



DOCUMENTATION FOR POLYSPASTON HOSTDIRECTOR

VERSION: 2.1
RELEASED: FEBRUARY 2006

CONTENTS

INSTALLATION & CONFIGURATION

THE ADMIN AREA

- SOFTWARE MANAGEMENT

- > Add Client
- > Whois Search Log
- > Reports
- > Statistics
- > Renewal Invoices
- > Decryption Tool
- > Knowledge Base
- > Welcome Message
- > Export to CSV
- > Backup/Restore

- PRODUCTS AREA

- > Domain Name Extensions
- > View Current Extensions
- > New Web Hosting Package
- > View Current Hosting Packages
- > Special Offers
- > Manage Extra Groups
- > Add New Group
- > Add New Extra
- > Edit Extras
- > Discount Codes

CLIENT AREA

- Home
- My Products
- Order Extras
- Support Area
- Knowledge Base
- Update Details

WHOIS STAGE

- Domain Name Extensions
- Hosting Packages

- Extra Services
- Tax
- Checkout

PAYMENT OPTIONS

- Worldpay
- PayPal
- Processing Details Manually
- NoChex
- BankPass
- Protx

AUTOMATION

- Heart Internet

CUSTOMISING

INSTALLATION & CONFIGURATION

Installation is a simple process. All you need to do is open the config.php file, this can be found inside the config folder. We recommend you do this in Windows Notepad. The file is divided into three sections – essential, important and optional.

In order to get the software running you must complete the essential section – the license key (as supplied to you by Polyspaston), and your MySQL database details.

If you do not yet have a key you should visit:

<http://www.yourdomain.com/key.php>, make a note of the information you are given and then contact support@polyspaston.com.

Once this section is complete you should save and close the file.

The second step is to upload everything to your webspace. Upload the program_images folder in BINARY mode and the rest in ASCII.

You are now ready to perform the installation. In your browser visit:

<http://www.yourdomain.com/install.php>

You will now see one of two things: either an error message or notification that the installation has been completed successfully.

If you have an error then the message you see should explain what you need to do. If you are still unsure please contact support@polyspaston.com

Assuming the installation went well, you are now ready to start customising HostDirector. However, before you start this we recommend that you delete the install.php file.

You should now re-open the config.php file and read through the instructions under the important section. When you're finished just save and upload.

THE ADMIN AREA

You can access the admin area by visiting
<http://www.yourdomain.com/administration>

By default the username is **admin** and the password is **password**

SOFTWARE MANAGEMENT

Add Client

This page allows you to manually add a client to the database. You are unlikely to make much use of this feature as clients are added to the database automatically via the order form aspect of the software.

Whois Search Log

Here you can see all whois lookups and results that have been performed – this assumes that you have set the config.php file to allow for searches to be logged.

Reports

From here you can view reports of the products in your database – by searching by product code, name, expiry date, username or status you can narrow down your results.

Statistics

A simple page that shows the number of hosting packages and extras that you have sold. Useful for quickly identifying your best sellers.

Renewal Invoices

By clicking this link you'll see all products that are due for renewal within 60, 30, 14, 7 and 1 days. Once you've reviewed the list you can click 'continue' – this will then send renewal reminders to the owners of each product. A further e-mail is sent when the product

has expired. You can customise the e-mails sent by looking in the emails directory.

Products that are billed automatically through Worldpay or PayPal will not be subject to this script and no renewal reminders will be sent. If you'd like to send renewal reminders you should locate the client in the admin area, view their products and click 'edit'. At the bottom of the edit product page are a series of checkboxes. Select the intervals at which you'd like reminders to be sent. Once a renewal reminder has been sent the client will be able to renew the product through the client side of HostDirector.

If you'd prefer to run this via a cron job you should use the command:

```
* * * * lynx -dump "http://www.yourdomain.com/administration/  
billing_view.php?override=OVERRIDE-PASSWORD&live=yes"
```

The value of OVERRIDE-PASSWORD is specified in the config.php file.

