs (time-based execution of processes that automates repeat tasks).

In this menu area you are able to edit the execution intervals of the cron jobs; you can activate or deactivate them, or you can check when the last execution was carried out.

Update intervals

Cronjobs				
Description	Last run	Activated?	Interval	Period of time
Perform update	16:03:00 - 08.12.2014	<input checked="" type="checkbox"/>	All <input type="text" value="1"/> Minutes	from <input type="text" value="00"/> o'clock till <input type="text" value="00"/> o'clock
Calculate diskspace	15:13:00 - 08.12.2014	<input checked="" type="checkbox"/>	All <input type="text" value="1"/> Hours	from <input type="text" value="00"/> o'clock till <input type="text" value="00"/> o'clock
Perform automatic panel updates	08:17:00 - 02.12.2014	<input type="checkbox"/>	All <input type="text" value="30"/> Minutes	from <input type="text" value="02"/> o'clock till <input type="text" value="04"/> o'clock
Update statistic	16:03:00 - 08.12.2014	<input checked="" type="checkbox"/>	All <input type="text" value="1"/> Minutes	from <input type="text" value="00"/> o'clock till <input type="text" value="00"/> o'clock
Perform server Updates (apt-get update & apt-get upgrade)	03:00:00 - 08.12.2014	<input checked="" type="checkbox"/>	All <input type="text" value="24"/> Hours	from <input type="text" value="03"/> o'clock till <input type="text" value="04"/> o'clock
Cleanup sessiondata (Deletes unused sessions from temporary user folder)	10:53:00 - 08.12.2014	<input checked="" type="checkbox"/>	All <input type="text" value="6"/> Hours	from <input type="text" value="00"/> o'clock till <input type="text" value="00"/> o'clock

6.3.1. Functions of the Cron Jobs

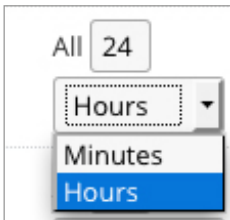

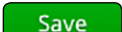
- Implementing updates** Implements the instructions that you have given, such as setting up a domain, deleting an email account etc. on the server.
Standard implementation: every minute
- Calculating Discspace** Calculates the disk space used by the individual user.
Standard implementation: every hour
- Automatic panel updates** Searches for updates for KeyHelp and installs them.
Standard implementation: half-hourly between 2 and 4 o'clock.
- Updating the statistics** Compiles and updates the access statistics for the domains.
Standard implementation: once between 0 and 1 o'clock



- Implementing server updates** Installs security updates for the operating system.
Standard implementation: once between 3 and 4 o'clock
- Session adjustment** Deletes sessions that are no longer active from users' temporary folders.
Standard implementation: every 6 hours

6.3.2. Orientation and Configuration Option

The columns in the overview diagram have the following meaning:

- Description** Describes the function of the respective cron job.
- Last start** Shows when the cron job was last carried out in the system.
- Activated?** If ticked = cron job is activated
Not ticked = cron job not active
- Intervall**

Determines the interval at which the cron job is carried out.
Enter a numerical value in the first field and then select the unit you wish to use from the dropdown list, e.g. every 30 minutes.
- Duration** Sets the time of day during which the cron job is executed.
- 
- To set it select the start hour from the dropdown list first followed by the end hour, e.g. from 12 to 14 hours.
- If start and end hour are identical the cron job is carried out all day long.
- To apply your changes click  .

6.4. DNS-Zone Editor

Attention! Only make changes to the DNS settings if you are certain about the consequences of these changes! The wrong settings may mean that the domain can no longer be reached. This non-availability may, due to the caching used for the name service, last in excess of 24 hours.

If you have any doubts call our Support team for assistance!



6.4.1. DNS - General Information

What does DNS mean?

DNS is the abbreviation for Domain Name Service. It is a globally distributed hierarchical system for the conversion of domain names in IP addresses (forward resolution) or the other way round (reverse resolution).

There is no central database in DNS - instead it is distributed across thousands of so-called name servers that carry out the domain name resolution through hierarchical queries along the hierarchy levels.

Why do I need a DNS service on my server?

The most important task performed by the DNS service is the provision of name servers to register domain names. For this purpose you were given, together with your access data, the names of the name server including a corresponding IP address, which might look like this:

Name server1.: ns.kmXXXXX.keymachine.de IP1.....: 192.168.1.1

Name server2.: ns2.kmXXXXX.keymachine.de IP2.....: 192.168.2.1

For a trouble-free registration of all top level domains at least 2 name servers are needed. For this reason we also provide you with 2 different IPs to your server.

Is it not possible to use a Keyweb name server for registration?

No, the Keyweb DNSs are reserved for the domains of webhosting packages. Dedicated servers have to provide their own DNS.

Do I have to adjust settings so that the DNS functions correctly?

No, KeyHelp sets the DNS up during installation. If you selected the Keymachine standard name (kmXXXXX.keymachine.de), the name servers are generally operational immediately, but at the latest one day later. All you have to do is to set up the domain to be registered in KeyHelp.

If you have requested your own server name, e.g. mykeyhelpserver.de, a domain must first be registered before the name servers can be used for further domains. Registration of the server domain DOES NOT happen automatically. Please contact our Domain Team.

