



# Administrator Manual

## Version 14.7.2





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## 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 Administration Panel login interface. At the top left is the KeyHelp logo with a gear icon. To its right is the text "YOUR ADMINISTRATION-PANEL". Below the logo are three input fields: "Username" with a placeholder "Username", "Password" with a placeholder "Password", and a dropdown menu for "Language" set to "Profile setting". A large blue "Login" button is centered below these fields. At the bottom of the form is a link "Forgot password?". The footer of the page contains the text "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.

The screenshot shows the KeyHelp administration panel. The left sidebar contains a navigation menu with several sections: General, Settings, Security, System Logs & Stats, Tools, Templates, Miscellaneous, Help, and a Support Forum. A red box labeled '1' highlights this sidebar. The central area is the 'Overview' page, which includes sections for General information (with a red box labeled '2'), Version information, Panel tasks, System overview, and News. A red box labeled '3' highlights the top navigation bar, which shows the user is logged in as 'admin' and provides a 'Log out' link.



## 4. Main Navigation Bar

### General

- ▶ Overview
- ▶ User Administration
- ▶ Domains
- ▶ Traffic Statistic

### Settings

- ▶ Panel Settings
- ▶ Panel Tasks Intervals
- ▶ Server Settings
- ▶ DNS Zone Editor
- ▶ Server Service Management
- ▶ Backup
- ▶ White Label

### Security

- ▶ SSL Certificates

### System Logs & Status

- ▶ Server Messages
- ▶ Apache Server Status
- ▶ Panel Tasks Logs
- ▶ Email Queue

### Tools

- ▶ PhpMyAdmin
- ▶ Webmail (Roundcube)

### Templates

- ▶ Email Templates
- ▶ Account Templates
- ▶ Default Index Page

### Miscellaneous

- ▶ Mass Email Message

### Help

- ▶ Support Forum
- ▶ Administrator Manual
- ▶ User Manual

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: 1   Users: 1	<i>Mittwoch, 16. November 2016 - 16:09:12</i> <b>Upgrade Ubuntu 14.04 LTS to Ubuntu 16.04 LTS</b> Since version 14.7.1 of our administration software KeyHelp® also the latest Ubuntu LTS version 16.04 is supported. Do you operate your KeyHelp® on a server run [...]	
Domains	1	<i>Mittwoch, 12. Oktober 2016 - 15:25:36</i> <b>KeyHelp® 14.7.1 – Ubuntu 16.04 support and Let's Encrypt for server domain</b> KeyHelp® is now available in its latest version 14.7.1 and we would like to take the opportunity to inform you about the innovations. New features and Improveme [...]	
Subdomains	1	<i>Dienstag, 23. August 2016 - 15:30:02</i> <b>KeyHelp® 14.7.1 – Ubuntu 16.04 support and Let's Encrypt for server domain</b> KeyHelp® is now available in its latest version 14.7.1 and we would like to take the opportunity to inform you about the innovations. New features and Improveme [...]	
MySQL databases	2		
FTP users	2		
Email addresses	3		
Mailboxes	2		
Scheduled tasks	2		
Traffic this month	0 B		
Version information			
Version installed	14.7.2		
Latest version	Your version is up to date.		<a href="#">See history of changes</a>
Panel tasks			
Name	Last run		
Perform updates	13:43:00 - November 29, 2016		
Calculate disk space	13:02:00 - November 29, 2016		
Perform automatic panel updates	13:02:00 - November 29, 2016		
Update statistics	13:02:00 - November 29, 2016		
Keep server services up to date	—		
Sessiondata cleanup	13:02:00 - November 29, 2016		
Antivirus scanner	—		
Let's Encrypt certificate update	—		
System overview			
Server time	13:43:12 - November 29, 2016 (Europe/Berlin)		
System uptime	0 Day(s), 0 Hour(s), 31 Minute(s), 28 Second(s)		
CPU usage	7.00 % (0.07 / 0.04 / 0.09 - Cores: 1)		
Hard disk usage	Usage: 6.47 % / Free: 40.17 GB / Used: 2.94 GB / Total: 45.43 GB		
Memory usage	Usage: 45.06 % / Free: 1.07 GB / Used: 901.35 MB / Total: 1.95 GB		
Swap usage	Usage: 0.00 % / Free: 3.71 GB / Used: 0 B / Total: 3.71 GB		
IP addresse(s)	62.141.56.9		
Hostname	demo.keyhelp.de		
CPU	Common KVM processor   Cores: 1		
Operating system	Ubuntu 14.04 (64-Bit)		
Webserver	Apache/2.4.7 (Ubuntu)		
PHP version	5.5.9-1ubuntu4.20		
MySQL version	5.5.5-10.0.28-MariaDB-1-trusty		
FTP server	ProFTPD 1.3.5rc3		



### 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
Mailboxes	Number of all email mailboxes set up
Scheduled tasks	Number of all inherent Cronjobs
Traffic this month	Sum of the traffic of all user accounts on the server

### 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 Panel Tasks

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 6.2* 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
System 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
CPU	Displays the type of processors installed on 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
FTP-Server	Displays the FTP server 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.

Administrators (2)				Add administrator	Delete selection
	Username	Last login	Options		
★	admin	12:12:48 - August 31, 2016	<input type="checkbox"/>		
★	admin2	—	<input type="checkbox"/>		

#### 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.

User (1)							Disk space: 124.00 KB (used) / 500.00 MB (allocated)
S	Username	Contact name	Disk space	Traffic	Last login	Options	
✓	user <small>(?)</small>	StartUp Inc. (Doe, John) <small>(Note)</small>	124.00 KB / 500.00 MB	0 B / ∞	09:06:17 - Oct 15, 2015		<input type="checkbox"/>

**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.

---

**Contact name** Shows name, first name and company if this is in the defined.

**Disk space** Shows the disk space the user has currently used up and the maximum of available disk space left.

**Traffic** Shows the currently-consumed and maximally available traffic of the user.

**Last login** Shows the last time the user logged into KeyHelp.



Above the overview you can see the summary of the occupied disk space used by all users and of your own entire allocated disk space. This might help you to provide a congestion of your Server.

### 5.2.2.1 Add User

Click this button to set up a new user **Add user**.

The screenshot shows a user input form titled 'User data'. It includes fields for 'Username' (with a required asterisk), 'Create standard subdomain?' (checkbox checked, with a note about generating a subdomain like <USERNAME>.demo.keyhelp.de), 'Password' (with a required asterisk), 'Confirm password' (with a required asterisk), 'Suggest password' (button with a key icon and 'Generate password' text), 'Language' (dropdown menu set to 'English'), 'Email address' (text input field), 'Send login credentials to this email address?' (checkbox unchecked), and 'Admin-Notes' (text area for notes). The 'Create standard subdomain?' section has explanatory text about generating subdomains.

#### 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.

#### Create standard subdomain?

Ticking the „yes“ checkbox automatically generates a subdomain in form of user name.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.



**Send login credentials to this email address?** Determine whether or not the access information should be sent to the email address entered.

**Admin-Notes** Here you can record remarks about the user that are merely visible for the Administrator.

<b>Contact data</b>	
First name	<input type="text"/>
Last name	<input type="text"/>
Company	<input type="text"/>
Telephone	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
Zip code	<input type="text"/>
Client ID	<input type="text"/>
<b>Can change contact data?</b> <small>(Except Client-ID)</small> <input type="checkbox"/> Yes	

In order to distinguish better between individual users you can store contact details which will then be shown in the overview. Declare in the checkbox if a user is allowed to change his contact details (except customer number).