Decryption Tool

If you use the manual or SSL payment processing option then you'll receive two e-mails at the end of a successful payment – one containing the client's contact and order details and a second with their payment details. This second message is encrypted. This message can then either be decrypted using the exe file included with the software or online via this page.

Knowledge Base

Here you can add and edit the answers to frequently asked questions. The search feature uses a MySQL FULLTEXT search, in order for this to work you must have at least 3 questions and answers in your database and the string you search for must contain more than 3 characters.

Welcome Message

When your clients log in to their page via the clients directory they will

be presented with the message shown here. It is possible to override this for individual clients – just use the client search, locate the click, click ‘view’ and then follow the ‘Welcome Message’ link towards the top of the page.

Export to CSV

You can export either all customers or a products and customers CSV file. This can be opened in Microsoft Excel (or similar). This then allows you to manipulate the figures as necessary.

Backup/Restore

If you click the ‘backup now’ button you’ll be prompted to download an SQL file. This contains a copy of your live database that, in the event of server problems, can be used to restore everything. We recommend that you backup on a regular basis.

The text area on this page allows you to run your own SQL queries – including importing a backup file. We recommend you only use this feature if you’re confident in what you’re doing.

PRODUCTS AREA

New Domain Name Extension

Field Name	Description
Extension	The Domain Name extension – e.g. .com
Product Code	A product code to be associated with this particular extension – e.g. DOM-COM
Look-up Type	Either ‘whois server’ or ‘uses URL’ – this depends on whether the extension you are searching has a whois server, or whether the results need to be accessed via a URL.
Whois Server	The address of the whois server

	(e.g. whois.internic.net) or the URL of the look-up page – e.g. http://www.nic.xx/cgi-bin/whois.cgi?domain=XdomainX
'No Match' Text	The text that needs to be included in the whois results to indicate that the Domain Name is available – e.g. No Match
Price – 1 Year ... 10 Year(s)	The price that registration for this period of time costs. Can contain any price.
Available?	This box should be checked if you offer this particular extension for the duration indicated. For example, UK Domain Names can only be registered for 2 years.
Hosting Compulsory?	If you check this box then your customers must choose a hosting package if they select this Domain Name. So, if you make .co.uk for 2 years compulsory then your customer will be unable to checkout unless that have ordered a hosting package to go with their Domain Name.
Transfer Price	The price you charge to transfer this extension to your server.
Transfer Text	The text to be displayed for potential transfers in the search results.
Display Price	The text to be displayed as the default price for this Domain Name in the search results - e.g. 'Only Z~5 per year'

e.g. Z~ is replaced with the currency symbol as defined in the config file.

View Current Extensions

Allows you to edit any extensions that are currently set-up.

New Web Hosting Package

Field Name	Description
Package Name	The name of the Hosting package.
Product Code	The product code that you would like to be associated with this product.
Standard Price	The price of the package,
Billing Frequency	The period of time the above price covers.
Set-up Fee	The set-up fee – if appropriate.
Importance	A numeric value – the lower the value the higher the package will appear in the order form.
Description	A description of the package.

View Current Hosting Packages

Allows you to edit any hosting packages that are currently set-up.

Special Offers

At the bottom of the 'edit package' page you'll see a section where you can set-up special offers – this will entitle your customers to a free Domain Name with this hosting package. Just select an extension, a period (in years) and enter a description of the offer.

E.G.

Extension: .com

Period: 2 years

Text: Free .com Domain Name for 2 years

By visiting <http://www.yourdomain.com/whois/offers.php> your clients can view the current offers.

Manage Extra Groups

You can define as many groups of extra products as you want. A typical example may include Web Design, Dedicated Servers, SMS Packages and Spam Filters.

During the order process your client will be taken from the whois to hosting and then through each extra group.