Am I also able to use external name servers?

You may also use other name servers, from where you can direct the domain to your server. However, in order for the web server to provide the correct website, you need to set up the domain in KeyHelp first. The DNS settings for the domain in KeyHelp are



in this case irrelevant for the global availability of the website and changes carried out there won't affect the domain.

6.4.2. Opening the DNS Zone

Select the domain whose DNS setting you wish to change either directly in the field 'Selection' or use the existing search box.

The domains shown in the Selection field are automatically limited according to the search term entered. The star symbol (*) may be used as a wildcard; if not automatic wildcards are automatically inserted before and after the search term.

DNS-Zone editor

Select the domain whose DNS zone you want to edit.

Search for domain name
(* = Wildcard)


Selection

keyhelptestdomain.de


To open the DNS zone click this button .

6.4.3. Editing DNS Records

After opening the DNS zone you will automatically be shown the existing DNS records.

DNS-zone editor		
Domain	TTL	Record type
testdomain1.de.	<input type="text" value="86400"/> 	IN SOA

You can access a comprehensive help directory about the individual DNS record types if you click the help button „Record Type Help“ at the top of the form.

 Assign the configured TTL (time to live) in this field to all other TTLs of the records.



6.4.3.1. Editing an Existing DNS Record

Enter the desired new values in the form fields of the corresponding record and click

 .

Example:

You would like to change the wildcard entry * IN A of the IP 192.168.1.2 to 10.4.4.4.

Status quo:

*	86400	IN	A	192.168.1.2
---	-------	----	---	-------------

Enter the new IP address in the field of the column Resource Data:

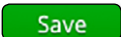
*	86400	IN	A	10.4.4.4
---	-------	----	---	----------

Click  .

6.4.3.2. Adding a DNS Record


Click the button  .

Underneath the existing entries a new form row is added. Enter the desired values in the empty form fields.

Click  .

Example:

You would like to add a further MX record called "my.own.mailserver.de" and give it priority 20.

- Click the button  .
- In the field Domain enter the @ symbol (for the domain itself).
- Leave the pre-set TTL unchanged.
- Change the Record Type to MX.



- In the field Resource Data enter the desired priority and separated by a space enter the desired host *my.own.mailserver.de*.

Make sure you put a final full stop (dot) behind my.own.mailserver.de. If you fail to set the final dot the domain will automatically be attached, compare the standard MX entry mail.

@	86400	IN	MX	20 mein.eigener.mailserver.de.
---	-------	----	----	--------------------------------

Click  .

6.4.3.3. Deleting a DNS Record

Click on the button behind the respective record.




The entry will be deleted without any further query.

6.4.3.4. Resetting the DNS Zone to Default Settings

After having made changes to a zone you are able to restore the default settings in the following way:

Activate the control box "Do you really wish to restore the default settings?" above the form."






Click the button  .



6.5. Managing Server Services

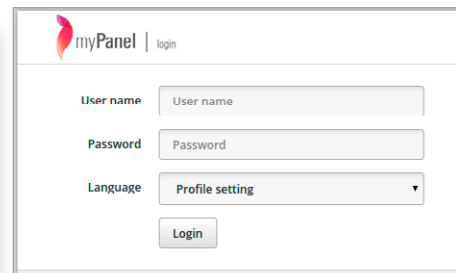
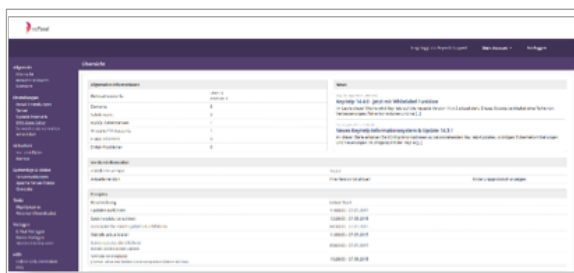
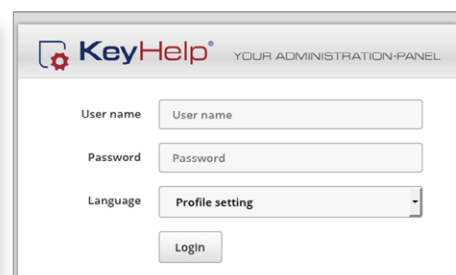
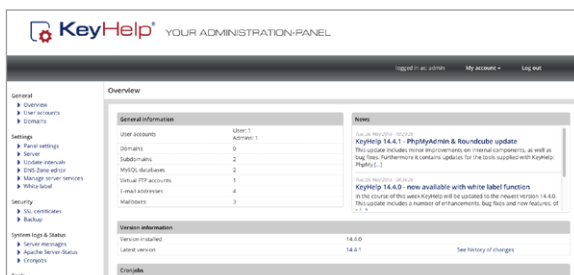
You have the opportunity to control the status of individual server services and are able to stop, start or restart these as and when required.

The symbols and buttons shown have the following meaning or function:

-  The service is running.
-  The service is not running
-  Start this service.
-  Stop this service.
-  Restart this service.