<b>Account template</b>	
Template label	<input type="button" value="No Template / Default"/> <span style="margin-left: 20px;"><input type="button" value="Use template"/></span>
<b>Services and privileges</b>	
Disk space Including: webspace, MySQL-DBs, emails	<input type="text" value="1"/> <input type="button" value="MB"/> <input type="checkbox"/> unlimited
Traffic	<input type="text"/> <input type="button" value="MB"/> <input checked="" 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
FTP users	<input type="text"/> <input type="checkbox"/> unlimited
Scheduled Tasks	<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
Can create backups	<input checked="" type="checkbox"/> Yes
Panel Access	<input checked="" type="checkbox"/> Yes
<b>Modify SSL settings</b> <small>The user can modify SSL settings of his domains (z.B. Set certificate, Let's Encrypt, HSTS).</small> <input type="checkbox"/> Yes	

**Account template**

If you have set up an account template (see item 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:**

**Disk space**

Set the storage capacity. Storage capacity includes not only the web space but also the space taken up by email mailboxes and databases.

**Traffic**

Set the user traffic limit. When calculating the traffic, HTTP(S), POP3(S) / IMAP(S) and FTP(S) are considered.

**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 database**

Set the number of MySQL databases that can be created.

**FTP users**

Set the number of FTP users that can be created additionally.

**Scheduled Tasks**

Specify the quantity of created, cyclic performed Cronjobs by the user.

**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.

**Can create backups**

When activated, the user can deploy the backup function within their Keyhelp session. Otherwise the respective menu item is shielded.

**Panel Access**

If enabled: the user is able to sign up for the KeyHelp-Interface. A User-Login is always accessible via the Eye-Icon unheeded by the Settings.



## Modify SSL settings

The SSL-Settings can be edited by the user e.g. enable SSL, HSTS, Let's Encrypt.

- ▶ PHP settings
- ▶ PHP-FPM settings

### [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/

### [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 php.ini. E.g. date.timezone = Europe/Berlin

### [pm](#)

Identifies how the process manager manages the amount of child processes.  
**static** – the number of child processes is fixed (pm.max\_children)  
**ondemand** – child processes are spawned if necessary  
**dynamic** – the number of child processes are set dynamically, pm.start\_servers 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).
<code>Enable PHP-FPM status page</code>	Using the FPM status page, you can display details about the FPM pool of the user. Mark the check box to turn on the status page. You can restrict access to a specific IP by entering it into the form field. If you want no restriction, leave the field empty. You can reach the status page via the following URLs:

<DOMAIN NAME>/fpm-ping

<DOMAIN NAME>/fpm-status

The stated values mean:

<code>pool</code>	Name of the FPM pool.
<code>process manager</code>	FPM process manager mode.
<code>start time</code>	Time PHP-FPM was started.
<code>start since</code>	Number of seconds since start of PHP-FPM.
<code>accepted conn</code>	Number of accepted connections.
<code>listen queue</code>	Number of waiting requests in the queue. For values higher than 0, the number of FPM processes should be increased.
<code>max listen queue</code>	Maximum number of previously occurred queued requests.
<code>listen queue len</code>	Size of the queue.
<code>idle processes</code>	Number of free processes.
<code>active processes</code>	Number of active processes.
<code>total processes</code>	Total number of processes, sum of the two previous values.



max active processes	Maximum number of programs ever run simultaneously.
max children reached	Number of times the maximum amount of simultaneously active processes has been achieved. For a number higher than 0, the maximum number of processes should be increased.
slow requests	Number of requests classified as "slow request".

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

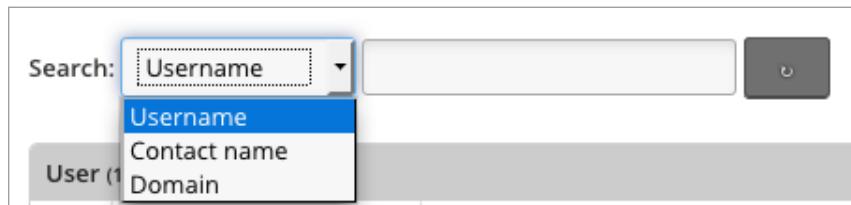
- ⓧ In order to delete a user click on the red Delete Symbol of the respective user in the column „Options“.

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.



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 “us” in the search box the system is going to show you all user names that contain this letter combination.

User (1)							Disk space: 124.00 KB (used) / 500.00 MB (allocated)
S	Username	Contact name	Disk space	Traffic	Last login	Options	<input type="checkbox"/>
✓	user	(?) StartUp Inc. (Doe, John) (Note)	124.00 KB / 500.00 MB	0 B / ∞	09:06:17 - Oct 15, 2015		<input type="checkbox"/>

You are searching for the user connected with keyhelpdemo.de

User (1)			
S	Username	Contact name	Disk space
✓	demouser	(?)	0 B / 1.00 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”

**Show subdomains**      **Hide subdomains** .

Domains							
Domains							<input type="checkbox"/>
S	Domain	Owner	Added on	Is email domain?	Subdomains	Security	Options
✓	example.com	user (create)	September 15, 2015	Yes	1		<input type="checkbox"/>
✓	demouser.demo.keyhelp.de	demouser	August 29, 2016	No	0		<input type="checkbox"/>

**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.
- ✖ Deletes the domain. The following is a security prompt. The domain will be deleted including all subdomains and email addresses.
- 🌐 Opens the DNS zone editor for this domain (*see item 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 (*see item 5.2.2*)

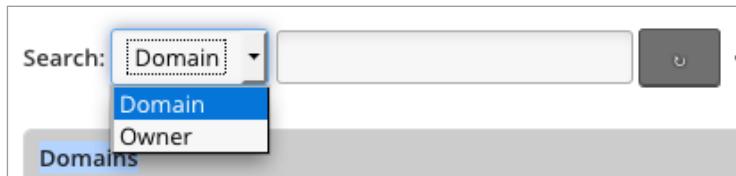
(Note) Move the mouse cursor over the note icon to indicate the notes an administrator for this user have stored. These are only visible to administrators.

---

<b>Owner</b>	Shows the KeyHelp user who has been assigned this domain. Click on the user name to open a KeyHelp session of this user.
<b>Added at</b>	This is the date the domain was set up in KeyHelp.
<b>Is email-domain?</b>	Identifies whether or not it is possible to set up email addresses for this domain.
<b>Subdomains</b>	Shows the number of subdomains that exist under this domain.
<b>Security</b>	<ul style="list-style-type: none"><li>🔒 A SSL-Certificate got allocated to the domain (<i>see item 7.1.6</i>). The name of the allocated certificate gets visible by moving over the lock-symbol with your mouse.</li><li>💡 Protection by Let's Encrypt Certificate is enabled.</li></ul>
<b>HTTP ➔ HTTPS</b>	Signales the activation of the automatic forwarding on to the SSL-secured web presence of the domain.
<b>HSTS</b>	HTTP Strict Transport Security instructs the browser to call the domain only via a secure connection.



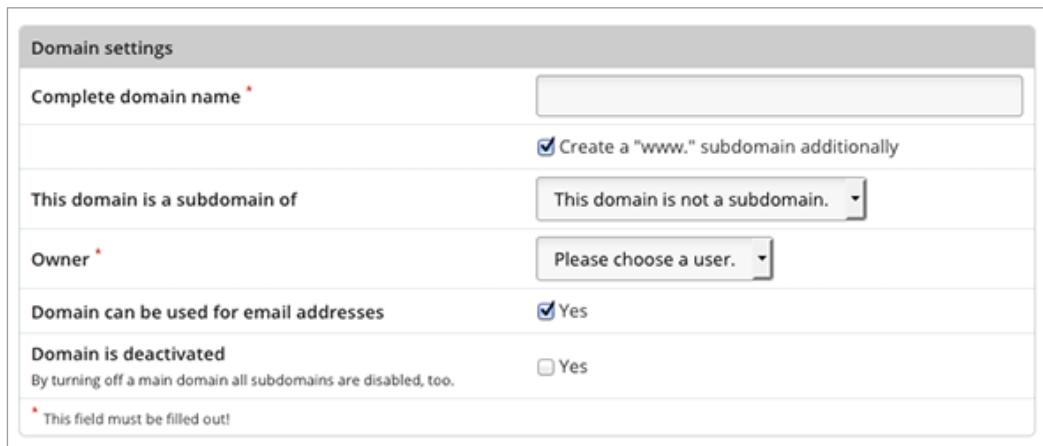
To search for domains or users, read the description about the search field in *point 5.2.2.4.*



### 5.3.1 Setting up Domains

Click this button to set up a new domain  .