Add New Group

Field Name	Description
Group Name	A name for the group of extras – e.g. Web Design
Group ID	A unique name for the group – e.g. WEBDESIGN
For Domains?	If checked this means that the extras will be repeated for each Domain Name in the cart – an example might be spam filtering if you sell this on a per Domain Name basis. Otherwise leave this box unticked.
In Cart?	Check this box if you'd like the group to be visible in the standard order process. Otherwise it can only be accessed directly via http://www.yourdomain.com/whois/extras.php?groupid=GROUP-ID
Importance?	A numeric value – the lower the value the earlier the extras will appear in the order process.

Once you have configured your groups you may add new extra services.

Add New Extra

Field Name	Description
Name	The name of the extra service
Product Code	The product code that you would like to be associated with this product.
Price	The price of the package,
Billing Frequency	The period of time the above price covers.
Set-up Fee	The set-up fee – if appropriate.
Importance	A numeric value – the lower the value the higher the package will appear in the order form.
Group	The group the product belongs to.
Description	A description of the product or service.

Edit Extras

Allows you to edit any extra services you have configured.

Discount Codes

You can set-up discount codes or coupons from here. You have two choices – either a set-fee discount – e.g. £10 off, or a percentage discount – e.g. 10% off. Clients will be prompted to enter a discount code in the order process.

You can assign individual clients discount codes by locating their account via the client search facility, clicking ‘view’ and then going to ‘edit’. Towards the bottom of this page is a field called ‘Discount’ – just enter a percentage value here that will be automatically deducted from their total cart value once they reach the checkout stage.

Everything else in the admin area should be self explanatory – if you have any questions please contact support@polyspaston.com

CLIENT AREA

This area can be accessed via <http://www.yourdomain.com/client>

Home

This page will display the generic welcome message defined in the admin area. However, if you have entered an individual welcome message for the client then this will be shown instead.

My Products

Here the client will see all products they have ordered. Along with this they'll be able to renew products once they have received an invoice and also send you a query.

Order Extras

A list of all extra services configured in the admin area is shown here. Clients can order anything from the list.

Support Area

From here the client is able to send you an e-mail requesting support. The advantage of this form is that along with the message you will be sent the client's account details.

Knowledge Base

All questions and answers set up via the admin area will be visible here.

Update Details

The client may keep their contact details up to date here. You, as the admin user, will receive e-mail notification of any changes.

WHOIS STAGE

Domain Name Extensions

See relevant section in admin area.

Hosting Packages

See relevant section in admin area.

Extra Services

See relevant section in admin area.

Tax

You can charge different rates of tax depending on the country in which your client is from. This is particularly useful if you want to charge VAT to EU customers, but not to others. To set your tax rates open the `whois/template_checkout_tax.html` template. View the options for the drop-down menu.

```
<option value="BE|1.175">Belgium
```

Here BE represents the two letter country code for Belgium and 1.175 represents the value the total price will be multiplied by to add on 17.5% tax.

All other countries have a tax value of 1 – this means no tax.

Checkout

If you've set the `$tax_rate` variable in `config.php` to **on** then clients will be prompted to select their country so the tax rate can be determined. Otherwise this step will be skipped out and the client will go straight to the next stage.

Current customers can log in with their normal username and password and their contact details will be displayed. N.B.

HostDirector holds no payment details.

PAYMENT OPTIONS

WORLDPAY

To use Worldpay you must configure a callback.

- Log in to <http://www.worldpay.com/admin>
- Click 'configuration options' for your Installation
- Enter the URL of your `callback_worldpay.php` file in the callback URL field.
- Select 'callback enabled'
- Select 'use callback response'
- Put an e-mail address in the 'callback failure alert e-mail address' field.
- Save changes

By default the Worldpay payment buttons are set-up in testMode 100. This means that all transactions passed via Worldpay are trials and no money is taken from the card entered. To go live open `credit_cards/worldpay.txt`, `credit_cards/worldpay-M.txt` and `credit_cards/worldpay-q.txt` and delete the following line:

```
<input type=hidden name="testMode" value="100">
```

Automatic invoices are not sent for any product that has been set-up to use a Worldpay FuturePay agreement. See the Renewal Invoices section of this document for more information.