6.6. Whitelabel

You can change the look of the KeyHelp interface to suit your needs and implement it into your corporate design using the white-label function.





6.6.1. Priorities

For each language version of KeyHelp installed on your system you can determine separate settings or you can make changes that affect all languages.

The following priorities apply:

Priority	Element
High	Language-specific settings
Medium	All languages
Low	KeyHelp default settings





Settings of higher priority override settings of lower priority.

6.6.2. Changeable Elements


- Product name:** Changes the name of the panel which is being used by the interface (e.g. page title) and by internal functions (e.g. welcome emails).
- Page title:** Changes the page title shown by the browser. If set, the product name will not be shown here.
- Favicon:** Changes the icon, symbol or logo that is shown in the browser address bar to the left of the URL or those shown by the tab's page title.
- Banner (internal):** Changes the main banner on the KeyHelp interface.
- Banner (external):** Changes the banner in the login window
- CSS:** You can make more changes to elements on the KeyHelp interface via Cascading Style Sheets, such as colours, fonts, text layout and formatting, buttons, text fields
- JS:** Using JavaScript you may, amongst other things, extend the KeyHelp front-end and add your own functions (e.g. automatic filling of form fields), you can hide or reposition elements or integrate animations.
- Footer:** Changes the footnote that appears on all pages.
- Help Links:** The linking in the „Help“ section on the left-hand menu can be changed or hidden individually as either User or Admin.



The symbols in the overview diagram have the following meaning:

-  Editing the white-label settings for the respective language
-  Resets the white-label settings for the respective language
-  The element has been modified. It overrides all entries of lower priority.
-  The element has not been modified. The setting with the next lowest priority is used.

6.6.3. Edit Settings

-  Click on the Editing Symbol (pencil) behind the respective language version in order to edit the white-label settings.

6.6.3.1. Product Name

Enter the desired product name in the form field. As outlined under 6.6.2, the product name will replace the term KeyHelp wherever it appears on the interface and will also replace it for the respective internal functions.

Example: myPanel.



6.6.3.2. Page Title

Enter the desired page title in the form field. If set it overrides the product name.

Example: myPanel | Everything you need



6.6.3.3. Favicon

Click the button to upload the image file



The image is shown in the preview frame; to delete it again click.



Example:





6.6.3.4. Banner (internal)

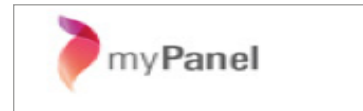
To upload the image file click on the button



The image is shown in the preview frame; to delete it again click



Example:



6.6.3.5. Banner (external)

To upload the image file click the button



The image is shown in the preview frame; to delete it again click

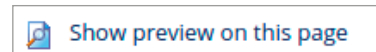


Example:

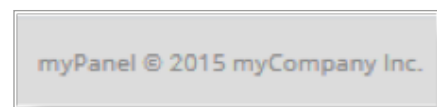
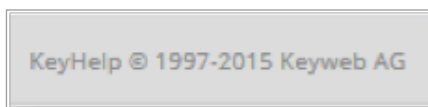


6.6.3.6. Footer

Enter the desired footer in the form field. To preview your changes click

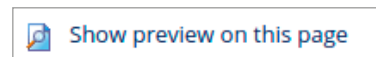


Example: myPanel © 2015 myCompany Inc.



6.6.3.7. Additional CSS

Enter your CSS commands in the form field. To preview your changes click



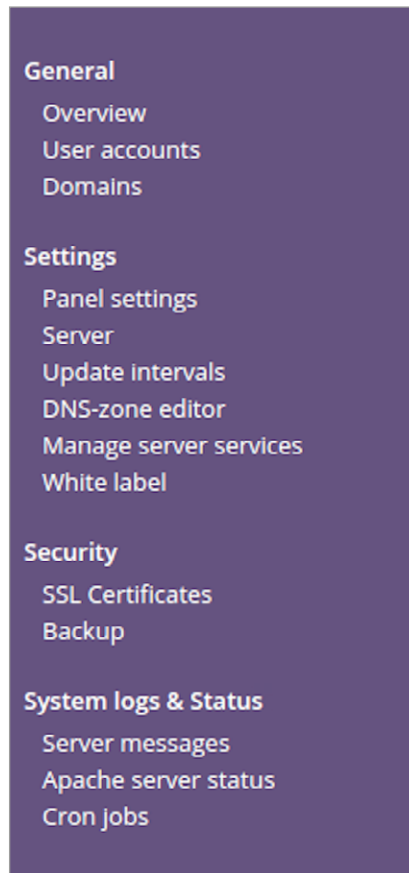


Example:

```


1 #logo_wrapper {
2   padding: 10px 30px 10px 30px;
3 }
4
5 #topbar {
6   background: none;
7   background-color: #413256;
8 }
9
10 .nav {
11   background-color: #523F6D;
12   color: #fff;
13   min-height: 1200px;
14   border-right: none;
15 }
16
17 .page {
18   margin-left: 235px;
19 }
20
21 .title {
22   background-color: #523F6D;
23   color: #fff;
24 }
25
26 .nav a {
27   color: #fff;
28 }
29
30 .nav img {
31   display: none;
32 }
33
34 body {
35   background-color: #fff;
36 }
37
38 div.content th {
39   background-color: #EEEEEE;
40 }

```



6.6.3.8. Additional Javascript

Enter your CSS commands in the form field. To preview your changes click

 Show preview on this page

Example:

```

1 $('document').ready( function () {
2
3   if (window.location.href.indexOf("?page=admin_index") > -1) {
4     // remove link to changelog
5     $('a[href*="changelog.keyhelp.de"]').remove();
6
7     // remove news
8     $('th:contains("News")').closest('div').prev().css('width', '100%');
9     $('th:contains("News")').closest('div').remove();
10  }
11
12  // hide backup
13  $('a[href*="admin_backup"]').remove();
14 });

```

This example hides the News Page and the Backup Menu in the overview.