Fill in the form that appears as follows:



Domain settings	
Complete domain name *	<input type="text"/>
<input checked="" type="checkbox"/> Create a "www." subdomain additionally	
This domain is a subdomain of	<input type="button" value="This domain is not a subdomain."/>
Owner *	<input type="button" value="Please choose a user."/>
Domain can be used for email addresses	<input checked="" type="checkbox"/> Yes
Domain is deactivated	<input type="checkbox"/> Yes
By turning off a main domain all subdomains are disabled, too.	
* This field must be filled out!	

#### Domain setting

**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 item 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.

## Security

You are also able to edit a domain by entering the menu through the agency of the pen-icon. (see item 5.3.3)

**SSL certificate**  
Websites that are authenticated by an SSL certificate, offer visitors an encrypted communication between the browser and web server, that can not be seen by third parties.

No certificate  
This domain is only accessible via an unsecured HTTP connection.

Let's Encrypt certificate  
A free of charge certificate of the Let's Encrypt certificate authority will be obtained.  
The administrative handling (request, renewal, etc.) of such certificate is handled fully automatically.

Available certificate  
-- Select a certificate --

**Force secure connection**  
All requests to <http://> will be redirected to <https://>

Yes

**HTTP Strict Transport Security (HSTS)**  
If enabled, the visitors browser will be told, that the requested website is only available via a secure connection.  
Max age specifies, how long this option is stored in the visitors browser.

HSTS enabled

Max-Age:  
Seconds

All subdomains  
www.example.com

Cancel selection / Do not apply to subdomains  
(Multiple selection with CTRL + click / SHIFT + click)

**SSL-certificate:**

**No certificate:**

The domain is only accessible via an insecure http-connection.

**Let's Encrypt certificate:**

Use a free certificate from the Let's Encrypt Certification Authority. Deployment, establishment and renewal are controlled automatically.

**Available certificate:**

Choose the SSL-Certificate, you want to secure your domain with from the drop-down menu.

**Force secure connection**

Activate the automatical re-routing of the domain with <http://> and <https://>. (Only activable if SSL certificate selected.)

**HTTP Strict Transport Security (HSTS)**

Enable this option to signal the browser of the domain-visitors to use encrypted connections for a specific time range (max-age) for this specific domain.(Only activable if SSL



certificate selected.)

State the interval for browsers to save the information in the array ,Max-Age'. Usually information get saved for half a year (15768000 seconds) or a whole year ( 31536000 seconds). You can state the interval in minutes, hours or also days. Choose the desired unit from the drop-down menu.

Apply security settings to subdomains

Apply the effected settings for the subdomain. You can choose all or individual subdomains with SHIFT or CTRL+mouse click.

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:

The screenshot shows a 'Domain settings' form. The 'Complete domain name' field contains 'sub.example.com'. The 'Create a "www." subdomain additionally' checkbox is checked. The 'This domain is a subdomain of' dropdown is set to 'example.com'. The 'Owner' dropdown is set to 'Please choose a user...'. The 'Domain can be used for email addresses' checkbox is checked. The 'Domain is deactivated' checkbox is unchecked. A note at the bottom states: 'By turning off a main domain all subdomains are disabled, too.' and 'This field must be filled out!'

#### Domain settings

Complete domain name

Enter the complete subdomain name, e.g. sub.example.com.

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 drop-down menu select the domain to be assigned the subdomain, in our example this would be example.com.

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.

### Security

You are also able to edit a domain by entering the menu through a click on the pen-icon. (see item 5.3.3)

The screenshot shows the 'Security' configuration dialog box. It includes sections for SSL certificate selection (radio buttons for 'No certificate', 'Let's Encrypt certificate', and 'Available certificate'), force secure connection (checkbox), HSTS (checkbox), and a dropdown for Max-Age. Below these are sections for applying security settings to subdomains and a list of selected subdomains ('All subdomains' and 'www.sub.example.com'). A note at the bottom indicates that multiple selections can be made using CTRL + click / SHIFT + click.

SSL-certificate:

No certificate:

The domain is only accessible via an insecure http-connection.

Let's Encrypt-Certificate:

Use a free certificate from the Let's Encrypt-Certification-Authority. Deployment, establishment and renewal are controlled automatically.

Available certificate:

Choose the SSL-Certificate, you want to secure your domain with from the drop-down menu.

Force secure connection

Activate the automatical re-routing of the domain with http:// and https://. (Only activable if SSL certificate selected.)



HTTP Strict Transport Security (HSTS)	Enable this option to signal the browser of the domain-visitors to use encrypted connections for a specific time range (max-age) for this specific domain.(Only activable if SSL certificate selected.)
	State the interval for browsers to save the information in the array 'Max-Age'. Usually information get save for half a year (15768000 seconds) or a whole year ( 31536000 seconds). You can state the interval in minutes, hours or also days. Choose the desired unit from the drop-down menu.
Apply security settings to subdomains	Apply the effected settings for the Subdomain. You can choose all or individual Subdomains with SHIFT or CRTL+mouse click.

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 or 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 domain related services (subdomains, email addresses etc.) get deleted. The directory, that has been assigned to the domain remains.

## 5.4 Traffic Statistic

This page allows you to view the traffic of all user accounts, broken down by month, protocol and traffic direction (incoming / outgoing). Furthermore you get the totals of complete data traffic and the individual protocols.

To shows the statistics for a specific month, select it in the drop-down menu and click „Show Traffic“.



## 6. Settings

### 6.1 Panel Settings

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

#### 6.1.1 Appearance

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

#### 6.1.2 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.

#### 6.1.3 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.**



### 6.1.4 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.

### 6.1.5 Tools - phpMyAdmin

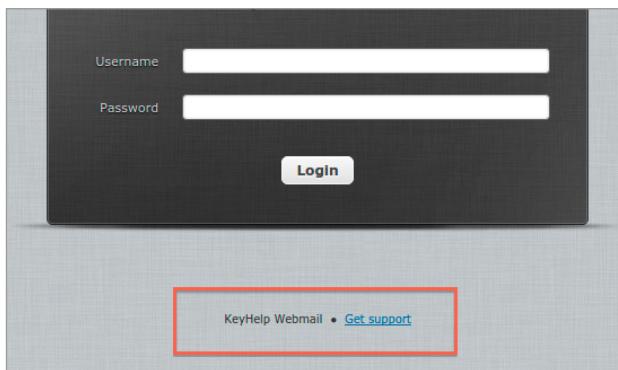
Set up the address that is used for linking PHPMyAdmin

### 6.1.6 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.

Additionally to the standard selection via <SERVER NAME>/webmail the webmailer is also available via the subdomain webmail.<DOMAIN NAME>, which is created for every domain that is arranged in KeyHelp.

**Determine by means of the radio-buttons what is supposed to happen by invocation of the webmail-subdomain:**

- **Redirection:** The user is redirected to the webmailer within the KeyHelp domain. The domain name in the address bar is changed by this.



- **Keep domain name:** The invoked domain name is obtained in the address bar. An unsecured invoke via http:// is forwarded to https://.
- Please note:** Via the menu item „determine certificate for server services“ you can adjust the certificate to secure the webmail domains. (see item 7.1.2)
- **Keep domain name (insecure):** The invoked domain name is obtained in the address bar. **An unsecured invoke via http:// is NOT forwarded to https://.**

### 6.1.7 Traffic-Limit-Exceedance

Here you can enter an email address to which notifications are sent if a user exceeds the assigned traffic quota in the current month. If you do not enter an address, no notification will be sent.

### 6.1.8 Let's Encrypt

You can get free, automated and open certificates at the Let's Encrypt Certificate-Authority.