PAYPAL

There is nothing you need to do in order to configure PayPal except specify the correct details in the `config.php` file.

Automatic invoices are not sent for any product that has been set-up to use a PayPal recurring billing agreement. See the Renewal Invoices section of this document for more information.

PROCESSING DETAILS MANUALLY

You should upload the contents of the secure directory to webspace on a secure server and then set the correct URL in the config.php file. The sensitive card details are encrypted and e-mailed to you. Use the decryption.exe application that came with HostDirector to decrypt this. When running the decryption.exe file the e-mail address is the address of the client.

If you have trouble with the decryption.exe file or require secure webspace please contact support@polyspaston.com

NOCHEX

Recurring billing is not supported via NoChex.

Make sure you have completed the NoChex section of the config.php file. Once you're happy with this you'll have to ask NoChex to activate APC on your account. This activates a feature on their system whereby an message is sent back to your server after a successful payment.

The APC URL is:

http://www.yourdomain.com/whois/callback_nochex.php

BANKPASS

Recurring billing is not supported via BankPass

Make sure you have completed the BankPass section of the config.php file. \$bankpass_secret_1 is the secret string you use to encrypt messages sent to BankPass, \$bankpass_secret_2 is the one used to decrypt the message sent back from BankPass to your server. \$bankpass_id is your BankPass user ID number.

PROTX

Recurring billing is not supported via Protx.

Go through the Protx section of the config file and complete the 4 values. The Protx URL is set by default to point to their test server, once you have set your account live you need to change this value from:

<https://ukvpstest.protx.com/vps2form/submit.asp>

To:

<https://ukvps.protx.com/vps2form/submit.asp>

Your VPS Vendor Name and encryption password both also need to be specified. Additionally, the \$protx_desc field is the description of the payment that is shown on the secure Protx payment pages – this can be whatever you want.

AUTOMATION

HostDirector is currently set up to allow for integration with Heart Internet's Reseller Control Centre. All you need to do is complete the appropriate section in the config file and everything else will fall into place.

When a new order is placed any hosting account ordered will be automatically created on your reseller account and access details will be immediately emailed to your client. In addition, providing that you have turned on the Domain Robot section in the Reseller Control Centre and have sufficient credits then any Domain Name selected will be automatically registered as well.

The only other things to consider are that the product codes you use for hosting packages in the administration area must match exactly those used in your Heart Internet Reseller Control Centre.

So, for example, go to the 'Create/Edit Web Hosting Packages' section of the Heart Internet Reseller Control Centre and add a new package, specify the features and call it HOST001. In HostDirector you should then access the admin area and create a new hosting

package with the product code set to HOST001.

Secondly, you need to set a welcome email in Web Hosting Welcome Emails within the Reseller Control Centre.

CUSTOMISING

Customising HostDirector is very simple. Every page with a .html extension can be opened in a normal HTML editor such as Frontpage or Dreamweaver. So long as you leave anything that starts and ends with an X – e.g. XdomainsX - in place and do not change the form actions or hidden fields you can achieve anything.

In both the admin and client area the header.html file is displayed at the top of each page and the footer.html file at the bottom. The stylesheet.css file contains all the styles for the appearance.

By default no header or footer is used in the whois folder. However, if you upload two files – whois_header.html and whois_footer.html then the PHP code will display these templates as appropriate.

A file called lang.eng.php inside the config folder contains all text that is generated by the PHP script. Feel free to translate this into any language you choose. Please be aware that you must put a backslash (\) before you use either an apostrophe or speech marks – e.g.

Hostdirector's number one feature

**END OF MANUAL – IF YOU'RE STILL UNSURE OF ANYTHING
PLEASE CONTACT US – SUPPORT@POLYSPASTON.COM**