6.6.3.9. Help-Links

As standard, under the Help section both KeyHelp manuals are set up as links in the Admin section, while only the user manual is set up as a link in the User section.

You can edit the settings individually in their respective sections. To do so click the button



You have the following options:

- You create your own entry in the Help section. To do so fill in the form fields „Help Topic“ and then „Link“ accordingly. (the default entries are deleted))

Label	Link
FAQ	>>> http://www.mykeyhelppanel.de/faq

↓

Hilfe

▶ FAQ

- To add a further link to the Help section click
- To remove a link from the Help section click
- To hide the Help section click
- The default settings can be reactivated through

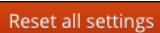
To save the respective changes made click .



6.6.4. Reset Settings

To restore any changes made to their original settings for just one language version click the respective button in the overview column „Options“.


To reset all changes made for all language versions to their default settings click

 .


There will be a security prompt prior to any restore action being activated!

6.6.5. Importing and Exporting Settings

You can export your changes, for instance in order to create a backup file for safeguarding or to be able to conveniently reactivate them on another KeyHelp interface.

To backup your changes click  .

A .json-type backup file is then offered for downloading.

To import your settings click.  .

Select with the help of the button  the .json-type backup file.

Start importing by clicking the button  .



7. Security

7.1. SSL Certificates

An SSL certificate enables you to encrypt the data transfer between web server and client, thereby protecting it from misuse. An SSL certificate is absolutely essential where applications transmit confidential data via the internet, e.g. for ecommerce shops.

KeyHelp offers you the possibility to register already existing certificates and to produce a certificate request with which you are able to request a certificate from a certificate provider, or alternatively to create a self-signed certificate instead. Furthermore, you can assign a certificate to different server services conveniently via the KeyHelp interface, such as FTP or Mail.

The web server supports SNI (Server Name Indication). It is therefore no longer necessary to assign domains for which a certificate is to be used their own IP. As many SSL domains as desired may now be configured on one IP.

7.1.1. Certificate Overview

After opening the menu item you will see a chart with an overview of SSL certificates available on the server. The chart columns and symbols shown have the following meaning or function:



The certificate is used to protect server services. Hover your mouse over the symbol to find out which services were assigned to the respective certificate.



Name	You can specify the certificate name when you set it up.
Valid till	Indicates the date until which the certificate is valid.
Private Key	Shows if a private key was assigned to the certificate.

Every SSL certificate consists of a pair of keys made up of a public and a private key: The private key is encoded and the public key decodes it. The private key is installed on the server and must not be disclosed under any circumstances. It must never fall into the wrong hands! The public key is integrated in the SSL certificate and is passed onto the web browser. The SSL certificate is only valid in conjunction with precisely this key.



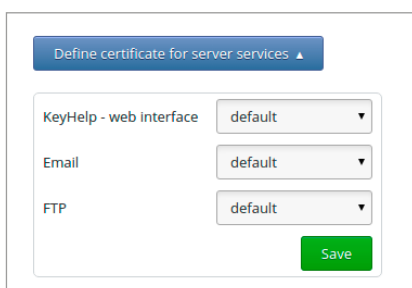
If the private key is lost, the certificate will no longer function either. Neither is it possible to generate the private key from the certificate or reproduce it in any other way.

CSR	Identifies whether a CSR (Certificate Signing Request) was registered or not. A CSR is a public key. The CSR is required when applying for the SSL certificate, as it is used to verify certain information about the web server and your company. For the certificate to function it is not necessary to state the CSR.
Certificate	Shows whether the actual certificate part was deposited. The certificate is the electronic passport of the website, which confirms its identity.
CA Certificate	Shows if the certificate has been lodged with the Certificate Authority. Normally these root and intermediate certificates from trustworthy certificate issuing authorities are already integrated in the browsers. In order to avoid certain browser problems it is advisable to deposit the CA certificate.
Used	Shows for how many domains the certificate was activated.

-  Editing the certificate. It allows you, for example in case of extending a certificate, to just enter the new certificate without having to create the entire certificate anew.
-  Deleting the certificate. Before deletion there will be a security prompt first.

7.1.2. Securing Server Services

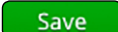
Click on the button "Define certificate for server services".



Define certificate for server services ▲

KeyHelp - web interface	default ▼
Email	default ▼
FTP	default ▼

Save

Select the desired certificate for the corresponding service from the dropdown list and click  .



