

Red Cactus

Reseller Onboarding

Copyright © 2021 Red Cactus

Table of Contents

1. OVERVIEW	3
2. DEFINITIONS.....	4
3. URL LINKS	5
4. FIRST STEPS.....	5
5. WELCOME RESELLER.....	5
6. RESPONSIBILITIES.....	6
7. PREPARING THE HOSTING PANEL FOR PACKAGES.....	7
8. REGISTERING A DOMAIN OR TRANSFERRING ONE.....	8
9. ADD YOUR FIRST CLIENT.....	10
10. DOMAIN NAME MANAGEMENT (DNS).....	12

1. Overview

Congratulations, and thank you for choosing us as your hosting partner. Reseller hosting is both exciting and profitable but require some understanding of the hosting world.

Reselling can quickly become a complex subject. This being said our objective with this onboarding document is to assist you with getting started with reseller hosting and explaining some fundamental principles. A start-up guide.

We have two options for our resellers.

- You have either subscribed to one of our SHARED Reseller options. Or.
- You have subscribed to one of our DEDICATED Reseller options.

Differences will be highlighted between SHARED and DEDICATED.

For the SHARED reseller option, we provide the following pre-configured panels.

- WINDOWS - Solid Control Panel (<https://solidcp.com> latest version)
- WINDOWS – Plesk (<https://www.plesk.com> latest version)
- LINUX – DirectAdmin (<https://www.directadmin.com> latest version)

For the DEDICATED reseller option, we provide the following environments.

- WINDOWS - Solid Control Panel (<https://solidcp.com>). Or your own panel.
- LINUX (Support for Plesk, DirectAdmin and cPanel). Or your own panel. We recommend DirectAdmin because of its cost vs stability vs functionality vs reseller friendliness.

VERY IMPORTANT

We are not allowed to contact or migrate ANY of your clients. Even if THEY request this! Your client can only become our client if you explicitly request us to do this (for whatever reason). You will also find that all our shared resources are listed under NETMASK.HOST (a generic hosting name with no reference to us).

2. General information

Support Tel: +27 12 004 0846

Website: <https://redcactus.co.za>

Support/Helpdesk email address: support@redcactus.co.za

2. Definitions

The following definitions apply when referring to:

HOSTING means (in reselling context) the product of hosting email and web content for your clients and or yourself.

SHARED means that the hosting environment is not dedicated only to your hosting space, but split between yourself and other clients.

DEDICATED means that the hosting environment belongs to you exclusively. All the resources for this server (virtual server) have been allocated to you.

VPS means the virtual server (virtual private server). This is a virtual computer running its own operating system and resources. The server is not shared with other parties.

Hosting Panel means the software that runs on a windows or Linux server that manages server resources on behalf of resellers and their clients. For instance, cPanel.

DA means Direct Admin. A Linux based hosting panel software. (Very similar to cPanel)

cPanel means cPanel. A Linux based hosting panel software.

Solid CP means Solid Control Panel. A Windows based hosting panel software.

Red Cactus means Red Cactus Software CC, its directors and employees.

netmask.host means a generic hosting entity. (Used to hide our existence).

Panel Resources means the databases, emails, traffic, hosting space, websites and more.

URL means Uniform Resource Locator and is the address of the website.

User means the person that will use the application or solution.

Web Browser means the software available to browse the content of a web page.

Examples include Microsoft Internet Explorer, Chrome, Firefox.

Web Page means the contents of a web browser window.

Web Site means the collection of web pages that constitute an application or solution

PHP means Person Home Pages (A programming language used to code websites.

Common frameworks such as WordPress uses this.)

FileZilla means a Free FTP client software. <https://filezilla-project.org/>

phpMyAdmin means a web interface to manage MySQL databases.

3. URL links

- OUR Billing System: <https://whmcs.redcactus.co.za> (used when adding hosting and managing domains)
- Shared Windows Panel <https://scp1.redcactus.co.za/> (IP = 129.232.200.195)
- Shared Linux Panel <https://da01.netmask.host:2222/> (IP = 156.38.169.210)

4. First steps

- [Understanding the difference between YOUR billing and OURS.](#)
- [System Client Area and Admin Area.](#)

5. Welcome Reseller.

1. Background.

- You have now signed up, (or just about to) and need to understand what you can do and what the best way is to do it.
- The ultimate idea is for your business to sell hosting space (with all its options such as email, websites and databases) to clients and invoice them competitively with regards to the rest of the industry.