**Here you can determine the parameters for the usage of Let's Encrypt certificates:**

Enviroment	Choose between test or live environment. The test environment creates invalid certificates, which qualifies itself for testing the settings and functions. It might be necessary to delete existing certificates in file /etc/ssl/keyhelp/letsencrypt to switch-over the environment. Then, the following command should be executed: „php /home/keyhelp/www/keyhelp/incl/cronjob/mastercronjob.php --force-letsencrypt“.
Country	Choose which country to be used in CSR (certification requirement).
State / province / region	State the needed information for the CSR regarding the state, federate state, province or region.
Let's Encrypt subscriber agreement	To issue valid certificates you have to state the Let's Encrypt-Participation-Agreement. KeyHelp searches for the latest valid document, automatically. Furthermore, usually this array can be skiped/left empty. If this emerges problems check <a href="https://letsencrypt.org/repository/">https://letsencrypt.org/repository/</a> and choose the current valid agreement, e.g. <a href="https://letsencrypt.org/documents/LE-SA-v1.1.1-August-1-2016.pdf">https://letsencrypt.org/documents/LE-SA-v1.1.1-August-1-2016.pdf</a>



### Additional information:

A typical error message in the logs in case of a wrong Let's Encrypt participation agreement:

*a lets encrypt error occured: Could not register account. Response: {„type“:“urn:acme:error:- malformed”,“detail“:“Provided agreement URL [https://falsche.domain/datei.pdf] does not match current agreement URL [https://letsencrypt.org/documents/VLE-SA-v1.1.1-August-1-2016.pdf]”,“status“:400}*

### Certificates will get renewed, if one of the following conditions is met:

- Certificate file is non-existent
- Certificate is corrupt
- Certificate is valid for less than 30 days

If bugs occur while you regenerate your certificate, following email is going to be send to all administrators of the server. They will get further information about the domain and the occurred problem. (Exception: Is the certification validity less than 30 days and more than 20 days, no warning is sent.)

### 6.1.9 Other

Specify the administrator email address that can be used as return address for automatically generated mails by KeyHelp.

To apply your changes click  .

## 6.2 Panel Tasks Intervals

Panel Tasks Intervals					
Description	Last run	Activated?	Interval	Period of time	
Perform updates	11:23:00 - August 30, 2016	<input checked="" type="checkbox"/>	every 1 Minutes	from 00 o'clock till 00 o'clock	
Calculate disk space	11:01:00 - August 30, 2016	<input checked="" type="checkbox"/>	every 1 Hours	from 00 o'clock till 00 o'clock	
Perform automatic panel updates	10:27:00 - July 15, 2016	<input checked="" type="checkbox"/>	every 30 Minutes	from 02 o'clock till 04 o'clock	
Update statistics	11:01:00 - August 30, 2016	<input checked="" type="checkbox"/>	every 30 Hours	from 00 o'clock till 00 o'clock	
Keep Server services up to date	—	<input checked="" type="checkbox"/>	every 48 Hours	from 03 o'clock till 04 o'clock	
Sessiondata cleanup	11:01:00 - August 30, 2016	<input checked="" type="checkbox"/>	every 6 Hours	from 00 o'clock till 00 o'clock	
Antivirus scanner	—	<input type="checkbox"/>	every 168 Hours	from 01 o'clock till 02 o'clock	
Let's Encrypt certificate update	—	<input checked="" type="checkbox"/>	every 1 Days	from 00 o'clock till 01 o'clock	



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.

### ***6.2.1 Functions of the Cron Jobs***

Perform 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 disks space	Calculates the disk space used by the individual user. Standard implementation: every hour
Perform automatic panel updates	Searches for updates for KeyHelp and installs them. Standard implementation: half-hourly between 2 and 4 o'clock.
Update statistics	Compiles and updates the access statistics for the domains and the traffic statistic of the users. Standard implementation: once between 0 and 1 o'clock
Keep Server services up to date	Installs security updates for the operating system. Standard implementation: once between 3 and 4 o'clock
Session cleanup	Deletes sessions that are no longer active from users' temporary folders. Standard implementation: every 6 hours
Antivirus Scanner	Starts the antivirus survey. Standard implementation: every 168 hours between 1am and 2am
Let's Encrypt certificate update	To review and extend the default execution of the Let's Encrypt certificates: everyday between 12:00 PM and 01:00 AM.

### ***6.2.2 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 drop-down 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 drop-down 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 .

## 6.3 Server Settings

### 6.3.1 Support Access

If you enable this option, the SSH public keys of the keyweb support are used into the file `authorized_keys` of the root user. So we can help you in case of need fast and uncomplicated.

Of course, access is only for the purpose of solving the problem and expressly order by you.

### 6.3.2 Backup Settings

**Please note:** These options only affect the backup functions of the user account. Administrative users can perform backups regardless of the performed actions/options at this place.

**Enable local repositories**

Activate the checkbox to allow your users to deposit backups in the local repository. The local repository is located in the folders `/backup/server` (for administrative backups) and `/backup/users/<USER NAME>` (for user backups)

**Maximum number of files per local repository**

Determine how many backups each user is allowed to deposit in the local repository. If the boundary is reached



an older backup will be deleted. 0 or no value means no limitation.

Caution! This can lead to complete exhaustion/exploitation of the local hard drive space.

### 6.3.3 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. <b>Please keep in mind that a too great value can have negative influences to the server performance.</b>

In most cases 512 MB should be entirely sufficient.

To apply your changes click  .

### 6.3.4 Email Addresses for Server Domain

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

### **6.3.5 Web server ports**

**Please note: Only use this kind of Option, when you know what you do! Wrong data may cause no accessibility of KeyHelp and the involved managed domains!**

You are able to setup another Webserver, e.g. as Reserve-Proxy, within using the Apache standard-ports for http and https. Changes are possible in this menu.

**To edit the form please complete it in an appropriate way:**

**Edit port settings** Enable the Checkbox „edit mode“ to enable the other form fields.

**HTTP-Port:** Register the requested Port to access an unencrypted web data traffic. That one has to be between 1024 and 65535.

**HTTPS-Port:** Register the requested Port to access an unencrypted web data traffic. That one has to be between 1024 and 65535.

### **6.3.6 Antivirus-Scanner**

You can check certain directories of the server regularly with an antivirus scanner to make sure your server is not compromised by channeled-in malware or contributes to spreading it.

**To activate this function, set in the displayed formular the favoured options:**

**Enable antivirus scanner?** The checkbox to activate the antivirus scanner.

**Action on infection** Choose from the drop-down menu what happens to infected objects. You can move them unaltered to the quarantine index /var/spool/clamav/quarantine or have them be deleted. Caution: we advise against using the delete option since false positiv-findings can occur and thus normal, not-infected data will be deleted!



**Notification email address** Enter an email address to which in case of a find or error the scan protocol will be send. If you want to receive the scan protocol even if there are no finds, activate the checkbox beneath the formular.

**Scan the following directories** Name the directories you want the antivirus scanner to check. Separate multiple paths by blank space, comma, semicolon or line break.

**Please note:** you can determine how frequently the antivirus scanner will be executed via the update intervals (see item 6.2).

To accept your settings, click on **Save**.

## 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)

amp

example.com

Selection

Open DNS-zone

To open the DNS zone click the button „Open DNS-zone“.

### 6.4.3 Editing DNS Records

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

DNS-zone editor				
Domain	TTI	Record type	Resource data	
example.com.	86400	IN SOA	ns.demo.keyhelp.de. (Primary nameserver)	user.keyhelpdemo.de. (Email of domainadmin - format: user.domain.de.)

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 **Save**.

#### 6.4.3.2 Adding a DNS Record

Click the button **Add record**.

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

Click **Save**.

##### Example:

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

- Click the button **Add record**
- 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 my.own.mailserver.de.
---	-------	----	----	---	--------------------------

Click **Save**.



