



# SAGEHILL BUSINESS SOLUTIONS

## OPERATIONS MANUAL

THIS DOCUMENT SERVES AS A TECHNICAL GUIDE CONTAINING ALL THE DETAILS  
ON ALL TECHNICAL PROCEDURES DONE AT SAGEHILL BUSINESS SOLUTIONS.

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# 1. WHMCS (Web Host Manager Complete Solution)

WHMCS Is a full suite with all the tools necessary to manage everything related to web hosting. Login to whmcs using this link <https://sagehillhost.com/sage/index.php> , login using WHMCS credentials.

\* This WHMCS guide uses the WHMCS Dashboard as the starting point for every procedure.

\* This guide uses WHMCS version 7.7.1

\* Tabs in this guide that are in green refer to the main navigation tabs and purple is for their sub-menus and the "in-page" tabs not color-coded they are just in black.

## 1.1 Creating an account for a client

Hover over the **Clients** tab and click on "**Add New Client**" → enter client's details → click on create when done.

**NB:** Tax ID and Address2 field can be left empty; Postcode can be any number, though a sensible number like 263 is more preferable; all fields and check-boxes below the personal information fields are best left as they are in their default states.

## 1.2 Deleting an account

Hover over the **Clients** tab and click on "**View/Search Clients**" → Go to the client's profile by clicking on their name → To the far-right of the screen is an option "delete clients account" that is right below the close client account option. Confirm the deletion and you are done.

## 1.3 Adding a Product/Service for a new client

Hover over the **Clients** tab and click on "**View/Search Clients**" → Go to the client's profile by clicking on their name → Navigate to the Products/Services tab → Click on "click here"(Only appears on new clients without any previous products) → choose payment method(usually mail in payment because we add products manually only after they have paid for the product )select the product and enter the domain name(best to set hosting package for customer with a domain name, it works better that way) → choose the addons they may

have paid for → when done click submit order → scroll to the bottom of the page that appears next and click on accept order and you're done setting up a package.

## **1.4 Adding new Product/Service for a existing client**

Hover over the **Orders** tab → **Add New Order** → Select the client from the drop-down list on the first field that appears on the Add New Order page → choose payment method(usually mail in payment because we add products manually only after they have paid for the product )select the product and enter the domain name(best to set hosting package for customer with a domain name, it works better that way) → choose the add-ons they may have paid for → when done click submit order → scroll to the bottom of the page that appears next and click on accept order and you are done adding the package.

## **1.5 Enter Client's cpanel account through WHMCS**

This method make this process easier as it removes the process of having to manually input the client's credentials.

Hover over the **Clients** tab and click on "**View/Search Clients**" → Go to the client's profile by clicking on their name → Navigate to the Products/Services tab → Scroll down till you see a blue button titled "login to Cpanel" → click on it and you are now redirected to the client's cpanel.

## **1.6 Add an SSL Certificate to client account**

Hover over the **Orders** tab → **Add New Order** → Select the client from the drop-down list on the first field that appears on the Add New Order page → choose payment method(usually mail in payment because we add products manually only after they have paid for the product )select the product and enter the domain name(best to set hosting package for customer with a domain name, it works better that way) → Submit the order then accept it on the next page → Go back to the client's profile now you will see a section with a service status that is grayed out as not yet active → Option is to use the "try the automatic configuration" option and if that doesn't work then you'd have to do it manually by using the "configure manually" option. → for manual configuration the ssl certificate files are given to you for download after pressing the manually configure button → search for configure ssl in the cpanel → add the appropriate text from the downloaded documents in the appropriate field → click on done and the setting up of the ssl is the automated.

## **1.7 Adding web-hosting packages**

Navigate to the [Setup](#) Tab → [Products/Services](#) → Click on “add product” button → On the create new product page, set product type as shared hosting and the product group as shared hosting as well then enter the name to be given to the product and under the module field select cPanel (cPanel is better than the next best alternative Plesk because it is well documented so it’d be easier to troubleshoot any problems encountered using cPanel plus also the easy and familiar interface makes navigation easier.) → Switch create as hidden to off then click continue → The product is then created and you are then presented with an “Edit Product” page, to edit the particulars of the product, which is explained below in subsection 1.6.

## **1.8 Editing web-hosting packages**

Navigate to the [Setup](#) Tab → [Products/Services](#) → Click on the little notepad with a pen/edit icon at the far right end of a product → Enter the product details in the fields under the first tab → \*Product Description is the exact same description that is displayed at the client area\* → switch to the next tab, that is the “pricing” tab → add product prices(set payment type as recurring to imply that they have to pay after a specific period of time to continue using the service ) → click on “save changes” → You are done with the basic setup. Most of the other remaining tabs are for advanced configuration.

## **1.9 Creating email accounts for a client**

Get into the client’s cPanel (process documented in subsection 1.5) → search for “email accounts” or scroll down and click on email accounts → click on create account → input the email details and then click on save changes.