2. Overview.

- As reseller you need the following to be running in order to proceed with marketing your business.
 1. A website that impresses the potential client.
 - Functional, informational and fast
 - Creates confidence
 2. A good SHARED or DEDICATED server. (Delivering reliable and fast

- hosting services)
- 3. A good hosting panel. (Easy, stable and functional)
- 4. Optional billing system integrated with your Panel.
- We can assist you with all elements, but the focus of this document is to explain Step 2 and Step 3.
- On signup to a SHARED reseller hosting package, you will receive
 - 1. Your panel details.
- On signup to a DEDICATED reseller hosting package, you will receive
 - 1. Your Root or Administrator login details for the PANEL.
 - 2. Your Root or Administrator login details for your DEDICATED VPS SERVER.

6. Responsibilities.

1. Background.
 - We all need to understand who is responsible for what when starting or expanding a hosting business. The listing of responsibilities will make it clear what you expect from us and what you need to do yourself.
2. Our responsibilities for SHARED Reseller.
 - Provisioning of your panel hosting space.
 - Setup your account as reseller on the shared Hosting Panel.
 - Assigning the correct number of resources to your account based on your selected package.
 - Support for your services. (Hosting environment) (NOT YOUR CLIENTS)
3. Your responsibilities for SHARED Reseller.
 - Configure your Hosting Panel with correct packages and settings. These are called hosting spaces or reseller packages but really represent hosting plans.
 - Create your new clients and assign them to correct hosting packages created in the previous step.

- o Supporting your clients. (Email setup and configuration, WordPress installations etc)
4. Our responsibilities for DEDICATED Reseller.
 - o Provisioning of your VPS server (Linux / Windows)
 - o Provisioning of your panel hosting on VPS.
 - o Support for your services. (Hosting environment) (NOT YOUR CLIENTS)
 5. Your responsibilities for DEDICATED Reseller.
 - o Specialized configuration of your VPS server (beyond the basic and best practice, which we have done).
 - o Configure your Hosting Panel with correct packages and settings. These are called hosting spaces or reseller packages but really represent hosting plans.
 - o Create your new clients and assign them to correct hosting packages created in the previous step.³
 - o Supporting your clients. (Email setup and configuration, WordPress installations etc)

7. Preparing the hosting panel for packages.

1. Background.
 - o One common denominator of your reseller setup will be to setup your hosting packages on your Hosting Panel.
 - o The specific steps to follow, will differs for each panel and is beyond the scope of this document.
2. You will need to setup (typically 4-6) hosting packages that your client needs to select from.
3. We have setup a typical scenario / sample below.
- 4.

Package	Bandwidth	Hosting Space	# Domains	# Emails	# Websites
Bronze	50 GB	2 GB	1	5	1

Silver	100 GB	4 GB	5	10	2
Gold	Unlimited	10 GB	Unlimited	20	Unlimited

5. Once this has been decided, you will need to configure these options as reseller packages / hosting spaces in your hosting panel.
6. Each new client will then be linked to one of the packages and the panel will provision that client with the configured resources.

8. Registering a Domain or transferring one.

1. Background.
 - a. Hosting by definition requires domains. Domain can be created (registered), deleted, transferred, edited, expired, renewed and more.
 - b. As reseller you will need to perform at least some of the above functions.
 - c. Currently we provide two options for this as part of our offering.
 - i. WHMCS. (This is pre-linked to two dedicated DNS servers)
 1. nsda1.netmask.host
 2. nsda2.netmask.host
 - ii. Serious Billing (this is pre-linked to two dedicated DNS servers)
 1. ns1.redcactus.co.za
 2. ns2.redcactus.co.za
 3. ns3.redcactus.co.za
 - d. You may also want your own implantation of the above, and very welcome to implement this yourself.
2. WHMCS domain overview.
 - a. Login to the system. <https://whmcs.redcactus.co.za>
 - b. To register a domain, select Domains >> Domain Search or Order a new Service under Services.