#### 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:

Click the button 

and confirm the security prompt „Do you really want to reset the DNS zone on default records?“

## 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 Backup

Backups are a primary ingredient of data security. We strongly advise you to make regular backups of your data!

A potentially existent RAID-system in your server does not replace a backup, because it can only protect from data loss on the hardware side.

The accidentally deleted file or data base however is irretrievably lost without an existing backup.



### 6.6.1 Overview

Via the overview/survey page you can access all backup-functions. Furthermore, you can see the last 5 executed backup tasks sorted by date, status, storage destination and start type:

The screenshot shows the 'Backup' interface. At the top, it displays 'Recent backup tasks' with a table listing five completed backups from May 2nd, 2016, and April 27th, 2016. The columns are 'Started on', 'Status', 'Destination repository', and 'Startup type'. All entries show 'Finished successfully' under 'Status' and 'Local' under 'Destination repository'. Under 'Startup type', each entry is 'Manually | Started by user'. Below the table, there are four sections: 'Create a backup' (with a note about starting a backup process), 'Schedule a backup' (with a note about regularly performing backups), 'Local repository' (with a note about viewing backups on the server or remote servers), and 'Remote server settings' (with a note about specifying external storage). Each section has an associated icon.

Started on	Status	Destination repository	Startup type
Monday, 02. May 2016 - 15:35:55	Finished successfully	Local	Manually   Started by user
Monday, 02. May 2016 - 15:03:18	Finished successfully	Local	Manually   Started by user
Monday, 02. May 2016 - 14:59:05	Finished successfully	Local	Manually   Started by user
Wednesday, 27. April 2016 - 13:42:32	Finished successfully	Local	Manually   Started by user
Wednesday, 27. April 2016 - 13:42:06	Finished successfully	Local	Manually   Started by user

### 6.6.2 Local and Remote Repository

#### Local repository

In the local repository a directory in the server's file system serves as filed location for backup data.

KeyHelp uses the directory index "/backup". It is recommended to mount this directory index on e.g. a seperate hard drive or RAID-Array.

By an administrator initiated backups are hereby saved under "/backup/server". If a user performs a backup it will be saved under "/backup/users/<USER NAME>/".

**Please note: To give users the ability to use the local repository, you have to activate it seperately.(see item 6.3.2)**



## Remote repository

Using the remote repository, a different server will be the filed location for backups. KeyHelp supports the connection via FTP and SFTP.

Before you can use a remote repository you have to define it in KeyHelp as follows.

### **6.6.2.1 Creating a Remote Repository using FTP**

Click on the button .

Fill in the formular accordingly:

Remote server	Enter IP address or host name of the FTP server.
Port	Enter the port on which the FTP server is configured. It is 21 by default. If this field is left empty, the respective default port is used.
Protocol	Select FTP in the drop-down menu.
Use FTPS	Activate this checkbox if you want to use encrypted FTP. Please note: The destination server has to be able to support this.
Use passive mode	Activate this checkbox if because of Firewall settings no active FTP can be used.
Directory on the server	Name the directory you want to save backups in, e.g. leave this field empty, the main directory of the FTP user is used.
Login	Enter the FTP user name.
Password	Enter the password of the FTP user.
Test connection	Click on the button  to test effected settings.

### **6.6.2.2 Creating a Remote Repository using SFTP**

Click on the button .

Fill in the formular accordingly:

Remote server	Enter IP address or host name of the SFTP server.
---------------	---



Port	Enter the port on which the SFTP server is configured. It is 22 by default. If this field is left empty, the respective default port is used.
Protocol	Select SFTP in the drop-down menu.
Use public / private key authentication	Activate this checkbox if you want to use a login via key pair instead of a password authentication.
Directory on the server	Name the directory you want to save backups in, e.g. / mybackups. The named directory has to be existent. If you leave this field empty, the main directory of the SFTP user is used.
Login Name	Enter the SFTP user name.
Password	Enter the password of the SFTP user. Please note: this option is not shown if you have activated authentication via key pair.
Public key	Click on the button <a href="#">Create key pair</a> to create a key pair.  Then copy the displayed public key into the file authorized_keys which is located in the subdirectory .ssh of the homedirectory /main directory of the SFTP user. Please note: This option is only shown if you activated public/private key authentication.
Test connection	Click on the button <a href="#">Test now</a> to test effected settings.
To save your settings, click on  afterwards.	

### 6.6.3 Create a Backup

Click on the button [Create a backup](#)

Fill in the displayed formular accordingly:

Backup content	Displays the contents that are secured by the backup.
Destination repository	Choose the repository onto which the backup is to be secured. Please note: To be able to use a remote repository, you have to create it first. (see items 6.6.2.1 and 6.6.2.2)
Email address for notifications	Enter an email address to which you want error -notifications to be sent to. If you want to be notified in case of success, tick the respective checkbox.



**Password protection** For safety reason we advise to protect your backup with a password, especially if it contains sensitive data. Please keep in mind that you cannot restore the backup without the password! Enter the password or generate a new one.

To apply your settings, click on afterwards.

#### 6.6.4 Schedule a Backup

To have KeyHelp perform backups regularly and automatically, click on the button .

**Fill in the displayed formular accordingly:**

This backup task is enabled	Activate this checkbox to enable the planned backup.
Start backup at this time	Enter the desired starting time in the format HH:mm
Backup interval	Choose from the drop-down menu the desired interval für the execution of the backup.
Backup content	Displays the contents that are secured by the backup.
Destination repository	Choose the repository onto which the backup is to be secured. Please note: To be able to use a remote repository, you have to create it first ( <i>see items 6.6.2.1 and 6.6.2.2</i> ).
Maximum number of files in repository	Enter the maximal amount of backup data that you want to be safed in the repository. If the limit is reached, the oldest backup will be deleted to make room for the new one. Value 0 or no entry means no limit. Please note that this can lead to complete occupancy of the hard drive space. The administrator can specify a limit. It will be shown underneath.
Email address for notifications	Enter an email address to which you want error -notifications to be sent to. If you want to be notified in case of success, tick the respective checkbox.
Password protection	For safety reason we advise to protect your backup with a password, especially if it contains sensitive data. Please keep in mind that you cannot restore the backup without the password! Enter the password or generate a new one.

To apply your settings, click on [screenshot] afterwards .



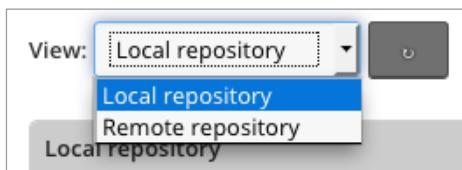
### 6.6.5 Show Existing Backups

Click on either Local repository or Remote repository to display the the backups in the respective repositories.

They are listed with date of creation, file name and size.

Creation date	Filename	Size	
03.05.2016 - 13:12:26	server-tutorial-20160404133551.7z	225.10 MB	<input type="checkbox"/>

To change view to the other repository, you can use the drop-down menu atop the file list.



### 6.6.6 Downloading Backups

Click on Local repository, o display the backups located in the local repository.

Click on the button , behind the respective file name of the backup to download it.

Downloading backups is only possible from the local repository!

### 6.6.7 Deleting Backups

Click on either Local repository or Remote repository ,to display the the backups in the respective repositories.

Activate the checkbox behind the backups which you want to delete.

Click on the button .

### 6.6.8 Restore Backups

An automatic recovery of backups is currently not possible. It has to be effected manually. Please contact the support for questions.



The backup data is zipped with the program 7-zip. To unzip you may use the following command:

```
7za x <ARCHIV-NAME>.7z
```

You will then find the following folder structure:

**Server backup by an Admin:**

Config	Contains via tar zipped saves of the directories /var/spool/cron, /etc, /home/keyhelp and /root.
Database	Contains MySQL-dumps of all databases. The databases of users are placed in the respective subdirectories.
Home	Contains via tar zipped saves of home directories of all users.
Mail	Contains via tar zipped saves of all email-boxes, separated by users.