## **1.10 Changing email account’s password for a client**

Get into the client’s cPanel (process documented in subsection 1.5) → search for “email accounts” or scroll down and click on email accounts → click on the manage account button at the far right end of the email address to have it’s password changed → scroll down and enter new password then confirm it → click on save changes and you would be done.

## **1.11 Suspending or Re-activating a client’s account**

Hover over the [Clients](#) tab and click on “[View/Search Clients](#)” → Go to the client’s profile by clicking on their name → To the far-right of the screen are the actions that can be performed on the client’s account → Confirm your action and you are done.

## **1.12 Suspending or Re-activating a client’s products**

Hover over the **Clients** tab and click on "**View/Search Clients**" → Go to the client's profile by clicking on their name → Navigate to the Products/Services tab → select a product → scroll to the "Status" drop-down and select the appropriate changes → Optionally (under the run modules section) you can click on suspend to run the suspension module → save changes.

## 2. WHM (Web Host Manager)

WHM is a lite version of WHMCS. This one may come in handy in times where you need to edit DNS records of domains or when you need to edit particular details of domains or web hosting packages. Logging into WHM can be done using this link: <https://webhosting2012.is.cc:2087/> or by logging into WHMCS then navigating to Setup Tab → Products/Services → Servers. Click on the "Login to WHM" button that is within the "webhosting2012\*" row in the servers table.

### 2.1 Editing webhosting packages

Get into WHM. Far left of the screen is a search bar. In the search bar, just type in "packages" and all actions that can be done on a package will then be filtered. Go to edit package → select the package → press the edit button right below → edit as you wish the press the "save changes" button and you're done. The process is equally the same for adding a package as well.

### 2.2 Editing DNS Information

Get into WHM. Far left of the screen is a search bar. In the search bar, just type in "dns" → Go to DNS manager → Select the domain you want to work with → edit the MX Records, ANAMES or whatever it be to fix DNS related problems.

### 2.3 Editing DNS ZONES

Get into WHM. Far left of the screen is a search bar. In the search bar, just type in "dns" → Go to edit DNS zone → Select the domain you want to work with → scroll down and click on edit → edit the DNS zone information to fix the DNS related problems.

## 3. General

### 3.1 Product Pricing

Basically the default pricing for Sagehill products is as follows (all prices in USD):

Domains:	Hosting:
.co.zw : \$5	Bronze: \$3
.com and .net: \$25	Silver: \$5
.org: \$30	Gold: \$9

However this benchmark is derived from comparisons with international hosting giants and it is always best to check with local competitors before setting prices so as to set reasonable prices that don't increase estimated profits yet lowering actual revenue as they will be scaring away customers. Additionally it is wise to also see how much we buy the products that we resell and this is best done by using the following link, <https://marketplace.whmcs.com/account/pricing> login required to access WHMCS account information. **NB:** When prices are changed in WHMCS they need to be manually changed on sagehillhost.com as well.

## 3.2 Storing Passwords

Any password modifications are noted down and saved in the sageCred.csv file that contains all the necessary passwords.

## 3.3 Interserver Interactions

Interserver is our web space provider, that is where the sagehillhost domain which we use for reselling is hosted and was bought from. Actual interaction with the interserver site is barely ever required. In the case that interaction is required with Interserver just using this link: <https://my.interserver.net/login.php> and the respective credentials logs you onto the Interserver dashboard for Sagehill's hosting account. In cases where there is a problem with DNS records of any of our clients or a failed procedure in WHMCS which has somehow disrupted the normal working of the client's domain then the fastest way to get help troubleshooting is to contact interserver using their live chat which is on their homepage.

## 3.4 ZISPA Interactions

ZISPA is Zimbabwe's .co.zw domain authority as they are the one who bought all the .co.zw namespaces and thus we buy .co.zw domains from them for resell. To request for a .co.zw domain from ZISPA we send an email to [admin@zispas.org.zw](mailto:admin@zispas.org.zw) with the subject: new:domainname.co.zw, e.g new:the-don.co.zw and the email body doesn't count anything sensible can be written in it or nothing at all, but [THIS](http://sagehillhost.com/zispas-text.co.zw.txt) (<http://sagehillhost.com/zispas-text.co.zw.txt>) zispa text document should be attached to the email and is a necessity because without it the process won't be successful. Before sending the txt file it is essential to firstly, edit the information making sure that the full domain name and domain state that is new(N), modify(M), etc in section are set, as well as the domain owner's information in section 2, domain owner's organizational information in section 4 and the domicilium citandi et execuandi in section 7 are all filled in with the rightful information. NB: in section 7 just replace the existing address with the

proper address. When done just send the email and you'll be notified when the domain is active.

### **3.5 Sagehill Websites**

Main site: <https://sagehilltechnologies.com>

Hosting Site: <https://sagehillhost.com>

WHMCS: <https://sagehillhost.com/sage/index.php>

Online techshop: <https://techsop.sagehilltechnologies.com>

Elearning Module: <https://elearning.sagehilltechnologies.com>