7.1.3. Adding an SSL Certificate

Click the button  .

KeyHelp offers you 3 different ways of setting up the certificate. Select the method you want from the dropdown list.

7.1.3.1. Creating a Certificate with KeyHelp

Use this form when you want to generate a certificate request or when you want to create a self-signed certificate. Fill in the form shown as follows:

Certificate Name	Select a name of your choice here. This name is later shown in the overview and when the certificate is assigned to a domain.
Key length	Select the key length you wish to have. Key lengths of 2048 bit are currently regarded as sufficiently secure.
Country	Select a country.
Country / County / District / Region	Enter the information that you wish to be used in the certificate, e.g. Thuringen, Thuringia, etc.
Location / Town	Enter the information that you wish to be used in the certificate, e.g. Erfurt.
Organisation / Company	Enter the information that you wish to be used in the certificate, e.g. Keyweb AG.
Department Name in the Organisation	Information is optional, e.g. Technology
Domain Name	Enter the domain name for which the certificate is to be issued. The certificate is only valid for this entry. Example: If you enter keyhelptestdomain1.de here, www.keyhelptestdomain1.de will not be protected by the certificate. If you want to order a certificate that comprises several domains, the additional domain names will be added by the issuer later. In this case only enter one domain name here as well.
Email of the person in charge	Many issuers of certificates have certain guidelines as to which email addresses can be used. You should use one of the following email address structures:



admin@your.domain
 webmaster@your.domain
 administrator@your.domain
 hostmaster@your.domain
 root@your.domain
 postmaster@your.domain

What is to be created?

Certificate Request CSR:

Select this if you want to create a CSR that you can pass on to a certificate issuing authority in order to obtain an official certificate.

Self-signed certificate:

Select this if you want the server to generate its own certificate. You can also use it to make websites and server services more secure. However, the corresponding client programs (web browsers, mail programs) will issue a warning.

Finally, click on  .

If you selected the creation of a CSR, this will be shown to you afterwards.

```
-----BEGIN CERTIFICATE REQUEST-----
MIIC1zCCAcECAQAwwZcxCzAJBgNVBAYMAkRFRMRMEQYDVQQIDApUaHVlcmluZ2V5
MQ8wDQYDVQQHDAZFcmZlcncxQXElAQBgNVBAoMVCUtleXd1YiBBRzEwMBQGA1UECwwN
S2V5aGVscCBQYW5lbDEXMBUGA1UEAwOa2V5aGVscGR1bW8uZGUxHTAbBgkqhkiG
9w0BCQEMDmluZm9Aa2V5d2ViLmRlMIIBIDALBgkqhkiG9w0BAQEDggEPADCCAQoC
ggEBALseegIoligOLKuFQu5Qxvfx3WVUZ2t6g8Ty0xnk07EhpXUw8J9NkH+xvM9g
oEyCpmSH106AlQOpegblT/jNGMjIYLDKGA5oeBJSYJj0TcOAQFz1CmnBODACviYu
0UlsIWT0p79MJgQBUND/sWD7v6Dt/JJoVWE52nfkdjJxfu7Fdm9JuLTJxDBJ77bc
xnFkSMhJ5p+1blHARsgbygSxcGNFM9ZPuW8jqvflunwblhtNjv00oowSogh1YDF2
ousAOuje63D7X1/6iwxNDjNwkjQh5SCch4Fi0H4CQFmK1TCZIBGptcL0tUo8Silk
37Xwc0s/vjlsfTvSIIPUAB9P3psCAwEAATALBgkqhkiG9w0BAQUDDggEBAJFU7Uq/
t4XZx2t7Q09fmGcxziMrx2Fo4yWUk1OofkJKOK6ajfHqFqzZNRlixjUCR6QkDwVL2
XJtn099I5pf7UyPe+oybsm7eEH8jsI1Mdt5DgaTvKAn7+wruWPbdKmn452zUPRyM
XSjyWxU/B5Rg4IaXNJir1H8pCk6IPiTNESKSkHvAC2PiBj5Ppu5W3SitGe4aIMS
ZvY/oSpMufYNxilnweeR0ZiYldoNltsNEUmdIR1T9ZDyJzDaoVFPTSdFykT/PGEj
RDTSVim+HboxmXt6pP2Gtnbt3CkhgWjwrqIlgDrzV1/wYmDsm+KGSWPODYTeFhH/
cFpX5bY/lMQmcnE=
-----END CERTIFICATE REQUEST-----
```

7.1.3.2. Uploading Certificate Files

Use this form if you want to upload a certificate using their file components (*.key, *.crt, *-ca.crt).



Certificate Name	Select a name of your choice here. This name is later shown in the overview and when the certificate is assigned to a domain.
Private Key	Click the button "Search" and select the file for upload that contains the private key.
Certificate	Click on the button "Search" and select the file for upload which contains the certificate.
CA Certificate	Click the button "Search" and select the file for upload that contains the root and/or intermediate certificate from the certificate issuer.

Finally, click on  .

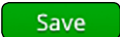
7.1.3.3. *Uploading a Certificate as Text*

Use this form if you want to upload the certificate components as text.