**User backup:**

Database	Contains MySQL- dumps of all databases of the user.
Home	Contains a via tar zipped safe of the home directory of the user.
Mail	Contains a via tar zipped safe of all email boxes of the user.

## 6.7 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.



The screenshot shows the KeyHelp Administrator panel. On the left, there's a sidebar with categories like Settings, Security, Tools, and Help. The main area displays system statistics: User accounts (User 1, Admin 1), Domains (0), Subdomains (2), MySQL databases (2), Virtual IP accounts (1), Email addresses (4), and Mathematics (3). Below this is a 'Version Information' section with 'Version installed' (14.4.0) and 'Latest version' (14.4.1). A note says 'See history of changes'. At the bottom is a 'System overview' section.



The screenshot shows the myPanel login interface. It has fields for 'User name' and 'Password', a 'Language' dropdown set to 'Profile setting', and a 'Login' button. Below the login form is a 'Forgot password?' link.

### 6.7.1 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.

### 6.7.2 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).



<b>Page title</b>	Changes the page title shown by the browser. If set, the product name will not be shown here.
<b>Favicon</b>	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.
<b>Banner (internal)</b>	Changes the main banner on the KeyHelp interface.
<b>Banner (external)</b>	Changes the banner in the login window.
<b>CSS</b>	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.
<b>JS</b>	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.
<b>Footer</b>	Changes the footnote that appears on all pages.
<b>Help Links</b>	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.

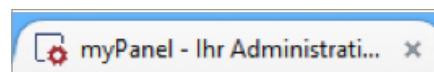
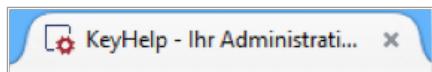
### 6.7.3 Edit Settings

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

#### 6.7.3.1 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.

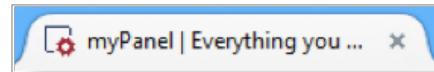
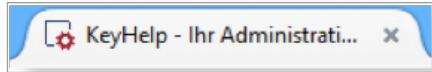
Example: myPanel.



### 6.7.3.2 Page Title

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

Example: myPanel | Everything you need



### 6.7.3.3 Favicon

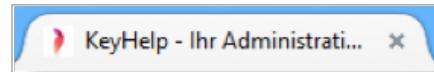
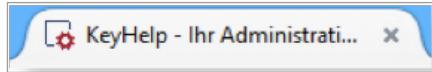
Click the button to upload the image file

Pick a file for upload

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

Remove image

Example:



### 6.7.3.4 Banner (internal)

To upload the image file click on the button

Pick a file for upload

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

Remove image

Example:



### 6.7.3.5 Banner (external)

To upload the image file click the button

Pick a file for upload

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

Remove image

Example:



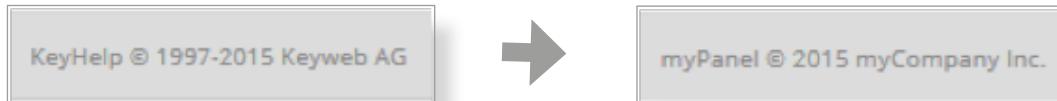


### 6.7.3.6 Footer

Enter the desired footer in the form field.

To preview your changes click  [Show preview on this page](#).

Example: myPanel © 2015 myCompany Inc.



### 6.7.3.7 Additional CSS

Enter your CSS commands in the form field.

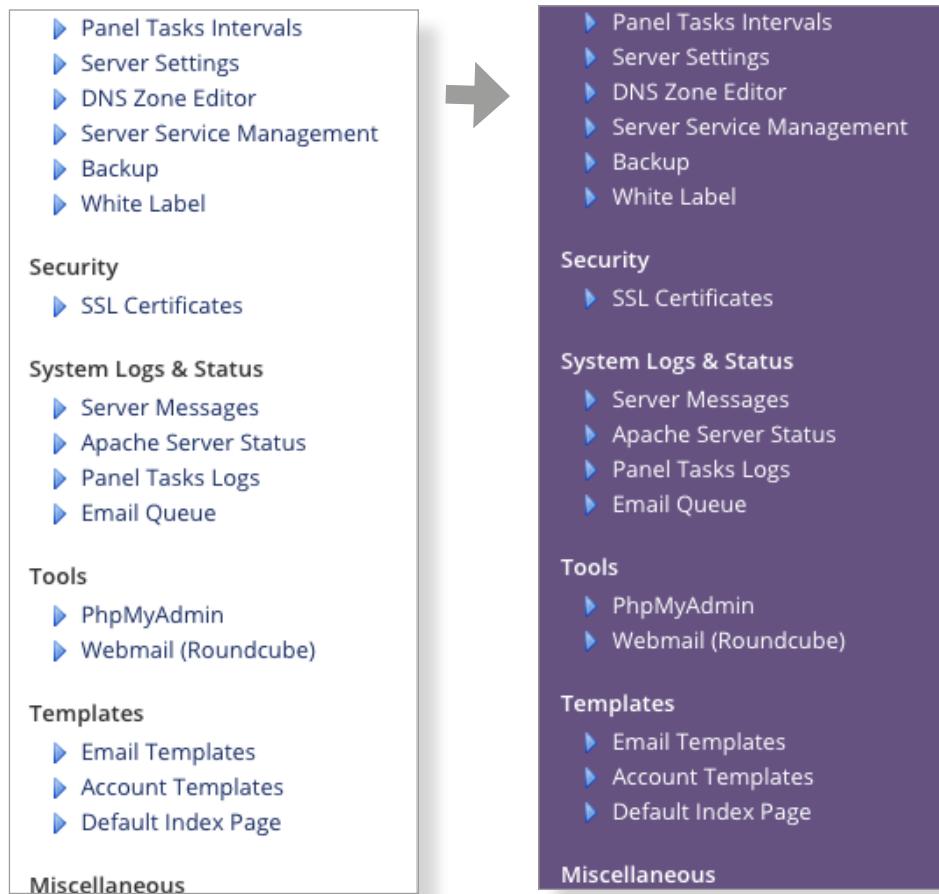
To preview your changes click  [Show preview on this page](#).

**Example:**

**Additional CSS**  
You can define your own CSS styles and overwrite the current design.

[Show preview on this page](#)

```
1 .sidebar {  
2     background-color: #655480;  
3     border-bottom-color: #d1d5d8;  
4     border-left-color: #d1d5d8;  
5     border-right-color: #d1d5d8;  
6     border-top-color: #d1d5d8;  
7     color: #fff;  
8 }  
9 a{  
10     color:#fff;|  
11 }
```



#### 6.7.3.8 Additional Javascript

Enter your JavaScript commands in the form field.

To preview your changes click [Show preview on this page](#).

The following example hides the news box on the overview page as well as the link to the changelog for normal administrator.

The view for main administrators will remain unchanged.



### Example:

```

1 $(document).ready(function(){
2     var url = window.location.href;
3
4     if( (url.indexOf("?page=admin_index") > -1)
5         && ($(".nav a[href^='?page=admin_whitelabel']").length === 0) ) {
6
7         // remove link to changelog
8         $('a[href*="changelog.keyhelp.de"]').remove();
9
10        // remove news
11        $('th:contains("News")').closest('div').prev().css('width','100%');
12        $('th:contains("News")').closest('div').remove();
13    }
14 });

```

#### 6.7.3.9 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)



- 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

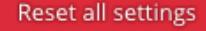


→ The default settings can be reactivated through  .

To save the respective changes made click  .

#### 6.7.4 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!

#### 6.7.5 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.

<b>CSR</b>	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.
<b>Certificate</b>	Shows whether the actual certificate part was deposited. The certificate is the electronic passport of the website, which confirms its identity.
<b>CA Certificate</b>	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.
<b>Used</b>	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	*.keymachine.de
Email	*.keymachine.de
FTP	*.keymachine.de
Webmail subdomains	*.keymachine.de

Select the desired certificate for the corresponding service from the drop-down list

and click .