Find your new domain name. Enter your name or keywords below to check availability.

- i.
 - ii. Search your domain and add this to your Cart to register.
- c. To manage a domain, select domains >> My Domains.

My Domains

Portal Home / Client Area / My Domains

Showing 1 to 9 of 9 entries

	Domain	Reg Date	Next Due	Auto Renew	Status
<input type="checkbox"/>	airfields.co.za	Tuesday, April 27th, 2021	Wednesday, April 27th, 2022	✓ Enabled	Transferred Away
<input type="checkbox"/>	airfields.co.za	Tuesday, April 27th, 2021	Wednesday, April 27th, 2022	✓ Enabled	<div style="border: 1px solid red; padding: 2px;"> Manage Domain Renew </div>

- i.
 - ii. Once you select Manage Domain, you will be provided with options.
- d. To transfer a domain, select domains >> Transfer Domain to us.

Transfer your domain to us

Transfer now to extend your domain by 1 year!*

Single domain transfer

Domain Name

Authorization Code ? Help

[Add to Cart](#)

- i.
- ii. Proceed through the wizard to add the domain to your cart and

initiate the transfer process.

3. Serious Billing domain overview.
 - a. Login to the system <https://admin.redcactus.co.za>
 - b. Client Area (Dashboard) >> Domains.
 - i. To add a new domain, select "Add New Domain".
 - ii. To transfer a domain, select "Transfer a Domain".
 - iii. To change a domain, select "Edit" and make changes including "Nameservers" changes.
 - iv.

NAMESERVERS

Nameservers manage your domain records. You should have a very good reason to change this and is provided for advance users. Two nameservers are required, at minimum!

Default Name Servers

Custom Name Servers

Domain ownership details

nameserver 1

nsda1.netmask.host

nameserver 2

nsda2.netmask.host

nameserver 3 (optional, clear if not applicable!)

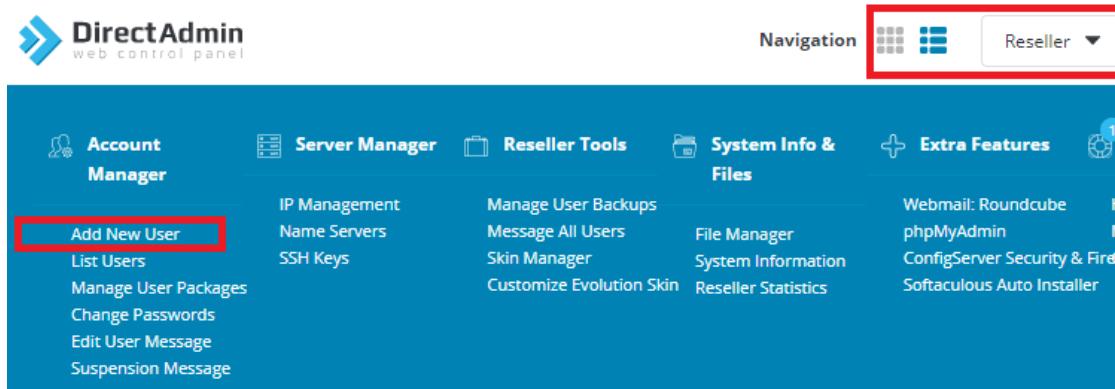
NEXT

- v.
- vi. Above we used two common name servers.
 1. nsda1.netmask.host
 2. nsda2.netmask.host

9. Add your first client.

1. Background
 - a. Adding your new clients, is what it's all about.
 - b. As an example, we will step you through the setup of a new client in DirectAdmin and in a SHARED Reseller account.
2. We assume you have Setup your hosting panel with some reseller packages / hosting spaces.

3. We assume you have configured the settings in your hosting panel to reflect your Reseller Business Name and contact information.
4. Login to your hosting panel.
5. Add a new client in your hosting panel. Account Manager >> Add New User



- a.
- b. Once you select this option the Create User screen will present you with options to select for your new CLIENT.
 - i. Notice the User Package = Business (This represent the reseller package / hosting space). We used Bronze, Silver and Gold above.
- c. The domain name can be any valid domain name not already added to the system. I.e. airfield.co.za.