Certificate Name	Select a name of your choice here. This name is later shown in the overview and when the certificate is assigned to a domain.
Private Key	Copy the private key including its header line into the form field <pre>-----BEGIN RSA PRIVATE KEY----- (Your Private Key) -----END RSA PRIVATE KEY-----</pre>
Certificate	Copy the certificate including its header lines into the form field <pre>-----BEGIN CERTIFICATE----- (Your SSL Certificate) -----END CERTIFICATE-----</pre>
CA Certificate	Copy the root and/or intermediate certificate from the certificate issuer including its header lines into the form field <pre>-----BEGIN CERTIFICATE----- (The intermediate certificate) -----END CERTIFICATE----- -----BEGIN CERTIFICATE-----</pre>



.....
(The root certificate)
.....
-----END CERTIFICATE-----
Your certificate issuer will be able to tell you which information has to be entered here exactly.

Finally, click on  .

7.1.4. *Editing a Certificate*

 Click on the pencil symbol in the Option column inside the relevant certificate.

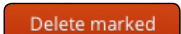
You can:

- rename the certificate
- upload a new certificate via file upload
- upload a new CA certificate via file upload
- upload a new certificate as text
- upload a new CA certificate as text

Editing is the obvious option when you have extended an existing certificate. Since in this case the private key normally remains unchanged, you only need to update the certificate information.

7.1.5. *Deleting a Certificate*

 Click on the Delete symbol in the Option column inside the relevant certificate.

To delete several certificates tick the checkbox of the respective certificate and click the button  .

In each case a security prompt has to be confirmed first before deletion takes place.



7.1.6. Assigning a Certificate to a Domain

You can assign a certificate to a domain by editing the domain.

Menu General -> Domains -> 

Select the certificate from the dropdown list in the row SSL certificate.

7.2. Backup

A configurable backup option is going to be published in one of the next KeyHelp updates.

We have prepared useful scripts that you are able to use until then to secure your data, for instance inside your KeyDisc Account.

Please contact our Support team if you have any questions regarding this.



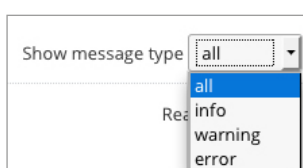
8. System Logs & Status

8.1. Server Messages

The overview shows you a log about the configuration changes made by KeyHelp on the system and any problems detected.

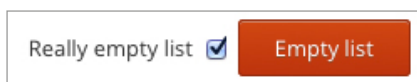
We distinguish between 3 different notification types, which are identified as follows:

 Information |  Warning |  Error



In order to determine the message type, run the message through a filter choosing from the dropdown list.


And click the button .



To delete all events tick the checkbox "Really empty list" and confirm by clicking the button "Empty list".


8.2. Apache Server Status

The modules `mod_status` of the Apache Webserver provides information about activity, load and performance of the server. In this menu item the output of this module can be accessed.

You can refresh the output automatically. Select the wished interval in the shown drop-down-menu and click on .



8.3. Cron Jobs

Here you can inspect the log files of the cron jobs used by KeyHelp (*see point 6.3*). Select the desired log file from the dropdown list and then click on  .

The log files are allocated to the following cron jobs:

update.log	Implementing updates
diskspace.log	Calculating discspace
panelupdate.log	Automatic panel up-dating
serverupdate.log	Implementing server updates(apt-get update & apt-get upgrade)
master.log	Documents which jobs have to be carried out during the current cron job run
sessioncleanup.log	Session adjustment(Deletion of sessions that are no longer active from users' temporary folders)
statistic.log	Updating the statistic



9. Tools

9.1. PHPMyAdmin

PHPMyAdmin is a PHP application for the administration of MySQL databases. Upon clicking the respective menu item the PHPMyAdmin opens in a new browser window/tab.

To log in use the data that was entered when the database was set up.

To directly access PHPMyAdmin you may also use the address:
<https://<servername>/phpmyadmin>.

The address to be used can be set as described under *point 6.1*.

9.2. Webmail (Roundcube)

The webmailer is used to read and send email from a mailbox via a web browser. Upon clicking the respective menu item the webmailer opens in a new browser window/tab.

To log in use the data that were entered when the mailbox that you want to access was set up.

To directly access the webmailer you may also use the address:
<https://<servername>/webmail>.

The address to be used can be set as described under *point 6.1*.





10. Templates

10.1. Email Templates

You are able to adjust the emails that KeyHelp sends out when certain events occur (e.g. forgotten password or user set-up) to suit your individual requirements by using email templates.

The list gives you an overview of email templates that are already available in corresponding language versions and for certain activities.

The symbols shown in the Option column have the following meaning:

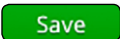
-  Editing of email template
-  Deleting the email template; before deletion there will be a security prompt first.

10.1.1. Creating an Email Template

Click the button  .

Fill in the form as required

- Language:** Select from the dropdown list for which language version you wish to create the template.
- Action:** Select the action for which you want to create the template.
- Subject:** Determine the subject of the email.
- Copy:** Draft the copy of the email. In this field you can use the variables available for the respective action shown underneath the form.
- Sender's name:** Define which sender name should be shown.
- Send CC email to:** Specify which email address is to be send a copy.