In addition to the self-created or uploaded certificates, services (except webmail sub-domains) can be protected via a Let's-Encrypt certificate issued to the server domain. For correct functioning the server domain must resolve to the server IP.

### 7.1.3 Adding an SSL Certificate

Click the button **Add SSL certificate**.

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

**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.

#### 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:

<b>What has to be created?</b>	<b>Certificate Request CSR:</b> 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.  <b>Self-signed certificate:</b> 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.
<b>Key length</b>	Select the key length you wish to have. Key lengths of 2048 bit are currently regarded as sufficiently secure.
<b>Country</b>	Select a country.
<b>Country / County / District / Region</b>	Enter the information that you wish to be used in the certificate, e.g. Thuringen, Thuringia, etc.
<b>Locality / city</b>	Enter the information that you wish to be used in the certificate, e.g. Erfurt.



Organization / company	Enter the information that you wish to be used in the certificate, e.g. Keyweb AG.
Department name in organization	Information is optional, e.g. Technology
Domain name	State the domain name the certificate shall be issued to. The certificate is only valid for this entry.  <b>Note:</b> Many certification providers save the domain with www as well as without. Therefore you have to enter the domain with www-prefix. Please enquire further questions to your certification provider.
	If you order a certificate to manage several domains than additional domains will be added by the issuing authority. Please, also in this case, state just one domain name here.
Email of the responsible person	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
Validity	State the range of time for the certificate to be valid. This option is only visible, if a self-signed certificate is about to be issued.

Finally, click on  .



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

The certificate request (CSR) has been successfully created. In order to obtain a valid certificate, now you submit this CSR to a certificate authority:

```
-----BEGIN CERTIFICATE REQUEST-----
MIICvjCCAAyCAQAwzELMAkGA1UEBgwCREUxDTALBgNVBAgMBGR1bW8xDTALBgNV
BACMBGR1bW8xDTALBgNVBAoMBGR1bW8xDTALBgNVBAsMBGR1bW8xEDAOBgNVBAMM
B2R1bW8uZGUxHjAcBgkqhkiG9w0BCQEMD2R1bW9Aa2V5aGVsc5kZTCASIwDQYJ
KoZIhvcNAQEBBQADggEPADCCAQoCggEBAMdoLs8Q7tU/6oP453d/QovVyo18hrOP
J7iz7+ea8B1KgTu55scExxfsAiSxplNAZNgi7aYknNPYuZIGHTP9ATLwUUPV23dm
+17PD1RpQzg44REeuncDQkdJwXO2FGgWlwH/t6m9gtOb/YtxX1014JAHu2yHqgSE
10mw1+sBBKAOSRs2/DLssy/SQwkloT8KX2pd5qC7wOA/Z9PVMMKcp41nf1hOM4AV
5Z7MIN SJ3t2bWDLgYAHb6X5Hz7veimD79OX7wZn+jVfqvAercxkwXaMHJ9gqXJDU
bePpQ3jMIOJVsepgMX6fvkeJORLPJgI1RSpc261Rlhq6aM9V9sb4icCAWEAATAN
BgkqhkiG9w0BAQsFAAOCAQEAEod7+jJbkQFyTBxy4Zj4M68JPA6DB0wQIU4CaOpG
gwQpCgNPzrifWaXW4hEr99Cgh+B0ydtIpQLJ3ttF+ohCtJ+4xbWEox0xKdxVwnSD
HQ3K8MN0fwTCQ1P5rUsa2qLh+iBpfZ/DePCCBGAAwGsoUBlh9a8cVA3cMQ5E8zk
cC50UwDL3ddrdZwlHv4U72MmaF21YyE2nYsIjSVi+Qye1HYKgnVAak+3+fYo7zaR
vH4uGLxb8S2JmrDp3PUEh/MnMfWzhui6cqX+sqc/styyEATHMdD5IMV
zBsg4xvlfxxyUnnxnewlTFa++On15tm9Bzt7+uZ3V7tShlw==
-----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

-----BEGIN RSA PRIVATE KEY-----

(Your Private Key)

-----END RSA PRIVATE KEY-----

**Certificate**

Copy the certificate including its header lines into the form field

-----BEGIN CERTIFICATE-----

(Your SSL Certificate)

-----END CERTIFICATE-----

**CA Certificate**

Copy the root and/or intermediate certificate from the certificate issuer including its header lines into the form field

-----BEGIN CERTIFICATE-----

(The intermediate certificate)

-----END CERTIFICATE-----

-----BEGIN CERTIFICATE-----

(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



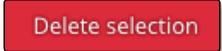
- upload a new CA certificate via file upload
- upload a new certificate as text
- upload a new CA certificate as text

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*

- ④ 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 drop-down list in the row SSL certificate.



## 8. System Logs & Status

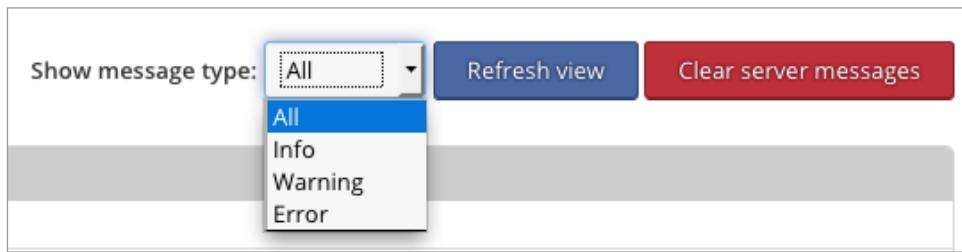
### 8.1 Server Messages

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 drop-down list. And click the button „Refresh view“.



To delete all events click the button “Clear server messages” and confirm the security prompt.

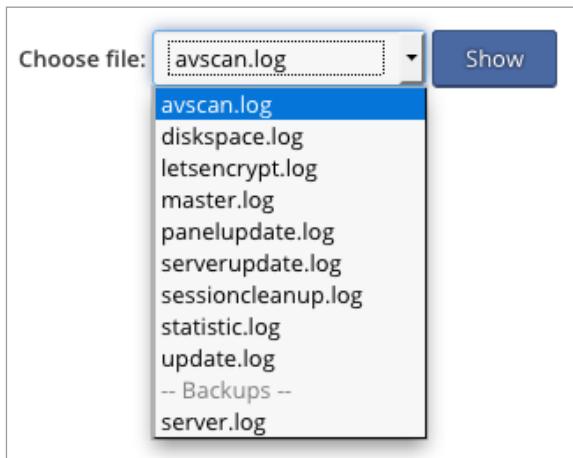
### 8.2 Apache Server Status

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 Panel Tasks Logs

Here you can inspect the log files of the cron jobs used by KeyHelp (see item 6.2). Select the desired log file from the drop-down list and then click on „Show“.

**The log files are allocated to the following cron jobs:**

avscan.log	Log of the antivirus scanner
diskspace.log	Calculating disk space
letsencrypt.log	Checking the Let's Encrypt certificates and possibly extend them.n
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)
panelupdate.log	Automatic panel up-dating
serverupdate.log	Implementing server updates(apt-get update & apt-get upgrade)
statistic.log	Updating the statistic
update.log	Implementing updates
server.log	Backup log of an administrative backup for the server
user-<USER NAME>.log	Backup log of a backup initiated by a user



## 8.4 Email Queue

You can examine your messages that are queuing up on your email server.

Email queue records						
ID	Sender	Recipients	Arrival date	Age	Size	<input type="checkbox"/>

**The following information can be extracted from the overview:**

**ID** Identification number of the mail assigned by your mail system. You can look for the ID in the mail log and in the queue directory of the mail server, to find out detailed information about the mail delivery.

**Example 1:**

Browse the maillog for the ID of the above screenshot.

```
cat /var/log/mail.log | grep 8DD0052013B
```

**Example 2:**

Browse the queue for the ID of the above screenshot.