Create User CHANGE USER MESSAGE BACK

Username

E-mail

Password

Domain

User Package

IP

Send E-mail Notification

- d.
- e. The new client now receives a welcome letter with the summary of their new hosting package and login details.
- f. The domain used needs to be registered and pointed to this new hosting

space for things to start working when you type <http://thedomain.com>

- i. Point only the www / records. For more on pointing see [DNS](#).
(basically, edit the domain A record and point this to your SHARED or DEDICATED VPS IP address)
 - ii. Or update the DNS NS records to use the panel provided NS records. Typically.
 1. nsda1.netmaks.host
 2. nsda2.netmaks.host
 - g. <https://mxtoolbox.com/> is a great consumer tool for checking the current records on a domain.
6. Congratulations, you have your first client running. Remember to send them an invoice.

10. Domain Name Management (DNS).

1. Background.
 - o DNS is a very complex topic and all we can hope to achieve is to explain the very basics.
2. What is a domain name?
 - o A domain name is a name that you register to identify your company with the relevant registrar. (So, for co.za domains, we register them with Registry.net.za.)
 - o The domain will be mapped to servers that control functionality for that domain name. These mappings are called records. The most well-known is an MX record and A record.
 - o As reseller you will have domains all over the place and need to maintain them. For instance, if a client migrates to your hosting space, you will need to update the NS records (after you have created the domain on your panel) to point to your server. You might also decide to just point the A Record to test the website on your new server.

Type	Name	TTL	Value
A	airfields.co.za.	14400	156.38.169.210
A	ftp	14400	156.38.169.210
A	mail	14400	156.38.169.210
A	pop	14400	156.38.169.210
A	smtp	14400	156.38.169.210
A	www	14400	156.38.169.210
NS	airfields.co.za.		nsda1.netmask.host.
NS	airfields.co.za.		nsda2.netmask.host.
MX	airfields.co.za.	14400	10 mail
TXT	airfields.co.za.	14400	"v=spf1 a mx ip4:156.38.169.210 ~all"

3. What does Records do and why?

- Above you will see some records linked to a domain called airfields.co.za.
- There are 6 A records, 2 NS records, 1 MX record and 1 TXT record.
- An "A" record just points the domain name (or prefix) to an IP address. In the above example.
 - airfields.co.za points to 156.38.169.210
 - <ftp.airfields.co.za> points to 156.38.169.210
 - mail.airfields.co.za also point to 156.38.169.210
- An "MX" record means Mail Exchange and represents the email server IP.
 - MX records also have a priority. For this discussion just add one mx record and use 10 as the priority. (The default).
 - mail will be used as the mx record address. This "mail" refers back to the A record "mail". Which points to the server 156.38.169.210.
- "NS" records are the primary driver for a domain and refers to the Name Servers.
 - Each domain must have at least two nameservers (just in case one goes down).

- In this example our dedicated Name Servers used are called nsda1.netmask.host and nsda2.netmask.host.
 - When a domain is registered, transferred or other major changes one the registry, these nameservers should contain the entry for the domain in question or all requests will fail.
 - If you have a DEDICATED or SHARED server with us, we will communicate the nameservers to you that you should use. Generally speaking, the above two nameservers are valid.
 - Lastly there is a "TXT" record that is dedicated to SPF email policy checking. (Beyond the scope of this document)
 - The reason we have records on a domain is to specify to the rest of the WWW what services we use, and where they reside. For instance, we might be hosting a website, but the emails are with Microsoft Office 365.
4. So how do I "point" a domain? (Also called "pointing").
- Pointing a domain just means that you either update the A records (www and airfield.co.za) and the MX (email) records to a new IP address. This is to avoid a full transfer... that you might not want to do now, or cannot.
 - You do not have to point all services. For instance, we might not want to point email, then only update the www and airfield.co.za record.
 - You can also update the NS records of the domain. To do this you will have to initiate a registry update of the NS records to have an effect. This is done in WHMCS or Serious Billing system. (just editing the NS records on the above record list will not have any impact)
5. Transfers and registrations are covered above.