Finally click on  .




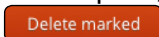
10.1.2. Edit Email Template

To edit the template click on the Pencil behind the respective email template. You are able to make changes to the fields: "Subject", "Copy", "Sender Name" and "CC to email".

Finally, click  .

10.1.3. Deleting an Email Template

 To delete click the Delete symbol behind the respective email template.

Alternatively, or if you want to delete more than one template, tick the checkbox of the respective email template and press the button  .

In both cases you will see the security prompt prior to deletion.



10.2. Account Templates

Account templates allow you to tailor tariffs for your users that suit your particular needs. These templates make manual assignments of individual resources for each and every user redundant.

The chart below shows you the account templates that currently exist and the resources assigned to them.

Diskspace	—	The resource was not assigned.
Mailboxes	—	The resource was not assigned.
Email addresses	∞	The resource was assigned without restrictions.
Subdomains	∞	The resource was assigned without restrictions.
MySQL-DBs	Numeric value	The resource was assigned based on value.
FTP User	Numeric value	The resource was assigned based on value.
FTP	—	The resource was not assigned.
PHP	—	The resource was not assigned.
PERL	✓	The resource was assigned.
SSH	✓	The resource was assigned.

The symbols shown in the Option column have the following meaning:

-  Editing of account template
-  Deleting the account template; before deletion there will be a security prompt first.



10.2.1. Creating an Account Template

Click the button  .

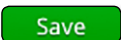
Label	Give the template a name.
Diskspace	Set the storage capacity. Storage capacity includes not only the web space but also the space taken up by email mailboxes and databases.
Mailboxes	Set the number of email accounts that can be created.
Email addresses	Set the number of email addresses that can be created. Email addresses include email accounts as well as redirections and aliases. Hence, the number of possible email addresses always ought to be higher or at least equal to the number of email accounts.
Subdomains	Set the number of Subdomains that can be created.
MySQL databases	Set the number of MySQL databases that can be created.
Additional FTP users	Set the number of FTP users that can be created additionally.
FTP	Determine whether the user is allowed to register via FTP.
PHP	Determine whether the user is allowed to use PHP for his/her websites.
PERL/CGI	Determine whether the user is allowed to run Perl or CGI scripts. Files with the extension .fcgi are processed through FastCGI.
SSH	Determine whether the user is allowed to have access to the server console via the secure shell.

You also have the option to set the value of various PHP parameters in order to adjust them to the requirements of certain PHP programs, such as CMS or online shop systems.

<code>memory_limit</code>	Sets the maximum value of the internal memory (in byte), which a script may use up. So as to avoid setting a storage limit, enter the value -1. Use the following abbreviations for byte values: K (Kilo), M (Mega), and G (Giga). Example: 64M.
<code>max_execution_time</code>	Sets the maximum time in seconds which a script is allowed to run for before the procedure is terminated.
<code>post_max_size</code>	Shows the maximum size of data (in byte) that can be sent with the POST method. The value ought to be larger than "upload_max_filesize"



	but smaller than “memory_limit”. Use the following abbreviations for byte values: K (Kilo), M (Mega), and G (Giga). Example: 64M.
upload_max_filesize	Shows the maximum size (in byte) of an uploaded file. Use the following abbreviations for byte values: K (Kilo), M (Mega), and G (Giga). Example: 64M.
open_basedir	Limits the files that can be opened by PHP to one particular folder including its sub-folders. The placeholder <code>##DOCROOT##</code> may be used, which is automatically filled with the user’s DocumentRoot Directory. Several directories are separated with a colon. Example: <code>/web1/files/:/web1/www/</code>
disable_functions	Enables the deactivation of individual internal PHP functions for safety reasons. The functions are transferred by way of a comma-separated list of function names.
Additional settings	Here you can execute additional PHP settings. Use the same syntax that you would use with a <code>php.ini</code> . E.g. <code>date.timezone = Europe/Berlin</code> .
pm	Identifies how the process manager manages the amount of child processes. static – the number of child processes is fixed (<code>pm.max_children</code>). ondemand – child processes are spawned if necessary. dynamic – the number of child processes is set dynamically, pm.start_servers processes are started initially.
pm.max_children	The maximum number of child processes that are created.
pm.max_requests	The number of queries that a child process executes before it restarts. For an unlimited number of queries enter the value 0.
pm.min_spare_servers	The desired minimum number of processes.(only required if the pm is set to dynamic.)
pm.max_spare_servers	The desired maximum number of processes (only required if the pm is set to dynamic.)

Finally, click on  .



10.2.2. Editing an Account Template



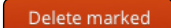
To edit click on the pencil symbol next to the respective account template.

You are able to adjust all resource allocations. Finally, click on  .

10.2.3. Deleting an Account Template



To delete click the delete symbol behind the respective account template.

Alternatively, or if you want to delete more than one template, tick the checkbox of the respective email template and press the button  .

In both cases you will see the security prompt prior to deletion.

10.3. Default Index Page

When creating a new user an index file is automatically created in the /www/ directory of the user. Here you can define and edit the content of this page. Changes to the default index page will take effect only for new created customer.