```
find /var/spool/postfix/ -name 8DD0052013B
```

**Example 3:**

Detailed sight of the mail due to the postcat-command.

```
postcat -q 8DD0052013B
```

(?): While hovering with your mouse cursor, it shows additional information about the occurred error.

**Sender** Return address of the mail. Due to the fact that they are not inspected and can be set free in the SMTP-Protocol, this does not have to be an address existing on your Server. Especially after exploiting an account or script for sending spam, you will find random generated values here.

**Recipients** Destination address of the mail.

**Arrival date** Point in time where the mail enters the mail system.

**Age** Interval of the mail being in the mail system.

**Size** Space allocation of the mail.



### Hints

- KeyHelp shows the first 500 Mails in queue.
- You can sort the messages with their criterion by klicking on the column heading.
- It is usual that there are mails in the queue. Furthermore, if the number of queuing mails are increasing rapidly (three,-four,- or five-digit) by no reason, then please check the maillog or the queue for hints of the perpetrator or feel free to ask the technical support.

To delete individual mails of the queue,

please enable the Checkbox of the table row and klick on  .

Followed by a security prompt.

To clear the queue, activate the button  .

Followed by a security prompt.



## 9. Tools

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### 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://<SERVER NAME>/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://<SERVER NAME>/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 drop-down 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 .



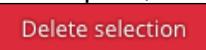
### 10.1.2 Edit Email Template

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.

Disk space	—	The resource was not assigned.
Traffic	∞	The resource was assigned without restrictions.
Mailboxes	Numeric value	The resource was assigned based on value.
Email addresses	—	The resource was not assigned.
Subdomains	✓	The resource was assigned.
MySQL-DBs		
FTP User		
Scheduled Tasks		
FTP	—	The resource was not assigned.
PHP		
PERL		
SSH		
Backup		
Panel-Access		
SSL-Settings		

**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 **Add account template**.

**Label of account template** Give the template a name.

Disk space	Set the storage capacity. Storage capacity includes not only the web space but also the space taken up by email mailboxes and databases.
Traffic	Set the user traffic limit. When calculating the traffic, HTTP(S), POP3(S) / IMAP(S) and FTP(S) are considered.
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.
FTP users	Set the number of FTP users that can be created additionally.
Scheduled Tasks	Specify the quantity of created, cyclic performed Cronjobs by the user.
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.



Can create backups	When activated, the user can deploy the backup function within their Keyhelp session. Otherwise the respective menu item is shielded.
Panel Access	If enabled: the user is able to sign up for the KeyHelp-Interface. A User-Login is always accessible via the Eye-Icon unheeded by the settings.
Modify SSL settings	The SSL-Settings can be edited by the user e.g. enable SSL, HSTS, Let's Encrypt.
<p><b><u>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.</u></b></p>	
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 which 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 sub-folders.  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/
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 php.ini. E.g.  
date.timezone = Europe/Berlin.

**pm** Identifies how the process manager manages the amount of child processes.

**static** – the number of child processes is fixed  
(pm.max\_children).

**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.)

**Enable PHP-FPM status page** Using the FPM status page, you can display details about the FPM pool of the user. Mark the check box to turn on the status page. You can restrict access to a specific IP by entering it into the form field. If you want no restriction, leave the field empty. You can reach the status page via the following URLs:

<DOMAIN NAME>/fpm-ping

<DOMAIN NAME>/fpm-status

The stated values mean:

pool	Name of the FPM pool.
process manager	FPM process manager mode.
start time	Time PHP-FPM was started.
start since	Number of seconds since start of PHP-FPM.
accepted conn	Number of accepted connections.
listen queue	Number of waiting requests in the queue. For values higher than 0, the number of FPM processes should be increased.



max listen queue	Maximum number of previously occurred queued requests.
listen queue len	Size of the queue.
idle processes	Number of free processes.
active processes	Number of active processes.
total processes	Total number of processes, sum of the two previous values.
max active processes	Maximum number of programs ever run simultaneously.
max children reached	Number of times the maximum amount of simultaneously active processes has been achieved. For a number higher than 0, the maximum number of processes should be increased.
slow requests	Number of requests classified as "slow request".

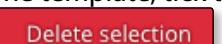
Finally, click on  .

### 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. Miscellaneous

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### 11.1 Mass Email Message

With the mass-email option you can contact users and administrators with ease and for example inform about upcoming maintenance work or changes.

**To send a mass-email, fill in the formular accordingly:**

From	Enter the address of the sender.
To	Choose the recipients with aid of the checkboxes.
Subject	Enter the subject.
Message text	Enter your message.

## 12. Help

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### 12.1 Support-Forum

Subscribe to our KeyHelp forum to exchange problem solutions, wishes and suggestions with other KeyHelp users as well as the support and development team.

### 12.2 Manuals

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



## 13. 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:

### Changing of language, password and email-address:

A click on your user name to open the form for changing the desired settings.

**Profile Settings**

Account settings	
Username	admin
KeyHelp interface language	<input type="text" value="English"/>
Current password	<input type="password"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>
Suggest password	<input type="text"/> <a href="#">Generate password</a>
Email address *	<input type="text" value="admin@keyhelpdemo.de"/>
* This field must be filled out!	
<input type="button" value="Save"/>	

- Select from the drop-down menu the desired language for the KeyHelp surface.
- For altering the password, enter your current password once and the new password twice or click here [Generate password](#) to generate this.
- Enter an email address to receive automatic server messages and to use the „Password forgotten“ function.

To apply the settings click the button .

### Log out

Ends your current KeyHelp session.



## 14. 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.

### 14.1 Webserver (Apache)

/etc/apache2/apache2.conf	Main configuration file of the web server
/etc/apache2/keyhelp	Location of webserver configuration data administrated by KeyHelp
/etc/apache2/keyhelp/keyhelp.conf	Webserver configuration for the KeyHelp interface and associated services (Webmail, PHPMyAdmin)
/etc/apache2/keyhelp/webmail.conf	Webserver configuration for the webmail subdomain of all domains
/etc/apache2/ keyhelp/vhosts	Storage location for the configuration files of the domains managed in KeyHelp (user-based)
/etc/apache2/keyhelp/vhosts/<USER NAME>.conf	Configuration file of all domains assigned to a user
/etc/apache2/keyhelp/htpasswd	Location of password data for index protection
/etc/apache2/conf.d	Directories of one's own web server settings. Since these are included later they overwrite the KeyHelp configuration. A chattr protection is not required here.
/etc/php5/fpm/keyhelp_pool	Storage location for the PHP Parameter Configuration of the domains managed in KeyHelp (user-based)
/etc/php5/fpm/keyhelp_pool/<USER NAME>.conf	PHP Parameter Configuration for all domains of a user Benutzers



/etc/ssl/keyhelp/letsencrypt/<USER NAME>/<DOMAIN NAME>/	Location of the Let's Encrypt certificates
/etc/init.d/apache2 /etc/init.d/php5-fpm	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“.

## 14.2 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.

## 14.3 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/<DOMAIN NAME>	Storage location of the mailboxes of one domain
/var/mail/vhosts/<DOMAIN NAME>/<MAILBOX NAME>	Storage location of the directory structure and content of a mailbox
/var/spool/postfix	mail queue

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



## 14.4 Database Server (MySQL/MariaDB)

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

## 14.5 Name Server (Bind)

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

## 14.6 Backups

/backup/server/	Location for backups initiated by an administrator
/backup/users/<USER NAME>	Location for backups, initiated by a user

## 14.7 Anti-Virus-Scanner

/var/spool/clamav/quarantine	Quarantine index for depositing infected objects
------------------------------	--



## 15. Appendix - Further Links

Latest informations and more possibilities of support you find here:

[www.keyhelp.de](http://www.keyhelp.de)

- Video-Tutorials <https://www.keyhelp.de/documentation/#tutorials>
- Forum <https://community.keyhelp.de/>



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

[WWW.KEYHELP.DE](http://WWW.KEYHELP.DE)