Fill in the shown form accordingly:

Code: Deposit the source code of the wished index page
Filename: Choose in the drop down menu if the default page should be saved as index.html or index.php

For saving your changes click on  .

By pressing the button  you can undo your changes and restore the original default page.

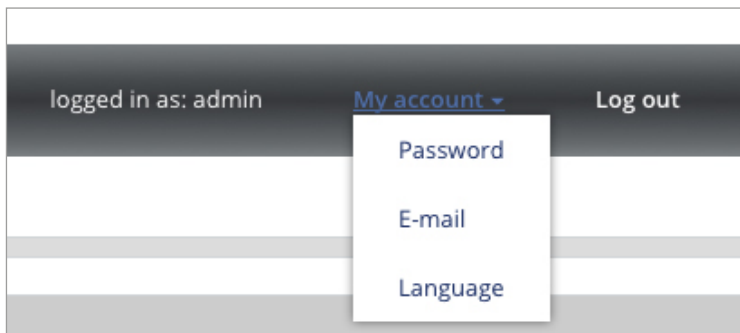


11. Help

11.1. Manuals

Gives you easy access to the Administrator Manual and the User Manual.

12. Additional Navigation Bar



The additional navigation bar shows you with which user you are currently logged in to KeyHelp. Furthermore, you have access to the following functions:

12.1. My Account

Changing the password of the currently logged in user.

Changing the email address that receives automatic server notifications and which is used to reset a password.

Changing the standard language of the KeyHelp Interface.

12.2. Logging Out

Ends your current KeyHelp session.



13. Configuration Files and Storage Paths

Please be aware that manual changes to the configuration files created in KeyHelp will be overwritten again. You should make any changes primarily on the configuration interface.

Should manual adjustments nonetheless become necessary, you will be able to protect the respective file from changes by using the `chattr` command. KeyHelp is then not able to implement any changes.

13.1. Webserver (Apache)

<code>/etc/apache2/apache2.conf</code>	Main configuration file of the web server
<code>/etc/apache2/keyhelp.conf</code>	Webserver configuration for the KeyHelp interface and associated services (Webmail, PHPMyAdmin)
<code>etc/apache2/ keyhelp_vhosts</code>	Storage location for the configuration files of the domains managed in KeyHelp (user-based)
<code>/etc/apache2/keyhelp_vhosts/<User name>.conf</code>	Configuration file of all domains assigned to a user
<code>/etc/apache2/conf.d</code>	Directories of one's own web server settings. Since these are included later they overwrite the KeyHelp configuration. A <code>chattr</code> protection is not required here.
<code>/etc/php5/fpm/keyhelp_pool</code>	Storage location for the PHP Parameter Configuration of the domains managed in KeyHelp (user-based)
<code>/etc/php5/fpm/keyhelp_pool/<User name>.conf</code>	PHP Parameter Configuration for all domains of a user Benutzers
<code>/etc/init.d/apache2</code> <code>/etc/init.d/php5-fpm</code>	Init Script, to start, stop and restart the services



Please note that after having made changes to the PHP configuration not only the webserver, but also the PHP5-FPM services have to be restarted through „/etc/init.d/php5-fpm restart“.

13.2. Web Pages

/home/keyhelp/www	Storage location of the KeyHelp interface and its associated services (Webmail, PHPMyAdmin)
/home/users	Storage location of the home directories of the user set up in KeyHelp
/home/users/<User name>	Home directory of a user
/home/users/<User name>/www	Standard directory for the user's websites

Adjustment of a directory for a domain is performed in the domain user interface of KeyHelp.

13.3. Mailserver (Postfix)

/etc/postfix/main.cf /etc/postfix/master.cf	Main configuration files of the mailserver
/var/mail/vhosts	Storage location of the mailboxes
/var/mail/vhosts/<domainname>	Storage location of the mailboxes of one domain
/var/mail/vhosts/<domainname>/<postfachname>	Storage location of the directory structure and content of a mailbox

The information concerning mailboxes and email users are stored in the KeyHelp database where they are retrieved by the mailserver.



13.4. Database Server (MySQL/MariaDB)

<code>/etc/mysql/my.cnf</code>	Main configuration file for the database server
<code>/etc/mysql/conf.d/tuning.cnf</code>	Configuration file for the performance optimisation of the database server
<code>/var/lib/mysql</code>	Storage location of the databases

13.5. Name Server (Bind)

<code>/etc/bind/named.conf</code>	Main configuration file for the name server
<code>/etc/bind/keyhelpdomain.conf</code>	Zone file for the server domain
<code>/etc/bind/named.conf.keyhelp</code>	Zone definition for the domains managed in KeyHelp
<code>/etc/bind/keyhelp_domains</code>	Storage location of the zone files for the domains managed in KeyHelp



© Keyweb AG 2015

Keyweb AG
Neuwerkstraße 45/46
99084 Erfurt
Tel.: +49(0)361/65853-0
Fax: +49(0)361/65853-88
info@keyweb.de
www.keyweb.de

WWW.KEYHELP.DE

Brands & Names: All brands and product names mentioned on this manual and which may be protected and subject to third party trademark rights are without limitations subject to the respectively valid trademark regulations and the ownership rights of the respective registered owner.